Realeases 5 & 9 Deployment

What to Expect During and After the Rollout

Phase 1 of the Connecticut Information Sharing System (CISS) is nearing the finish line. Source system testing is complete and Multiview defect resolution and testing are on track for completion on August 9, 2019.

The Criminal Justice Information System then will begin deployment of Releases 5 & 9 (R5 and R9) once testing is successfully finished. Deployment activity will result in CISS search being unavailable for up to one week. Deployment is timed to begin on a weekend to minimize disruption for weekday users.

During this time, however, the Early Arrest Notifications will continue to function.

During mid-August, Multiview match and merging will begin and is expected to take up to four weeks. During that time, credentialed users will be able to use CISS search and obtain information from all source systems. Workflows will not be impacted by the deployment.

Image 1: Nearly completed puzzel of Phase 1

By early September, phase 1 of CISS will be in full production. Credentialed agency users will have the ability to create the "golden record" with two clicks of the mouse. MultiView and inclusion of the non-criminal justice Department of Motor Vehicles (DMV) driver's license and vehicle registration data makes this possible.

When an officer stops a car, dispatchers can input the relayed license plate number to get information about all of the individuals associated with the address where the car is registered. Based on that information, CISS will create the golden record. If any individual associated with the vehicle's registration address is in any of the state's criminal justice data bases, that information will be available for the dispatcher to relay to the officer. This includes criminal justice source systems such as the Sex Offender Registry, Department of Corrections, or the Judicial branch. This also will include any pictures available in the system.

Presently, if an officer pulls over a car, he or she does not have any information about who may be in the vehicle until they learn the identity of the car's occupants.

CJIS Governing Board

Revolutionary Technology Linking
Connecticut's Criminal Justice &
Law Enforcement Community
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www.ct.gov/cjis

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CJIS SENIOR MANAGEMENT
Humayun Beg, *Executive Director*
Mark Tezaris, *Program Manager*

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Comments, corrections, and inquiries
about CJIS Roadmap and CISS should be
directed to:
CJIS.HelpDesk@ct.gov
for documentation by the CJIS Help Desk
Sarah Kaufman, *Technical Writer*

In This Issue

~ Meetings ~

CJIS Quarterly Governing Board Meeting
October 24, 2019 at 1:30 pm
Office of the Chief State's Attorney
Division of Criminal Justice
300 Corporate Place in Rocky Hill

For more information on CJIS and CJIS
publications, go to www.ct.gov/cjis

Releases 5 & 9 Deployment: What to Expect

In addition to DMV information, R5 & R9 will bring the following source systems into CISS search:

- Sex Offender Registry,

- Wanted File,

- LEA Records Management System – Arrest/Summons, and

- Judicial Case Management Information System.

In addition to enhancing search, bringing all source systems and workflow online will provide richer, more complete reporting data.

Work will continue on the part of law enforcement Record Management Systems (RMS) vendors to bring arrest information into CISS. Currently, Early Arrest Notifications can be sent by 13 police departments. Outreach to connect additional police departments to CISS and enable Early Arrest Notifications is ongoing. RMS vendors NexGen and Accucom have begun code development for Level 2, which will allow transmission of the Uniform Arrest Report (UAR).

Transmission of the UAR is expected to coincide with, but is not limited to, the integration of CISS into the Division of Criminal Justice, police departments, and the Judicial Branch in Geographic Area (GA) 9 in Middletown. The participants in the Middletown court district are projected to have full integration of CISS search and workflows by the end of 2019.

Law enforcement agencies included in the GA 9 CISS integration include Clinton, Cromwell, East Hampton, Middletown, Old Saybrook, Portland, and State Police Troop F. With electronic tr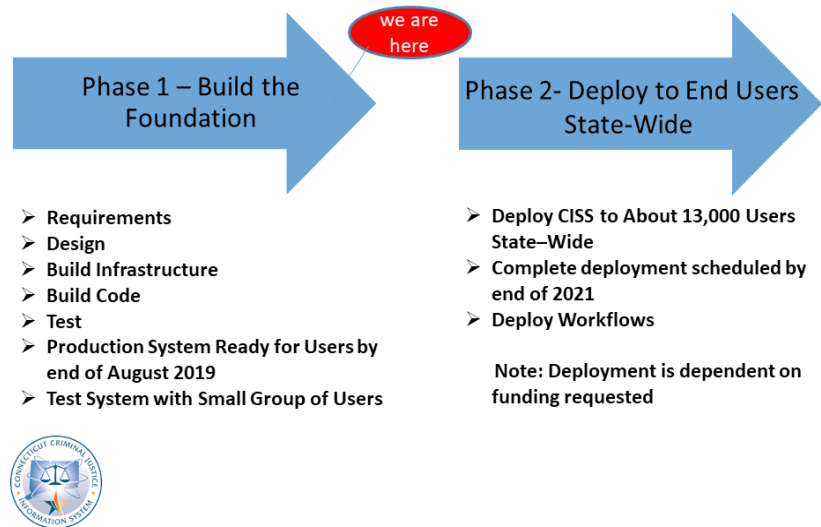ansmission of the UAR, law enforcement court liaisons no longer will need to drive arrest paperwork copies to the court clerks and prosecutors.

