TECHNOLOGY & INNOVATION DIVISION

The Technology and Innovation Division was created in September 2019 as a concentration point for the many ways technology can be used to perform and enhance TBI's public safety mission. TID is made up of the Information Systems Unit, the Criminal Intelligence Unit, and the Cybercrime and Digital Evidence Unit. TID members maintain the business systems that sustain TBI's modern workforce, conduct complex investigations and analyses, and support the Tennessee law enforcement community with the latest in intelligence- and digital evidence-gathering tools. These units keep TBI personnel and their law enforcement partners connected, situationally aware, and fully equipped to work the digital crime scenes of the 21st century.

"We're leveraging the innovative spirit of a great team to empower TBI's workforce with the best technologies to support their mission."

Richard Littlehale, Assistant Director

FY 2021-2022 PAST CHALLENGES

- Continued TBI's digital transformation begun during COVID, despite being substantially short-staffed because the Information Systems Unit hasn't grown at the pace of the agency
- Retired technical debt in the TBI data center, which houses many critical systems for the Tennessee Criminal Justice System
- Responded to an increase in the volume and complexity of digital evidence submissions and concurrent rise in digital forensics evidence processing turnaround times by seeking a unified automation platform to automate some digital forensics processes

FY 2022-2023 PRESENT WORK

- Completed migration of TBI's core software licensing to a higher level of security and compliance functionality
- Deployed a process automation platform for digital forensics, allowing agents to process cases more efficiently and push the results out to customers over a secure web connection to centrally-housed servers rather than on removeable media

FY 2023-2024 FUTURE OBJECTIVES

- Work with the Governor's Administration and the General Assembly to secure the funding needed to replace TBI's decades-old and obsolete investigative case file system
- Continue the rollout and maturation of the statewide cybercrime investigations program, fielding new CDEU agents who have completed training and broadening outreach and education efforts
- Update TBI's ability to capture, analyze, and display data across divisions and programs.

INFORMATION SYSTEMS UNIT

The Information Systems Unit (ISU) is the TBI's information technology hub, with responsibility for running TBI's data center and business technology, managing critical communications and facilitating the creation, deployment, and maintenance of systems for all of the Bureau's components and many external customers. ISU ensures that TBI personnel can work effectively however their duties require. Within ISU, there are several teams; the Core Technology Team, the Application Development Team, the Project Management Team, the TBI LEARN Team, the Service Desk Team, the Network Team and the Security and Compliance Team. To learn about each team and their duties, please visit www.tn.gov/tbi/divisions/information-systems-division.html.
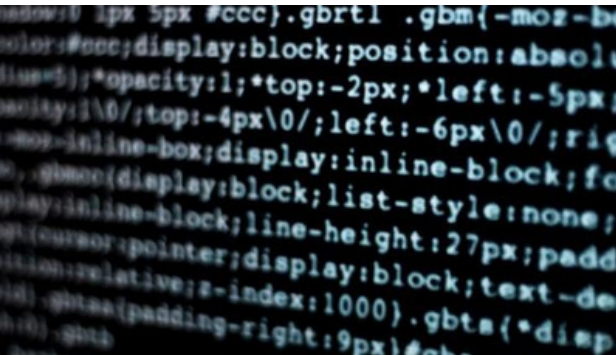
During the 2022-2023 Fiscal Year, the priority of ISU has been accelerating digital transformation across TBI divisions and responsibilities. ISU staff have worked with stakeholders from every corner of the Bureau to identify opportunities for modernization, collaboration, and increased efficiency. ISU has focused this year on enhancing tools and platforms for our users and modernizing our business processes and productivity tools.

CRIMINAL INTELLIGENCE UNIT

The Criminal Intelligence Unit (CIU) is responsible for the collection, collation, analysis, and dissemination of information related to criminal activity throughout the state. The CIU concentrates its efforts in the areas of: the Tennessee Sex Offender Registry (SOR), Human Trafficking, Missing Children, AMBER/Endangered Child Alerts, Silver Alerts, Gang Intelligence, Fugitive Investigations, Criminal Case Support, Support of Federal Task Forces, Social Media Analysis, Tennessee Homeland Online Records (THOR), Financial Crimes Enforcement Network (FINCEN), International Criminal Police Organization (INTERPOL), Violent Criminal Apprehension Program (VICAP), National Missing and Unidentified Persons System (NAMUS), Threats Against Law Enforcement/Military, BLUE Alerts, El Paso Intelligence Center (EPIC), School Violence, and assistance to the Tennessee Emergency Management Agency (TEMA). This statewide unit is staffed with 3 Special Agents, 17 Intelligence Analysts, and 3 SOR temporary employees and is supervised by 1 Special Agent in Charge and 2 Assistant Special Agents in Charge. This unit is housed within the Tennessee Fusion Center (TFC), located at Headquarters. The TFC is a partnership between the TBI and

the Tennessee Department of Safety and Homeland Security, and also houses personnel from the U.S. Department of Homeland Security, the Federal Bureau of Investigation, and the Tennessee Department of Correction. In Fiscal Year 2022-2023, the Tennessee Bureau of Investigation's Criminal Intelligence Unit processed 55,787 Requests for Information (RFI). Of these requests: 2 originated from other Fusion Centers in the National Network of Fusion Centers, 58 requests originated from federal agencies, and 55,727 requests originated from state and local law enforcement agencies. CIU received 11,021 tips and leads. These tips were cataloged, verified, and, when appropriate, forwarded to law enforcement for follow-up. There were 10 situational awareness products published and CIU Analysts produced 10,753 case support and tactical intelligence products.

