CJIS Governing Board Co-Chairs
Mike Lawlor,
Under Secretary, State of Connecticut OPM
and
Judge Patrick L. Carroll, III
Deputy Chief Court Administrator

"Doing a lot more with lot less"

Mike Lawlor, Under Secretary, OPM

IN THIS ISSUE

Minding the State's P3s
CJIS & Public–Private Partnerships

Working in state government isn't for the faint hearted, but April Capone — the recently-appointed Intergovernmental Coordinator in the Office of Policy and Management (OPM) — has proven she has more than enough brio for the job.

As Mayor of East Haven from 2007-2011, she proved she has the brains, know-how, determination, and passion for service to be the OPM commissioner's choice for this job. This is particularly notable because, when she took office, she was the youngest female mayor ever in Connecticut. During her first term, she got to know the Mayor of Stamford and the future Governor, Dannel Malloy. Malloy was impressed with the young mayor's abilities and he became a mentor for Capone.

Capone loved her job as Mayor of East Haven too much to leave, but when she was defeated for a third term in 2011, state government beckoned.

The office of Intergovernmental Policy is not new, but Capone's position is. "I'm a sort of ombudsman and a bridge between the state administration and the municipalities," Capone explains. "When I talk to the selectmen and elected officials in our towns, I know what they're talking about. I know what it's like to have people come to [the Mayor's office] desperate for help to feed their families when they can't find a job. Or to work with small business owners who are trying to keep the lights on. I've been there."

In addition to her role as a liaison with Connecticut's municipalities, she is also charged with spearheading the Governor's efforts to develop Public-Private Partnerships, or P3s.

It is in this role that Capone will be working with CJIS to explore how the state can collaborate with private companies to come up with efficient and innovative solutions for Connecticut towns.

CJIS
Putting the **Connect**icut *in*
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CJIS Roadmap

Revolutionary Technology Linking
Connecticut's Criminal Justice &
Law Enforcement Agencies
July 2012 — Vol. 1, No. 3
www.ct.gov/cjis

CJIS Governing Board

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Margaret M. Painter, *Senior Communications*
Specialist, Margaret.Painter@ct.gov

Capone's outreach and P3 initiatives go hand-in-hand.

As a former city mayor with an MBA and a genuine passion for helping people (she donated a kidney to a stranger in her city) Capone is uniquely equipped for this role — she's part advocate, part ombudsman, part entrepreneur, all in one very determined package.

"Now, maybe more than ever, P3s make sense; we need to maximize our resources. We talk about 'doing more with less,' but we can also work smarter by putting the right resources together. We're talking about synergy," she says.

Among the advantages of P3s are:
- Fast, efficient, and cost-effective delivery of projects,
- Good value for taxpayers from optimal risk transfer and risk management,
- Efficiencies gained from integrating design and construction of public infrastructure with financing, operation and maintenance/upgrading,
- Added value through the integration and cross-transfer of public and private sector skills, knowledge and expertise between public authorities and private sector companies,
- Easing economic bottlenecks from higher labor and capital-resource productivity,
- Competition and greater capacity,
- Innovation in the provision of public services, and
- Efficient use of state assets for the benefit of the public.

Legislation was passed in October 2011 to move ahead with five P3s by 2015. Having only been on the job since February, things are still getting off the ground. RFPs are going out and Capone expects to begin work soon sorting out which proposed partnerships would offer the greatest

April Capone,
Intergovernmental Coordinator at OPM

benefits to the greatest number.

The legislation specifically states that any projects targeted by this program must "result in job creation and economic growth,… and "can be used for early childcare, educational, health, or housing facilities, transportation systems… and related infrastructure, and any other kind of facility" that the state deems good for jobs and economic growth.

Capone is working with the CJIS Operations Team on a promising new project. A local Connecticut firm has developed an application that will be useful — maybe invaluable — to local police departments. If this application can be interfaced with CISS, it can be made available to law enforcement at vastly reduced cost to the municipalities. The results could help further streamline the day-to-day work of law enforcement, dramatically increase the sharing of law enforcement information within the state, help increase officer and public safety, and create a technology foundation for the future.