In addition to saving time and fuel to transmit the documents, information only will need to be input once by the police officer. The information will be transmitted to CISS, where it will be validated. CISS will not change the data, but will return information to the source to be corrected.

Validated data will be sent to Judicial and DCJ staging areas where employees can review, redact, and hold documents if needed before it is released to CISS and available for search. Eliminating multiple data entry of documents is expected to increase efficiency and accuracy.

Once CISS integration to GA 9 is tested and operating to the satisfaction of participating stakeholders, a new GA will be chosen for integration. Lessons learned from the GA 9 integration are expected to inform and improve the process for other court geographic districts.

Figure 2: CJIS Quarterly Board presentation slide about transition from Phase 1 to Phase 2

RMS Deployment Status Update: RMS Vendors

Records Management System (RMS) Certification is a collection of guidelines, programming, and processes intended to ensure law enforcement agencies (LEAs) can efficiently, securely, and effectively exchange criminal justice information between their RMS systems and other Connecticut law enforcement and criminal justice agencies through Connecticut Information Sharing System (CISS). RMS vendor companies provide records management systems and data warehousing [record storage] services for municipal police organizations and the State Police Troops throughout Connecticut.

The Criminal Justice Information System (CJIS) Project Management Team has been working with the RMS vendor companies that committed to upgrading their proprietary RMS technology to comply with CISS Workflows. Although the purpose of these businesses is the same, the proprietary records management systems developed by each vendor are unique.

Connecting police department's RMS systems to CISS happens in two stages. Level 1 enables police departments to send the Early Arrest Notifications to CISS, which are forwarded to agencies such as Department of Motor Vehicles, Division of Criminal Justice (DCJ), and the Judicial Branch.

Level 2 connectivity will enable the Uniform Arrest Reports, Misdemeanor Summons, and all Arrest Paperwork with document attachments to be sent to CISS. Dispositions and Case Updates to the police departments and other CJIS partner agencies also will be part of this workflow process.

This article will explore where some of the major RMS vendors are in the process.

Accucom

RMS vendor, Accucom, rolled out its software upgrade for Level 1 (L1) CISS Workflows to nine of its fleet of 14 local police department (PD) customers from the towns of Coventry, Easton, Orange, Plainville, Plymouth, Redding, Thomaston, Torrington, and Windsor Locks. Three other towns are nearing completion of this task as they complete server infrastructure upgrades: Weston, Wolcott, and Winchester. All contract and purchase order work is complete for to start Level 2 (L2) development activities. The kickoff for (L2) took place on June 28, 2019.

Accucom is expected to have its RMS L1 Workflows upgrade installed for 12 of its local PD customers by the end of the third quarter of 2019. Accucom PDs scheduled to receive L1 upgrades in 2019 are Wolcott, Winchester, and Weston, (Derby and Seymour remain outstanding).

NexGen

RMS vendor, NexGen, completed development of its Level 1 RMS software during the first quarter of 2019. The vendor deployed the L1 software to an ALPHA Test group of police departments which followed the launch of Release 11 into production. Farmington and Wethersfield are currently sending early arrest reports. Trumbull and Danbury are preparing to go live.

Since the activation of L1 sending Early Arrest Notifications to CISS from

Figure 3: Record Management key on computer keyboard.

