



**Report to the Governing Board
Program Status Report**

**Connecticut Information Sharing System (CISS),
Connecticut Impaired Driving Record Information Systems
(CIDRIS) and
Offender Based Tracking System (OBTS)**

**Criminal Justice Information System (CJIS)
Governing Board**

April 19, 2012

Table of Contents

1.0. CISS - Background	6
1.1. Key Accomplishments – Period Ending March 2012	7
1.2. Anticipated Activity – Next 180 Days.....	7
1.3. CISS Program Issues and Risks with Mitigation Strategy.....	8
2.0. OBTS - Background.....	9
2.1. Key Accomplishments – Period Ending March 2012	9
2.2. Anticipated Activity – Next 180 Days.....	10
2.3. OBTS Application Release Schedule.....	10
2.4. Program Issues and Risks with Mitigation Strategy.....	11
3.0. CIDRIS - Background.....	11
3.1. Key Accomplishments – Period Ending March 2012	11
3.2. Anticipated Activity – Next 180 Days.....	12
3.3. Program Issues and Risks with Mitigation Strategy.....	12
3.4. OBTS/CIDRIS Application User Group.....	12

Executive Director

Sean Thakkar

Governor's Vision for Technology:

- Implementation of efficient, modern business processes that result in cost-effective delivery of services
- Open and transparent engagement with the citizens of the State
- Accurate and timely data for policy making, service delivery and results evaluation
- A secure and cost effective IT infrastructure, including greater use of shared services and applications wherever possible
- Easily accessible services to all constituents

Business Goals and Objectives:

- Optimize our current investments in technology and leverage existing infrastructure and resources
- Create a simple way to implement new technologies so that agencies can implement them smoothly
- Develop a secure environment which meets state and federal standards for security
- Provide independent and objective opinions and recommendations to the CJIS Governing Board
- Provide services that are boringly predictable and totally reliable
- Knowledge any way you want it

CJIS Committee Chairs

The committees and their chairpersons are as follows:

Administrative Committee

Larry D'Orsi

Judicial Branch, Court Operations Division

Technology Committee

Evelyn Godbout

Division of Criminal Justice

Implementation Committee

Chief Richard Mulhall

Connecticut Police Chiefs Association (CPCA)

Summary of Accomplishments

- The CISS team has hired Mark Tezaris as the Program Manager, Polly Kean as a Technical Writer, April Panzer as the CISS Project Manager, and Elizabeth Ugolik as the CJIS Executive Assistant to Sean Thakkar. Work is underway to hire the second CISS Senior Project Manager, CIDRIS Project Manager, Java Developers, Technology Architect, SharePoint Developer, and Application Database Administrator over the next several weeks.
- CISS Business requirements validation efforts began in January 2012.
- The high level CISS Security Model design has approved and will be ready for stakeholder review session over the next couple of weeks.
- The high level CISS Search Model is currently being designed.
- CISS Success Metrics are being built by the team which will show project status on a Strategic, Operational and Tactical level with views on Project Progress, Budget, Benefits, Deployment and Analytics. These metrics will be made available to the CJIS community once complete.
- The CISS team is meeting with the CJIS stakeholders to identify the Agency systems that will be communicating with CISS, technology of those systems and Agency preferred method of search by CISS.
- Xerox/ACS, the vendor, has started design of the CISS Wave 1 business requirements.
- DAS-BEST, with direction from the CISS Team, has created the initial Development environment.
- The OBTS program is in production with release 7.1 and is currently working on release 7.2.
- OBTS has software upgrades to improve data quality and is being tuned and re-architected for performance.
- OBTS team has commenced the development of prototype reports for the CJIS Community that rely on OBTS data.
- As part of our college internship program, the interns assigned to the OBTS program developed a framework for statistical sampling of OBTS data and have started to investigate OBTS data accuracy.
- CIDRIS has been deployed to DESPP Troops B and L with Troop A being next. The CIDRIS team, DMV and Judicial are now testing the addition of the companion UAR for OUIs that have criminal charges. An updated schedule is expected from DESPP for deploying the rest of the troops.
- The CIDRIS team is working with Judicial, DMV, and DESPP on a plan for OUIs to go paperless in the near future with stakeholder participation and approval.
- The CJIS Operational team has completed the Invitation To Bid (ITB) for an application monitoring system. Nastel has won the bid and the team is working with DAS-BEST to implement the system. This system will significantly help report the health of the OBTS, CIDRIS, and later CISS systems and anticipate potential issues.

