



**State of Connecticut
CJIS Governing Board
Draft Meeting Minutes
Record of Proceedings April 19, 2012**

The following are the CJIS Governing Board Committee members in attendance on April 19, 2012:

Board Members	
Lawlor, Michael P., Co-Chair, Under Secretary Office of Policy and Management	Carroll, III, Patrick L., Co-Chair, Deputy Chief Court Administrator, Judicial
Bradford, Reuben F., Commissioner Department of Emergency Services & Public Protection	Arnone, Leo C., Commissioner Department of Corrections
Currey, Melody, Commissioner Department of Motor Vehicles	Carlow, Brian, Designee Office of Public Defender Services
Kane, Kevin, Chief State's Attorney Division of Criminal Justice	Hoadley, Chuck Designee, Department of Administrative Services/BEST
Sparaco, Richard, Designee Board of Pardons and Parole	Mulhall, Richard C., Chief Connecticut Police Chiefs Association

Other Attendees: Sean Thakkar, John Russotto, Bickley, Beth; Brown, Sue; Cepelak, Cheryl; Conen, Phil; Godbout, Evelyn; Grimes, Buck; Hayes, Darryl; Hellier, Dawn; Hilliard, Joan; Kean, Polly; Labonte, Gene; McCauley, Nance; Medeiros, Shirley; Mitchell, Dennis; Morrisson, John; Panzer, April; Rosa, Jason; Russotto, John; Sutkowski, Thomas; Walker, Terry; Wallick, Steven; Tezaris, Mark; Ugolik, Elizabeth

I. Welcome

Co-Chair Mike Lawlor brought the meeting to order at 1:34 pm.

Mr. Lawlor welcomed everyone and mentioned that Judge Carroll was absent today due to other pressing business at the legislature (Judge Carroll came into the meeting at 1:43 pm).

Mr. Lawlor stressed the importance of the CJIS Project and how it has been ratcheted up. He had just left a press conference at the State Capital regarding the Traffic Stop Bill the Senators are getting ready to pass. They have come to realize that the CJIS data that will be available is exactly what they need to avoid the pitfalls they have fallen into in the past. The CJIS capabilities will be extraordinary; Mr. Lawlor provided cases that prove the benefit CJIS will provide. For example, there was a DWI case in Waterbury where the guilty party had repeated convictions who then went and killed a woman in Massachusetts. Additionally, the FBI is providing capabilities to police stations history of violence to avoid uptick in police officer shootings around the country when they encounter suspects in traffic stops.

II. Minutes

The minutes from the January 19, 2010 Governing Board Meeting were reviewed. There were no changes.

Mr. Lawlor requested a motion to adopt the minutes as they stood. Chief Mulhall made the motion to approve the minutes; it was seconded by Mr. Carlow and unanimously approved.

III. Project Status Updates

The meeting was turned over to Mr. Thakkar, who provided an overview of the projects being worked on (CISS, CIDRIS, and OBTS), with CISS having the greatest focus.

Mr. Thakkar reviewed the Agenda, and commented on the last bullet item, "Information



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Any Way You Want It,” which answers the question, “Once we have the system, then how do we best use the information?” He will discuss some of his ideas in more detail later in the presentation.

Mr. Thakkar also noted that the most important item with the Goals and Objectives was the last bullet. How do we use a “Forced Multiplier” by implementing CISS to help leverage existing resources to “do more with a lot less”? He then introduced Mr. Conen, Program Manager for Xerox (formerly Xerox/ACS), who is the vendor implementing CISS.

a. CISS

Mr. Conen commented on the current state of CISS, and where CISS is going for the rest of this calendar year.

- To bring the Governing Board up-to-date, Mr. Conen provided an overview of CISS progress to date.
- To illustrate executing a search query, Mr. Conen provided an animated mock-up to demonstrate different search options, results layouts, and supporting record information. Search options include simple keyword, natural language, wildcard, and advanced searches. Search results layouts include: an internet search layout with custom refiners, sorting options, and pagination; a grid layout; or a table layout. Results refined to a specific suspect or suspects include electronic warrant and docket information and documents. Refined results present information by descending relevance, from “most likely” (listed first) to “least likely” (listed last), based on search criteria.

He then showed the results of a “Federated” search, where CISS was not connected to the data source. In such cases, no relevance can be calculated, and no refiners can be presented. We want to avoid the “Federated” search as much as possible. Rules are dependent upon user permissions. Results presume CISS is connected to the source.

- Mr. Conen reviewed the CISS Development Milestones and the next three months of CISS development.
- Mr. Conen asked for any questions from the Board members.

Chief Mulhall asked about one of the beginning slides (slide 4) where it stated there was a Security Design approval, and about the current slide (slide 13) where it stated that Security Design will be completed in April. Chief Mulhall wanted to know what the reference was to on the first slide, where the Security Design was approved.