Figure 4: Percentage of Record Management Systems's market share of arrests based on information from the Department of Emergency Services and Public Protection's Annual Report of Uniform Crime Reporting Program for 2017.
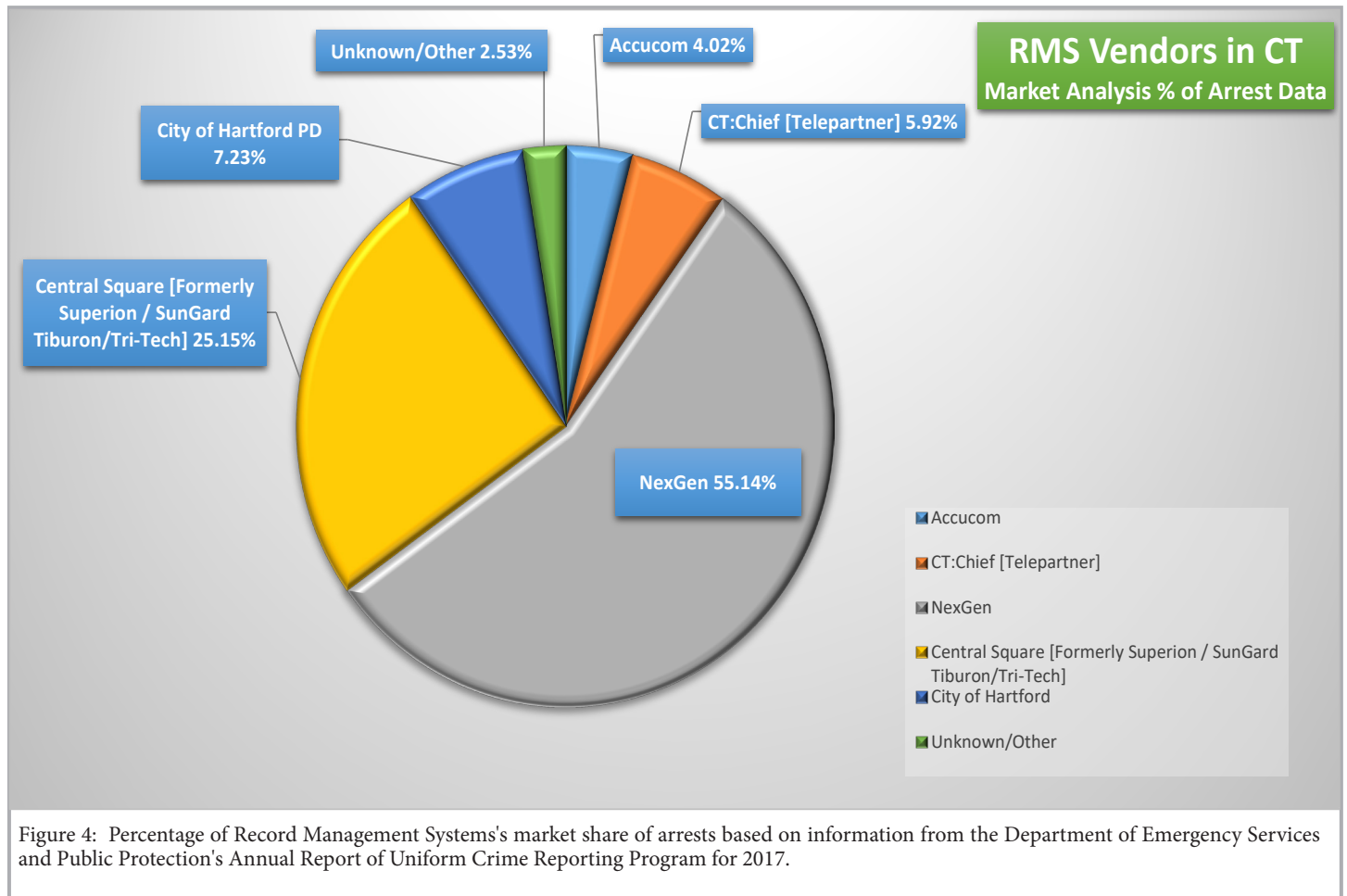
RMS Deployment Status Update

Continued from Page 4

Farmington PD, NexGen has been making software improvements while preparing to train the staff at Trumbull, and Danbury. As soon as NexGen completes police department officer training, it will provide CJIS firm dates for activation of the software. This is expected in the third quarter of this year.

Upon successful completion of RMS L1 certification requirements, State Police and local police departments under contract with NexGen will begin sending Early Arrest Notifications (EANs) Workflows to CISS.

NexGen initiated development of software for L2 Workflows. Completion of L2 is expected during the fourth quarter of this year. It is expected to be the first RMS to complete L2 development.

Others

Contract discussions and technical sessions for CISS Workflows are continuing with other participating and non-participating RMS vendor companies.

Figure 4 (above) shows the percentage of arrest records managed by the private RMS vendor companies who are the holders of record for arrest data from the State Police and municipal police departments within the State of Connecticut. It reflects the consolidation of some RMS Vendors. Arrest numbers derived from the Department of Emergency Services and Public Protection's Annual Report of the Uniform Crime Reporting Program for 2017, which is most current data available.

CJiS Roadmap

CJIS Quarterly Governing Board Meeting

On Thursday, July 25, the Criminal Justice Information System (CJIS) Governing Board met for the third time this year. Nearly 30 people attended the mid-summer meeting at Superior Court Operations in Wethersfield.

In attendance were representatives from the Connecticut Police Chief's Association, Division of Criminal Justice, Department of Emergency Services and Public Protection, Judicial Branch, Department of Motor Vehicles, Board of Pardons and Paroles, Office of Policy and Management, Division of Public Defender Services, and Office of the Victim's Advocate.

CJIS Executive Director Humayun Beg complimented the partnership CJIS has developed with the Division of Criminal Justice (DCJ) and Judicial Branch to connect their systems with the Connecticut Information Sharing System (CISS). He said CJIS employees also have been working with the State Police and the 93 local law enforcement agencies to connect them to CISS. So far, 32 police departments around the state have connected to the system to send early arrest notifications.

Criminal Justice Information System
Governing Board Meeting
July 25, 2019

Figure 5: Opening slide of the CJIS Governing Board July 25 Presentation.

While some testing of CISS remains, Director Beg said that in August CJIS will begin deployment of the developed code and source system access that will complete the first phase of the project. Release 5, Release 9, and MultiView will be contained in the upcoming deployment.

Director Beg said once the system is fully online, CJIS will focus on getting all state law enforcement agencies and courts connected to the system. This will require the $8.9 million in requested bond funds not yet approved by the legislature. Failure to receive funding would cause the project to lose momentum and not enable CJIS to hire the employees needed to connect users and maintain the system, he said.

