

# OPERATIONS CENTER



**GEORGIA**  
DEPARTMENT OF CORRECTIONS

The Operations Center plans, implements, and coordinates the GCIC program, provides emergency management situational awareness, disseminates critical information to the executive staff, and supports the Georgia Department of Corrections (GDC) daily operations and exercises.

## MISSION

To protect Georgians by operating secure facilities and providing opportunities for offender rehabilitation.

**Tyrone Oliver**, Commissioner

**Alan Watson**, Chief of Staff

**Ahmed Holt**, Assistant Commissioner Facilities Division

## OVERVIEW

- Manages a 24-hour Georgia Crime Information Center (GCIC)/ National Crime Information Center (NCIC) terminal including State of Georgia Pardons and Paroles (PAP) after-hours, and fully supports internal entities regarding GCIC
- Receives and process incoming calls regarding emergency or unusual incidents
- Disseminates incident information to the procedurally identified personnel
- Serves as a point of contact (POC) to Georgia Emergency Management Agency (GEMA), GCIC, and other state agencies

## DAILY OPERATIONS

### GCIC/NCIC ENTRIES

- Enter and properly validate the following types of records into GCIC/NCIC ensuring all federal, state and local laws are followed regarding entry and validation status of records
  - Wanted persons
  - Stolen guns
  - Stolen vehicles

### GCIC/NCIC ENTRIES

- Enter warrants into GCIC/NCIC and broadcast statewide lookouts to all law enforcement agencies
- Coordinate with U.S. Marshals Fugitive Agents to ensure safe and secure recapture

### EMERGENCY REPORTS

- Receive, analyze, document, and disseminate information obtained from all facilities and departments within the agency

### EMERGENCY PREPAREDNESS

- Provide statewide situational awareness related to all hazards both emerging and/or occurring
- Account for all GDC resources during critical events

### STATE BOARD OF PARDONS AND PAROLES

- Serves as the after-hour POC
- Processes approximately 250 requests per month regarding arrests of parolees

## SPECIAL OPERATIONS

- Activate Tactical Teams upon request
- Provide investigative and administrative support

## FACILITY OPERATIONS

- Serves as the reporting focal point for GDC providing round-the-clock assistance to all functional areas

## GEORGIA EMERGENCY OPERATION AGENCY

- Coordinates resource requests through the State Operations Center (SOC) to deploy various GDC resources to aid in recovery
- Serves as the liaison to other agencies by providing logistical and administrative support
- Monitors SOC Activation levels

## GEORGIA BUREAU OF INVESTIGATIONS

- Operates a 24-hour criminal justice information systems network
- Facilitates GCIC's computer-based training program for GDC
- Serves as POC for Security and Integrity Training
- Coordinates and provides formal training for all GDC GCIC Terminal Operators

## EXTERNAL LAW ENFORCEMENT AGENCIES

- Coordinates resource assistance when requested
- Serves as a POC for inmate/probationer information

## INTERNAL STAFF TRAINING GOALS

- To enhance professional development, improve emergency response capabilities, and provide opportunities for advancement for each Operations Center Officer.
- Includes many departmental options and external training, such as:
  - National Incident Management System ICS 100, 200, 700 and 800
  - Motor Bridge Operations
  - GCIC Entry-level Terminal Operator Training
  - Terminal Agency Coordinator Training

