



Report on the Status of the
Criminal Justice Information System (CJIS)
to the
Connecticut Legislature

Submitted by
The CJIS Governing Board

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CJIS Background

The Connecticut Criminal Justice Information System (CJIS) is an information technology system to be used by Connecticut criminal justice and law enforcement agencies (LEAs) to share criminal justice information in a secure environment, thereby enhancing informed decision-making.

In 2007, influenced by the Cheshire home invasion, the State of Connecticut undertook a review of its criminal justice process. As a result of that review, State of Connecticut Public Act 08-01 (P.A. 08-01) was passed. P.A.08-01 not only provided for change to the penal code, it also provided for change to the current criminal justice information sharing process in an effort to provide for a safer community for the citizens of the state.

As part of the changes put forth by P.A. 08-01 (later codified as CGS 54-142s), the CJIS Governing Board was charged with designing and implementing a comprehensive, state-wide system to facilitate the sharing of information between all criminal justice agencies. A plan for a new information sharing system, the Connecticut Information Sharing System (CISS), was established.

The CJIS Governing Board is statutorily authorized to develop plans, maintain policies and provide direction for the efficient operation and integration of criminal justice information systems, whether such systems service a single agency or multiple agencies (according to Connecticut General Statutes § 54-142q(f)).

Information that is shared will be accessed only by authorized personnel in criminal justice agencies, according to the laws of the State of Connecticut and federal laws. CISS users accessing FBI data will be authorized by the CJIS Systems Officer (CSO) in accordance with a Management Control Agreement. Each user will sign an agreement pledging to honor the current security policy, and acknowledging the penalties that may be imposed for improper access, use or dissemination of FBI data. Users are required to complete a training program that includes instruction on the confidentiality of all shared information, the acceptable use of the information, and the penalties associated with misuse of the information as imposed by the CSO or his/her designee.

This report is prepared pursuant to Connecticut General Statutes (CGS), 54-142s. The CJIS Governing Board provides this report and directs the projects within this report in order to meet the CJIS goals.

Executive Summary

CISS will provide both Search Releases and Workflow Releases. The Search Releases are designed to help share CJIS information with authorized individuals in the CJIS community in Connecticut. The Workflow Releases are designed to replace current paper based CJIS workflows with electronic messages and documents. Both of the above type of Releases are designed to help improve public and law enforcement safety, recidivism and potentially save and estimated \$15 million a year once fully implemented.

CISS Search Release 1, the first search release consists of the Paperless Re-Arrest Warrant Network (PRAWN), the Offender Based Information System (OBIS), and the Portal 1 User Interface (UI). Release 1 has been in production since February 2016.

CISS Workflow Release 2, Uniform Arrest Report (UAR) and Misdemeanor Summons Notices, was completed along with Conduent (formerly Xerox). The CISS Application Interface (API) and Web User UI development also reached completion with the release going into UAT at the end of July. Release 2 was in production on August 22, 2016.

CJIS User Acceptance Testing (UAT) for Search - Release 3, Judicial' s Protection Order Registry (POR) and Judicial' s Criminal Motor Vehicle System (CRMVS) is complete. Change requests were recently approved for this Release and the changes are prepared to go into Conduent development. Release 3 with the change requests is scheduled to go to production in May 2017.

Design for Workflow Release 4, UAR and Misdemeanor Summons Notices, has also been completed, and will continue in development until March 2017.

Development for Search Release 5 will commence once Release 4 is further along and will continue to June 2017. This release includes the search of Records Management Systems (RMS) from local law enforcement and state police stored in CISS as they are received, Electronic Content Management (ECM) documents from RMS, and Event Based Notifications.

Design for Search Release 6, Centralized Infraction Bureau (CIB), Department of Corrections (DOC), Board of Pardons and Paroles (BOPP) Case Management and the Department of Motor Vehicles (DMV) is completed. Release 6 is currently in the development stage.

Release 7, Infractions, is undergoing a conversion from workflow to search. Design approvals for Workflow Release 8 containing Post Arrest, Arraignment, Disposition and Post Judgment data were received in mid-August. Development has started with some dependencies on Release 4 and will continue through April 2017. Release 9 – Search, which includes the Sex Offender Registry (SOR), Wanted Persons file, Case Management Information System (CMIS) (Judicial), Master Name Index (MNI), Computerized Criminal History (CCH) and the Weapons file is running late due to delays in the design phase for SOR, Wanted and Weapons.

Given the successful implementation and production of the CT: Chief Pilot within the Wethersfield Police Department (PD), a project expansion was proposed and approved by the CJIS Governing Board during its August 2016 quarterly meeting and will include the onboarding of nine additional police departments based on a 2-year schedule.