CYBERCRIME & DIGITAL EVIDENCE UNIT

The Cybercrime and Digital Evidence Unit (CDEU) conducts specialized technical investigations and enhances the investigations of all TBI Units and other law enforcement agencies through advanced capabilities.

CDEU agents conduct proactive investigations into a range of online harms, including internet crimes against children, threats to life communicated online, financially motivated Cybercrime, and computer intrusions. CDEU is also tasked with deploying and gathering evidence from advanced technologies in support of TBI Special Agents and the Tennessee law enforcement community, including digital forensic analysis and communications and geolocation evidence-gathering involving Ambers Alerts, Fugitives, Silver Alerts, and historical Cellular and network analysis. CDEU agents also support operations with mobile command, specialty vehicles, and radio communications assistance. In addition, CDEU agents are also in charge of TBI's Electronics Detection K9.

Cybercrime and Digital Evidence Unit was formerly known as the Technical Services Unit (TSU) prior to May 2022. TSU was created within the TBI Criminal Investigation Division in December 2004, bringing together a range of technical and investigative disciplines from across the Bureau into one chain of command. In October 2019, TSU became part of the Technology and Innovation Division.

In May 2022, TSU was renamed Cybercrime and Digital Evidence Unit due to a renewed focus on Cybercrime investigations, Internet Crimes Against Children, and Digital Evidence. At the same time, it was restructured into four different squads; Cybercrime Investigations Squad, Digital Forensics Squad, Internet Crimes Against Children (ICAC) Squad, and Operational Technologies Squad to create a narrower set of programmatic responsibilities for the different teams. For online Investigations and threats-to-life, CDEU Agents investigated 15 threats-to-life cases during the 2022-2023 Fiscal Year. During Fiscal Year 2022-2023, these agents processed 1,514 CyberTips from the National Center for Missing and Exploited Children (NCMEC), compared to 1,095 CyberTips for the fiscal year 2021-2022, an increase of 38.26%.

Of the 1,514 leads received, 1,472 involved possession, manufacture, or distribution of child sexual abuse material (CSAM), nine involved the molestation of a minor, 25 involved the online enticement of children for sexual acts, two involved trafficking, two involved unsolicited obscenity directed to a child, and four involved sextortion.

For more information about the work of the variety of TBI's CDEU's squads, visit https://www.tn.gov/tbi/divisions/information-systems-division.html.

In August 2020 TBI acquired an Electronics Detections Canine and trained one CDEU agent to become the K9 handler.

After extensive training, during Fiscal Year 2022-2023 CDEU deployed the Electronics Detection K9, Zeus, and handler eight times in support of ICAC, homicide, countersurveillance sweep, and kidnapping investigations.

For more information about the TBI K-9 program, please visit www.tn.gov/tbi/divisions/criminal-investigation-division/tbis-k9-agents.html.

REVIVING COLD CASES

Criminal Intelligence Analysts within the Technology and Innovation Division's Criminal Intelligence Unit have started a Cold Case Initiative in partnership with Special Agents of the Criminal Investigations Division. This investigative team is working to review all cold case homicides on The TBI's books, leveraging their training, experience, and advanced technologies to see these cases through and provide closure to the families of the victims.

One of the advanced technologies employed by the investigative team is Forensic Genetic Genealogy DNA testing. Forensic Genetic Genealogy DNA testing uses revolutionary processes to test evidence and provide leads to identify suspects and unidentified bodies. In 2022, the investigative team identified the skeletal remains of a young female homicide victim found in Campbell County, Tennessee in 1985 by using the leads provided by this cutting-edge technology. Using these leads and their investigative skills, the team was able to locate family members of the victim. The family members then provided DNA to compare against the DNA profile of the victim located in the Combined DNA Index System.

The results confirmed the victim's identity as Tracey Sue Walker of Lafayette, Indiana. Tracey was 15 years old when she was reported missing by her parents in July of 1978. The investigation into her disappearance and death is currently ongoing and being jointly investigated by the TBI, the Lafayette (TN) Police Department and Tippecanoe County (IN) Sheriff's Office.

FY 2022-2023 EXPENDITURES & FUNDING
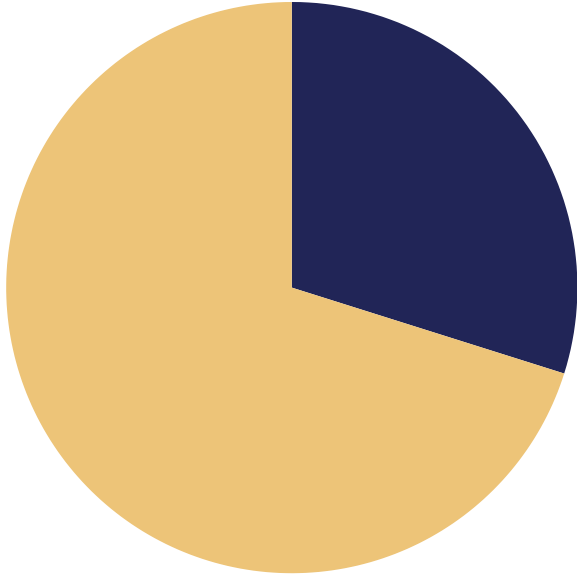
OPERATIONS

$3,108,400

SALARIES

$7,300,380

TOTAL: $10,408,780

For more information about TBI's Technology & Innovation Division, Investigation Division, please visit www.tn.gov/tbi/divisions/information-systems-division.html.