

# Taking a Peek: The eClassroom

## *An Overview of the CISS Online Instructional Platform*

**C**JIS is working with the Connecticut Distance Learning Consortium (CTDLC) to provide online training using a Learning Management System (LMS) for CISS. The Charter Oak State College/Connecticut Distance Learning Consortium is a collaborative effort with the Department of Administrative Services to provide a twenty-first century online learning system designed to provide scalable, cost-effective and measurable training to all employees of the State of Connecticut.



The CTDLC uses Blackboard Learn as its online LMS. The Blackboard Learn platform has more 5,000 installations and more than 20 million estimated users. A number of federal government entities already use Blackboard Learn, including the U.S. Department of Justice, the Social Security Administration, and the U.S. Dept. of Health and Human Services.

CJIS is using CTDLC's Blackboard Learn to host the following training modules:

- CISS Administrator Training
- CISS Auditor Training
- CISS User Training

### **CISS Administrator Training**

For Administrators, training will focus on a review of the audit log process, CISS layout and navigation, and how to provision new users and edit existing users. Provisioning will include instructions on how to activate GFIPM claims for CISS users, and how to modify claims for users that are qualified for multiple claims. The training will provide instructions on how to enable and disable CISS user accounts. At the

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## CJIS Governing Board

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Connecticut's Criminal Justice &  
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[www.ct.gov/cjis](http://www.ct.gov/cjis)

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end, the Administrator will take and pass an exam in order to be certified.

CISS Auditor Training will be provided to designated auditors. Auditors will learn how to access and read log files within the CISS application. The training will cover the CJIS Systems Officer and Local Agency Security Officer roles and responsibilities. It will also review the page layout and navigation and the search and retrieval processes. At the end of the course, the student will need to take and pass an exam for certification.

## CISS User Training

CISS User Training will include an overview of CISS, a review of login procedures, and basic and advanced instructions on navigation and Search. Quizzes at training intervals and a test at the end will aid in the instruction. Passing the exam is a prerequisite for certification. CJIS will be providing two types of user training, Instructor Led and Web-Based.

## Instructor Led Training

CJIS will use a blended learning approach with instructor led training. Blended learning means using more than one training method to train on one subject. Instructor led training will be available to students who require POSTC certification. CJIS training POSTC certified instructors will use PowerPoint® presentations to create customized group for training sessions. The student will also have access to the Web based training module (Blackboard Learn) and will be able to follow along with the instructor in a class environment.

- Instructor-led classroom training is an efficient method for presenting a large body of material to large or small groups of employees.
- It is a personal, face-to-face type of training as opposed to computer-based training and other methods we will discuss later.
- It allows for questions between students and between instructor and students.
- It ensures that everyone gets the same information at the same time.

## Web-Based Training

Web-based training puts computer-based training modules onto the Internet. These courses provide a hands-on, interactive way for employees to work through training presentations that are similar to CD-ROM or PowerPoint on their own. For CISS training, users will be able to log into Blackboard Learn at their leisure and begin training.

Those who do not need to have POSTC certification can use the programs individually, which allows for easy make-up sessions for employees who miss the group session.

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# CJIS Project Management Updates

The CISS project is advancing at a steady pace, with some elements of the timeline completing before the planned dates. Release 1 Development was finalized in July and System Testing will begin in August. Development began in July for Release 2. Release 3 - CRMVS is undergoing a Design review with Judicial and Xerox. For Portal/UI Saved Search, the Requirements walk through was just completed. At the same time, Requirements gathering is underway for Releases 4, 5 and 6.

Change Control #60 was approved by the Governance Committee. This allowed CJIS to replace some exchanges from Release 8 with five new Information Exchanges for Release 4. The Information Exchanges originally scheduled for Release 8 would be developed by the CJIS Technical team or moved to Phase 2 of the CISS project. This would change the responsibility from Xerox to CJIS Technical team

for the five Information Exchanges in Release 8. The only impact will be a timeline change. The CJIS Project Management team will meet with the stakeholders to determine the timeline changes needed.