As the CISS gets built out, one of the goals of CJIS is to work with Capone and others to collaborate with small Connecticut firms to fully realize all the benefits of integrated data sharing. ～ *Margaret M. Painter*

CJIS Executive Summary

Mark Tezaris, CJIS Program Manager

The pace of the CISS project has picked up significantly. The Project Management Office is working to improve planning processes from both Xerox and the State. This includes creating project charters for each major deliverable, defining State deliverables with dates, improving the State's project schedule by progressive elaboration and communicating with the CISS team, stakeholders, DAS-BEST, Xerox, and others. The goal is for all involved on the CISS project to be pulling in the same direction at the same time toward our agreed-upon goals.

Staffing

The CISS team hired several key people in the past month — CISS Senior Project Manager Lucy Landry, Senior Communications Specialist Margaret Painter, two Java developers, two SharePoint developers, a Database Administrator, and a Technical Analyst. These individuals complete our team for now.

Proof of Concept

The team is working with the vendor, Xerox, to produce the Proof of Concept (POC) for the search of CISS. This will only be a small part of the search capability for one data source that will ultimately go into production. The first POC will be demonstrated at the CJIS Governing Board meeting on July 19.

Project Deliverables & Agency Schedule

The PMO's main focus now is to work with Xerox and further define the list of deliverables the State must produce with dates needed. These deliverables will be further defined into the work-breakdown structures needed for the project schedule. Ultimately, we will be able to closely predict the dates that the CISS team will be contacting each agency in order to create the Application Programming Interface, (API) into the on-and-off ramps for CISS. Once these dates are set, we will communicate with each agency to sync up, and work out the details. We will then publish the dates for each agency.

Project Performance Measurement

The CISS project performance is being measure in two ways. First, we are updating the CISS Success Metrics to show the CISS project status on a strategic, operational, and tactical level for the July 19 CJIS Governing Board meeting. There are about 38 measurements; only a few have information history that can be reported currently.

The second is the Independent Verifications & Validation, (IV&V). This means that an independent entity with the expertise and experience evaluates the work products generated by the team that is designing and/or executing a given project. The evaluation comes in the form of a quarterly report; in our case, it will point out the risks, issues and recommendations that can improve how we manage the project and the work product generated.

In a large, complex project like CISS, it commonly becomes difficult for the project manager(s) to "see the forest for the trees." The major benefit of this kind of feedback is that it helps managers stay aware of the micro as well as the macro picture; and to find ways to mitigate problems before they become too big to handle. The findings of the second IV&V will be reported at the July 19 CJIS Governing Board meeting.
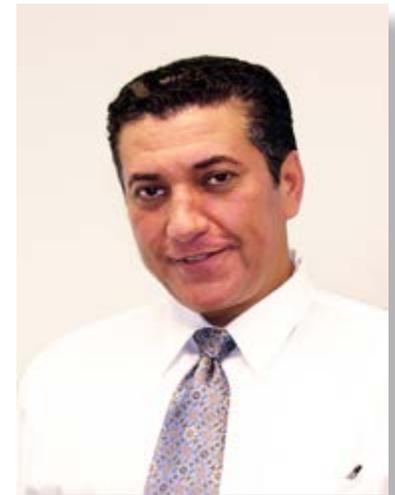
Communication with Stakeholders

Starting July 2012, we will implement end-of-month CISS project status meetings to keep the CJIS community updated on the progress of CISS. We will also create workshops for the business and technical stakeholders that will physically demonstrate the business rules and the technology behind CISS as it being built. After all, "seeing is believing."

We are also working on ways to improve our communications. We will include FAQs and other additional content in the August issue of the *CJIS Roadmap* newsletter. Technical and business bulletins will be emailed to targeted distribution lists to communicate specific information needed by our stakeholders for better planning and implementation. ∎

CISS Update ▪ The Technology Perspective

Richard L. Ladendecker II, CJIS Technology Architect

The CISS technical staff will be substantially complete by the second week of July. This team will be tasked with developing and supporting the CISS environment in conjunction with Xerox and its partners.

