

# Focusing on the Search UI

## Using Focus Group Sessions to Promote Collaboration

As a way to learn more about opinions on designated topics and promote collaboration and idea sharing, CJIS is hosting a series of Focus Group Sessions. The goal of these sessions is to open communication channels between agencies, CJIS, and vendors. Each Focus Group will concentrate on discussions around two or three main topics with select business and technical participants from criminal justice agencies.

The first CJIS Focus Group Session convened on November 20, 2014 at the Judicial Branch IT Division in East Hartford, with two additional sessions following a week apart. The invited participants were members of a number of business and technical frontline users representing Connecticut's eleven criminal justice agencies. Hosted by CJIS, the Search Focus Group Sessions were geared toward gathering requirements

on what the users would like to have in the user interface for CISS Search. CJIS's lead project manager on Search, James Harris, and the CJIS Business team collaborated with Xerox to host an interactive session that included a PowerPoint presentation. The presentation was comprised of an overview of Search and a review of some of the key points and terminology. Afterwards, the meeting coordinators fielded questions from the audience.

One of the goals for session one was to provide a full business level understanding of the CISS Search concept. Another objective was to educate users on the nature of user interface (UI) requirements and design. The presentation gave a high level overview of both. The presentation included a few sample pages to help visualize how the

Search UI might display data. The sample pages had initial results, person, location, property, and event pages.

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CJIS Governing Board  
 Revolutionary Technology Linking  
 Connecticut's Criminal Justice &  
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~  
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## Chief Mulhall: An Act That's Hard to Follow

It is expected that there will be changes in leadership from time to time in the CJIS Governing Board, as happens in any governing board. Some members move on to new and challenging appointments and a fresh set of newly appointed professionals are welcomed to the Board. However, it's not often that someone leaves behind a legacy as impressive and enduring as that of Police Chief Richard Mulhall.



Chief Mulhall began his law enforcement career with the Farmington Police Department in 1971 as a dispatcher. He went on to become a police officer for the town of Avon, where, in 1977, he was promoted to Sergeant. He was appointed Captain of the Bloomfield Police Department in 1986 and served until his promotion to Chief in 1995. He served as Chief of Bloomfield until his retirement in 2002. In April, 2002, he was sworn in as Newington's fifth Chief of Police.

As an active member of the CJIS Governing Board, Chief Mulhall was especially supportive of the CISS project, which can be attributed in part to incidents that put officers and the public in danger during his tenure. The tragedy of the death of Master Police Officer Peter J. Lavery in 2004 at the hands of a former state correction officer and convicted felon might have been avoided if the officer had the information on the felon's background before responding to the call. In 2007, one of the most horrific crimes in Connecticut's history, the Cheshire home invasion, also brought forward the risks of slow and outdated communication procedures between criminal justice agencies.

Chief Mulhall was committed to improving public and officer safety. Realizing that local law enforcement stands to gain the most, Chief Mulhall gave his tireless support to the CISS project. Understanding the benefits derived from a comprehensive electronic information sharing system, he attended meetings, worked closely with CJIS staff and the CJIS Public Safety Liaisons, and encouraged local police departments to participate in the project.

Police Chief Richard Mulhall retired from office on December 26, 2014, after serving forty-three years in law enforcement. His positive attitude, expertise and support will be sorely missed. ❖



# RMS Network

The Connecticut Police Chiefs Association (CPCA), CJIS and BEST technology teams are installing and configuring routers on the Public Safety Data Network (PSDN) to support CISS Information Exchanges with law enforcement agencies (LEAs).

CJIS now has eight of the 92 towns' routers configured and ready for use by CISS when the application goes live for its first release (shown in purple in Figure 1).