The Governance Committee, CJIS Project Management, and the Department of Emergency Services and Public Protection (DESPP) have delivered a formal data request document to the FBI regarding

the use of data in the Wanted Persons file in CT On-Line Law Enforcement Communications Teleprocessing System (COLLECT) and the National Crime Information Center (NCIC). The FBI response has been received by the state and is being reviewed.

Summary of CISS Critical Risks

The value of the CISS project lies in its full implementation of all pertinent criminal justice data sources for search and workflows. The following risks will need to be addressed to maximize the full value of the CISS project in moving forward effectively:

- The first risk involves using consultants for critical technical positions. As pointed out by Qualis, CISS' current Project Health Check vendor, not having qualified experienced state employees working on the CISS project poses significant risk to the long term sustainability of the project. MTG Management Consultants, the original firm hired to advise management and perform health checks, indicated this same risk. Consultant turnover continues as expected on a project of this duration. With this turnover, some knowledge is lost and technical development continuity is negatively impacted. Additionally, Conduent, the vendor working on the CISS solution, will have to train CJIS Operations personnel to support and maintain CISS, but the Operations personnel are consultants, not permanent state employees. CISS needs state Operations personnel to be trained by Conduent to provide continuity of CISS system expertise and who will have the training to maintain CISS systems into the future. The Conduent warranty period for Release 1 ends in March 2017. CJIS is working on various options for operational support including asking Conduent to support any defects found after the warranty period.
- The second risk is that the funding for the state staffing for the CISS project may be in jeopardy. While the funding today comes from the inmate phone revenue, recent FCC rulings, currently under appeal, may impact the states' ability to access the same amount of revenue as prior to the rulings. If the FCC rulings are upheld, funding for current CJIS state employees will be impacted. Therefore, another source of funding should be considered for CISS' staffing needs.
- The third risk concerns the state budget cuts which threaten the availability of stakeholder resources to connect to the CISS application. Demand on stakeholders is increasing with work being done concurrently on seven releases. Concern is being voiced from stakeholder agencies that personnel cuts have already taken place or are anticipated, making it difficult to complete their CISS-related tasks.
- While the first 2 releases of CISS have been delivered successfully, further releases are subject to anticipated delays beyond the projected schedule. Additional diligence is being placed on the project planning and estimating process to ensure future releases are delivered as scheduled. A total review of the work effort left is needed to ensure that all arrest information in the state passes through CISS. An extension of the Conduent contract of about 3 months is being proposed.
- A request for a formal FBI review of CISS' s access to data in the FBI's Wanted Persons file was submitted. The FBI response regarding Wanted Persons has been received by DESPP and is being reviewed by their legal counsel.
- The Executive Director position has not yet been filled and will continue to impact the CISS project negatively. A recruitment firm, however, has been identified. A posting for the position is expected shortly.

CJIS Risks and Mitigation Strategy

There are new and pre-existing risks that will need to be addressed in order for the CISS project to move forward effectively and in a timely manner.

Risk 1

Filling critical CJIS positions with contractors instead of state positions presents a risk to the project plan and the long-term support and stability of CISS.

Impact

The primary element for success is to have a talented pool of dedicated and skilled CJIS Governing Board personnel. The CJIS team has hired consultants to do CISS work. If the 18 positions are not filled with permanent state employees, much of the domain knowledge gained during the build of CISS will be lost when consultants leave.

Mitigation

The submissions for these state positions have been swept; therefore, new submissions need to be filed with OPM to reopen at least four critical positions. The current Conduent warranty for Release 1 expires March 2017, which means that a support system needs to be in place before this date to ensure a smooth transition. Proposals from managed services through a Request for Proposals (RFP) have been initiated to allow all options to be considered for the best solution. The chosen solution can be a hybrid of state employees, managed services and consultants. CJIS may also ask that Conduent provide support for any defects found after the warranty period.

Recommendation

The CJIS Governing Board is considering the following alternatives:

- 1) Keeping current consultants until state employees can be hired,
- 2) Outsourcing all or some of the application maintenance to a vendor; or
- 3) Creating a hybrid environment in which state employees, managed services, and consultants fill the required positions.

Those who are hired need the appropriate skill set and experience for working on large, complex, multi-million dollar, multi-year projects. For this reason, competitive salaries need to be offered by the state or the quality of the product and service can be negatively impacted. A Request for Proposal (RFP) for managed services is being developed.

Risk 2

A related risk involving staffing levels and the project plan as a whole is the likely reduction in funding from CJIS' current source for the state employee staff on the CISS project. While the funding today comes from the inmate phone revenue, this revenue source is under discussion for changes by the FCC. The ability for the state to pay for broader criminal justice programs from this source is also under discussion.

