

**Report on the Status of the
Criminal Justice Information System (CJIS)
to the
Connecticut Legislature
Submitted by
The CJIS Governing Board
January 1, 2020**

Table of Contents

Criminal Justice Information System (CJIS) Governing Board - 4 -
Agencies and Members - 4 -
CJIS Governance Committee 5
CJIS Legal Committee..... 5
CJIS Background6
Executive Summary7
CISS Releases Currently in Production9
Summary of CISS Critical Risks10
CISS Risks and Mitigation Strategy11
Bond Fund Overview (as of 06/30/2019)15
Connecticut Information Sharing System (CISS) Status Report.....16
CISS - Conclusion28
Comagine Project Health Check Services30
Appendix A – CJIS Open Positions34
Appendix B - Acronyms35
Appendix C - Table of figures36

Criminal Justice Information System (CJIS) Governing Board

Agencies and Members

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Melissa McCaw, Secretary; Member

Department of Administrative Services / Bureau of Enterprise Systems and Technology

Josh Geballe, Commissioner; Member
Mark Raymond, CIO; (Designee)

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Richard Sparaco, Executive Director; (Designee)

Office of the Chief State's Attorney

Kevin Kane, Esq., Chief State's Attorney; Member
John Russotto, Esq., Deputy Chief State's Attorney; (Designee)

Connecticut Police Chiefs Association

Chief James Cetran, President; Member
Chief Donald Melanson, Director; (Designee)

Office of the Victim Advocate

Natasha M. Pierre, Esq., State Victim Advocate; Member
Hakima Bey-Coon, Esq., Staff Attorney; (Designee)

Office of the Chief Court Administrator

Judge Patrick L. Carroll, III, Chief Court Administrator; Co-Chair, Member
Judge Elizabeth Bozzuto, Deputy Chief Court Administrator; (Designee)

Department of Motor Vehicles

Sibongile Magubane, Commissioner; Member
George White, Division Chief; (Designee)
Cindy Zuerblis, Division Manager; (Designee)

Department of Correction

Rollin Cook, Commissioner; Member
Cheryl Cepelak, Deputy Commissioner; (Designee)

Department of Emergency Services and Public Protection

James Rovella, Commissioner; Member
Brian Clonan, Chief Information Technology Officer; (Designee)

Division of Public Defender Services

Christine Perra Rapillo, Esq., Chief Public Defender; Member
John R. Day, Esq., Deputy Chief Public Defender; (Designee)

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Steven J. Stafstrom, Representative, Co-Chair

John A. Kissel, Senator, Ranking Member

Rosa C. Rebimbas, Representative, Ranking Member

CJIS Governance Committee

Office of the Chief Court Administrator

Judge Patrick L. Carroll III, Chief Court Administrator; Co-Chair

Department of Administrative Services / Bureau of Enterprise Systems and Technology

Mark Raymond, Chief Information Officer

Office of the Chief State's Attorney

Kevin Kane, Esq., Chief State's Attorney
John Russotto, Esq., Deputy Chief State's Attorney

Office of Policy and Management

Marc Pelka, Under Secretary, Co-Chair

Department of Emergency Services and Public Protection

James Rovella, Commissioner
Jason Rosa, Chief Information Security Officer

Division of Public Defender Services

Christine Perra Rapillo, Esq., Chief Public Defender

Connecticut Police Chiefs Association

Chief James Cetran, President; Member
Chief Donald Melanson, Director

CJIS Legal Committee

Office of the Chief Court Administrator

Judge Patrick L. Carroll III, Chief Court Administrator

Criminal Justice Information System

Humayun Beg, CJIS Executive Director

Board of Pardons and Paroles

Leland Moore, Esq.

Department of Consumer Protection

Cynthia Fernandez

Office of the Chief State's Attorney

Michael Gailor, Esq.

Office of Policy and Management

Marc Pelka, Under Secretary

Department of Emergency Services and Public Protection

Alison Rau, Esq.

Department of Revenue Services

Louis Bucari, Esq.
Rose Ellen El Khoury

CJIS Background

The State of Connecticut established the Criminal Justice Information System (CJIS) Governing Board to primarily engage in activities that constitute the administration of criminal justice. 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 in accordance with the Connecticut General Statutes § 54-142q(f).

In 2007, Influenced by the 2004 shooting death of Master Police Officer, Peter J. Lavery, and the 2007 Cheshire home-invasion murders, the State of Connecticut undertook a review of its Criminal Justice processes. 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 current criminal justice information sharing processes with emphasis on providing 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 the responsibility to design and implement a statewide information sharing technology system to be used by Criminal Justice Agencies and Law Enforcement Agencies (LEAs) in Connecticut to share justice information in a secure environment, thereby enhancing informed decision-making. The state-wide system would facilitate the sharing of information between all State Agencies that are responsible for managing criminal records and other information that is used in the pursuit of criminal justice. Through P.A. 08-01, the plan for the Connecticut Information Sharing System (CISS) was established.

Information that is shared in CISS can only be accessed by authorized criminal justice personnel that have been approved by the Criminal Justice Information System (CJIS) Governing Board, in accordance with Federal Justice Information Sharing Regulations and the Connecticut General Statutes. 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 CJIS goals.

Executive Summary

The Connecticut Information Sharing System (CISS) is an application with two key components, *Search* and *Workflows*. The application was developed to improve safety for law enforcement and the public, as well as to aid in the reduction of recidivism. *Search* shares criminal justice information from 14 state agency source systems through a single user interface portal. *Workflows* will replace current paper-based workflow methods with automated email notifications, system-to-system data sharing, and electronic content management (ECM). Through these process management efficiencies, CISS is anticipated to save an estimated \$15 million per year through efficiencies for the State of Connecticut once fully implemented. It will also help the State meet Governor Ned Lamont’s push for increased e-government initiatives.

CISS Releases that have been in production are already providing several timesaving capabilities and production-based efficiencies to the Criminal Justice Community in Connecticut, while also meeting the CJIS mandate.