The CJIS Technical team is working on the Information Exchange Service (IExService). The IExService provides the RMS vendors with capabilities to integrate data with the CJIS/CISS system. They are also working on automatic user authentication and registration with CISS. For the first release, CJIS will work with agency administrators to manually authenticate users.

System Testing will continue into August for Release 1 and Development continues for Release 2. Releases 3 & 4 will undergo a review of the Design draft and Design walk through as well. Agencies and CJIS will participate in a Requirements walk through for Releases 5 and 6. ❖

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## RMS Certification

For RMS Certification, Accucom (formerly Hunt) recently signed a contract to connect their RMS to CISS. CJIS is under negotiations with TriTech and New World to connect their systems. ❖

## RMS Network

The CJIS Public Safety Liaison is working with local law enforcement to gather information on their network infrastructure and configuration. The findings will determine the most efficient way for agencies to authenticate their computers to the CISS application. He is specifically checking to see if they have access to Active Directory and if their COLLECT machines are joined to the domain. He will also work with local delegated administrators to determine the specific requirements for user authentication based upon their network infrastructure in preparation for user access to CISS. ❖

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## CISS Training

To prepare for CISS training, CJIS is working with Xerox to provide three separate modules. One module will provide training for agency administrators who will be provisioning users. Another will be for training users on CISS, and the third will be training for auditors who will monitor the audit log. Initial level training is scheduled for delivery in mid-September. The final content is scheduled for delivery in November.

CJIS will be working with administrators to identify the second layer of authentication. This will facilitate the authentication process every time a user logs in to CISS.

CJIS is also working on a Memorandum of Understanding (MoU) with the Wethersfield, New Britain and Newington Police Departments to allow acceptance of eSignatures on documents received through Information Exchanges. This will greatly improve efficiency and eliminate the need for paper copies. ❖





Figure 1. Signing up for CISS training.

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## Advantages

The advantages to using Web-based CBTs include:

- The courses can be customized or custom designed.
- The modules can be used for refresher training.
- Centralized online training is cost-effective because the same equipment and program can be used by large numbers of employees. It also saves the agency money on travel expenses.
- Trainees can learn at their own pace and at a time that's convenient for them. Computer-based programs are available 24 hours a day, 7 days a week. No matter which shift an employee works, training is always available.

- Training will be interactive, requiring trainees to answer questions, make choices, and experience the consequences of those choices. This interaction generally results in greater comprehension and retention.
- Online training provides measurable histories. When computers are used for training, it is possible to track what each employee has learned right on the computer. The CJIS programs have post-tests to determine whether the employee has understood the training. Test scores give trainers statistics for training evaluations.

You can find more information about CISS Training, including scheduling as it becomes available, by going to the [CJIS Academy page](#) or by contacting Hank Lindgren at 860-622-2169. ❖

# CJIS Governing Board Updates

The CJIS Governing Board met on July 16, 2015 at the Division of Criminal Justice in Rocky Hill. Co-Chairs Mike Lawlor and Judge Carroll, III presided over the meeting which began with a discussion about the move of CJIS' administration to DESPP, the consideration for operations development, and the creation of a Center of Excellence at DESPP. Mike Lawlor encouraged the Board to consider bolstering that objective by thinking in terms of how CJIS is affiliated with DESPP.

Lawlor mentioned the successful creation of the Division of Scientific Services at DESPP. In the process of creating a new IT division, it might be possible to create a Center of Excellence with CJIS, while maintaining the autonomy of the CJIS enterprise governed by the CJIS Governing Board. This might be accomplished by combining the technological and intellectual knowledge at DESPP.

This process has a lot of support from Governor Malloy. The CJIS agencies make up an unique group of people that come from different branches of government, with different levels within government. As such, it is important to maintain the integrity of CJIS as a multi branch multi-jurisdictional operation and also to remember that CJIS is under statute. The board has a lot of authority and must ensure that the integrity of CJIS is protected.