Impact

A reduction in the state inmate payphone revenue may have a significant impact to the funding of the CJIS program. If this funding source is reduced, it may have an impact on the current staffing levels and filling the needed 18 state positions for the CJIS project.

Mitigation
Alternate sources of funds are being explored.
Recommendation
Alternate sources of funds should be identified and provided in the event that this risk becomes an issue.

Risk 3
State budget cuts threaten stakeholder resources and the timeline of the full implementation of the CISS application. CISS demand on stakeholders is becoming greater in order to support the work being done on seven active releases.
Impact
Most stakeholders will not have the resources in place to successfully connect to the CISS application within the time frame expected.
Mitigation
The CJIS project management team needs to continue close communication with agencies as the state budget is executed and resources are lost or altered. The CJIS project management team must also work with each agency as a partner to help solve unique resource issues related to the CISS implementation.
Recommendation
Close communication with stakeholders will allow CJIS project management to support business process changes within agencies as changes occur. The opportunity for meeting individual stakeholder needs exists with the use of CISS tiger teams. These tiger teams are usually technical or business experts in their field that CJIS brings in at the request of CJIS agencies to help implement CISS within their organization.

Risk 4
Unforeseen issues and stakeholder dependencies for CISS deployment has led to delays to the project schedule for the implementation of the remaining CISS releases. The project schedule needs recalibration in order to produce a turnkey end-to-end workflow implementation so that agencies aren't performing redundant work maintaining two systems, their own and CISS.
Impact
The original project timeline does not allow the successful mitigation of unique issues, longer User Acceptance Testing, and stakeholder dependencies that are causing delays.
Mitigation
The CJIS PMO will spend more time studying the unique needs and timelines for each stakeholder that shares data and must connect to the CISS. A total review of the work effort left to ensure that all arrest information in the state passes through CISS is

necessary. The review will expose obsolete scope and is essential to produce complete workflows.

Recommendation

CJIS staff will visit local and state police departments, court clerks, state’s attorneys, prosecutors’ offices and others in the “work stream” to chart each office’s work processes at greater detail. This process will produce a more realistic project plan and enable the leverage of CISS to design and manage the changes to those offices that the CISS application will bring.

Risk 5

FBI approval regarding Wanted Persons file is needed.

Impact

Delays in the development of Release 9 have occurred without FBI approval for use of data pertaining to the Wanted Persons file.

Mitigation

The Governance Committee has sought the approval for additional information from the FBI.

Recommendation

A formal request for clarification of use of Wanted Persons data was prepared by DESPP and was sent to the FBI in November 2016. The FBI response to the request has been received on December 15, 2016 and is in the process of being reviewed by DESPP.

Risk 6

The CJIS Executive Director position is still not filled.

Impact

The absence of a full time CJIS Executive Director will continue to impact the CISS project negatively.

Mitigation

The position, which had been closed due to state budget cuts, has been approved and reopened by the Office of Policy and Management (OPM). A recruitment firm needs to be identified to post the position.

Recommendation

DESPP has identified and is working with a recruitment firm for services to fill the position. The process is moving forward. Conferencing is set up to determine the knowledge base for the position. A contract is expected within a few weeks.

Bond Fund Overview (as of 12/31/2016)

After the amendment to the original contract between the State of Connecticut and Conduent was signed on February 20, 2015, there were necessary changes to the CISS schedule, scope and budget. The current approved bond funds are \$50,920,000.

Additionally, the amendment to the contract between the State and Conduent has added the additional scope for requirements gathering by Conduent for CISS and compensation of \$4,033,553 for delays to Conduent. The Original Bond Fund budget does not include incremental costs incurred by using consultants paid from the bond fund instead of the planned 18 state employees that would have been paid from the inmate pay phone revenue or Operational Costs that would have come from the General Fund. Phase 1 of the CISS project is scheduled to be completed by December 2017. Discussions are also underway with Conduent (formerly Xerox) that a three month extension may be needed given the size, complexity and dependencies on stakeholders who have full time jobs and are facing budget cuts.