CISS Project code development was complete as of June 30, 2018, for all major Phase 1 deliverables. During first and second quarters of 2019, testing cycles were completed for the remaining CISS Releases with deployment to production anticipated during the third quarter of 2019.

The next Phase for the CISS Project is the deployment to each criminal justice geographic area in the state and to 13,000 Search Users, as well as the implementation of CISS Workflows to the various CJIS Partner Agencies as per plan.

These electronic Workflows will be also support Governor Lamont’s Digital Government initiative by replacing paper based workflows with electronic workflows for all law enforcement and nine Criminal Justice Agencies.

Quick Summary of Initial Successes in CISS

CJIS initiated the CISS Search deployment and has been receiving early user feedback about how the system helps users with their work. Below are some of the successes reported:

- The Criminal Justice Information System staff assisted the Guilford Police Department with a daytime theft caught on surveillance camera in June. Video of the incident showed a white male driving a black Ford F-150 pickup truck to a farm stand and taking several items without paying.

Using the Connecticut Information Sharing System (CISS), CJIS employees were able to access the Department of Motor Vehicles information to search information based on the make, model, color, and style of the truck. This search produced a number of possible suspects, which Guilford Police were able to use to positively identify the vehicle and operator. This facilitated an arrest.

Guilford Police Officer Mark O’Connor said of CISS, “The information you provided on the 2000 Ford F-150 HD edition helped and it matched a tip received on the GPD Facebook site. The information helped me solve the case.”

- As part of fully integrating the Connecticut Information Sharing System (CISS) into prosecutor, court, and police operations into court Geographic Area 9 (GA9), the Clinton Police Department was chosen as the first police department to fully integrate. Clinton Police Chief Vincent E. DeMaio was given a demonstration of CISS search and workflow. After seeing the impact CISS could have on his department, DeMaio said, “CISS is going to save me 23 to 25 man-hours a week” by electronically sending arrest paperwork to the courts and prosecutors. Today’s manual process requires DeMaio to have officer physically drive the information 25 miles to the courthouse in Middletown.

- In November, command staff at the Fairfield Police Department received a presentation by CJIS staff that showed how CISS could be incorporated into personnel’s daily work activities. Afterward, Police Chief Chris Lyddy said, “We were all truly blown away by (CISS). This is a game changer in regards to solving crime, and the very best thing I have seen since the introduction of computers in (law enforcement)...perhaps copy machines added. We are all in.”

CISS Releases Currently in Production

- I. Search - Release 1 (R1), Judicial's Paperless Re-Arrest Warrant Network (PRAWN) has been in production since in 2016.
- II. Workflows - Release 2 (R2), Uniform Arrest Report (UAR) and Misdemeanor Summons has been in production since in 2016.
- III. Search - Release 3 (R3), Judicial's Protection Order Registry (POR) and Criminal Motor Vehicle System (CRMVS) is complete and has been in production since July 31, 2017.
- IV. Search, Release 6 (R6), includes Judicial's Centralized Infraction Bureau (CIB) ticket data, the Department of Correction (DOC) and Board of Pardons and Paroles' (BOPP) shared Case Management System, the CISS Portal User Interface (UI), and the CISS Document Library. Release 6 was deployed to production during the first quarter of 2018.
- V. Search, Release 10 (R10), contains DESPP's Master Name Index (MNI), Computerized Criminal History (CCH), and Weapons Registry source systems; the CISS Portal User Interface (UI), Notification and Data Quality Management (DQM). R10 was deployed to production during July of 2018.
- VI. Workflow, Release 11 (R11), combines Releases 4 and 8, and Release 2.1 (R2.1), Data Integrity Enhancement into one release. R11 contains code to enable Workflows for Uniform Arrest Reports (UAR's), Misdemeanor Summons, Full Arrest Data and Documents, Post Arrest, Arraignment, Disposition, and Post Judgement. R11 completed testing in the SYSTEST Environment during the third quarter of 2018. Disposition and Case Update feeds were enabled in the fourth quarter of 2018. UAT environment testing is in progress for RMS vendors that have developed upgrades for their proprietary RMS software to enable their systems for CISS Workflows integration. Release 11 was deployed to production on January 18, 2019.
- VII. Search, Release 5 (R5), includes the Wanted Persons File from the Department of Emergency Services and Public Protection (DESPP), CISS Search and Retrieval Electronic Content Management (ECM), the CISS Portal User Interface (UI) and Reporting functionality. UAT during the third quarter of 2018 and passed UAT Regression testing on May 31, 2019. Full release into production was completed on December 16, 2019.
- VIII. Search, Release 9 (R9), includes Department of Emergency Services and Public Protection (DESPP) Sex Offender Registry (SOR), Judicial's Case Management Information System (CMIS), the Department of Motor Vehicles' (DMV) Drivers and Vehicles data, CISS Portal, UI and Agency based Security. R9 completed testing in the SYSTEST Environment and was successfully promoted to UAT during the third quarter of 2018 and passed UAT Regression testing on May 31, 2019. Full release into production was completed on December 16, 2019.

Summary of CISS Critical Risks

The value of the CISS project lies in the full implementation of all pertinent criminal justice data sources for Search and Workflows. The following risks need to be mitigated to maximize the full value of the CISS project to move forward effectively:

Loss of domain knowledge due to temporary Consultants being used in critical business and technical positions. Consultants are not long-term employees and move from position to position, driven by market conditions.

Current state budgets available to CJIS stakeholder agencies do not include funding for resources to implement the CISS application. Additionally, retirements of key personnel at stakeholder agencies are not always backfilled and compound this risk.

Unforeseen issues and stakeholder dependencies can cause delays in the rollout to 13,000 users. This risk is anticipated to continue throughout the implementation and deployment of CISS.