Critical Enablers for Continued Success

- Changing the Job Classifications for the CISS personnel requested as State employees instead of consultants. We need this change for the hiring of people with the right skill set, experience with large, complex, multi-million dollar, multi-year projects, and salaries that are close to market rates. The positions that need the Job Classification change are Technical Architect and two Senior Project Managers. The risk is a high impact risk because the State will lose the technical and domain knowledge when the consultants leave.
- The Legislature should amend section 36 of PA-07-4 JSS and CGS Sec. 54-142q to define the Criminal Justice Information Systems Governing Board purpose, authority, organization structure, and formal relationship to other agencies. In addition, the amendment should define reporting responsibilities for agencies where their efforts relate to CJIS Governing Board project(s) or funds.
- The expansion budget request should be considered by the Legislature, and passed at the level requested.
- Replacement of key CJIS Support Group (CSG) business and technical resources currently vacant is critical to ensure that the CSG can provide effective business and technical support for OBTS, CIDRIS, and CISS as each phase goes into production.
- Develop and implement a mutually supportable Service Level Agreement (SLA) between the Department of Administrative Services – Bureau of Enterprise Systems and Technology (DAS-BEST) and the CJIS Governing Board. This SLA should clarify roles, responsibilities, and service levels related to support of CJIS. This SLA will require a Memorandum of Understanding (MOU) with regard to funding that is predictable, reliable, and auditable, similar to the Pay-Phone Revenue Fund.
- Provide legislation allowing CJIS Governing Board applications to use the PSDN and COLLECT network. Allocate funding for connection and ongoing operations of agency access to the network.

CJIS Governing Board’s Business Goals and Objectives

Business Objectives	CISS ¹	CIDRIS	OBTS
Efficient modern business processes	✓	✓	✓
Open and transparent engagement	✓	✓	✓
Accurate and timely data for policy making, service delivery and results evaluation	✓	✓	✓
A secure and cost effective IT infrastructure	✓	✓	✓
Easily accessible services to all constituents	✓	✓	✓
Establish funding processes that will allow the State to measure and maximize its return on technology investments and to target funds to the agency and state priorities	✓	✓	✓
Ensure that the appropriate project management, transparency and accountability systems are in place for successful project implementation and completion	✓	✓	✓
Better align agency and state information technology plans and priorities with agency and state priority business and resources available	✓	✓	✓
Provide for Agency autonomy so they can accomplish their missions	✓	✓	✓
Simplify implementation of new technologies	✓	✓	
Develop secure environment, meeting State and Federal standards	✓	✓	✓
Optimize current investments to leverage infrastructure and resources	✓	✓	✓

1.0. CISS - Background

The **Connecticut Information Sharing System (CISS)** project’s over-arching goal is to improve information sharing throughout the state’s criminal justice community to comply with Public Act 08-01. CISS is a comprehensive, statewide system to promote the immediate and seamless sharing of information between all law enforcement and criminal justice agencies in Connecticut. Connecticut’s criminal justice community consists of 11 justice agencies with over 23,000 staff members and utilizes 52 information systems to support its business needs. **CISS provides the first statewide, unified information sharing system. This will allow the State to do a lot more with a lot less and provide this information any way you want it by building on the frameworks established with OBTS and CIDRIS.**

¹ As designed in the RFP released on October 2010.

1.1. Key Accomplishments – Period Ending March 2012

The CISS Program has achieved several milestones:

- The state held a workflow user group meeting on January 3, 2012 to review the 8 business process workflow diagrams.
- Mr. Mark Tezaris started in his position as the CJIS Program Manager on January 13, 2012.
- The state reviewed and approved Wave 1 of the business requirements with the agency community in January and February 2012. The state provided Xerox/ACS with approval to proceed with design for the Wave 1 business requirements on February 17, 2012.
- The required environments were built by DAS-BEST and software for the project was procured and installed successfully in the development environment in February 2012.
- The state met with individual agency business partners to review the 8 business process workflow diagrams and to start gathering copies of documents and reports for CISS.
- Review and approval for Xerox/ACS to proceed with the design for the Wave 2 business requirements was completed by April 2, 2012.
- The CISS team has entered the business requirements and workflow diagrams in the Jazz tool to carefully manage and track CISS requirements, test cases, and completed work.
- Ms. April Panzer started in her position as the CISS Senior Project Manager on March 7, 2012.
- Ms. Elizabeth Ugolik started in her position as the CJIS Executive Assistant to Mr. Sean Thakkar on March 12, 2012.
- Metrics have been established to measure the success of the CISS Program. CISS Success Metrics are being built by the team to show project status on a Strategic, Operational, and Tactical level with views on Project Progress, Budget, Benefits, Deployment, and Analytics. These metrics will be made available to the CJIS community once complete.
- The high level CISS Security Model design has approved and will be ready for stakeholder review session over the next couple of weeks.
- The high level CISS Search Model is currently being designed.
- Established the license requirements for Electronic Content Manager (ECM) all expected users of the CISS system. The CISS Team is working with Xerox/ACS and DAS-BEST to procure those licenses.

1.2. Anticipated Activity – Next 180 Days

- Hire key CISS staff (Business Analysts, Technical Architect, Senior Project Manager, and key members of the development team) as soon as possible.
- Negotiate with stakeholder agencies for resource commitments to properly administer the CISS project at the CJIS agencies.
- Begin construction of the Proof of Concept and Search for CISS using OBTS data.
- Document the technical components of agency source systems required for data integration.

- Publish the first monthly “CJIS Roadmap” newsletter to increase the quantity and quality of communication with the CISS stakeholders and help them anticipate what will be needed for CISS from their agencies and the value that CISS will bring to those agencies.
- Send out CISS survey to CJIS community for feedback to CISS team for process improvement and better customer satisfaction with the implementation of CISS.
- Complete the CISS Success Metrics and publish them to the CJIS Community.
- Complete the list of the Agency systems that will be communicating with CISS, the technology of those systems, and agency-preferred search method by CISS.
- Complete the review by the stakeholders of the CISS Security Model design.
- Complete the review by the stakeholders of the CISS Search Model Design.
- Update the Deliverables and Milestones table from the original contract with the proposed new sequence of deliverables and recasting of milestones. This effort will initiate a change management process to bring the contract in line with practical findings and agreed sequencing of Production deliverables.
- Complete the State project schedule with the State deliverables and align it with the Xerox/ACS project schedule for CISS Master Plan.

As these efforts are completed, the CISS program will need to resolve several risks and issues.

1.3. CISS Program Issues and Risks with Mitigation Strategy

Risk:

- It is imperative that all project staff be hired for CISS to implement and maintain the project. The Xerox /ACS contract requires the team to notify the vendor ten days in advance of any milestone assigned to the CISS team that will not be delivered on time. Without proper staffing and support of our stakeholders, considerable delays and penalties can be incurred by the State. These positions are crucial to meet the aggressive time set forth in our contract.

Mitigation: We are hiring consultants to fill the current positions needed by the CISS team that have not been approved. This will allow us to get the work done that we are contractually required to produce and assure the successful implementation of CISS for the State.

We are working with DAS to open the required positions and change the Job Classifications for the Technical Architect and two Senior Project Managers. Our efforts to fill these positions have encountered issues with the low starting salaries offered by the State compared to the private sector. We need to hire people with the right skill set, experience with large, complex, multi-million dollar, multi-year projects, and salaries that are close to market rates in order to be successful. Until this is done, the risk that the State will lose the technical and domain knowledge when the consultants leave exists.

Issues:

- This issue involves the Freedom of Information Act (FOIA). The CISS data store is a staging repository and not the official repository of record; therefore, it needs legislation to exempt it from FOIA requests and to require those requests be submitted to the agencies that are the repository of record.
The mitigation strategy is for the administrative committee to address the FOIA issue and to develop the approach for legislation.

Conclusions

- CISS was undertaken to comply with CGS Sec. 54-142q. CISS will increase public and officer safety by significantly improving information sharing among the justice agencies in the State of Connecticut.
- The system also enhances business efficiencies by increasing the amount and speed of information exchanged electronically.
- The unified information sharing approach can be used to provide similar benefits to many non-justice agencies with minimal investment.
- Once fully implemented, CISS is expected to save over 15 million in hard dollars a year due to improved efficiencies.