CISS PHASE-1 BOND FUND BUDGET SUMMARY TO 12/31/16

FUNDING		TOTALS
Bond Funds Provided in 2011	\$ 8,000,000	
Bond Funds Provided in 2012	\$ 7,700,000	
Bond Funds Provided in 2013	\$ 4,720,000	
Bond Funds Provided in 2014	\$ 7,900,000	
Bond Funds Provided in 2015	\$ 5,500,000	
Bond Funds Provided in 2016	\$ 17,100,000	
CISS Budget Commitment*		\$50,920,000
CISS BOND EXPENDITURES		
<u>BUDGETED FISCAL YEAR</u>		
FY 2012	\$ 3,909,326	
FY 2013	\$ 6,382,674	
FY 2014	\$ 5,519,499	
FY 2015	\$ 7,631,994	
FY 2016	\$ 6,569,250	
FY 2017 (July - December 2016)	\$ 4,864,363	
Total CISS Expenses from Bond Fund	\$ 34,877,105	
CISS EXPECTED FUTURE BOND EXPENDITURES FROM 12/01/16 TO DATE 12/31/17		
Expected costs for CJIS	\$ 12,676,770	
Xerox Contract Remaining Costs	\$ 6,964,960	
High Risk Project 10% Contingency	\$ 1,267,677	
Total Future Expected Cost	\$ 20,909,407	
Total Expected Costs for CISS Phase -1**		\$55,786,512
Expected Additional Bond Funds Needed***		(\$4,866,512)
Remaining Bond Fund Approved Requests	\$ 10,000,000	
Expected Bond Funds Remaining for CISS Phase-2		\$5,133,488
Note:		
* Bond Funds received to date.		
** Planned 18 State Positions Not Filled and Budgeted to Be Paid from Inmate Phone Revenues. Consultants are Used Instead of State Employees Who Are Paid from Bond Funds.		
*** Additional Bond Funds for FY 18 of \$10 M Planned		

Connecticut Information Sharing System (CISS) Status Report

CISS — Background

The Connecticut Information Sharing System (CISS) provides an integrated solution for the sharing of criminal justice information (CJI) within the Connecticut criminal justice agencies, in full compliance with the current version of the FBI CJIS Security Policy¹. The State of Connecticut has commissioned the development of the CISS solution to enhance the information sharing capabilities of law enforcement and criminal justice agencies throughout the state.

The State of Connecticut's vision is to create a scalable, service oriented architecture for the exchange of criminal justice information between law enforcement and criminal justice agencies throughout Connecticut. This vision includes information searches across CJIS source systems from CISS and system-to-system information exchanges using standards-conformant message formats. This search will employ Global Federated Identity and Privilege Management (GFIPM) claims-based user authorization applied to control access to sensitive information as defined in federal and state statutes.

This consolidated environment will enable the State's criminal justice agency systems to interact seamlessly using a common framework to send and receive data and documents. The search solution will allow users to search for people, locations, events and property across all of the connected information sources from within a single common portal.

CISS Key Accomplishments – Period Ending December 31, 2016

The CJIS project management team and Conduent worked diligently on the following CISS Releases:

- Release 1 – Search, PRAWN and OBIS, continues in production over a 10-month period with only 5 remaining “deferred” items from Judicial.
- In August 2016, Workflow - Release 2, went into production. This first CISS workflow release includes UAR and Misdemeanor Summons with early arrest notifications via the web user interface (Web UI). The notification tool is designed for criminal justice information to be accessed by the following Connecticut's criminal justice agencies: the Division of Criminal Justice (DCJ), Court Support Services Division (CSSD), Board of Pardons and Paroles (BOPP), Department of Correction (DOC) and the Department of Motor Vehicles (DMV). The three law enforcement agencies that are participating are the Enfield, Plymouth and Wethersfield Police Departments. The system is designed for agencies that do not have their own systems, or that will not initially consume the notifications into their own systems.
- CJIS UAT for Release 3, POR and CRMVS, was completed in October 2016. Late breaking issues were presented from stakeholders resulting in new coding efforts to address 12 change requests. Conduent has continued to provide support while preparing estimates for the change requests. Deployment to production is TBD. Conduent development is currently ongoing and expected to be complete by mid-February 2017.
- Release 4, which is the largest workflow release, completes the UAR and

¹ As of this writing the current FBI CJIS Security Policy is numbered 5.5:

<http://www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center/view>

Misdemeanor Summons requirements. All component development efforts are underway for the Conduent scope of work. CJIS and Conduent have recognized key touch points in the development process where it will be critical to test end-to-end workflows. The initial interface communication between CISS and Judicial has been tested.