Insufficient funding to onboard new users and maintain the CISS application could cause the project to fail. CISS Operational Support, including the employment of critical consultants and the hiring of permanent state employees, will be severely impacted due to lack of funding. Bond Funds requested to complete Deployment and Implementation of CISS have not been approved to date. General Fund allocations for Operational Support for FY-20 and FY-21 are less than requested and the Inmate Phone Revenue funding for state employee salaries and vendor maintenance and support for the CISS faces likely severe reduction or elimination by the legislature.

CISS Risks and Mitigation Strategy

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

Risk 1

Loss of domain knowledge due to temporary Consultants being used in critical business and technical positions. By definition, consultants are not long-term employees and move from position to position, driven by market conditions.

Impact

As CJIS consultants leave the project, technical and business knowledge is lost, and the continuity of CISS operations is impacted. Consultant turnover continues as expected on a project of this duration. Competitive market conditions, low starting salaries, and durational status for CJIS technical positions limit the pool of applicants for recruitment. CJIS has been unable to fill the open State Positions for SQL Developer and .Net Developer.

Mitigation

CJIS was successful in hiring a System Architect and is working with DESPP human resources and Office of Policy and Management to successfully complete hiring the open State Positions. Additionally, training has taken place for existing state employees to learn the new technologies. Knowledge Transfer from the solutions provider to the state employees has started. CJIS signed a contract with support vendor Analysts International Corporation (AIC), which will begin work July 1, 2019.

Risk 2

Current state budgets available to CJIS stakeholder agencies do not include funding for resources to implement the CISS application. Additionally, retirements of key personnel at stakeholder agencies are not always backfilled and therefore compound this risk.

Impact

With completion of the Phase 1 releases, demand on stakeholder resources is increasing. Stakeholder agencies voiced concern that personnel reductions make it difficult to complete their CISS-related tasks. These factors cause delays in the CISS schedule and increase the overall cost of the project.

Mitigation

CJIS Project Management maintains ongoing communications with stakeholder agencies to stay informed about fluctuations in resources working on CISS. Tiger Team resources from CJIS have been successfully engaged to help carry the workload for Judicial, DESPP, DAS, DCJ and DMV. Stakeholder agencies are also testing earlier in the release cycle. CJIS will work and plan the deployment with key stakeholders for 2019.

Risk 3
Unforeseen issues and stakeholder dependencies can cause delays in the rollout to 13,000 users. This risk is anticipated to continue throughout the implementation and deployment of CISS.
Impact
This risk has led to project schedule delays. The original project design timeline that did not allow for the successful mitigation of unique issues or stakeholder dependencies that resulted in project delays. This impact is expected to continue throughout deployment of CISS.
Mitigation
CJIS Project Management created a Model Office to engage stakeholders on Workflow process changes.

Risk 4
Insufficient funding will stop the deployment of CISS and ultimately cause the project to fail. CISS deployment and operational support will be severely impacted due to lack of funding. Critical consultants will leave the project and maintaining and completing the deployment of CISS will not happen without sufficient funding. Bond Funds requested to complete Deployment and Implementation of CISS have not been approved to date. General Fund request for Operational Support for FY-20 and FY-21 is significantly less than requested. Additionally, legislation was proposed, and likely will be reintroduced, to allow inmates to make free phone calls. This would eliminate the Inmate Call Fund that funds a portion of CJIS budget. Another funding source needs to be found.
Impact
Project failure will result in a statewide non-compliance with Title 54 Criminal Procedure Code of the Conn. Gen. Statutes for the entire criminal justice community in Connecticut. CJIS stakeholders are mandated to comply with Conn. Gen. Statutes Sec. 54-142s that requires integration of all criminal justice information systems and database applications with CISS. Non-compliance will fail to provide the mandated information sharing technology and electronic workflows that are critical for Law Enforcement and State Agencies having any cognizance over criminal justice matters in Connecticut. Additionally, project failure will impact newly enacted legislation requiring the collection of data throughout the criminal justice process. CISS is to be used to compile data that will be used in an annual report made available to the public and presented to the Criminal Justice Commission and the legislature's Committee on the Judiciary.

Mitigation

A plan for Operational Support for Phase 1 was developed and is partially implemented. A contract with AIC for CISS support and infrastructure maintenance was finalized, but not fully funded. Ensuring that the project is fully funded through implementation and supported operationally is essential. CJIS is working with the Governance Committee, CJIS Governing Board and OPM to request the funding required.

Fund Overview (as of 12/31/2019)

CISS code development is and physical infrastructure are completed for Phase 1. The CJIS Governing Board has fully integrated 14 Agency Source Systems for CISS “Google Like” Search and the code for the CISS Workflows has also been completed.

Phase 2 is the deployment of the CISS Search to about 13,000 users out in the field. These users are all of state police, local police departments and all of the Connecticut CJIS agencies for a total of about 23,000 users.

#	Funding Source	Use of Funds	Status/Risks/Issues
1	General Funds	Operational Costs related to maintenance and support for hardware and software, office expenses supplies, copiers, and hardware/software refresh for end of life equipment.	<u>Current FY20 and FY21 Funding:</u> \$2.7M <u>Shortage:</u> FY20 \$884K, FY21 \$906K <u>Issue:</u> Planning included Rollover Funds; Funds not released
2	Capital Funds (Bonds)	Development of the CISS including investments in hardware, software, software development/customization vendors and consultants, deployment costs to about 200 locations and 13,000 users .	<u>Current Funding:</u> \$60.9M <u>Remaining:</u> \$4.2M <u>Est. End of Funds:</u> April 2020 <u>New Request:</u> \$8.9M <u>Issue:</u> Delayed approval will likely result in stopping deployment of CISS statewide at end of April 2020.
3	Inmate Phone Revenue	Current State employee salaries , benefits and maintenance and support vendor. Future state employee hires, increase from 35 to 40 hours for current union employees, increased costs for vendor as more locations/users come on line.	<u>Estimate of Usage for FY20:</u> \$3.5M <u>FY2021 Usage Estimate:</u> \$5M <u>Issues:</u> Front cash from Gen. Fund, Durational Positions <u>Risks:</u> Possible Legislative provision for free Inmate phone calls; Explore options