2.0. OBTS - Background

The **Offender Based Tracking System (OBTS)** is an integrated, information sharing system developed with all the state criminal justice agencies to respond to the growing demand for access to comprehensive information on offenders. Officially launched in 2004, OBTS is used daily by local, state, and federal law enforcement as well as select state agencies.

2.1. Key Accomplishments – Period Ending March 2012

Following is the synopsis of the program's noteworthy accomplishments over this reporting period:

- The OBTS 7.1 Release was constructed and deployed on schedule. Release contents included the following:
 - An enhancement was added to OBTS which would allow messages containing non-NCIC Weights and Heights to be processed and the data displayed. This will improve the quality of new offender information entering OBTS. When these messages are processed, a warning will be generated. A new Warnings reporting system was implemented to manage and track these messages and assure that the issues are being escalated to the appropriate person.
 - A major issue was resolved where profile information was being replaced, resulting in history information being lost. If the new profile information is different than the previously stored information, the information will be appended to the current profile. This will improve the quality of existing offender information in OBTS.
 - Significant improvements to performance have been made in event message processing; additional performance inquiry processing gains are expected with the upcoming releases.

- A new auto-deploy process was implemented which will reduce the time to deploy the OBTS application to JBoss from hours to minutes, and reduce or eliminate the deployment variability seen in previous releases. This process is still being tuned, but has already proven to be a real success story.
- Started construction of the deliverables for OBTS sprint Release 7.2.
- Conducted the OBTS/CIDRIS/AFIS User Group meeting. Followed up the meeting with a survey designed to identify user needs and bring more value from OBTS to our customers.
- Recruitment for a CSG System Administrator to support the CJIS applications has completed. Final processing is underway. The new hire is expected to start in April.

2.2. Anticipated Activity – Next 180 Days

The OBTS Program is expected to accomplish the following objectives or milestones over the next 180 days:

- Continue the Perpetual Data Quality initiative with Judicial. The CJIS Operational Team and Judicial Staff will collaboratively work together to perform the data mappings, validations, and analysis for CRMVS to determine the data correction actions for OBTS. This process is designed to make sure that the offender information in OBTS will be of the highest quality based on the source systems to OBTS.
- Build, test, and deploy OBTS release 7.2.
- Implement the Nastel application monitoring system to help identify latencies and “bottlenecks” in the OBTS system in order to significantly improve the response speed for queries to our customers.
- Identify potential improvements in the user interface of OBTS to improve customer use-ability and reduce navigation. These can help streamline the features that each agency uses the most and make OBTS easier to use.

2.3. OBTS Application Release Schedule

The following release schedule is assumed over the coming twelve months. To provide a more stable and predictable product upgrade cycle for OBTS, the content of each maintenance release will be guided by the priorities identified by the OBTS / CIDRIS User Group. This group will meet quarterly to review program accomplishments and reassess program priorities and proposed release schedules.

Release Dates	Release Objectives
OBTS R7.2 May 2012	Maintenance Release – Smart name inquiry performance improvement enhancements and data purity efforts improvements.
OBTS R7.3 August 2012	Maintenance Release – Exact name inquiry performance improvement enhancements and data purity efforts improvements.
OBTS R7.4 November 2012	Maintenance Release – Final release content to be determined based on the priorities of the OBTS community.

Release Dates	Release Objectives
---------------	--------------------

2.4. Program Issues and Risks with Mitigation Strategy

Issues:

An organizational change and retirements have left the CSG without adequate resources.

- **Impact:** The loss of a database administrator means that the OBTS team will struggle to maintain, administer, and support the OBTS and CIDRIS databases. This gap will also affect the data integrity initiative.
- **Mitigation:** The CJIS Executive Director is working with DAS-BEST, OPM, and the CJIS Governing Board, to identify appropriately skilled replacement staff.

Conclusions

The OBTS Operational Team will focus future application maintenance releases on improving performance and data quality in OBTS. Additionally, they will be working with the CISS team to integrate OBTS into CISS and make it the first searchable system within the CISS portal.