- Development for Release 5 has begun and will continue once Release 4 is further along and will continue to June 2017. This release includes the search of RMS from local law enforcement and state police, Electronic Content Management (ECM), and Event Based Notifications.
- Release 6, Search includes Centralized Infractions Bureau (CIB), Department of Correction (DOC)/Board of Pardons and Paroles (BOPP) Case Management, Department of Motor Vehicles (DMV). CIB and DOC/BOPP Case Management are in development and on target. Development will continue until January 2017. The need for replica and design changes was detected, which caused a 17-week delay for the development of DMV Driver (current and historical data. DMV Vehicle (registration) source replicas, alert triggers (source and method) and updated design approvals must be completed before development on the Vehicle search source will begin. CJIS QA has completed working with Conduent QA to establish the general structure for Jazz test case/test script creation.
- Release 7, Search contains Infractions Documents. Project Management submitted a change request that will convert this release from a workflow to document search and retrieval. A requirements session was held in October, and once requirements gathering is complete, Conduent can assess the schedule and cost impact of this change through the remaining Software Development Life Cycle (SDLC) gates. A design session was held in December and also a meeting with Fairfax to start web service development. Development will be started as soon as possible.
- The initial network interface communication between CISS and Judicial has been tested for Release 8, Workflow.
- Release 9, Search includes Sex Offender Registry (SOR), Wanted Persons file, Case Management Information System (CMIS) (Judicial), Master Name Index (MNI), Computerized Criminal History (CCH) and the Weapons file. Connecticut On-Line Law Enforcement Communications Teleprocessing System (COLLECT), Wanted Persons file, was the subject of a September walk-through. Reporting and analytics requirements sessions were introduced with multiple sessions with stakeholders scheduled. Requirements for the Wanted Persons file were completed. Replication for SOR, Weapons and Wanted will begin over the next 90 days along with design sessions for CMIS and Reporting.
- A formal request for clarification on intended use was developed and sent to the FBI to confirm intent to utilize COLLECT data (Wanted Persons file) as part of the CISS search. A response was received on December 15, 2016, and is currently being reviewed by DESPP management.
- The Connecticut Distance Learning Consortium (CTDLC) currently hosts CBT (Computer Based Training) and Instructor Led Training (ILT) in its Learning Management System (LMS) to train and certify CISS users. An MOU was submitted for approval and signed to move this pilot hosting process for the training of CISS users to a permanent agreement between CTDLC and CJIS (the state).

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- The CJIS LMS team, along with Conduent and NEOS LLC, teams has successfully completed content for the Release 3 version of three training modules, (User Search Training, Administrator Training and Audit Training). The online training system has been implemented and is in operational use.
 - The CJIS Help Desk team, along with the CJIS Database team, has been successfully maintained several Business Intelligence Dashboards and Reports to help with CISS Incident Management. The dashboards provide near real-time updates on the status of predefined metrics and Key Performance Indicators (KPIs). Among some of the KPIs being reported are: Service Level Agreement (SLA) percentages, Incident Classification Category, Same Day Resolution Percentage, and Weekly Incidents Volume Trends.
 - Users seeking access to CISS now utilize a paper form, the CJIS User Access Request (CUAR). The user's completed paper access request is circulated among Agency managers for approval, sent to CJIS for creating user credentials, and filed in cabinets for audit or other review. The CJIS technical team has started development on an electronic replacement for this burdensome paper approval process. An automated CUAR application will be released with the deployment of CISS Release 6. It will contain all the local agency approval steps, provide audit history, and replace the multi-cabinet paper form storage process.
 - The SharePoint Community site and Agency CISS interface sites have been maintained and are accessible to Agencies for documents and diagrams which are uploaded as they are created for Stakeholder access. Documents shared are specific to communities and vendors that are working together. CISS application related release, testing and technical documentation are being uploaded on an ongoing basis. Dashboards track router statistics, Help Desk reports, technical team and project manager tasks. SharePoint also houses the LMS training manual, training videos and other training documentation.

CISS Anticipated Activities – Next 180 Days (January 1 – July 31, 2017)

- Development of the electronic version of CUAR will continue with the CJIS Automation Team.
- Release 1: PRAWN and OBIS
 - Review 2 deferred items
 - Implement 3 change requests
- Release 3: POR, CRMVS, Portal UI
 - Defect fix
 - Change request code fixes
 - CRMVS changes
 - Systems testing, user acceptance testing and release to production
- Release 4: UAR and Misdemeanor Summons
 - Continue development
 - Continued technical sessions with Judicial for Release 4 and 8 data

consumption and publishing.

- Release 5: RMS Search, Events and ECM Search and Retrieval
 - Continue development
- Release 6: CIB, DOC/BOPP CM, DMV
 - Continue development
- Release 7: Infractions
 - CIB search design review
 - CIB document search development
- Release 8: Post Arrest, Arraignment, Disposition and Post Judgment
 - Continue the process that follows a “Day in Court” for agency data flow
 - Continue development
- Release 9: SOR, MNI/CCH, Weapons, CMIS and COLLECT
 - Complete design sessions and prepare data replications
 - SOR – Work on replication
 - MNI/CCH - Work on development
 - COLLECT (Wanted File) – Continue discussions on FBI agreement for this data and complete design
 - COLLECT Weapons – Work on replication
 - CMIS – Complete network connectivity
 - DMV - Reporting requirements review
- In order to understand the intricacies of how CISS will affect existing systems, CJIS staff members are being dispersed to local and state police departments, court clerks’ offices, state’s attorneys and others in the work stream that are involved in the CISS initiative. Charting of each office’s work processes has begun to distinguish where CISS is usable, and to detect the issues that will have to be resolved to best use CISS’ electronic information capabilities.