The selected team of individuals have unique talents specific to the CISS goals and initiatives. Several of them have institutional knowledge directly related to judicial and law enforcement organizations, and specifically in the area of Information Technologies.

We continue the work of reviewing the Xerox Design Documents to gain an in-depth working knowledge of their proposed technology architecture. We are collaborating with the Xerox team and their partners to to streamline the gathering of agency data supporting the searching functionality of the CISS environment.

Moving forward, our efforts will be directed towards developing and constructing the Information Exchanges with the Xerox group to support the first workflows of the CISS rolling waves. In July and August, our staff will collaborate with the agencies' technical staff/vendors to continue defining the data and security aspects of the information exchanges.

We are evaluating technologies to support "plug-in" methodologies that will assist with developing the CISS "Search" function, reducing the effort of the agency technical staff to integrate with the CISS environment. Through the adoption of commercial off-the-shelf software (COTS), we have the ability to replicate, retrieve, and publish agency data seamlessly, resulting in greater efficiencies interfacing with our agency stakeholders.

We anticipate the CISS Technical Team will provide the interface development skills for each agency and bring to bear the technology experience to minimize the agencies' roles in this effort. ▪

CISS Update ▪ The Delivery Sequence

Phil Conen, PMP, Xerox Program Manager

The Xerox team is working on CISS development, focused on the first planned production deployment wave — OBTS search from within the initial CISS SharePoint portal. Using a proof of concept approach to reduce technical risk, the plan is to open a window on the development effort for each of the next three calendar quarters so that the CISS user audience can preview and comment on upcoming CISS functions and features.

Three such "curtain calls" are planned over the next 6 to 8 months: mid-July 2012, mid-October 2012, and mid-January 2013. It will be a busy time for the Xerox team, the Connecticut CJIS team, and agency stakeholders as we move through the first two detailed design-to-production cycles. With 7 such activity "waves" remaining after the first 2 are done, everyone will stay busy for periods over the next 2 years. The full CISS project plan with estimates for CJIS and agency team involvement will be published in July. ▪

