

February 18<sup>th</sup>, 2020

## **TECHNICAL AND OPERATIONAL UPDATE (TOU) 20-1**

### **SECTION 2 -- SYSTEM CHANGES**

**\*\*\*Complete NCIC Manual Rewrite. This will be a free update  
to our clients\*\*\***

February 18<sup>th</sup>, 2020

## **TECHNICAL AND OPERATIONAL UPDATE (TOU) 20-2**

### **SECTION 2 -- SYSTEM CHANGES**

**\*\*\*Helpfile/Manual Changes, new SOS MFC added to QXS transaction – 2 hours maximum\*\*\***

**\*\*\*The Manual portion piggybacks off of the 20-1 Manual rewrite, and may be delayed due to the work involved there.\*\*\***

May 5<sup>th</sup>, 2020

## **TECHNICAL AND OPERATIONAL UPDATE (TOU) 20-3**

### **SECTION 2 -- SYSTEM CHANGES**

**\*\*\*Helpfile/Manual changes only. 30 minutes\*\*\***

June 28<sup>th</sup>, 2020

## **TECHNICAL AND OPERATIONAL UPDATE (TOU) 20-4**

### **SECTION 2 -- SYSTEM CHANGES**

\*\*\*Creation of the III SRC form and key – 2 hours\*\*\*

\*\*\*Changes to, and inclusion within Messenger of, the III/NFF  
Manual – 18 hours\*\*\*

\*\*\*20 Hours total\*\*\*



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**NCIC TOU 20-5 Impact Statement**

**TECHNICAL AND OPERATIONAL UPDATE (TOU) 20-5**

**Published on: October 5th, 2020**

**SECTION 2 - SYSTEM CHANGES**

- Helpfile/NCIC Manual Changes

**Billable Maintenance Hours:**

- 2 hours

*All hours are approximate hours based on system software*



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**NCIC TOU 20-6 Impact Statement**

**TECHNICAL AND OPERATIONAL UPDATE (TOU) 20-6**

**Published on: December 21st, 2020**

**SECTION 2 - SYSTEM CHANGES**

- Helpfile/NCIC Manual Changes
- PLI code list change

**Billable Maintenance Hours:**

- 15 minutes

*All hours are approximate hours based on system software*