



JusticeMobile is a service offering delivered by the California Department of Justice (DOJ) to its law enforcement agency (LEA) partners. JusticeMobile consists of two components: a management and security system for smart-phones and tablets and a secure web application optimized for mobile devices. The management and security system gives our agency partners the ability to securely manage smart devices in order to meet the requirements of the Federal Bureau of Investigation's Criminal Justice Information Services Security Policy which requires the use of a Mobile Device Management (MDM) system. The secure application runs in a secure browser and provides access to state and national criminal databases, which is subject to review and approval by DOJ's California Law Enforcement Telecommunications System (CLETS) Administration Section (CAS) through the standard CLETS Application process.

The modular design of JusticeMobile allows partner agencies to choose from two levels of service; one where DOJ provides the management and security system to meet Criminal Justice Information Services Security Policy requirements, with the partner agency providing connectivity and the means to access criminal data or a second, all inclusive level of service, where DOJ provides the means of securing, connecting and presenting criminal justice information (CJI) on mobile devices.

JusticeMobile MDM: Secure and manage mobile devices for access to criminal data

What is Mobile Device Management?

Mobile Device Management (MDM) is the centralized administration and control of mobile devices. Management includes the ability to configure device settings and prevent a user from changing them, remotely locating a device in the event of theft or loss and remotely locking or wiping a device. Management can also include over-the-air distribution of applications and updating installed applications.



What is JusticeMobile MDM?

JusticeMobile MDM is a service offering by the DOJ to its LEA partners. DOJ will provide a hosted MDM service for the management and control of mobile devices to ensure they meet the Criminal Justice Information Services Security Policy and CLETS Policies, Practices and Procedures (PPP) for mobile connections for access to CJI. JusticeMobile MDM is scaled for high availability and comes preconfigured with CLETS Policies, Practices and Procedures (PPP) and CSP compliant features flexible enough to allow additional security customization to meet individual agency needs. Each LEA partner will have their own separate instance of the solution for security and ease of administration.

Who supports the solution?

Because each separate instance is running in a separate container, LEAs have full and complete control of their individual JusticeMobile MDM services. End user support for mobility issues normally falls upon the LEAs tier one/tier two support teams. Escalation of issues can be routed straight to the third party vendor or to DOJ for triage of root level server issues. Details of the support arrangement are worked out during the drafting of the JusticeMobile Memorandum of Understanding (MOU).

What are the benefits of JusticeMobile MDM?

Quick and
Easy Setup

Compelling
Price Points

Administrator
Support

Approvals

Quick and Easy Setup: JusticeMobile MDM provides for quick setup and deployment of mobile devices to Law Enforcement Agents in the field. In other words, instead of spending months setting up infrastructure, policy and configuration for MDM, DOJ's solution comes ready to manage devices from day one.

Compelling Price Points: DOJ has been able to reduce the overall licensing costs to partners because of the volume of licenses purchased. DOJ offers this service at cost, including on-going hardware and maintenance costs.

Administrator Support: DOJ has resources to support LEA partner administrators in the use of JusticeMDM as well as expertise in other areas including Criminal Justice Information Services Security Policy, CLETS PPP, Networking, etc.

Approvals: Your Agency CLETS Coordinator (ACC) utilizes the DOJ's CLETS Application (HDC 0014) today for any connection modification. To ensure consistent and timely review of Justice Mobile MDM requests your ACC will submit a CLETS Application through the standard process for review and approval.

JusticeMobile App: Providing secure mobile access to criminal data

What is the JusticeMobile App?

JusticeMobile App is a mobile webapp providing inquiry only access to CJ in the statewide databases of the California DOJ, California Department of Motor Vehicles and others as well as access to interfaces with the Federal Bureau of Investigation's (FBI) National Crime Information Center (NCIC) databases on Mobile Devices. This service is compliant with the CLETS Policies, Practices and Procedures (PPP) and the Criminal Justice Information Services Security Policy.

How does it work?

This service is provided through two components. The first component is the JusticeMobile MDM described above and the second component is a mobile webapp provided through an approved device that provides mobile access to CLETS in compliance with the FBI CJIS Security Policy and the CLETS PPP.

Who supports this solution?

The Department of Justice employs a 24x7 support schedule to support this DOJ provided solution. The Department will provide training, end-user support and device support subject to a Service Level Agreement negotiated during the drafting of the JusticeMobile MOU.

What are the requirements and process to begin using the JusticeMobile App?

Agency CLETS Coordinator's (ACC's) must submit a CLETS Application utilizing the standard process.

An agency's current compliance status with the CLETS PPP and Criminal Justice Information Services Security Policy will be assessed during review of Justice Mobile instigated CLETS Applications. Non-compliance with a current connection may delay Justice Mobile approval.

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