CISS CAPITAL and OPERATIONAL BUDGET SUMMARY		
CAPITAL INVESTMENT	Amounts	Totals
Bond Funds Provided from 2011 to 2018 Inclusive	\$ 60,920,000	
CISS Budget Commitment*		\$60,920,000
CISS BOND EXPENDITURES		
BUDGETED FISCAL YEAR		
FY 2012 - FY 2019 Inclusive	\$ 56,744,138	
Total CISS Expenses from Bond Fund		\$ 56,744,138
EXPECTED BOND EXPENDITURES FROM 07/01/19 TO DATE 09/30/19		
Phase 1:		
Consultant Labor POs funded to March 2020**	\$ 1,927,411	
Xerox Contract Remaining Costs	\$ 1,348,451	
RMS Vendor Connectivity Budget	\$ 900,000	
CISS Budget for Hardware Infrastructure Completion	\$ -	
Total Future Expected Cost	\$ 4,175,862	
*Total Expected Costs for CISS Phase -1***		\$ 60,920,000
Expected Bond Funds Remaining for CISS Phase-2		(\$0)
PHASE 2 CAPITAL FUNDING REQUEST		
CISS Search Deployment to identify, train and authenticate 13,000 users	\$ 2,606,160	
Electronic Workflows Deployment from all RMS vendors to Judicial and 18 GA courts, DCJ, BOPP, DPDS, DESPP, etc.	\$ 2,658,720	
Connectivity to CISS for all LEAs (about 151 locations)	\$ 1,854,480	
CISS Upgrades Vendor Costs (SharePoint, MultiVue, RMS Middleware, etc.)	\$ 1,380,000	
Risk Contingency for Projections (5%)	\$ 424,968	
CJIS Requested Bond Funds for CISS Phase-2 (Legislative approvals pending)	\$ 8,924,328	
Total Capital Costs for Build and Deployment Statewide		\$ 69,844,328
OPERATIONAL BUDGET		
FY 20 General Funds	\$ 2,685,000	
General Fund Technical Adjustment for FY20 and FY21 (not approved yet)	\$ 861,863	
FY20 Inmate Phone Revenue (State Positions and Maint. & Support)***	\$ 5,097,152	
Total Annual Operational Budget	\$ 8,644,014.59	
Notes:		
* Bond funds received to date.		
** The Consulting Labor costs to complete the work are greater than the available funds. CJIS will revise financial plans and work with OPM to help close the gaps until the Bond funds requested are available.		
*** 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.		

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 State of Connecticut's criminal justice agencies, in compliance with the FBI's Criminal Justice Information Services Security Policy. The State of Connecticut commissioned the development of a scalable, service-oriented architecture for 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 for CISS includes information searches across CJIS source systems through CISS and system-to-system information exchanges using standards conformance messaging. CISS uses Global Federated Identity and Privilege Management (GFIPM) claims-based user authorization in order to control access to sensitive information as defined in federal and state statutes.

This consolidated data environment will enable the State of Connecticut's criminal justice agency systems to interact seamlessly to send and receive data and documents. Systems integration through CISS will allow users to search for people, locations, events and property across all of the connected information sources from within a single user interface portal and will allow for communication expansion to share CJIS with other states and federal CJIS systems.

CISS Key Accomplishments – Period Ending December 31, 2019

The CJIS Governing Board developed business and technical requirements that describe the anticipated components of the CISS system. The aim of CISS is to provide the State of Connecticut's criminal justice agencies with the capability to seamlessly share, integrate, and exchange data that is used to make criminal justice decisions. All project requirements and designs for the remaining CISS releases are complete. The CJIS Project Management (PMO) team and the development vendor, Conduent (formerly Xerox), worked diligently testing the developer's code during the first and second quarters of 2019. Promotion to the production environment for the remaining releases in the Phase 1 scope took place during the fourth quarter of 2019.

CISS Key Accomplishments during the third and fourth quarters of 2019 were as follows:

1. The development vendor for the CISS Solution is required to design and implement the business and technical requirements set forth by the CJIS Governing Board. To that end, the CJIS PMO created a Requirements Traceability Matrix for CISS development compliance tracking. The compliance status, as of the writing of this report, is that the development vendor has met 99.3% of the total requirements. The vendor is on track to complete 100% of the development contract requirements before the project close out.
2. Judicial Disposition and Case Update Feeds were successfully enabled for the Criminal Motor Vehicle System (CRMVS) in the UAT environment during the first quarter of 2019.
3. Search, Release 5 (R5), includes the Wanted Persons File from the Department of Emergency Services and Public Protection (DESPP), CISS Search and Retrieval Electronic

Content Management (ECM), the CISS Portal User Interface (UI) and reporting functionality. R5 completed testing in the SYSTEST Environment and was successfully promoted to UAT during the third quarter of 2018 and passed UAT Regression testing on May 31, 2019. The final release into production was completed on December 16, 2019.