As CJIS focuses on onboarding new users, Director Beg said he hopes the board will help identify and reach out to new prospective users of CISS. The board's help also will be needed to help attain funding and address any other issues that may arise.

Director Beg said that, going forward, CJIS will work on identifying new ways CISS can be used to benefit existing and new users. CJIS also will look for ways to quantify the benefits provided by the system.

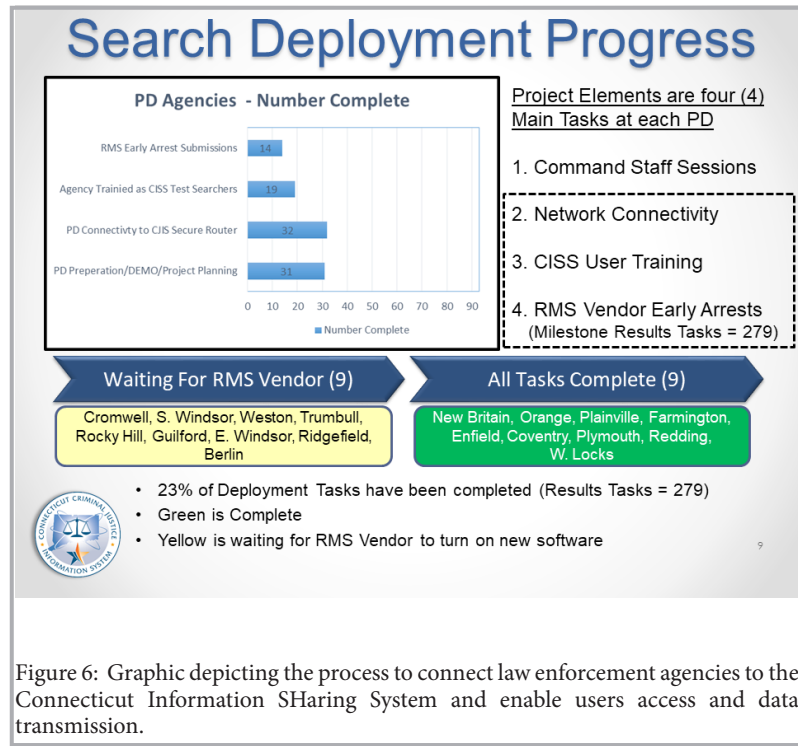CJIS Board Co-Chair Marc Pelka said he is interested in learning what unmet potential CISS can provide agencies.

CJIS Project Manager Christopher Lovell said the integration of CISS at the Superior Court Geographic Area 9 in Middletown is progressing nicely. He said the tremendous partnership that has been built between CJIS, DCJ, Judicial, and law enforcement will be the key to the project's success.

CJIS Quarterly Governing Board Meeting
Continued from Page 6

Figure 6: Graphic depicting the process to connect law enforcement agencies to the Connecticut Information SHaring System and enable users access and data transmission.

Rather than being the CISS integration process, Lovell said it is the arrest system process. The participants are covering the entire process from when an arrest occurs through the court process. They have agreed that final rollout of the system will take place the second week of December.

With DCJ and Judicial moving from a paper-based to a paperless system, Executive Director Beg said particular attention is needed to document how process will change and what training employees will need.

Lovell said that initially, paper and paperless process will run simultaneously. Once the State's Attorney and Judge Patrick L. Carroll, III, are satisfied the electronic process has been proven, the process will be electronic.

Assistant State's Attorney John Russotto said paper will still be needed in the courtroom. He said he doesn't anticipate his office having tablets or laptops to use in court anytime soon.

Lovell said the CISS project is nearly finished in that the system's coding has been built and is being tested. Once the system is fully deployed, the development phase will be complete.

CJIS Project Manager Sean Bucher said CISS currently has about 500 test users and that about 100 of those use the system regularly. Once the system is fully deployed, the work of onboarding the remaining 13,000 users begins in earnest.
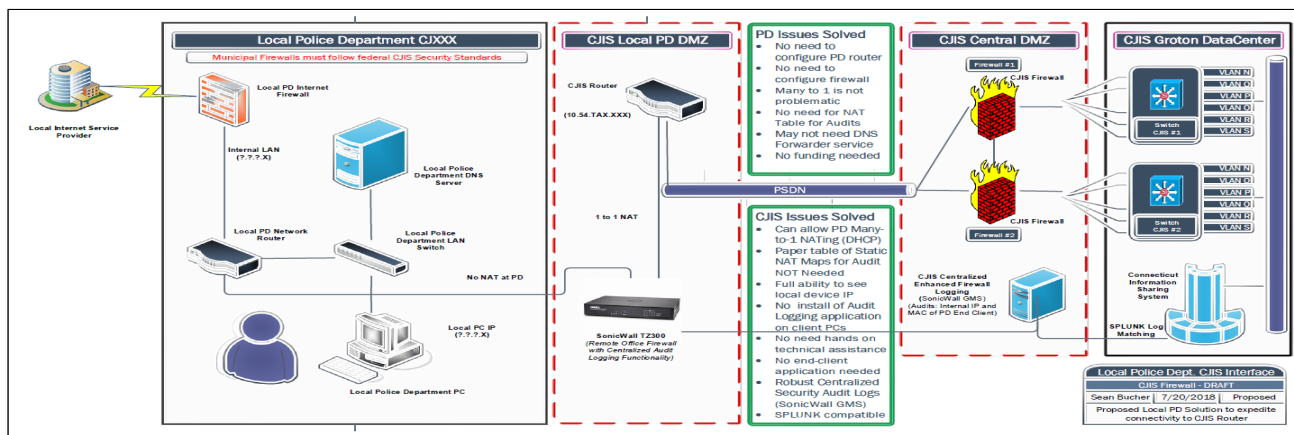
Figure 7: Graphic depicting path of law enforcement information to Connecticut Information haring System.