- Mr. Conen replied that there are two levels of security design. The manual procedural requirements to ensure every agency will be able to connect to CISS is the area of the Security Design that was approved. Currently, we are going through the user interface for items such as forgotten passwords and little details like this that affect how the agencies connect. The biggest issue is how we make sure everyone has access without multiple sign-ons,



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plug into one area, and have a mutual trust between that area and CISS in the Security Design.

- Mr. Thakkar replied that there are two levels of Security Design, one high-level, which is the one that has been approved and the other one detail-level (still in process) which will include information on the authentication methods and the security user interface elements.

Mr. Conen introduced Nance McCauley to discuss CISS Requirements.

- Ms. McCauley stated her team has been meeting with agency representatives to validate the requirements, that eight Workflow diagrams have been approved, and the Reports and Forms Validation will be complete by May 31, 2012.
- Ms. McCauley also remarked that the agency source system technical documentation will be completed by 4/30/12 and her team will have completed the validation of the Connecticut RMS installations by 4/25/2012.
- Ms. McCauley will be scheduling upcoming field observations to document agency business processes that are involved in Phase I of CISS, which should tentatively be completed in May and June.
- Ms. McCauley also reviewed the CISS Business Milestones for the next three months and asked if there were any questions; there were none.

Ms. McCauley thanked the Board members for the time and efforts their resources have spent working with her, and turned the presentation over to Mark Tezaris.

- Mr. Tezaris discussed the CJIS Program Management aligning with the Governor's Vision for Technology, CJIS Objectives and Goals, the CJIS Governing Board Strategic Plan, and how the CJIS Project Management Office (PMO) will help achieve the stated vision and goals. Mr. Tezaris stated that we are working to redesign and put in place more tools and processes for efficiency in project management.
- Mr. Tezaris reviewed the PMO Milestones, and provided detail on the following:
 - The CJIS Communications Plan provides us with vehicles to reach our various audiences on a periodic basis, and to communicate better with them on information they need to know. This includes a rollout of a CJIS monthly newsletter on May 1, 2012 named, the "CJIS Roadmap," which will address what CISS is, our 3-month plan, the impact and benefits to your agency and what decisions you will be facing. In addition, it will provide information to the technology side and will include discussions on design, technology, and interfacing.
 - We are also providing CJIS Community Surveys with OBTS, CISS, and CIDRIS to identify areas for improvement.



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- Mr. Tezaris also introduced the visual concepts of Performance Metrics, which are based on 11 strategic metrics, 21 operational metrics, and 9 tactical metrics. Concentration will be on the financials looking at the burn rate, project plan tracking schedule and scope (within range or experiencing scope creep), all of which are rolled up to the Executive Dashboard.
 - Judge Carroll asked Mr. Tezaris to explain more about scope creep and its risks/dangers. In response, Mr. Tezaris noted that once requirements have been agreed to and signed off, this “original agreement” determines the budget, features, and timeframes. Scope creep happens when any changes or additions have been made to the original requirements that can negatively impact costs, schedule delays, and can cause conflicts with the vendor. To successfully deal with scope creep, it is important to put in place a change control authorization process to assess the value of the requested/needed changes and assess the impact to cost and schedule, thereby either accepting or rejecting the changes to the project while minimizing the negative impact.

a. CIDRIS

Mr. Tezaris provided a project status for CIDRIS.

- Mr. Tezaris noted that they have implemented the pilot deployment of Troop B and Troop L, with Troop A scheduled next. A proposed revised schedule will roll out Troop deployment every 2 weeks through the end of August.
- Mr. Tezaris mentioned that in order to improve the data quality of OUI arrest information we have developed and are using a report card called a scorecard. We are using this scorecard to give feedback to the stakeholders of errors encountered, the source of the errors, tracking of error correction and success ratios per Troop. Currently, the data quality of the OUI arrest information needs improvement. This can be accomplished through a two-pronged approach. First, DESPP’s RMS vendor needs to add additional validation of information entered into their system to catch errors before they are sent to CIDRIS. Second, DESSP needs to improve their training of the Troops being deployed. Both of these strategies are being done. We have also added a “companion UAR” for OUI arrests with accompanying criminal charges, which will go into production next week.
- Mr. Tezaris reviewed the activities over the next three months concerning deployment, paperless OUIs, and application maintenance and support.
 - Judge Carroll noted that one of the most significant issues is the inability of Judicial’s legacy systems to accept electronic submissions. Mr. Tezaris mentioned they have a proposed technical solution. Technologically we can make it work, but we need to work on the business processes requirements and acceptance. Mr. Tezaris will be working with Larry & Terry on this. Judge Carroll went on to state that he has had some communication with Colonel Labonte and received an update from him. In addition, Judge Carroll and his Executive Director of Core Operations will



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be meeting with Ms. Currey to see a demonstration on how the system is working within DMV. Mr. Tezaris stated that the DMV system is currently saving them time in person-hours. Judge Carroll empathizes with the frustration level of the State Police in respect to preparing the documents electronically and Judicial's inability to accept the electronic filing. We are all on the same page with the same aspirational goals and hopefully someday we will get there.