4. Search, Release 9 (R9), includes DESPP Sex Offender Registry (SOR), Judicial Case Management Information System (CMIS), the Department of Motor Vehicles (DMV) Drivers and Vehicles data, CISS Portal, UI and Agency-based Security. R9 completed testing in the SYSTEST Environment and was successfully promoted to UAT during the third quarter of 2018 and passed UAT Regression testing on May 31, 2019. The final release into production was completed on December 16, 2019.
5. The MultiVue technology, which provides the merging and matching of records between the various source systems into a single view, completed execution of the initial load for Release 5 and Release 9 data. This single view “Golden Record” was made available in CISS Search Production on December 16, 2019.
6. As criminal justice information source systems were prepared for incorporation into CISS, the process identified data impurities so that agencies can correct their information. This ensures that all criminal justice agencies have access to better quality data.
7. CJIS created a training class schedule for law enforcement users who require instructor-led CISS Search Training. The schedule includes classes at CJIS Headquarters in Hartford, and at 99 East River Drive in East Hartford, through June of 2020. Expansion to other common locations throughout the state for law enforcement to take instructor-led CISS training is included in the plan. Most recently, additional regional classes were conducted in West Hartford and New Britain. Planning is in the process to obtain additional locations in Fairfield County.
8. CISS Search User Onboarding is progressing as anticipated. Of the 93 police departments identified to begin using CISS, 37 departments executed searches in CISS through the end of the fourth quarter of 2019. In addition, several dozen members of DESPP and the State Police performed searches in CISS. CISS users are selected by each agency head based on job description and duties. Selected users must complete CISS Authorization Training and pass the CISS certification exam to receive access rights and user credentials to use the CISS Search Portal User Interface.
 - a. As of December 12, 2019, the total number of active CISS User Accounts was 1,145. Approximately 75% of the active CISS Search Users consist of sworn law enforcement and approximately 25% are non-law enforcement users from the CJIS partner agencies. Breakdown of the active CISS Search Users from the Active Directory:
 - i. CJIS Partner Agencies (non-law enforcement) 268
 - ii. Municipal Police Departments - 1126

- iii. DESPP Connecticut State Police Troops - 54
 - iv. There are 638 individuals that used their CISS account to run searches.
9. As of December 2019, the total number of CISS Users in Training, was 2,173. (Includes all users signed up and waiting for training).
10. The Automated CISS User Authorization Request (CUAR) project was a priority initiative again during third and fourth quarters of 2019. Some design changes became necessary during initial smoke testing to determine how the CJIS Application would work with the ISIM. The ISIM reprogramming changes were completed in November 2019. The AutoCUAR application work is continuing within CJIS and the most recent version of the User Interface is expected to be ready for smoke testing the second week of January in 2020.
11. AutoCUAR is now an integrated system(s) working solution that is 99% similar to the design documentation. The AutoCUAR solution will eliminate the paper application and manual approval process for CISS User Authorization Requests for training and certification. QA & Stakeholder Testing and defect fixes are scheduled to be complete by the last week of February 2020 with promotion to production on 3/31/19. Go-live with end users is anticipated for May 1, 2020.
12. Communication to stakeholders has been consistent throughout 2019. CJIS Executive Director, Humayun Beg, sends a monthly, internal CISS Project update report to stakeholders, via email, with the subject line "Connecticut Information Sharing System Monthly Status" to a list of 361 project stakeholders.
13. The CJIS Roadmap Newsletter, a monthly, public periodical is prepared in PDF format and distributed to stakeholders via email. All newsletters are saved to the CJIS website for public viewing and download. The newsletter is sent to a subscriber list of 478 recipients.
14. CISS Project Management Updates fill readers in on the monthly status of CISS development and deployment, as well as training opportunities.
15. Legislative Updates inform readers about pending and approved legislation that can impact the CISS project and the criminal justice community.
16. The Tiger Team concept continues to be utilized. Cooperative/collaborative "Tiger Team" working relationships are established as needed in an effort to optimize all available CISS Project resources to complete project goals and deadlines. At the time of this report, the status of CJIS Tiger Teams are as follows:
- a. DAS-Best Tiger Team Resource – Working to complete Router Connectivity for PDs. This resource will be used to work with DAS/BEST and DESPP to replace the individual CISS and COLLECT routers at each PD with a combined, dual purpose, single unit.

- b. Judicial and Division of Criminal Justice (DCJ) Tiger Team Developer – Working with Judicial and DCJ to complete code, identify workflows, and connect to CISS.
- c. Police department Network Configuration Tiger Team – Resources are aligned to assist police departments with connectivity

CISS Anticipated Activities – Next 180 Days (January 1, 2020 to July 30, 2020)

We are pleased to report that all CISS releases in production are performing as expected. Contract closeout with the development vendor Conduent (formerly Xerox) is on track for the fourth of 2019. The CISS RFP Phase 1 Requirements Traceability Matrix will be used to evaluate compliance with all Phase 1 code deliverables in the development contract's scope requirements. Code promotion to the production environment for the remaining CISS releases will coincide with the contract closeout with the development vendor.

The envisioned value-added benefits to public safety are reaching fruition. Both safety and cost-savings benefits are expected to increase exponentially when all Phase 1 releases are fully deployed to production. CISS Anticipated Activities for the Next 180 Days are as follows:

1. Workflow R11 was scheduled for deployment to court Geographic Area-9 (GA-9) (Middletown) during the fourth quarter of 2019. The first police department to be brought online, Clinton, and the remaining GA-9 police departments are targeted to be online during the first quarter of 2020.
2. AutoCUAR QA Testing is anticipated for the first quarter of 2020. The Division of Public Defender Services has volunteered IT resources to aid in the QA testing process as the primary Stakeholder Tester. DPDS opted to wait to onboard its remaining CISS users until the electronic AutoCUAR application is implemented.
3. CJIS Deployment Project Team – CISS User Onboarding efforts will continue to Ramp Up during the first half of 2020.
 - a. The Division of Public Defender Services (DPDS) houses 450 potential CISS users. Onboarding of all remaining DPDS users is anticipated for completion during the first quarter of 2020.
 - b. The Division of Criminal Justice (DCJ) houses approximately 600 potential CISS users. Onboarding the 600 DCJ users is in scope for the next 180 days, with dependencies on successful completion of the case management system DCJ is developing. DCJ's Case Management system is currently being implemented with a target completion date in the fourth quarter 2019.
 - c. The Judicial Branch is also nearing readiness to start work on user logon federation. Most of the work for the branch's front end workflow and identity manager solution is now complete. Additional modifications and improvements are needed to the CJIS Security Policy and that work has restarted. Work on this aspect was placed on hold for the third and fourth quarters of 2019 as additional development work is required for the new Criminal Case Management System currently being implemented at Judicial.
 - d. A target goal to onboard (train, certify, and give CISS access to) 1,000 local law enforcement officers per month was set for the start of the second quarter of 2019 upon

the condition that additional staff would be obtained. Improvements were made to the communications and onboarding process, however, even with more than 50 police departments and several agencies currently engaged, onboarding is still much slower than desired. Face-to-face presence at the police departments by the CJIS Public Safety Liaisons was the most effective strategy to engage new users and demonstrate the value of CISS. CJIS faces a tactical limit with only two Public Safety Liaisons making site visits throughout the entire state of Connecticut. Funding for additional members of the team has been requested to improve performance.