RMS Certification

RMS Certification — Background

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 CT law enforcement and criminal justice agencies using CISS.

Key Accomplishments – Period Ending December 31, 2016

- CT: Chief, the RMS owned by Capitol Region Council of Governments (CRCOG), has been hosted in the CJIS environment as a centralized system. The strategic direction of this has been to have as much arrest information centralized for sharing among other law enforcement agencies within the State of CT. The system also

introduces a significant cost savings for software and hardware to municipalities. Given the successful implementation and production of the CT: Chief Pilot within the Wethersfield Police Department, the project expansion was approved by the CJIS Governing Board during its August 2016 quarterly meeting and will include the onboarding of 9 additional police departments based on a 2-year schedule. A draft of the agreement to be signed by the CJIS Governing Board, the Connecticut Police Chiefs Association (CPCA) and CRCOG has been prepared and will be presented for review to the CJIS Governance Committee. The Groton and Springfield data centers are prepared with backup capabilities against data loss.

- The Enfield Police Department's data migration to the CT: Chief RMS was completed, and the department went live on the centralized RMS on December 12, 2016.
- RMS vendors, Accucom Consulting, Inc. and CRCOG (CT: Chief) have achieved CISS Level 2 - RMS Certification for Workflow - Release 2, Early Arrest Notification.

Anticipated Activities – Next 180 Days (January 1 – July 31, 2017)

- Continue an approved schedule of additional police departments to the centralized RMS application, CT: Chief for 2016/2017:
 - New Britain PD – Final contract sent for signatures
 - Plainville PD – Final contract sent for signatures
- Continue to work with the RMS vendors to get their applications certified for CISS. Visits to each site are planned in the coming months
- Continue contract/technical sessions with RMS vendors, New World, TriTech and SunGard for RMS certification

RMS Network

RMS Network – Background

The CJIS team has been working with DAS/BEST towards the successful installation of a secure data communications network that would support the exchange of information between local LEAs.

Key Accomplishments – Period Ending December 31, 2016

- A total of 83 out of 93 police departments have purchased routers for the CISS project. Of the 83 departments, 78 departments are connected to the state network with initial connectivity.
- 2 police departments, New Haven and New Milford, have their routers ready for configuration.
- 5 police departments, Canton, Ledyard, New London, West Haven and Windsor, have

routers on order.

- 5 police departments that have not yet ordered routers, Ansonia, Hamden, Plainfield, Seymour and Suffield, have been asked to wait until the updated pricing is available for the new model router.

Anticipated Activities – Next 180 Days (January 1 – July 31, 2017)

- Continue federated access for Judicial to CISS -
 - Access to the following CJIS Site:
 - Community Portal – Completed
 - WebUI – Will be next
 - CISS – Will be dependent on CISS application changes
- CJIS project management will continue to conduct site visits and surveys at local police departments to address issues, concerns, and questions regarding CISS and CJIS initiatives.

CISS - Conclusion

In the next 14 months or so, CJIS is planning to have all of the Search source systems in production and have completed the Workflow Releases with Conduent. During this time CJIS will also be working to complete the connectivity of about 14 RMS vendors in the state to CISS, thus providing all of the arrest information through CISS. Additionally, we will be working with Judicial, DCJ and other CJIS agencies to help integrate the CISS electronic workflows, data and documents with each agency. A detail plan is being developed with the CJIS agencies for the Workflows of CISS with success criteria for each agency that needs to be achieved for successful implementation.

A re-baseline of the CISS project plan schedule will include a total review of the work effort needed from CISS stakeholder agencies. Details regarding agency resource needs including IT requirements, testing timelines and state budget cuts impact, will produce more realistic timelines for the new schedule.

CISS training of selected law enforcement and criminal justice personnel is being held on an ongoing basis to pilot and provide feedback of each Search and Workflow release for quality and usability. The emphasis is on deploying most users of CISS after Release 6 when most of the source systems will be in place and CISS Search becomes very valuable to Users. The CISS system is designed and positioned to complement the DESPP COLLECT system and help provide a more comprehensive view of Criminal Justice Information for better decision making and improved public and law enforcement safety.