CJIS Quarterly Governing Board Meeting

Bucher said bringing the large number of users online by the end of 2020 will be a heavy lift for CJIS. This includes helping law enforcement agencies configure their routers for connectivity, working with record management system vendors so that code allows transmission of police records to CISS, credentialing new users, training new users, and getting users access to the system.

Bucher said getting the funding to hire the additional personnel is crucial to CJIS ability to complete this task. Completing connectivity, users' access, and user training for law enforcement entails 279 milestone tasks that must be met at each of the state's 93 law enforcement agencies.

To date, Bucher said, 32 police departments are connected to CISS. Of those, 13 are sending early arrest notifications.

CISS Impact to Criminal Justice Community

CISS Active Search Users	Indirect Users	CJ Community of Users Benefiting	State of CT Benefits
LEA Dispatchers 500	LEA Officers 8000	LEA Agencies	More Solved Crimes
LEA Detectives 200		Entire Police Force	More Neighborhood Activity
DCJ Prosecutors	DCJ Prosecutors	Entire DCJ Agency	Better Arrest Records
OVA Staff Researchers	OVA Staff Researchers	State of CT Victims	Improved Victim Safety
DOC Intake Assessors	DOC Guards	Entire DOC Agency	Improved Public Safety
BOPP Researchers	BOPP Staff/Legal	Entire BOPP Agency	More Informed Decisions
DMV PERSE and PERU	DMV Staff	Entire DMV Agency	Faster, More Complete DWI
Judicial Court Clerks	Judicial Court Staff	All Court Operations	Electronic Documents & Sign.

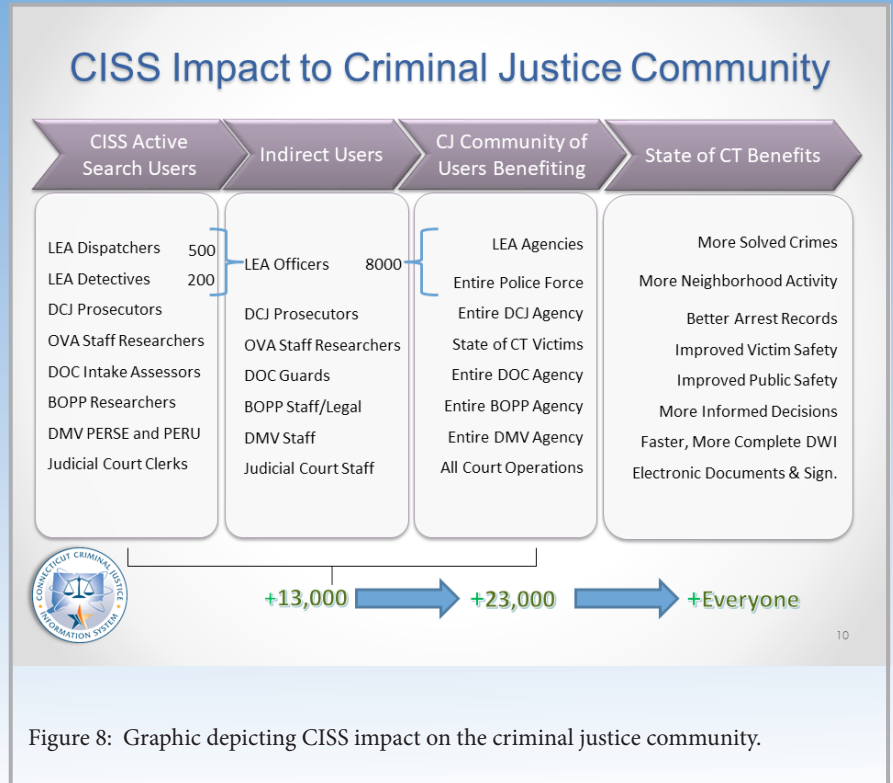+13,000 → +23,000 → +Everyone

Figure 8: Graphic depicting CISS impact on the criminal justice community.

To illustrate the positive impact CISS can have once fully deployed, Bucher said the state has approximately 200 law enforcement detectives and 500 law enforcement dispatchers who will use the system. They will be able to relay information to 8,000 law enforcement officers in the field. CISS will be able to provide information to the 23,000 members of the criminal justice community, which in total will lead to more crimes solved, better arrest information, improved victim and public safety, better informed decisions, and more.