Recently, five more towns have purchased routers, bringing the total to 77 routers purchased. Eleven additional towns

are committed to purchasing routers in the coming months. The following towns have purchased routers and are ready for Phase 2 PSDN connection (shown in teal in Figure 1):

- Glastonbury
- Darien
- Enfield
- East Hartford
- Fairfield
- Newington
- Wethersfield
- East Windsor

CJIS and BEST will continue to get Local Area Network (LAN) connectivity to CJIS. Those towns that are currently ready for connectivity are noted in Figure 1 in dark green. ❖

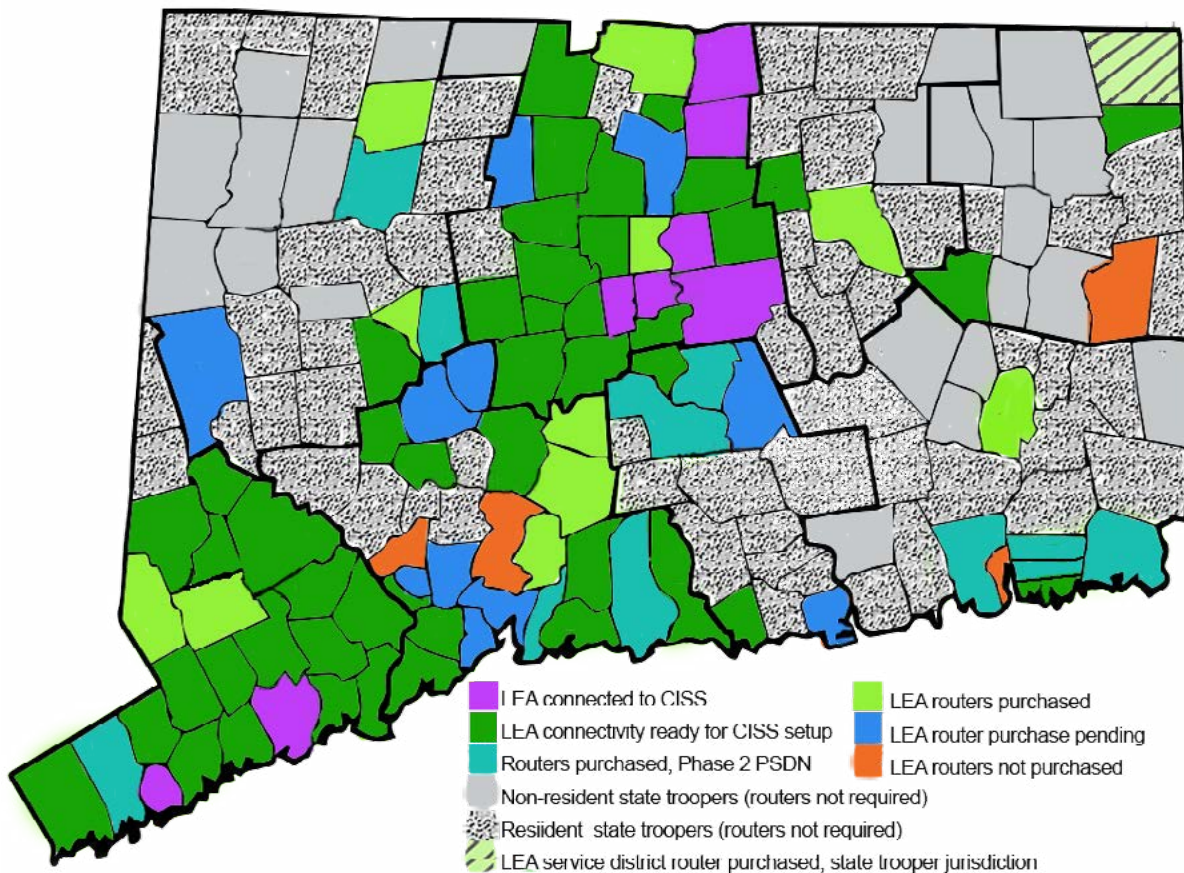


Figure 1. State map depicting router purchase and connectivity status.

# The New CJIS Backup Environment

## Securing CJIS Development Data

CJIS has been working on setting up a backup environment for all of the current CJIS development environments. The backup environment will provide a copy of the development code for CJIS. The backup is insurance in case there is a loss of code due to a breakdown in the system.

A contract was signed with Safeharbor to rent their location in Springfield, Massachusetts for a year. The backup will be moved to the new State of Connecticut backup facility in Springfield sometime in late 2015.

The contract with Central Connecticut State University (CCSU) has been approved and signed in order to implement the CISS off site backup systems.

In preparation for the new backup site, CJIS completed the following:

- The hardware purchase with EMC has been fulfilled for the backup site.
- The hardware setup at Safeharbor has been installed.



