OFFICE OF OPERATIONS

OPERATIONS ORDER NO. 2   February 28, 2014

SUBJECT: CYBER SUPPORT UNIT - REVISED

PURPOSE: This Order supersedes Operations Order No. 5, *Cyber
            Support Unit - Established*, dated November 20, 2012,
and updates the requirements, responsibilities and mandatory
staffing for Cyber Support Units (CSU). The Office of Operations
and each geographic bureau have previously established a CSU.
This Order establishes a CSU within each geographic Area and
Traffic Division. The CSU will continue to utilize the numerous
forms of emerging technology and social media (e.g., Facebook,
Twitter and Instagram) in the furtherance of crime reduction
through community engagement, operational and situational
awareness, and cyber support.

PROCEDURE:

   I. CYBER SUPPORT UNIT - REVISED. Each bureau and Area CSU
       is comprised of two Police Officers II. Each Traffic
       Division CSU is comprised of one Police Officer II.

       Note: The Secondary Enforcement Group pool will be
       utilized to increase the fixed post allotment of each
       bureau, Area and Traffic Division.

   II. CYBER SUPPORT UNIT'S RESPONSIBILITIES. Cyber Support
       Units are responsible for the following:

       * Providing outreach to the community through social
          media;
       * Disseminating information to Area personnel as
          authorized by the Area/division commanding officer;
       * Utilizing the internet and social media websites to
          identify emerging trends and to provide situational
          awareness that may impact public safety, officer
          safety and City liability;
       * Providing cyber support to other entities within the
          bureau or division; and,
       * Completing a daily activities report each workday
          summarizing daily activities.

The daily activities report should include:

       * Community engagement (e.g., community presentations or
          training);
       * Situational awareness (e.g., event name, location and
          duties performed);
       * Cyber support (i.e., Division of Records or incident
          number, unit, division or bureau requesting assistance
          and the requesting person's name and serial number);

* Explicit or adverse websites visited in the fulfillment of their duties (e.g., websites containing adult content) and the reason the sites were accessed; and,
* Any information that is deemed important.

Note: Information obtained from the public domain of the internet, such as blogs and social media websites, is treated as material freely shared by its creator. As a reminder, the same criteria of "right to know" and "need to know" is required to access official law enforcement databases.

III. **CYBER SUPPORT UNIT SUPERVISOR'S RESPONSIBILITIES.** The CSU supervisor may be an ancillary duty and is responsible for:

* Providing daily supervisory oversight of the CSU; and,
* Reviewing and approving the CSU daily activities report.

Note: The CSU supervisor must be a sworn employee of supervisory rank.

IV. **BUREAU AND AREA COMMANDING OFFICER'S RESPONSIBILITIES.** The bureau commanding officer will have line command over the bureau, Area and Traffic Division CSUs. Each Area and Traffic Division commanding officer will have line command over their CSU. Commanding officers must ensure that:

* The CSU is provided with appropriate supervisory oversight;
* Related training is made available to concerned bureau and divisional employees;
* The CSU is regularly evaluated for effectiveness in their duties; and,
* The CSU is easily accessible within the division to provide assistance to all divisional entities.
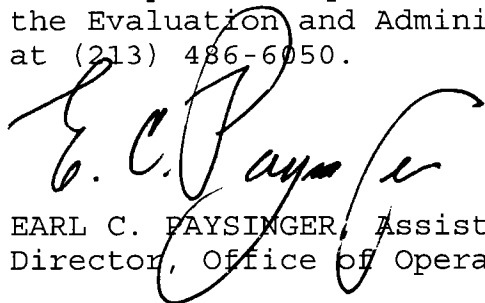
Note: Cyber Support Unit personnel must adhere to the Department's Media Relations Guide, Department Manual Section 1/210.46, *Employee's Duty to Report Misconduct*, and Section 3/813.05, *Initial Action - Complaints and Complaints of Misconduct, Employee's Responsibility*, relating to an officer's responsibility to report misconduct when becoming aware of possible employee misconduct as it pertains to their duties.

V.   **OFFICE OF OPERATIONS - CYBER SUPPORT UNIT'S
      RESPONSIBILITIES.** The Office of Operations will continue
      to have line command over the Office of Operations –
      Cyber Support Unit (OO-CSU). The OO-CSU is responsible
      for:

*   Sharing information with entities within the
    Department and with authorized outside entities (e.g.,
    Los Angeles County Sheriff's Department);
*   Providing standardized training to all CSU personnel;
*   Assisting the bureau, Area and Traffic Division CSUs
    with community engagement (e.g., cyberbullying
    presentations for schools, Community-Police Advisory
    Boards or parents) and providing situational awareness
    and technical support, as needed;
*   Performing duties as assigned by the Director, Office
    of Operations; and,
*   Completing a daily activities report each workday.

Should you have questions regarding this matter, please contact
the Evaluation and Administration Section, Office of Operations,
at (213) 486-6050.

EARL C. PAYSINGER, Assistant Chief
Director, Office of Operations

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