- Mr. Russutto stated that his division is in the same boat. Mr. Tezaris responded that with the deployment there should be additional bandwidth, as we are bringing on additional people so we can tackle the paperless piece, and we will be working with each area in a team effort to make this work in a way that makes sense.

Mr. Tezaris introduced Shirley Medeiros to discuss OBTS.

b. OBTS

- Ms. Medeiros reviewed OBTS quarterly accomplishments, including the February OBTS 7.1 quarterly release (on schedule) and system performance improvements for event processing and inquiry processing. Two major areas were the center of concentration: data quality and system performance. Two data integrity enhancements were included in this release: NCIC Height & Weight (data is now accepted), and Maintain Profile (history will be maintained for the profile).
- Statistic details were provided on speed of search improvements in:
 - Exact Name Search
 - Smart Name Search
 - Full Docket Search
 - Partial Docket Search
- Ms. Medeiros also discussed the first User Group Meeting at DESPP on February 21, 2012, and the creation and dissemination of the "Help Us Help You" User Group Survey as a vehicle for continuous improvement feedback in system usage, performance, data quality, and training. She thanked Chief Mulhall for pulling the meeting together and his support to all the participants, and thanked all those who have distributed and completed the survey. She also noted that she has extended the submission deadline to April 27, 2012, and encouraged the Governing Board to urge other groups to participate in the survey to help CJIS to improve the system for users.
- Ms. Medeiros stated there was a new verdict finding of "I" which stands for "Not Guilty for Insanity" enhancements for Judicial and system performance. She also touched on the issues mitigation for System Memory Resource Usage and Message Console Stop/Start for the upcoming OBTS 7.2 May quarterly release.



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- Ms. Medeiros also thanked several individuals, including Terry Walker, Ursula Morrissey, and Parands Rangaswamy from Judicial for helping with the Data Integrity project. Ms. Medeiros will be reaching out to the OBIS next.

Ms. Medeiros turned the meeting over to Mr. Thakkar.

c. Information Any Way You Want It

- Mr. Thakkar stated that we are refining the CISS search aspect to make it easy to find information, similar to the Google model with which many people are familiar.
- Mr. Thakkar stated the benefits of “Information Any Way You Want It”
 - Ability to make good decisions
 - Timely Information Available 24x7
 - Delivery to your preferred device such as the following:
 - Office PC/Laptop
 - Tablets such as the iPad, Android, and the Google Ice Cream Sandwich
 - Any Smart Phone
- Mr. Thakkar presented a live demonstration of the CJIS Project Status Dashboard showing the types of information he needs to manage the project. Stop Light coding was used and is defined as: *Green*-on time, on budget, on schedule; *Yellow*-some delays, mitigation strategy in place to bring back to green status; *Red*-Disaster occurred that could not be helped, mitigation strategy in place. Current information reported on includes:
 - Budget information that is updated monthly
 - Project Status
 - Including Reporting Date, Milestone Date, Status (red, yellow, green), Confidence Level % (red, yellow, green), Problem Impact/Mitigation Strategy by date (red, yellow, green)
 - RFS Lag Times (aging report for requests made to BEST)
 - OBTS Message Activity (Processing Rates in real time-updated every minute automatically)
 - OBTS User Activity (Queries done so far today)
- Mr. Thakkar commented that we will be able to deliver valuable information like this to others as well to their device of choice. He asked Board members to think about what knowledge they wanted delivered so we can start thinking about creating them.
- Mr. Lawlor asked if he meant that CJIS would design a customizable dashboard for individual agencies providing the information most important to them in their day-



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to-day operations, and Mr. Thakkar said that is correct. For example, the Traffic Profiling Dashboard would include how many infractions/incidents have been recorded as of that minute, and can be detailed specifically by city, town, infraction, and warning notice. This information would be available 24x7 and your devices can be set up to receive "Information Any Way You Want It."

IV. Other Business

Mr. Lawlor opened the meeting to discuss other business.

- FOI update presented by Mr. Russotto:
 - There was a meeting on April 12, 2012 concerning the FOI legislature regarding Statute 54-142Q for Brian Austin's subcommittee on security and FOI issues. The purpose was to come up with the proposed language so the inquiries can be returned to the originating agencies. The consensus of the subcommittee was that no action was needed this session; however, they agreed that they would come up with the proposed language that will be discussed at the next meeting in July, and then the OPM or CJIS Governing Board will sponsor the legislative change.

- There was no other business to discuss.

Mr. Lawlor thanked Kevin Kane for hosting the meeting and the CJIS team.

V. Next Meeting Dates (at DCJ, 300 Corporate Place in Rocky Hill):

- July 19, 2012
- October 18, 2012

The Meeting adjourned at 2:35 pm.