Florida Schools Safety Portal and Social Media Monitoring Tool Overview

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Florida Schools Safety Portal
(formally Centralized Integrated Data Repository)

Required by 1001.212(6)-(9), Florida Statutes

- Coordinate with the Department of Law Enforcement to provide a centralized integrated data repository and data analytics resources

- Improve access to timely, complete and accurate information

- Integrate data from:
  - Social Media
  - Department of Children and Families
  - Department of Law Enforcement
  - Department of Juvenile Justice, and
  - Local law enforcement

Florida Schools Safety Portal Purpose

- Promote school safety
- Enhance coordination between state & local law enforcement, and education entities
- Promote data sharing

Florida Schools Safety Portal Features

- A browser-based software solution that can be used on any device with an internet connection

- Allows authorized users to search across multiple pertinent data sources through a single-entry application

- Provides a web-based system that enables users to access multiple data sources through one point of entry, which will allow users to be proactive and act faster when risk is identified

Panasonic/FivePoints Solutions Outcomes/Deliverables

- Project Management Plan & Support

- Technical Architecture and Cybersecurity Plan

- Application Development –
  - API Connections: SESIR, FortifyFL, Baker Act, Social Media and Law Enforcement connections

- Establish Single Sign-on Connection

- Reporting

- Training & Tier 1 Support

- Load Balancing/Performance Testing

- System Documentation

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Florida Schools Safety Portal Authorizations

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2-Tiered System Authorizations

Phase 1: SSO Authorization

Users who need access to the **Florida School Safety Portal (FSSP)** are required to <u>first</u> retrieve authorization within **Single Sign-On (SSO)** with the appropriate roles. Once the user has been authorized via the SSO process, they can then navigate to the SSO Portal for FSSP authentication.

SSO Roles:

A. District Local User
   Education User
   Mental Health User
   Law Enforcement User

B. District Local Admin
C. District Local Admin & User
D. FLDOE Reviewer/Evaluator

* If SSO access has not been granted, users will be unable to logon to the FSSP. SSO Tutorial & Quick Guide information available below.

SSO Tutorials:
https://portal.fldoesso.org/PORTAL/
Sign-on/Communications/Tutorials/
SSO-Tutorials.aspx

Tutorial Topics:
* Overview of FLDOE SSO
* Login Assistant
* Login/Navigation – Hosted Users
* Login/Navigation – Federated Users

SSO Guide:
https://portal.fldoesso.org/PORTAL/
Sign-on/Communications/pdf/
QRG_Signing_into_SSO.pdf

Phase 2: FSSP Authorization

Once users are authorized within SSO they can then access the FSSP via the SSO portal. The menu navigation panel is available in order to begin the FSSP authentication process by uploading the required form and providing the associated mandatory training information.

Required for FSSP Access:

A. FSSP Authorization Form
B. Training Completion Information

Authorization Steps:
The authorization form must be completed in its entirety and a signature is required for approval. Documentation of training must also be provided. The approval process can take up to one-business day. **System access expires every state fiscal year.**

Authorization Form:
* Download Form Template via SSO.
* Upload Signed Authorization Form.