- e. Now that the entire functionality and data sources are available in CISS Search, an increase in demand for connectivity and training by law enforcement agencies is anticipated.
4. The CJIS team will continue outreach efforts to CISS users. Use case scenario feedback received from active CISS users will be published in the CJIS Roadmap Monthly Newsletter along with stakeholder questions and answers, and user tips.
5. The CJIS Development team is continuing to work with Judicial and the Division of Criminal Justice (DCJ) to support development of CISS data sharing and application integration. Superior Court Operations (SCO) Clerk and Administrator Queue applications are currently undergoing testing in the User Acceptance Testing (UAT) environment. Work with the DCJ Case Management System vendor is currently underway to build CISS Data Integration functionality similar to that in use with SCO.
6. Evaluation of outstanding and new CISS Information Exchange requests are in scope for the next phase of the CISS Project. DCJ will have a new information exchange to Release and Redact documents within its own case management system. This will require a Change Request in CISS to accommodate this new process and workflow.
7. Original information exchange requests¹ will be first priority. Evaluation will determine if an information exchange is necessary to access the requested information or if access to the information can be achieved through CISS Search and Reports.
8. New information exchange requests will be evaluated to determine if an information exchange is necessary. Agencies impacted will be identified and urgent information exchanges will be prioritized accordingly.
9. CJIS will continue to work with the Office of Policy and Management to secure operational support funding for the CISS System.
10. A hybrid model for operational support has been partially implemented consisting of a mix of consultants, state employees, and a support vendor. Emphasis will continue to be to move to full time state employees for steady state operation of CISS. The contract labor and consulting staff will continue to decrease.
11. Open State Employee Positions for SQL Developer, .Net, and Business Manager are still in scope to be filled. These positions were not filled in 2019.

¹ Currently the CJIS team has completed development for 46 of the original information exchange requests.

RMS Certification

RMS Certification — Background

Records Management System (RMS) Certification is a collection of guidelines, programming, and processes intended to ensure law enforcement agencies can efficiently, securely, and effectively exchange criminal justice information between their RMS systems and other Connecticut law enforcement and criminal justice agencies using CISS. Private sector RMS companies provide records management systems and data warehousing services for municipal police organizations and Connecticut State Police Troops. The CJIS Project Management Team has been working with multiple RMS vendors that made commitments to upgrading their proprietary RMS technology to comply with CISS Workflows. Although their business purposes are the same, the proprietary systems developed by each RMS vendor are unique. Each RMS vendor represents a separate project engagement that requires extensive CJIS Team interaction and mutual integration activities.

RMS Certification Key Accomplishments – Period Ending December 31, 2019

Significant progress was made with law enforcement agencies and their RMS vendors toward sending Early Arrest Notifications to CISS. RMS Certification Key Accomplishments for the period ending December 31, 2019, were as follows:

1. RMS vendor Accucom completed all testing for its RMS software upgrade for Level 1 (L1) CISS Workflows during the third quarter of 2018. The vendor rolled out new RMS software to ten local police department customers from the towns of Coventry, Easton, Orange, Plainville, Plymouth, Redding, Thomaston, Torrington, Windsor Locks, and Wolcott. Two other towns, Weston and Winchester, are nearing completion as they finish server infrastructure upgrades. Significant progress was made, but server upgrade projects are moving very slowly at the two remaining Accucom police departments.
2. With Release 11 of CISS in production during the first quarter of 2019, RMS vendor NexGen activated its L1 RMS software to send Early Arrest Notifications to CISS from its four Alpha Test group police departments: Farmington, Trumbull, Clinton, and Wethersfield. Improvements were made between April and May, and preparations are underway to train the staff at locations in Middletown (Part of GA-9), Newtown, and Danbury. As soon as NexGen completes police department officer training, it will provide CJIS firm dates for software activation. This is expected in the first quarter of 2020.
3. Additional police departments cannot be brought online to send Early Arrest Notifications to CISS until Judicial Disposition messages are automatic. Currently, Judicial staff is manually communicating disposition updates with police departments and CJIS agencies sending Early Arrests to CISS. The CISS functionality to send automated dispositions is undergoing final quality assurance testing. It is expected to become available in the first quarter of 2020. This will remove the restriction and allow more Level 1 police departments to send Early Arrest Notifications to CISS.
4. NexGen initiated its Level 2 (L2) Workflows development cycle. It is dedicating software development efforts to L2 workflows integration with CISS to transmit Uniform Arrest

Reports, Misdemeanor Summons, and all arrest paperwork with documents attachments. The earliest completion target for L2 development is the middle of the first quarter of 2020.