Qualis Project Health Check Services

Project Health Check Services - Background

Project health checks are independent snapshots of the status of a project at a point in time and are typically performed at key milestones or when issues are noted. A project health check offers an objective assessment of how well the project is performing against stated objectives and in accordance with relevant processes and standards. The Qualis project health check is performed quarterly, and the findings are presented at the quarterly CJIS Governing Board meetings. Data compiled in health check reports is gathered from stakeholder agency surveys and interviews. This report, which contains the most recent data collected, reflects the current status of stakeholder input on the CISS project.

Overall Project Health (+.02)

- *Last Year Score* **2.74**
- *First Quarter Score, 2016* **2.72**
- *Current Quarter Score, 2016* **2.74**

This score is calculated by averaging agency responses across all categories, which are: Scope, Development, User Involvement, Organization, Oversight, Project Management, Project Controls, Implementation, Contractor Performance, Technology, Alignment to Vision and Measurement.

Project Health Check Services – Report

Though the scores had little variation, there were several items of note:

- Many agencies noted more direct interactions with Conduent this past quarter and reported that the meetings went well.
- Some stakeholders were impressed with the level of understanding of their agency's needs and appreciated the willingness to work to find appropriate solutions to issues.
- Most agencies are pleased with the release plan changes that will implement complete workflows instead of partial functionality.

Risks, Issues and Mitigations

The Critical Risk Register contains four risks:

- Risk #1 – The loss of executive director will negatively impact the project
- Risk #2 – The eighteen state positions needed to operationally support the system
 - *The first two critical risks have been covered extensively in past reports. Until the executive director position and operational support team are in place, these will remain critical risks. The Governance Committee should keep operational support and filling the executive director position at a very high priority.*

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- *An executive search firm has been selected to help fill the executive director position, however, until this position is filled, the vacancy continues to negatively impact the project.*
 - *Although the Governance Committee is working on an RFP for managed services for operational support, the Conduent warranty period for Release 1 ends in February 2017. There will be no operational support of Release 1 until this role is filled.*
 - Risk #3 – State budget cuts will limit agency resources, impacting schedule
 - *Limited agency resources have impacted how quickly agencies have been able to turn around deliverables to the PMO. Delays in deliverables are impacting the project timeline. Agency leadership should ensure that CISS project work is prioritized sufficiently to keep the project on schedule.*
 - *Agencies are planning for additional budget cuts in the coming year. The PMO should update the Project Resource Plan often and well in advance of the work with agencies. This will involve much rework to the schedule due to the changes in the Release Plan.*
 - *Additionally, though support for CISS has been highlighted and discussed, support of all of the corresponding statewide infrastructure warrants further attention.*
 - Risk #4 – SharePoint upgrade impact on project schedule
 - *The impact of the SharePoint upgrade is a great unknown that can have huge impacts on the project schedule. If the impacts are large and require significant rework and changes, it could stall the current progress and make re-engaging with stakeholders difficult.*
 - *Conduent and agencies are anxiously awaiting the analysis from Microsoft on the impact the SharePoint upgrade has on the project. The sooner the analysis can be completed, the fewer potentially impacted areas.*

Project Balance Tracking

The data gathered for the health check report reflects a slight increase in the overall score, with most agencies hopeful as the project continues to move forward. There are still major concerns that the full project scope may not be possible in the time remaining. Agencies are worried that key workflow functionality is in later releases where it is more vulnerable to future scope cuts. If the PMO can resolve the Release Plan changes, SharePoint upgrade impacts, and the Conduent contract extension in a timely manner and produce a clear, realistic schedule, many agency anxieties will be lessened.

Appendix A – CJIS Open Positions

The CJIS Governing Board approved all ranked 19 positions as full-time state employees, one of which was filled. For the remaining 18 positions, DAS is working to align the CJIS job requirements with their job classification system and compensation package.

Additionally, FCC changes may impact the pay phone revenue funding for these positions. Alternate funding is being explored. These positions need to be filled as soon as possible given that the second production release of CISS occurred in the third quarter of CY 2016.

Hiring Needed	Position Name	Needed Start Date	Status
1	Help Desk Lead	1/12/14	Hired
2	Senior Microsoft Certified System Engineer (MCSE) Administrator	2/17/14	On Hold
3	Senior SQL Database Administrator (DBA) (1 of 2 positions)	2/17/14	On Hold
4	Lead Senior .NET Developer (1 of 2 positions)	2/17/14	On Hold
5	CISS Application Trainer / Help Desk Support	2/17/14	On Hold
6	Enterprise Architect	2/17/14	On Hold
7	Senior SharePoint Developer (1 of 2 positions)	2/17/14	On Hold
8	Senior Project Manager	2/17/14	On Hold
9	Senior Test Lead	2/17/14	On Hold
10	Help Desk Analyst (1 of 3 positions)	2/17/14	On Hold
11	Senior .NET Developer (2 of 2 positions)	2/17/14	On Hold
12	Technical Writer	2/17/14	On Hold
13	Senior SQL Database Administrator (DBA) (2 of 2 positions)	6/16/14	On Hold
14	Technical Business Analyst	6/16/14	On Hold
15	Help Desk Analyst (2 of 3 positions)	10/20/14	On Hold
16	Help Desk Analyst (3 of 3 positions)	10/20/14	On Hold
17	Senior SharePoint Developer (2 of 2 positions)	11/03/14	On Hold
18	Business Analyst (1 of 2 positions)	11/03/14	On Hold
19	Business Analyst (2 of 2 positions)	11/03/14	On Hold