Training Completion Documentation:
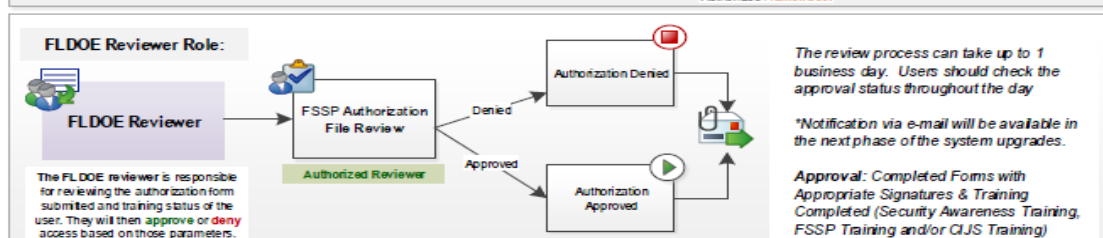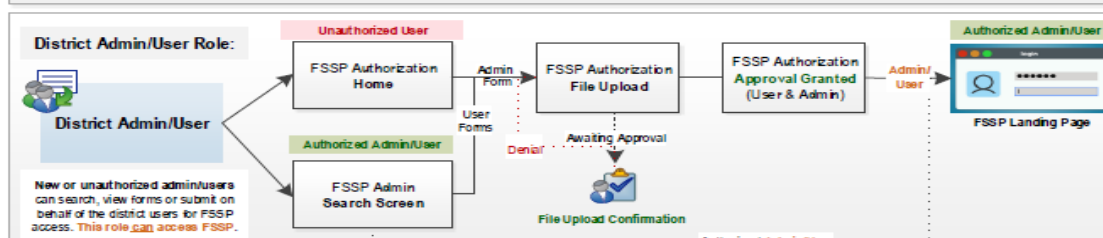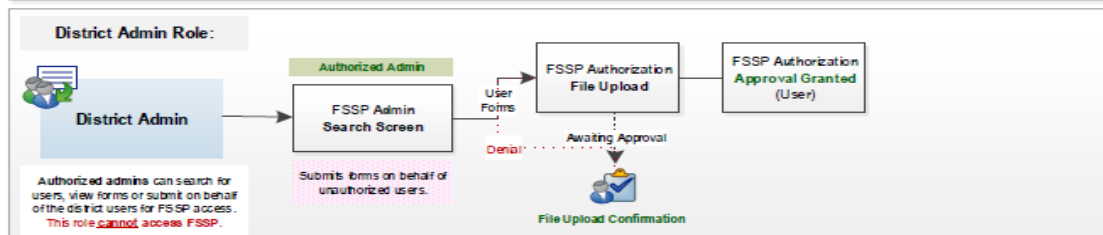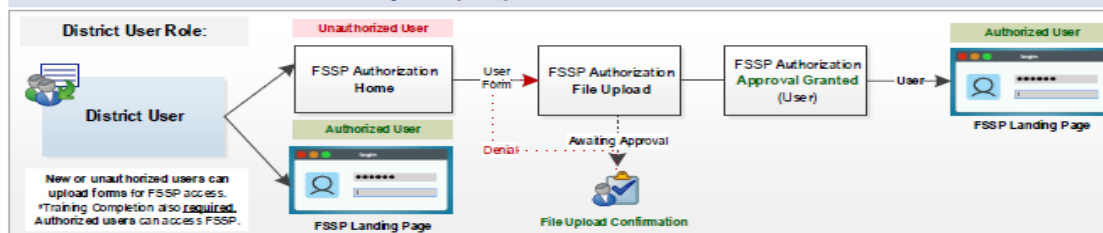* Evaluator must receive training information in order to access FSSP.