CISS Delivery Sequence Timing

Est. Framework & Infrastructure — Q1 2012

Proofs of Concept — Q2 2012

Window on Development — Q3 2012

Initial Portal OBTS Search — Q4 2012

Uniform Arrest Report — Q2 2013

Infractions — Q3 2013

Judicial Common Exchanges — Q3 2013

Post Arrest — Q3 2013

Disposition — Q4 2013

Post Judgment — Q1 2014

Misdemeanors — Q1 2014

Arraignment/1st Appearance – Q2 2014

CISS Roadmap ▪ Development & Demonstration of Progress

April Panzer, Senior Project Manager

During June, business and technical stakeholder agencies from the CJIS community were invited to CISS Design Review sessions where they met Rick Ladendecker, CJIS Technical Architect. Rick's team will be fully assembled and hitting the road in July to collect the agency technical information that will make CISS possible. Xerox is building the CISS Information Exchange and Search engine. The SharePoint Search Portal will be put into production the end of this year supporting natural language, internet-like, searching and advanced pre-designed search templates. CJIS will also help each CJIS Agency build custom "Team Sites" on SharePoint. The first Information Exchanges, available in the first quarter of next year, are part of a workflow to share Uniform Arrest Records between 8 agencies. But, nothing will flow into or out of this engine without the collaborative work of the CJIS development team and the stakeholder agencies. Timely and complete collection of accurate technical information from CJIS agencies will be the most important contribution to success of the CISS project. The "roadmap" graphic below illustrates the next six months of activity for the CJIS community, the system developers, and our agency partners. ▪
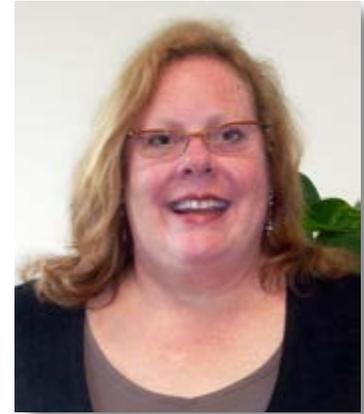
The CISS Team will collect information from participating Agencies (North) and present progress to the Governing Board (South).
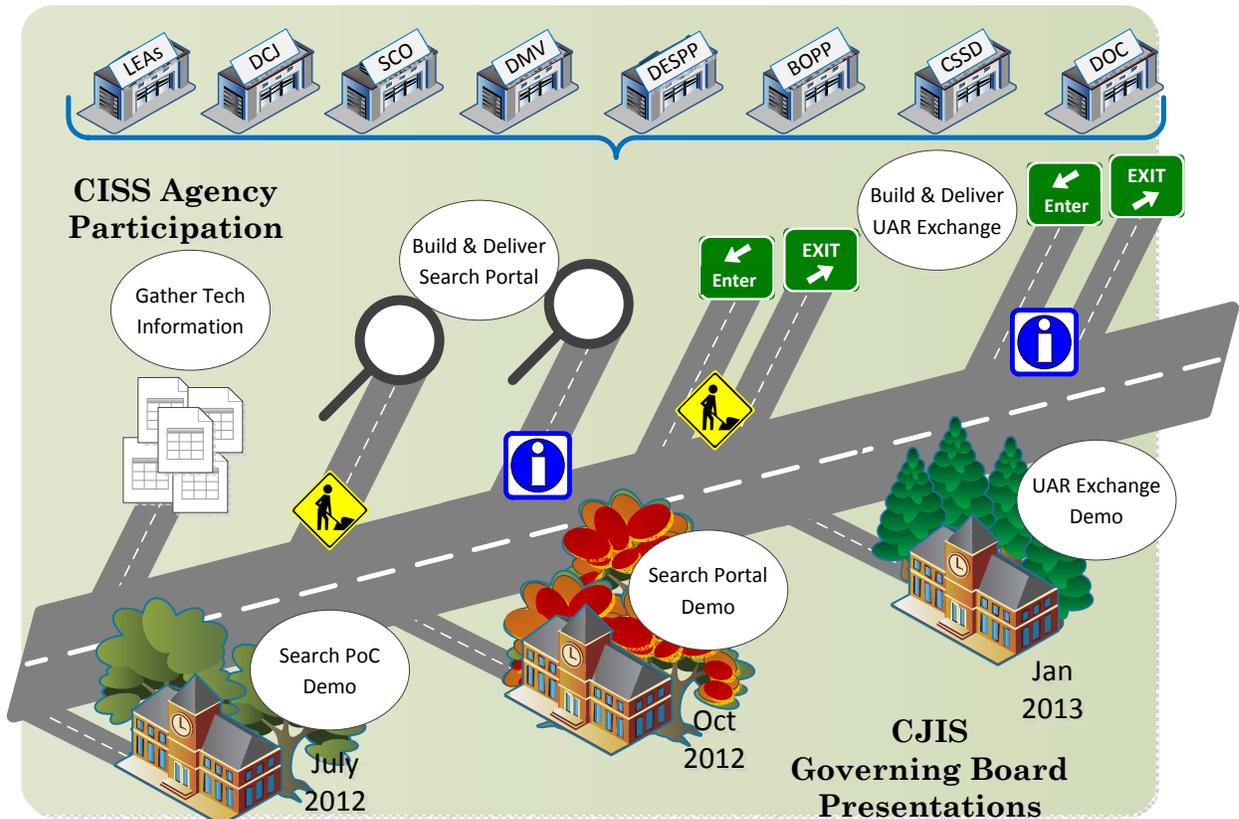
CISS Update ▪
From the CJIS Business Manager

Nance McCauley, CJIS Business Manager

IN BRIEF

Just Finished

- The CJIS Operational Team
    - met with the Department of Criminal Justice to review the detailed list of reports and forms to be exchanged in CISS at an agency-wide level.
    - presented the CISS Design for Search and Security functionality to the agency business stakeholders on June 13.
    - completed an inventory of the RMS and CAD vendors for state and local law enforcement agencies in June.
    - continued observing business processes in the agency field areas; in June, field work was done with the State Police.