According to Lawlor, they had considered re-writing the statute at the end of the legislative term and they determined that they needed to obtain Board approval first. In the interim, they are going to take advantage of the Center of Excellence concept at DESPP and are looking at the options to do that. Currently the statute states that the CJIS entity is under OPM for administrative purposes only. OPM takes care of Human Resources and other administrative work. Other than that, the governance of it is under the Executive Director, in consultation of the Co-Chairs and with the Board. To begin consolidating the capabilities with DESPP, members decided to begin with the Memorandum of Understanding (MoU) for Administration. MaryAnn Palma-

rozza from OPM explained the agency's role as administrators for CJIS, which include managing human resources, and processing payroll, benefits, and purchase orders. They do not make the decisions for CJIS. As outlined in the first part of MoU for Administration, all of this administrative support will be transferred to DESPP. Palmarozza said that the second part of the MoU for Administration explains the mechanics of the transition. She said that OPM administrators met with DESPP administrators to discuss the transition and the timeline. Because the fiscal year starts in July, they would like a decision now so that CJIS to be under one agency for the whole year.

Judge Carroll brought in his legal counsel, Martin Libbin, Esq., to review some items in the MoU. Palmarozza promised to make some changes to the MoU that would clarify some of the details. A vote to accept the MoU for Administration with the changes was unanimously approved by the CJIS Governing Board.

A second MoU for Operations was brought before the Board for consideration of development. Lawlor said that they need to begin the process of drafting the second MoU according to what the governor and the chief court administrator feel is appropriate. He invited Governing Board Members to join in the discussions. No decisions will be made until it is brought before the Board. The target date for approval would be the Governing Board Meeting in October. A motion to consider the development of this MoU was unanimously approved.

It was noted that there is a reversion clause that if there is not a second MoU by May 31st, 2016, CJIS would revert back to being under OPM. Lawlor promised that he would put together a draft and would pass it on to the Governance Committee for their review with the help of the legal staff of governor's office and legal staff of the judicial branch. When the Governance Committee agrees on a draft document, they will bring it to the next Governing Board Meeting and present it for a vote. If everyone is comfortable with this arrangement, the Board may want to present the changes in

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the statute to the legislature next year.

## CISS Project Overview

To update the audience on the CISS project, Mark Morin of CJIS gave a detailed slide presentation. He thanked the Governing Board Members for their commitment and leadership as the project moved forward. He went on to say that they are working on five Releases, most of which are on time or ahead of schedule. He gave the details for each Release, including what items are complete and which items are scheduled for the next three months. Morin said that with holiday and vacation time, they are trying to look ahead and make accommodations.

Morin also reported that the contract with KT International was signed, and mentioned that negotiations are under way with three other vendors. He gave an update on the RMS network connectivity. They have twenty-one police departments ready for Release 1.

Morin explained the reason for Change Control #60. When gathering requirements, they discovered a gap in Information Exchanges from the list that was created several years ago. With five additional agencies needing notifications, the team needed to add five more Information Exchanges. They devised a plan to switch out some exchanges from Release 8, move them to Phase 2 and add the five new Information Exchanges to Release 4. The only impact will be a timeline change. The CJIS Project Management team will meet with the stakeholders to determine what changes need to be made with the timeline and will report back to the Governing Board. Morin said that the goal is not to exceed the contractual 29.5 months, and that the timeline will be squeezed tighter now.

Phil Conen (Xerox) said that they are on or ahead of schedule for Releases 1 through 3. He also mentioned that because of Change Control #60, there will be some modifications to Releases 4 and 5 and that they will be delayed.

**For more information on CJIS and CJIS publications, go to [www.ct.gov/cjis](http://www.ct.gov/cjis)**

Chief Mulhall, who is retained as a consultant by Capitol Region Council of Governments (CRCOG), spoke about CT:CHIEF and the benefits of hosting it centrally. Though there are some concerns, he received the full support from the CPCA Board to go ahead with CT:CHIEF, and with the aid of several grants, they added it to the projects at CRCOG. He explained that CRCOG owns the software code and can offer it to the municipalities with minimal fees compared to their costs today. Nine departments are currently involved and he expects the software to be installed and running in six to twelve months.