In January, CJIS will work with DAS/BEST to complete all the network connectivity and with EMC to configure all the hardware. CJIS will also begin the backup process. ❖

### Focus, continued from Page-1

The second Search Focus Group Meeting addressed event and person results and their associations when conducting searches. This included the six life cycle events; incident, arrest, booking, incarceration, parole, and probation and some related event attributes. Examples of person results might be tattoos, inmate numbers, language, birth place, and gang affiliations.

Location and property results were the main topics of the third session. Location elements that were mentioned included addresses, images of the location, registered weapons, hazards, and classification, among other things. Examples of the property elements include motor vehicle, boat, house, and weapons. CISS Search concepts and solutions on a business level were reviewed in session four. Phil Conen (Xerox) gave a slide presentation in which he reviewed a sample model of a Search user interface. Participants expressed their requests for graphics, including maps

*"One of the goals for session one was to provide a full business level understanding of the CISS Search concept."*

and icons to denote property or arrest history at a glance. Discussions were encouraged throughout the meetings from all parties.

Each Focus Group Session has a facilitator who keeps the group focused and on topic and a scribe to take notes. For the Search Focus Group sessions, CJIS' Jim Harris was the facilitator and Tammi Harris, CJIS Business Analyst, was the scribe.

Sometimes ideas that were raised during the course of a discussion were interesting and worthwhile to follow up, but were off topic from the goals of the current meeting. To keep the Focus Group Sessions on track, these topics were set aside in "Parking Lots." At the end of each session, these topics were briefly addressed. Notes were taken and distributed to all attendees after each meeting.

At the end of the first four sessions, a survey was sent to the

*Continued on Page-5*



## CJIS Academy

### Introducing Hank Lindgren

**H**enry “Hank” Lindgren is the new CJIS Public Safety Liaison. Hank spent more than thirty-nine years as a law enforcement officer in the Guilford Police Department, with twenty-eight years as a supervisor, and thirty-three years as an instructor and trainer in multiple areas including technical documentation and instruction. While working at the Guilford Police Department, he worked with computer systems including building, designing, installation, troubleshooting and support. Hank is a certified FEMA Instructor and a police certified instructor. He also holds an A+ computer certification.



As the Public Safety Liaison, Hank will coordinate the work between the CJIS team and stakeholders for the implementation of CISS. He will manage questions or requests for

information from stakeholders, resolve issues, and work with the CJIS team to provide the necessary responses according to the established process. He will also facilitate and coordinate site activities required to support the CISS implementation and will be the trainer for OBTS Certification. ❖

### OBTS Classes

CJIS offers certification classes three times a year for the Offender Based Tracking System (OBTS). The classes will continue to 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 Support Group:

860-622-2000

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

### OBTS Certification Class Schedule

- Wednesday, February 18, 2015
- Tuesday, June 16, 2015
- Thursday, October 15, 2015

#### *Focus, continued from Page-4*

thirty-four participants, of which eighteen responded. The majority of those polled felt that the Focus Group Sessions were helpful and well organized.

The Focus Group Sessions have so far rendered a lot of useful suggestions, with a diverse and dynamic group of participants representing business and technical users from a large cross section of the criminal justice community. Future Search Focus Group Sessions on the Search user interface will concentrate on design. Additional Focus Group Sessions are planned for the coming year for Search, Information Exchange and other topics related to the CISS project. ❖

## CJIS Technology Update

**T**he CJIS Technical team completed over 70 percent of the development of IZone application programming interfaces (APIs) that will help vendors and developers to quickly prepare Information Exchange messages. The APIs are expected to be ready for testing in January. ❖





# CISS Project Management Updates

## Workflows and Information Exchanges

### Automated transmittal of information between agencies

The CJIS Project Manager team re-evaluated the current Release Plan timeline and presented three options to key stakeholders in December. Consensus was reached on the revised timeline that will result in the restructure of all Workflows in terms of timing and content. The restructuring will alleviate a strain on stakeholder resources and introduce Workflows on a more gradual scale.

Also, planning began for Focus Group Sessions that will concentrate on obtaining detailed requirements for document security. The discussion will center around the complex security in place and how best to monitor the disclosure event, which may modify access rules.

Next month, the Focus Group Sessions on security will begin. Several sessions

are planned and will continue into February and March.