The Next Three Months

- *See charts below and right.*

TASK	DATE
Field Observations: LEA	June 1
Field Observations: DESPP	June 6-8
Design Session (Business)	June 13, 1-4 pm
Design Session (Technical)	June 14, 8:30 am–4
RMS Vendor Meeting	July 10, 1-4 pm
Court Ops Observations	July 6
DCJ & DPDS Field Observations	July — TBD
DMV, DOC & BOPP Field Observ's	August — TBD
User Acceptance Testing	August — TBD
User Acceptance Testing (cont'd)	September — TBD

We accomplished a great deal of behind-the-scenes work in the month of June. In addition to observational and inventory work, we're working through the change control process with Xerox to determine the impact, risk, and cost. The operational team submitted 11 change control items; five of which are new, two are deletes, four are duplicating existing information exchanges, and two of them are splitting out existing information exchanges.

Our next steps will include meeting with the RMS vendors in July to provide an overview of CISS, describe how the RMS systems will interact with CISS, and discuss expectations and planning.

We will also continue field observations with our partner agencies — Court Operations, DCJ, and DPDS will be scheduled for July and August. ▪

CISS Development Milestones 2012-13

Phase	AMJ	J	A	S	O	N	D	J	F	M	A	M
Infrastructure	▪											
Requirements — Wave 1	■											
Proof of Concepts Design	▪											
Requirements — Wave 2	■	■										
POC Development		▪	▪	▪								
Design OBTS Search & Portal		▪	▪									
Develop OBTS Search & Portal			▪	▪	▪	▪						
Design Uniform Arrest Workflow					▪	▪						
Acceptance — OBTS Search/Portal							■					
Develop UAR Workflow								▪	▪	▪		
Deploy OBTS Search/Portal										■		
Acceptance UAR Workflow									■			
Deploy UAR Pilot										■		
Deploy UAR Full											■	■
Design Infractions Workflow									▪	▪		
Develop Infractions Workflow											▪	▪
Acceptance — Infractions Workflow												■

Navy Blue = Primarily State Team | Azure Blue = Xerox Team

CIDRIS ▪ Implementation Underway

*John Cook, Senior Project Manager, CIDRIS*

The CIDRIS implementation is well underway. CIDRIS stakeholders — including DESPP, DMV, and the Judicial Branch — continue implementation of the CIDRIS system. Since May, four additional Troop barracks, including Troops A (Southbury), I (Bethany) F (Westbrook), and G (Bridgeport) began cutover exercises. Each barracks cutover occurred on-schedule. According to DESPP Sergeant Chick Bistany, all troops, administrative clerks, and supervising Sergeants were prepared and trained in advance to submit OUI cases electronically. However, as barracks with higher OUI case loads are deployed, state police are expanding efforts to support the increasing volume of troops.

As additional troops come on board, the CIDRIS implementation team continues to monitor how OUI arrest information is captured and transmitted throughout state computer systems. Some of the continuing issues involve maintaining appropriate levels of data quality and trooper access to CAD/RMS systems. For example, regarding data quality, State Troops find use of CIDRIS to be challenging at first because, unlike delivery of paper based forms, CIDRIS performs extensive checks to validate information in ways that never existed in traditional way.

Other issues raised include access to technology equipment, either within confines of the barracks or from a patrol car that is far away and out in the field. For example, some types of information gathering, such as use of electronic signatures, require specific types of hardware configurations. The implementation team is also learning of environmental and safety challenges faced by troopers when processing unruly defendants using equipment in patrol cars. All of these issues are common to transitioning from paper-based to electronic information.