Bucher said CJIS will be working on ways to better quantify the benefits the system will provide.

Already, CJIS is receiving interest from agencies that are not traditional law enforcement, but have members with law enforcement powers, or that provide criminal justice information.

CJIS Program Manager Mark Tezaris said that as CISS gets closer to full implementation, agency stakeholders have discussed the need to create a repository for standardized forms. Users want to ensure that everyone is submitting and receiving information using the same format.

CISS presents the potential for incredible benefits for the state, Tezaris said. It is consistent with the Governor's desire to leverage technology. It will enhance efficiencies for stakeholders. It provides the potential for cost savings and is critical to the deployment of DCJ's case management system, as well as other agency systems. The data that will be collected by CISS can be analyzed and is crucial to various state reporting requirements.

In order for these things to happen, Tezaris said, CJIS needs the funding to complete and sustain the project going forward.

Click to see the Board Presentation.

CJIS Quarterly Governing Board Meeting

The need for funding also was echoed by Comagine Health representative Todd Priest. He said while the quarterly health check of the project showed increased excitement by stakeholders, it also showed they are concerned about the project being adequately funded.

Priest said the positive sentiments toward CISS are a 180 degree change from the start of the project. Then, he said, everyone said it was too big, too many agencies, and cooperation was lacking. Now, much of the doubt and skepticism have been displaced by optimism.

Priest noted that in addition to tracking the health of the CISS project, Comagine Health also produces case studies of projects that fail or succeed and why. The CISS project has the possibility of falling into either category in dramatic fashion, he said.

CISS Information Exchanges and Digital Government

- Law Enforcement Agencies send arrest packages electronically through CISS instead of driving them to court
- CISS Electronic Workflows is the central hub to receive arrest packages and send to CJIS Agencies
- CJIS Agencies with electronic case management system receive CISS Information Exchanges:
  - DCJ (CMS in Development)
  - DOC (CMS in Development)
  - BOPP (CMS in Development)
  - Judicial (Criminal)
- Creates standards and consistent processes by using one version of statutes table and standardize arrest forms
- Improve data quality across CJIS agencies and bring the Digital Government back office for Criminal Justice, which is consistent with Governor's desire to leverage technology
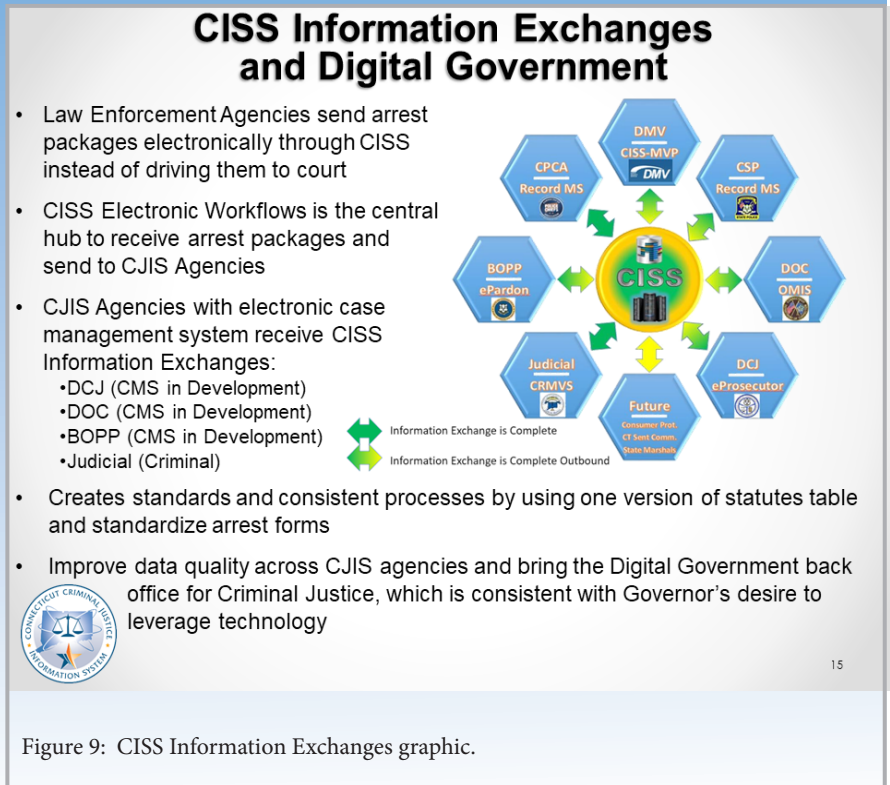
Figure 9: CISS Information Exchanges graphic.

If successful, the CISS project would provide a case study example for other states to follow in trying to develop their own criminal justice information-sharing systems.

If it fails, Priest said, it will be a case study in how a project, well on its way to success, was derailed so close to its completion.