CJIS will continue to provide detailed documentation updates on the project plan. CJIS will work with stakeholders to adjust resources and timelines for Workflows and Information Exchanges. ❖

### Major Accomplishments

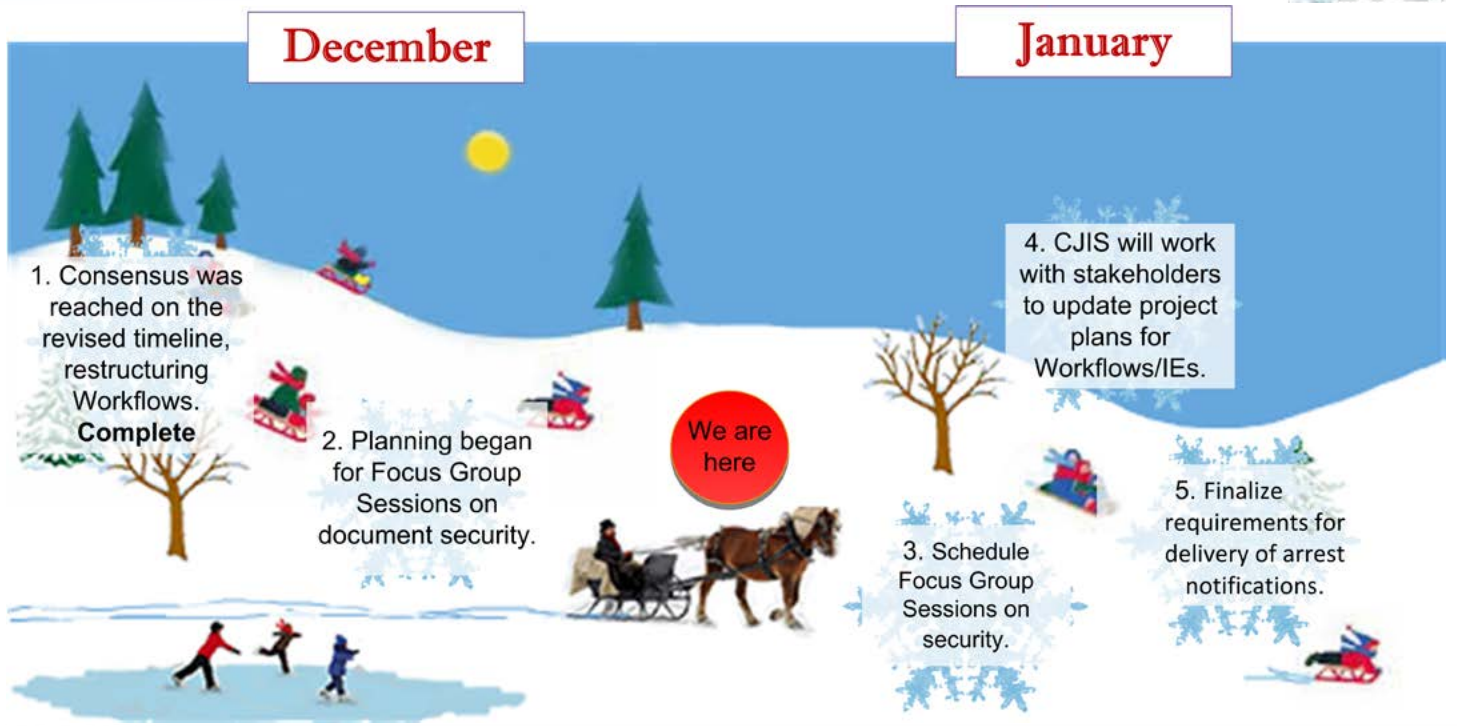
1. Consensus was reached on the revised timeline that will result in the restructure of all Workflows.
2. Planning began for Focus Group Sessions on document security.

### Next Month

3. Schedule Focus Group Sessions on security.
4. CJIS will work with stakeholders to update project plan documents for Workflows/IEs.

*PM Updates, continued on Page-7*

5. Finalize requirements for delivery of arrest notifications.



CISS Project Management Updates, continued from Page 6

Search Releases

User search of criminal justice agency data systems

The thirty-four business and technical frontline users representing fourteen Connecticut criminal justice agencies, the CISS Search team and Xerox successfully completed four Focus Group Sessions held to define stakeholder requirements for the Search user interface (UI) and to foster communication and cooperation. Xerox will use this information to draft the designs for the Search screens.