Approval:
* Wait for Authorization Approval
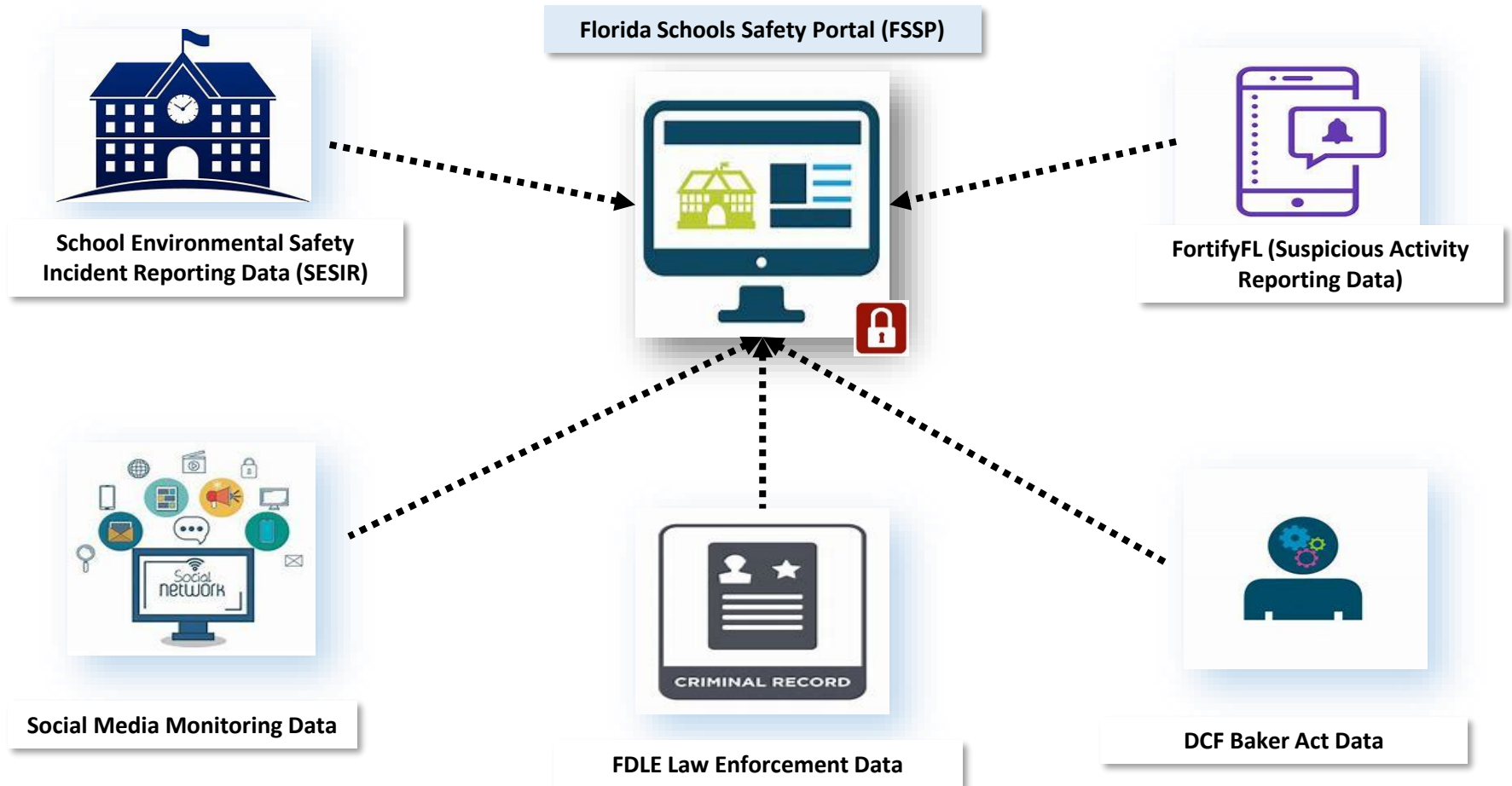   > On Approval | Continue to Login
   > On Denial | Resubmit Items

Florida School Safety Portal (FSSP) - Authorization Process Scenarios Based on Role

District User Role:

District User — Unauthorized User → FSSP Authorization Home → User Form → FSSP Authorization File Upload → FSSP Authorization Approval Granted (User) → User → FSSP Landing Page (Authorized User)

Awaiting Approval / Denial → File Upload Confirmation

New or unauthorized users can upload forms for FSSP access. *Training Completion also <u>required</u>. Authorized users can access FSSP.

District Admin Role:

District Admin → Authorized Admin → FSSP Admin Search Screen → User Forms → FSSP Authorization File Upload → FSSP Authorization Approval Granted (User)

Awaiting Approval / Denial → File Upload Confirmation

Authorized admins can search for users, view forms or submit on behalf of the district users for FSSP access. This role <u>cannot</u> access FSSP.

Submit forms on behalf of unauthorized users.