Chief Mulhall asked for approval from the CJIS Governing Board to host CT:CHIEF. Chief Mulhall said they would like to work with CJIS to have a smooth transition. In the long run, if there is a cost, the municipal agencies will absorb it. Chief Mulhall would like the Governing Board to consider it and take action.

Mark Raymond said that the capacity to host CT:CHIEF exists now, but in the long term, as CISS uses up capacity, they may need to bring the costs to the Board. He acknowledged that there's an economic argument to be made to centralize resources. Chief Mulhall said that most of the larger departments will have their own systems and will not need to use the hosted system. Chief Mulhall said that there are currently nine groups with eight systems. The CPCA is watching to see how successful the pilot program is.

Getting CT:CHIEF operational in January 2016 would bolster support from the CPCA. Some Board members asked for more information on the costs and benefits. The CJIS team and Chief Mulhall will work on this and report back. Chief Mulhall said that he would prefer a quick decision since CISS goes into Production in January. It was noted that a CJIS Governing Board meeting is scheduled for October with the possibility of scheduling a special session before then if needed.

Another reason for a quick decision is that Chief Cetran may need to look at purchasing hardware soon or they will need to move the Wethersfield Police Department to the server in Hartford or Newington. He would like to save the expense of materials, time and effort that it would take to

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connect the Wethersfield Police Department. Morin said that if they can't start at startup time with Chief Cetran, they're basically looking at the migration with an additional step that they didn't plan.

To support the need for additional data security, John Russotto (DCJ) presented the CJIS Non-Disclosure Agreement for Board approval. He said that the CT Racial Profiling Project was mistakenly omitted, and that he would add it. A vote was taken and approved to use the document with the addition of the Racial Profiling Project.

## Project Health Check

Craig Holt ended the presentation with his upbeat report on the Project Health Check. The last quarter of the fiscal year was a really good quarter with scores up across the board. He said that it was the first time that there was not a score below a 2.5. Not only does it appear the project is going well, but also stakeholders, the vendor, and CJIS teams working on the project feel that it is going well.

Holt said that they are now dividing up responsibilities into three primary groups, though the categories did not change. The three groups are Xerox, Stakeholders, and CJIS Project Management.

Although the report was positive, there are a few risks. One was the move of CJIS from OPM to DESPP. Holt cautioned that they pay attention to possible disruptions. He also said that there is a risk on parking lot issues.

## ~ Meetings ~

### **CJIS Governing Board Quarterly Meeting**

October 15, 2015 at 1:30 pm  
Office of the Chief State's Attorney  
300 Corporate Place in Rocky Hill

### **CISS Status Meeting**

October 21, 2015, 1:00 - 3:00 pm  
99 East River Drive, 7th floor, Room 707  
East Hartford



## CJIS Academy

### **OBTS Classes**

**C**JIS offers certification classes three times a year for the Offender Based Tracking System (OBTS). The remaining class for 2015 will be conducted at 99 East River Drive, 7th floor, East Hartford, CT 06108. For more information and to sign up, visit the [CJIS Academy Webpage](#).

CJIS will be conducting an OBTS Certification class at the New Britain Police Academy in September. Upon request, CJIS will hold OBTS Certification classes for law enforcement agencies that can sign up a minimum of ten students. The classroom must have computer workstations.

CJIS Support Group:

860-622-2000

CJIS Website: [www.ct.gov/cjis](http://www.ct.gov/cjis)

### **OBTS Certification Class Schedule**

- Thursday, October 15, 2015

However, these issues are capable of resolutions and the Project Management staff is working on them. Projects are starting within the various criminal justice agencies, so there may be timeline issues in the weeks to come. Lastly, there are still open positions at CJIS that are not being filled in a timely manner. Now that the project is moving forward, this needs to be resolved.

Holt said to expect a bump and a dip the next time there is a survey because of the agency schedules possibly conflicting with work on CISS.

For more information about this meeting, go to CJIS Website, [Governing Board, Meetings](#). The next CJIS Governing Board Meeting will be held on October 15, 2015. ❖