5. Accucom initiated its Level 2 (L2) Workflows development cycle and is dedicating software development efforts to L2 workflows integration with CISS. The L2 kickoff session with Accucom occurred on June 28, 2019 at CJIS Headquarters. Originally targeted for a six-month development cycle, the earliest completion target is midyear of 2020.
6. CISS Workflow Deployment Planning continued in the fourth Quarter of 2019. Judicial Branch, Division of Criminal Justice, CJIS and law enforcement agencies agreed that court Geographic Area-9 (GA-9), the Middletown Court System, will be the pilot area for workflow deployment.
7. Integrated multi-agency testing within GA-9 will start in the first quarter of 2020. Some key components include Judicial streaming de-identified workflow messages through CISS. Streaming materials include: cases updates, dispositions, and schedule notifications. NexGen will test transmission of the Uniform Arrest Package to CISS and receipt of Judicial dispositions with the Clinton police department.
8. A streamlined, top-down approach to onboarding law enforcement agencies for workflows was implemented during the fourth quarter of 2018. Current strategy focuses on a series of facilitated working sessions where CJIS presents an overview of CISS to a group of police chiefs and leadership staff to establish expectations and the appropriate point(s) of contact for CISS onboarding. After expectations are communicated to leadership, individual follow up sessions with each police department are scheduled with the established point(s) of contact(s). The CISS Project Team reviews all actions, in detail, needed to complete onboarding during the follow up session. At the close of the follow up session, a customer-centric project plan has been created with the police department making firm commitments to the timelines established for the police department's command staff and the CISS Project Team.
9. As a follow-up to the streamlined onboarding, CJIS further evolved the onboarding process based on feedback directly from the police departments. A new element to help accommodate training a whole department is the concept of Basic Access Training (BAT). This is done in small groups immediately after officer roll-call as a 30-minute session. With security and disclosure rules training complete, the CJIS instructors then accommodate CJIS proficiency training by spending time with the individuals in groups, e.g. dispatchers, detectives, and patrol. This provides on-the-job training and demonstrates how to use CISS in the execution of their day-to-day responsibilities.

RMS Certification Anticipated Activities – Next 180 Days (January 1, 2020 to June 30, 2020)

1. NexGen is expected to complete L2 RMS Certification requirements by the end of the first quarter of 2020. L2 Certification requires participating RMS vendors to upgrade their proprietary records management software to incorporate functionality for transmitting a complete Arrest Packet to CISS. L2 includes transmission of all documents contained within the Uniform Arrest Report as part of the CISS integrated Workflow application.
2. Accucom was expected to have its RMS L1 Workflows upgrade installed for 12 of its local police department customers by the end of the third quarter of 2019. Accucom police departments scheduled to receive L1 upgrades in 2019 are Wolcott, Winchester, and Weston, (Derby and Seymour remain outstanding). Wolcott was activated during the fourth quarter of 2019, however, the rest of the efforts have fallen behind schedule. Accucom cannot install the new software to police departments that have not completed the server upgrades Accucom requires. No additional assistance can be provided by the CJIS team until the server upgrades are completed.
3. In fourth quarter of 2019, CJIS has completed contract negotiations for IMC (one of the four RMS companies under the Central Square holding company group). CJIS is completing the process to issue the purchase order to IMS/Central Square to begin CISS integration. This is behind schedule, but is expected to be completed in the first quarter of 2020. Scheduling of the CJIS kickoff activities and work sessions will begin immediately after the procurement process is completed.
4. Contract discussions and technical sessions for CISS Workflows will continue with non-participating RMS vendor companies. Figure 1 on the next page 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.
5. The Harford police department selected IMC as its new RMS vendor, converting to this system from an internal, home-grown RMS system. This is necessary because the technology platform on which it is built has become antiquated and unsupported. The migration timeline has not been published, however, the CJIS Team's experience suggests a one year project with six months for the data conversion to be completed and for training and testing to begin.

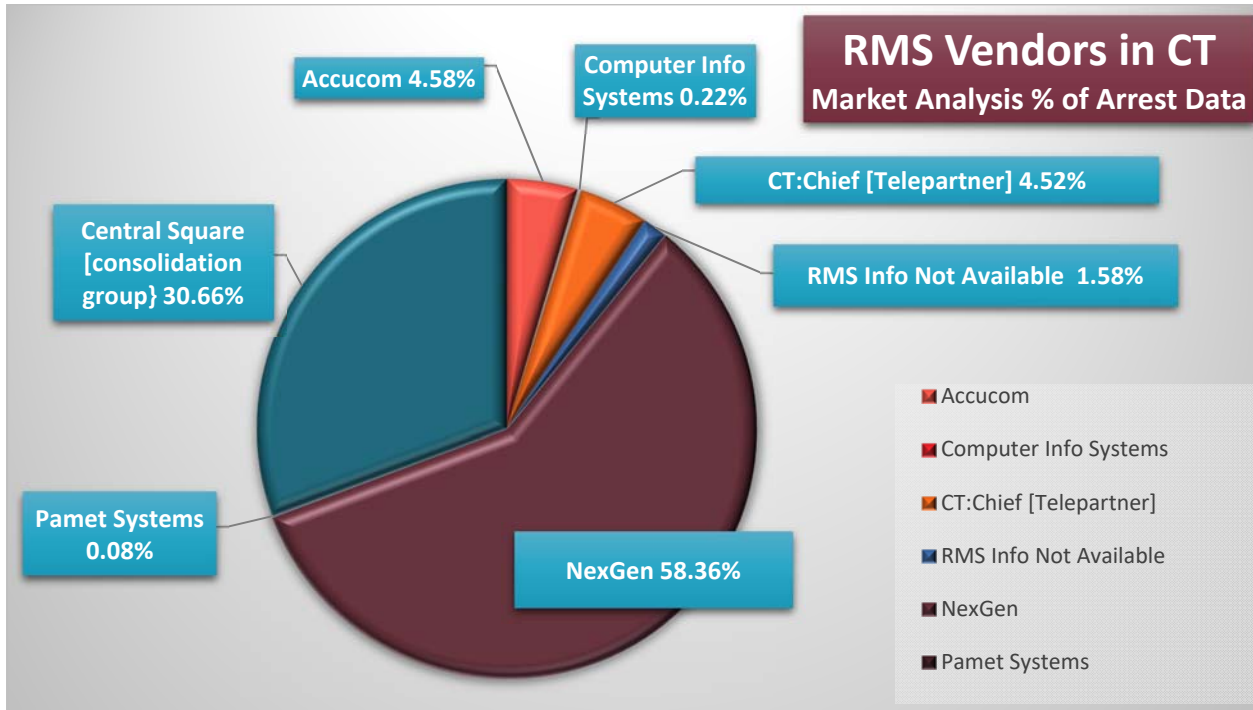


Figure 1 - Pie Chart representing the percentage of total arrest data managed by RMS Vendor companies in Connecticut. Connecticut Arrest Data used from the State of Connecticut Department of Public Safety Uniform Crime Reports: Publications & Queriable Statistics, *Crime in Connecticut 2018, Annual Report of the Uniform Crime Reporting Program, State of Connecticut, Department of Emergency Services and Public Protection, Crimes Analysis Unit*. Retrieved 12/23/2018 from https://portal.ct.gov/-/media/DESPP/Division-of-Crimes-Analysis/2018_Crime_in_CT_Final.pdf?la=en