District Admin/User Role:

District Admin/User — Unauthorized User → FSSP Authorization Home → Admin Form → FSSP Authorization File Upload → FSSP Authorization Approval Granted (User & Admin) → Admin/User → FSSP Landing Page (Authorized Admin/User)

Authorized Admin/User → FSSP Admin Search Screen → User Forms

Awaiting Approval / Denial → File Upload Confirmation

New or unauthorized admin/users can search, view forms or submit on behalf of the district users for FSSP access. This role <u>can</u> access FSSP. — Authorized Admin/User

FLDOE Reviewer Role:

FLDOE Reviewer → FSSP Authorization File Review → Denied → Authorization Denied / Approved → Authorization Approved → Authorized Reviewer

The FLDOE reviewer is responsible for reviewing the authorization form submitted and training status of the user. They will then approve or deny access based on those parameters.

The review process can take up to 1 business day. Users should check the approval status throughout the day

*Notification via e-mail will be available in the next phase of the system upgrades.

Approval: Completed Forms with Appropriate Signatures & Training Completed (Security Awareness Training, FSSP Training and/or CJIS Training)

Florida Schools Safety Portal Data Sources
Authorized users will access one system that will query from multiple data sources

Florida Schools Safety Portal (FSSP)

School Environmental Safety Incident Reporting Data (SESIR)

FortifyFL (Suspicious Activity Reporting Data)

Social Media Monitoring Data

FDLE Law Enforcement Data

DCF Baker Act Data

Florida Schools Safety Portal Training Plan

- **Training Modules**

- **Training Video Snip-Its**

- **Training Quick Guide**

A survey will be provided within the training modules to gauge the training understanding and to confirm training participation.

A Technical Operations Manual will detail the system, data storage, the FLDOE SSO authorization process, authorization screens, and the Tier 1 & Tier 2 support parameters.

Florida Schools Safety Portal
Next Steps

- **Improve SESIR data availability**

- **Add additional data sources**

- **Build Statewide Behavioral Threat Assessment Instrument**.

Social Media Monitoring Tool Purpose

- Help districts monitor threats of violence against students, employee and schools
- Report suspicious activities to the proper authorities within the school district based on their Threat Assessment Plan

Social Media Monitoring Tool Features

| Real Time-Monitoring | Keyword Searching | Dashboard Monitoring | Geo fencing | Notifications |
| Adjusts for Growth | Sites Monitored | Multi-Languages | Secure System | Compiles Data |

NTT Data
Outcomes/Deliverables

- Comprehensive annual plan

- Evidence of training provided

- Notification emails/notices from the Social Media Monitoring Tool(state and district)

- Executed Service Level Agreement (SLA)

- Evidence that the system is operating correctly

- Annual report

- Technical report

Social Media Monitoring Implementation Plan

Phase 1

- Kick-off Meeting

- Annual Plan

- Support Schedule

- Conduct initial meetings to collect the background information around which districts will be on-boarded, identify the project sponsors, etc.

- Create the queries for the Department

- Review the data being captured within the Department to refine the query

- Review the queries with the Department and officially roll them into production for use at the Department and district levels

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Social Media Monitoring Implementation Plan

Phase 2

- Continue to create the queries for these two initial districts

Phase 3

- Refine the query based on conversations with the Department and district from the previous week

- Submit the onsite training plan to the Department for review and approval

Phase 4

- Travel to the location of the Department's choosing and conduct the onsite training for the Department and district users

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Social Media Monitoring Implementation Plan

Phase 5

- Complete the queries for both initial districts

- Review the queries with the Department and districts and officially roll them into production for use at the Department and district levels

- Create the on-demand web-based training for the onboarding of additional district users

- Develop the schedule of on-going live web-based trainings and review this with the Department

Post Implementation phase activities:

- New district onboarding

- Recurring training and meetings

- Ongoing support

Social Media Monitoring Training Plan

Foundation Training Session will cover the following topics:

- Tool access
- Dashboarding
- Basic query building
- Tool functionality like query groups, filters, etc.
- Basic alerts

Advance Training Session will cover the following topics:

- Advanced query building with geolocation
- Query maintenance
- Author refinement
- Advanced alerts

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