The CJIS Business team created a Cen-

tralized Infraction Bureau (CIB) "Gap Analysis" for the replication. CIB stores information for all the infractions that state and local police have issued. The Business team's gap analysis will show if the replication contains more, fewer or the exact fields approved in the Data Map, which will be important for pinpointing searches in CISS.

The CJIS Business team also worked with stakeholders to map data elements for Uniform Arrest Reports and Mis-

demeanor Summons. The mapping will aid in providing more accurate and informational searches.

In January, CJIS will work with Xerox on the UI design. Additional Focus Group Sessions will be scheduled to review the designs with stakeholders.

The CJIS team will also make a decision on the Learning Management System for CISS. The team is looking at two systems, SABA and Moodle.

The CJIS Business team will begin working with Xerox on the design of the OBIS and PRAWN systems starting in January. ❖

Accomplishments

- 1. Completed four Focus Group Sessions to solicit requirements from criminal justice technical and frontline users for the Search UI.
- 2. Created a CIB Gap Analysis for the replication of the CIB source system.

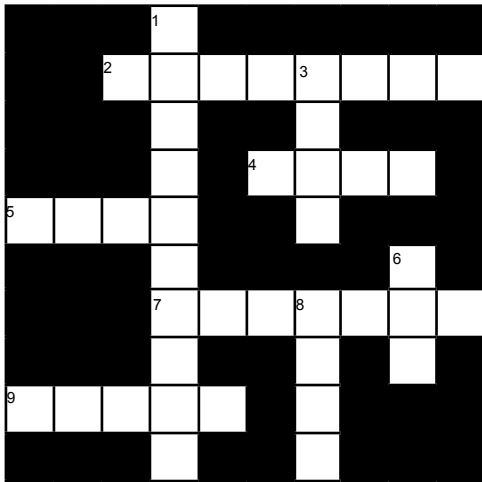
Next Month

- 3. CJIS, stakeholders and Xerox will work on UI design.
- 4. Decide on a LMS.
- 5. CJIS Business team/Xerox to begin design work on OBIS, PRAWN.



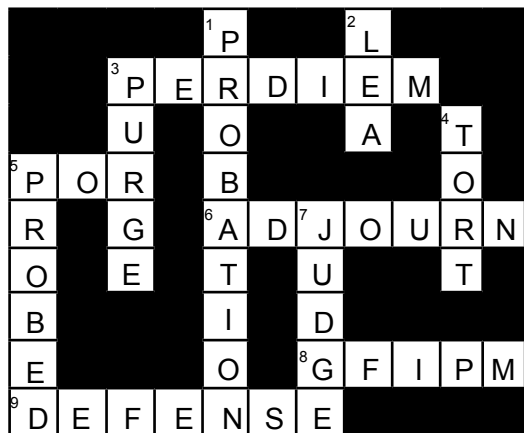
# CJIS Crossword Puzzle

## Test Your Knowledge and Skill on CJIS and Criminal Justice Vocabulary!



Answers will appear in the February issue of the CJIS Roadmap Newsletter.

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Answers to the December puzzle.



### Across

- 2. Formally accused, as a means of bringing to trial.
- 4. To suspend or delay.
- 5. Administered by the Executive Branch of the US government, this law gives people the right to access non-exempt information from the federal government
- 7. Type of defense whereby at the time of a crime, the criminal claimed to be of diminished mental capacity due to intake of too much sugar.
- 9. Type of crime unit created out of the necessity for highly trained, task-specific investigators assigned to handle the most egregious and sensitive offenses.

### Down

- 1. Petty offense punishable by a small fine.
- 3. To summon officially to appear in court.
- 6. Unique code including a serial number, used by the automotive industry to distinguish individual motor vehicles.
- 8. NCIC acronym for electronic clearinghouse of crime data that can be tapped into by virtually every criminal justice agency nationwide, any time, any day.



### ~ Meetings ~

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

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

#### **CISS Monthly Status Meeting**

January 28, 2015, 1:00 - 3:00 pm  
Criminal Justice Information System  
55 Farmington, 1st floor, Room 1008  
Hartford



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