Purchase of JAG Grant Routers Moves Forward

The Criminal Justice Information System (CJIS) recently initiated the procurement process to buy 87 new routers that will be distributed to law enforcement agencies throughout the state. The purchase is the result of collaborative efforts between CJIS, the Department of Emergency Services and Public Protection (DESPP), the Department of Administrative Services/Bureau of Enterprise Systems & Technology (BEST), the Office of Policy and Management (OPM), and the Connecticut Police Chief's Association (CPCA).

Funding for the routers comes from the federal Edward Byrne Memorial Justice Assistance Grant (JAG).

Routers were selected based on testing done by BEST. Multi-layer testing was conducted through the Public Safety Data Network (PSDN) to determine what router would best meet law enforcement need to connect to both the Connecticut Information Sharing System (CISS) and the Connecticut On-Line Law Enforcement (COLLECT) system.

While law enforcement agencies today are limited to 20MB of data, router testing included a traffic simulator to determine that the routers could meet the bandwidth demands of multiple users transmitting large files.

Purchase of JAG Grant Routers Moves Forward

Figure 10: Picture of a router

With Phase 1 of CISS development complete, CISS is expected to become part of stakeholders' daily business process. In the future, it is expected that police departments will include audio and video files as part of arrest paperwork that will be transmitted to CISS.

Once the routers are received, BEST will begin the process of configuring the routers to handle both access to CISS and access to COLLECT. This will involve the configuration of two virtual routers to be housed in a single unit.

Routers will be distributed based on a priority list that will take into account the age of existing police department routers, rollout of CISS to the superior court geographic areas, and need.

The router purchase also includes a maintenance and technical support package.

Special Thanks for their work in helping select the routers, secure the funding, and make the purchase possible go the CPCA's Chief Don Melanson, DESPP's Darryl Hayes, OPM's Eleanor Michael, Best's Jerry Johnson and his network team, and everyone who worked on the project.

Comagine CISS Quarterly Health Check

Comagine Health representative Todd Priest told members of the Criminal Justice Information Sharing System (CJIS) Governing Board that users of the Connecticut Information Sharing System (CISS) are excited about the project's completion.

Priest presented Comagine's latest CISS Quarterly Health Check Report at the July 25th Governing Board meeting. The second report of the year is based on surveys of CISS users from 10 criminal justice stakeholder agencies. Its findings are compared to the findings of a survey reported in April. That survey's findings will serve as a baseline for future surveys and reports.

The Comagine report's Executive Summary states that when Comagine (then Qualis Health) first began reporting on the CISS project, most stakeholders thought it was an impossible task.

"Just three years ago many agencies were worried this project would not be completed, even though most firmly believed it was what was best for Connecticut and the criminal justice agencies involved in this project," the report states. "The remaining work seemed too difficult, the scope too big, and the agencies too different and set in their ways. The amount of work completed, and the number of obstacles overcome, especially in the past three years, is quite impressive."

While users now eagerly anticipate the final release of CISS Phase 1, the report states that many have concerns about the project. The lack of sustained financial support to complete and maintain CISS, as well as provide training and connect users and agencies has stakeholders worried. There is also a belief that CISS may not be evaluated fairly.
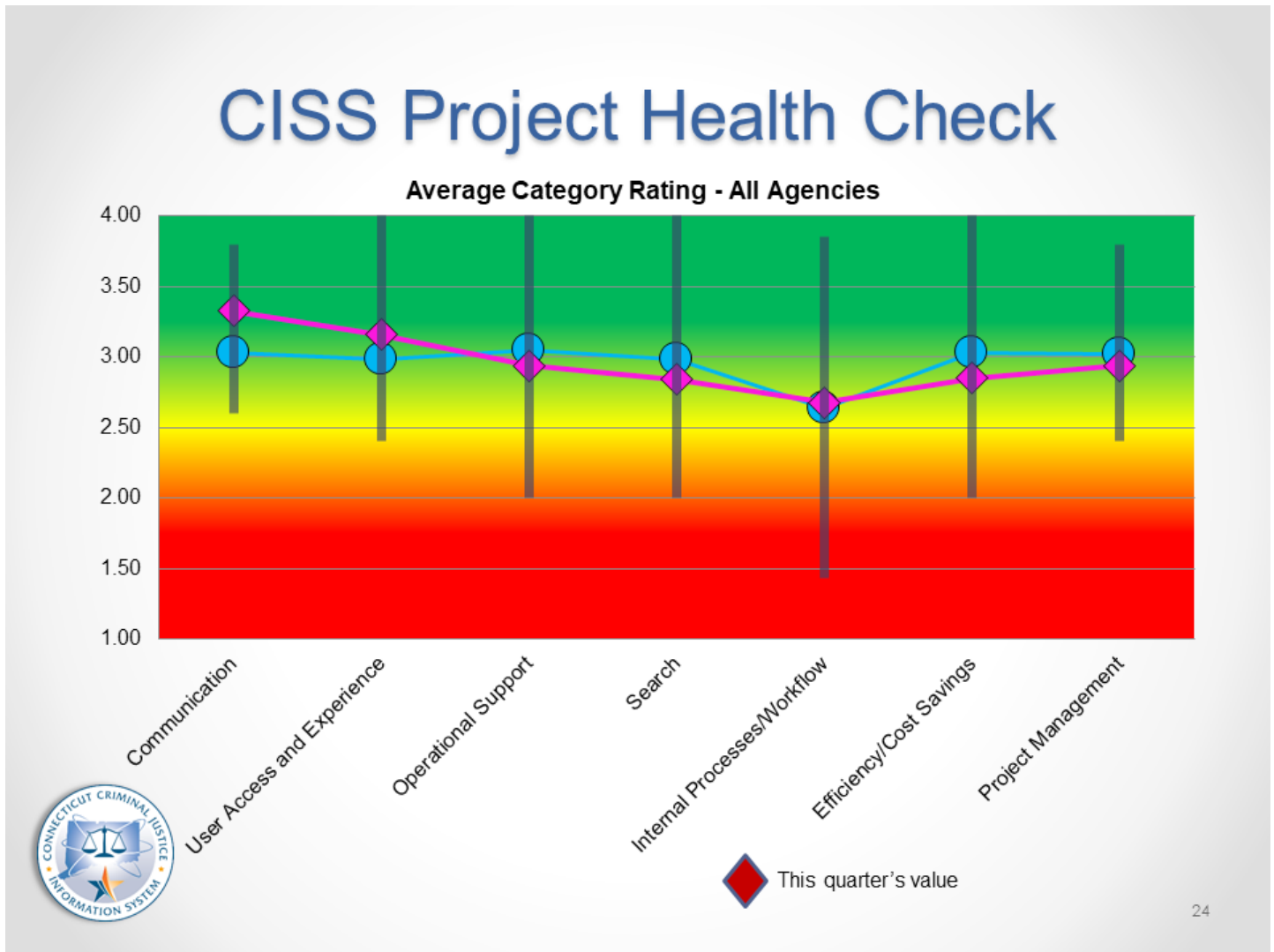
CJIS Roadmap