One current initiative designed to help ease the implementation transition, involves including sergeants and administrative clerks from other barracks in training exercises.
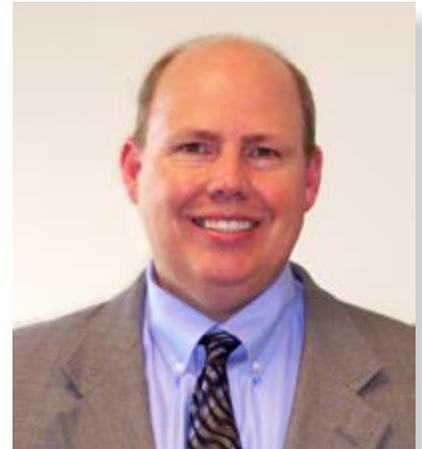
This is a benefit to the State Police community because Troopers are able to share their experiences and review work processes as new barracks are being brought on board. For example, officers are sharing helpful training information as they become experienced with new processes and ways of submitting information electronically. In addition to enhancing training, DESPP has reported officer interest in accessing technical support after normal business hours and weekends. By sharing some of the "lessons learned" of prior implementations, State Police are developing a collection of best practices to enhance cutover exercises. These exercises are beneficial because they help the barracks with enhancing and streamlining the transition away from older paper-based work activities

The rollout for additional Troops is expected to accelerate over the next few months. After several months of preparation, the implementation schedule was revised to complete a statewide rollout by end of August.

I look forward to working with each of our CIDRIS stakeholders. If you have any questions, please feel free to call me at 860-622-2034 or email, John.Cook@ct.gov. ▪

IN BRIEF

Just Finished
- Four additional Troop barracks, including Troops A (Southbury), I (Bethany) F (Westbrook), and G (Bridgeport) began cutover exercises

Next Three Months
- DESPP will review current deployments to enhance use of technology and staff resources and reinforce training program in July
- Deployment of remaining Troops to commence in August for Troops H, D, C, K, and E
- Judicial, DMV, and DESPP to review technology and business processes needed to support paperless OUI documents starting in the fall

OBTS ▪ Next Quarterly Release is 7.3

Shirley Medeiros, CJIS Operations Director

IN BRIEF

Just Finished

- Data access to the judicial branch's CIB source system est'd for OBTS data purity initiative & data access to all its source systems is complete
- Nastel training for CJIS and DAS/BEST technical teams
- New hires: System Administrator & CSG Application DBA

OBTS — Next Month

- Complete constructing Release 7.3 and begin testing
- Finalize Release 7.4 deliverables
- Continue data mappings of the judicial branch's source systems
- Use the Nastel performance tool to identify problem areas
- Finalize OBTS certification training schedule

OBTS — Next Three Months

- Begin constructing deliverables for the release 7.4
- Continue gathering & analyzing requirements for Release 7.5
- Continue data mappings of the judicial branch's source systems
- CJIS to begin comparing OBTS data to Judicial's source systems data – process includes creating data dictionary, writing code for the comparison, and documenting data required to update

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The OBTS Quarterly Release 7.3 and Data Purity Initiative are underway.

The OBTS support team is currently constructing the deliverables for the OBTS 7.3 quarterly release. The release deployment is scheduled for August 2012. The key changes for this release include performance tuning for speed and data enhancements to allow for digital dashboard reporting. The performance tuning changes include Smart and Exact Name query tuning, statistical reports key table to assist in Logi reporting, and adding a JMX interface to monitor OBTS health status.

The OBTS support team established a data purity framework to guide the team and source system partners in the data purity effort. The team completed data access to all of Judicial's source systems and started performing data mappings to the Criminal & Motor Vehicle System (CRVMS). Once complete, the team will begin the data comparisons and analysis.

The OBTS support and DAS-BEST technical staff attended a two-day Nastel training class to learn how to use the newly-installed performance monitoring tool. This tool will help the technical teams to identify problem areas and make necessary adjustments to improve OBTS queries. ▪