Recommendations for the Board

Replacement of key OBTS business and technical resources is considered critical to ensure that the CJIS Operations team can provide effective business and technical support. The positions needed are a SharePoint Developer and Application DBA. This is a concern raised by the OBTS Application Steering Committee.

Develop and implement a Service Level Agreement (SLA) between DAS-BEST and the CJIS Governing Board that clarifies, roles, responsibilities, and agreed-upon service levels related to the expectation of DAS-BEST in support of OBTS and CIDRIS.

3.0. CIDRIS - Background

The **Connecticut Impaired Driving Records Information System (CIDRIS)** is an integrated, information sharing system developed in cooperation with local Law Enforcement, the Department of Public Safety, the Department of Motor Vehicles, the Division of Criminal Justice, and the Judicial Branch, as well as NHTSA and ConnDOT. CIDRIS is currently in the Implementation Phase, which it expects to complete with the integration of all 12 DPS troops starting in mid-December 2011 based on the new schedule by DESPP.

3.1. Key Accomplishments – Period Ending March 2012

Following is the synopsis of the program’s noteworthy accomplishments over this reporting period.

- Deployed Troop B, Troop L, and Troop A next. We expect to deploy the rest of the Troops over the next few months based on the DESSP schedule.
- Added the companion UAR for OUI arrests that also have criminal charges. DESPP, DMV, and Judicial will be testing over the next couple of weeks.

- DESPP and NexGen have added additional validation programming to further reduce errors sent to CIDRIS.

3.2. Anticipated Activity – Next 180 Days

- Work with Judicial, DESPP, and DMV to accelerate the deployment schedule for the rest of the Troops.
- Move forward with the technology and business processes needed to go paperless with OUIs with Judicial, DMV, and DESPP.
- Complete the transition to permanent application maintenance and support of CIDRIS by CJIS Operations team.

3.3. Program Issues and Risks with Mitigation Strategy

Issues:

An organizational change and retirements have left the CSG without adequate resources.

- **Impact** – The loss of a database administrator means that the OBTS team will struggle to maintain, administer, and support the OBTS and CIDRIS databases.
- **Mitigation** – The CJIS Executive Director is working with DAS-BEST, OPM, and the CJIS Governing Board, to identify appropriately skilled replacement staff.

Risk:

- **Impact** – DESPP has requested additional time to deploy the remaining 10 Troops.
- **Mitigation** – **DESPP, DMV, Judicial and the CIDRIS team are working together to produce a new schedule to complete the deployment over the next couple of months.**

Conclusions

DESPP, DMV, Judicial, and the CJIS Operational team have committed to deploying the rest of the Troops. DESPP has sent out an updated schedule for the stakeholders to review. As we deploy the rest of the Troops, the CIDRIS team will be working on a plan with the stakeholders for OUIs to go paperless using CIDRIS.

3.4. OBTS/CIDRIS Application User Group

The CJIS team kicked off the first meeting on February 21, 2012, where the team presented background information on OBTS, CIDRIS, and CISS. After the presentations, an open forum discussion with the group was initiated to solicit feedback for continuous improvement.

The first OBTS “Help Us Help You” Survey was distributed on March 27, 2012 to the User Group for feedback. The CJIS Operational Support team is asking for feedback in the areas of system usage, performance, data quality, and training.

Chairperson

Chief Douglas S. Fuchs

OBTS Data Consumers

Chief Richard Mulhall - Connecticut Police Chiefs Association (CPCA)

Michelle Cruz – Office of the Victim Advocate (OVA)

Andrew Mosley – Board of Parole (BOPP)

John Morrison – Office of the Public Defender (OPD)

Evelyn Godbout – Division of Criminal Justice (DCJ)

OBTS Data Suppliers

- **Offender Based Information System (OBIS)**
Robert Cosgrove - Department of Corrections
Lynn Milling - Department of Corrections
- **Master Name Index / Computerized Criminal History (MNI/CCH)**
Captain George Battle – Department of Public Safety
Joan Hilliard – Department of Public Safety
- **Judicial Information Systems (CRMVS, CIB, PRAWN, POR)**
Terry Walker - Judicial Branch
Larry D’Orsi - Judicial Branch