Appendix B - Acronyms

AFIS = Automated Fingerprint Identification System
AST = Application Support System
BEST = Bureau of Enterprise Systems and Technology
BICE = Bureau of Immigration and Customs Enforcement
BOPP = Board of Pardons and Paroles
CAA = Community Agency Administrator
CAD = Computer Aided Dispatch
CBT = Computer Based Training
CCH = Computerized Criminal History (DESPP)
CIB = Centralized Infraction Bureau (Judicial)
CIDRIS = CT Impaired Driver Records Information System
C-ISO = CJIS Information Officer
CISS = CT Information Sharing System
CIVLS = CT Integrated Vehicle & Licensing System
CJIS = Criminal Justice Information System
CJPPD = Criminal Justice Policy Development and Planning Division
CMIS = Case Management Information System (Judicial - CSSD)
COLLECT = CT On-Line Law Enforcement Communications Teleprocessing Network (DESPP)
CPCA = CT Police Chiefs Association
CRCOG = Capital Region of Council of Governments
CRMVS = Criminal Motor Vehicle System (Judicial)
CSO = CT Information Security Officer
CSSD = Court Support Services Division (Judicial)
CUAR = CISS User Authorization Request
DCJ = Division of Criminal Justice
DAS = Dept. of Administrative Services
DESPP = Dept. of Emergency Services and Public Protection
DEMHS = Dept. of Emergency Management and Homeland Security
DMV = Dept. of Motor Vehicles
DMV LOBS = Dept. of Motor Vehicles / Line of Business
DOC = Department of Correction
DOIT = Dept. of Information Technology
DPDS = Div. of Public Defender Services
Enhanced CBT = Instructor Led CBT (POST)
FOIA = Freedom of Information Act
GFIPM = Global Federated Identity and Privilege Management (security standard used by FBI)
JMI = Jail Management System
JUD = Judicial Branch
LASO = Local Agency Security Officer
LEA = Law Enforcement Agency
LIMS = State Crime Laboratory Database
MNI = Master Name Index (DESPP)
OBIS = Offender Based Information System (DOC)
OBTS = Offender Based Tracking System
OCPD = Office of Chief Public Defender
OVA = Office of the Victim Advocate
OVS = Office of Victim Services
OSET = Office of Statewide Emergency Telecommunications
POR = Protection Order Registry (DESPP)

PRAWN = Paperless Re-Arrest Warrant Network (Judicial)
PSDN = Public Safety Data Network
RMS = Records Management System
SCO = Superior Court Operations Div. (Judicial)
SLEO = Sworn Law Enforcement Officer
SOR = Sex Offender Registry (DESPP)
SPBI = State Police Bureau of Identification (DESPP)
SLFU = Special Licensing of Firearms Unit (DESPP)
TAC = Terminal Access Coordinator
UAR = Uniform Arrest Report

Technology Related

ADFS = Active Directory Federated Services
API = Application Program Interface
COTS = Computer Off The Shelf (e.g., software)
DNS = Domain Name System
ECM = Electronic Content Management
ETL = Extraction, Transformation, and Load
FIM = Forefront Identity Manager (Microsoft)
GUI = Graphical User Interface
HAC = High Availability Clusters
IAFIS = Integrated Automated Identification System
IEPD = Information Exchange Package Document
IEXUI = Information Exchange User Interface
IST = Infrastructure Support Team
I-SIM = IBM Secure Identity Manager
IST = Infrastructure Support Team
LAN = Local Area Network
LMS = Learning Management System
MFA = Multi-Factor Authentication
NAT = Network Address Translation
ORI = Originating Agency Identification
PCDN = Private Content Delivery Network
POC = Proof of Concept
RDB = Relational Database
SAN = Storage Area Network
SCOM = Systems Center Operations Manager
SDLC = Software Development Life Cycle
SDM = Software Development Model
SME = Subject Matter Expert
SOA = Service Oriented Architecture
SQL = Structured Query Language