Figure 11: Comagine Health graphic of stakeholder assessment of overall CISS project for te second Quarter of 2019

Comagine CISS Quarterly Health Check

Continued from Page 10

The report states, "Agencies are worried that the project will be evaluated on current gains and not on the true gains that only come after all the police RMS data is included and the workflow processes are fully rolled out to a significant number of geographic areas."

The Comagine report recommends that the support and leadership of the CJIS Governance Committee and Governing Board are crucial to the success of the project. Members can actively advocate for funding and guard against premature evaluations of the system's benefits before full implementation is able to produce quantifiable results.

The report states that users rated the CISS project's overall health at a 2.96 out of 4. This is the same score as the last quarter, but rating is some categories moved up while other went down. The overall outlook remains positive.

Click to read the full report.

CJIS Training Academy

CISS Search User

2018–2019 Instructor Led Training Schedule

*Live Classroom Instructor Led CISS Search Training is for P.O.S.T. (Police Officer Standards & Training) Certification Credit Hours Only. Online Computer Based Training is available for all other CISS Search Users. More dates and locations for CISS Search Training to be announced.

Check the CJIS Training Academy Page on the CJIS website for schedule updates:

https://portal.ct.gov/CJIS/Content/CJIS-Training-Academy/Schedule

Date	Rotation	Time	Address	Classroom
8/14/2019	2nd Wednesday	8:00 AM - 12:00 PM	99 East River Drive E. Hartford, CT 06108	Conference Room #702
8/21/2019	3rd Wednesday	8:00 AM - 12:00 PM	55 Farmington Ave. Hartford, CT 06105	1st Floor Conference Room #1005
9/10/2019	2nd Wednesday	8:00 AM - 12:00 PM	99 East River Drive E. Hartford, CT 06108	Conference Room #702
9/18/2019	3rd Wednesday	8:00 AM - 12:00 PM	55 Farmington Ave. Hartford, CT 06105	1st Floor Conference Room #1005
11/13/2019	2nd Wednesday	8:00 AM - 12:00 PM	99 East River Drive E. Hartford, CT 06108	Conference Room #702
10/16/2019	3rd Wednesday	8:00 AM - 12:00 PM	55 Farmington Ave. Hartford, CT 06105	1st Floor Conference Room #1005
12/11/2019	2nd Wednesday	8:00 AM - 12:00 PM	99 East River Drive E. Hartford, CT 06108	Conference Room #702
11/20/2019	3rd Wednesday	8:00 AM - 12:00 PM	55 Farmington Ave. Hartford, CT 06105	1st Floor Conference Room #1005
12/11/2019	2nd Wednesday	8:00 AM - 12:00 PM	99 East River Drive E. Hartford, CT 06108	Conference Room #702

CISS Search Training Options

CJIS Academy offers monthly Instructor Led Training Classes, Computer-Based Training online and On-Site Training options for CISS Search User Certification. For more information contact the CJIS Help Desk!

Email: cjis.helpdesk@ct.gov   **Phone:** (860) 622-2000

Live phone support* is currently available on weekdays, Monday through Friday, 8:00 am to 4:30 pm.

*For all non-urgent support issues, request assistance through the CJIS Help Desk email.