RMS Vendor	# of Arrests*	% of Arrests
Accucom	3104	4.58%
Computer Info Systems	148	0.22%
CT:Chief [Telepartner]	3066	4.52%
RMS Info Not Available	1069	1.58%
NexGen	39556	58.36%
Pamet Systems	54	0.08%
Central Square [consolidation group]	20777	30.66%
Total # of Arrests*	67774	100.00%

*Connecticut Arrest Data used from the State of Connecticut Department of Public Safety Uniform Crime Reports: Publications & Queriable Statistics, *Crime in Connecticut 2018, Annual Report of the Uniform Crime Reporting Program, State of Connecticut, Department of Emergency Services and Public Protection, Crimes Analysis Unit*. Retrieved 12/23/2018 from https://portal.ct.gov/-/media/DESPP/Division-of-Crimes-Analysis/2018_Crime_in_CT_Final.pdf?la=en

RMS Network and Police Department Workflow Connectivity to CISS

RMS Network – Background

The CJIS team has been working with the Department of Administrative Services / Bureau of Enterprise Systems and Technology (DAS/BEST), the Department of Emergency Services and Public Protection (DESPP), the Connecticut Education Network (CEN) and the Enterprise Networking Services (ENS) group to install network equipment along the dark fiber of the Public Safety Data Network (PSDN) that has been allocated for the transmission of secure information exchanges between CISS and its CJIS Partner Agencies.

RMS Network Key Accomplishments – Period Ending December 31, 2019

1. A comprehensive project plan for CISS onboarding was completed during the third quarter of 2018 and has been used to manage the deployment plan during 2019. The established protocol for CJIS Router connectivity and connection to CISS were recorded in the plan as milestones with specific sub-tasks that complete each milestone. To date, 40 of the 93 police departments in Phase 1 have completed the connectivity tasks to allow communication with CISS over the CJIS Router located at each police department.
2. The CISS onboarding plan was streamlined. The CJIS Project Manager is providing police departments with a preconfigured solution (Sonic Wall) to complete the local LAN connectivity to the CJIS Router. This solution has been very successful with nine out of ten police departments selecting this approach. So far, 20 police departments selected and completed the connectivity using this pre-canned solution. This brings the number of police departments fully connected to CISS for search and workflow up to 43. CJIS has two Public Safety Liaisons actively communicating with police departments and working each one through the onboarding project plan. CJIS provides the necessary resources for CISS classroom training and centralized CISS training locations for law enforcement. Additional Public Safety Liaisons would enable CJIS to engage with more police departments simultaneously, in turn that would accelerate the onboarding results.
3. NexGen started the Level 2 RMS development programming work in the second quarter of 2019. This effort continues, NexGen has entered into testing with CJIS for their new RMS software. Initial developer level tests have been completed with electronic arrest packages and document attachments. CJIS is simulating response messages from Judicial using the actual data input as part of the arrest packet data.
4. The Accucom Level 2 RMS kickoff was June 28. Development programming work was scheduled to start in the third quarter of 2019. This was delayed by Accucom until the end of the fourth quarter of 2019 due to the company's lack of internal programmer resources. The programming group attended a weekly programming work session in December and the actual Accucom programming effort is expected to start in earnest in mid-January 2020.
5. The Deployment Project Team is working with 55 police departments at various steps in the deployment process. The Public Safety Liaisons are responsible for working through the process with each police department and keeping the working relationship moving forward. Breakdown of the currently engaged police departments is:
 - a. Communication with the command staff and chief: 22 police departments

- b. Police department-side network connectivity configuration: 8 police departments
 - c. Onboarding paperwork for User IDs and Training Accounts: 10 police departments
 - d. User training - Computer-Based and Instructor-Lead options: 4 police departments
 - e. RMS vendor software installation and training: 11 police departments
6. Sixteen Police Departments have completed all project steps and are connected to CISS for Search and Level 1 Workflow to send Early Arrest Notifications.

RMS Network Anticipated Activities – Next 180 Days (January 1, 2020 to June 30, 2020)

1. The CJIS team collaborated with DESPP during the first half of 2019 to review the CJIS Security Policy and add language on Federation to the document. A GAP analysis will also be performed by the CJIS Security Compliance team to ensure compliance with the FBI's CJIS Security Policy. This work was re-started at the end of second quarter and is anticipated to run through the second quarter of 2020.
2. NexGen, started the Level 2 RMS development programming work in the second quarter of 2019. The project timeline has it completing before the end of the first quarter of 2020. At that point arrest paperwork being sent to CISS electronically will be in the testing phase. The pilot for this will be the Clinton police department as part of the multi-agency integration testing to be performed within the GA-9 court district.
3. Most of the 29 local police departments allowed temporary access via the COLLECT network to access CISS Search are being transitioned to the CJIS Network in 2019. Eleven police departments completed this transition and work will continue through 2020. The networking support for local police departments was transitioned back to the CJIS Project Manager and a close integration will be kept with the Public Safety Liaisons. Nine out of ten police departments are opting for the CJIS pre-canned solution using the SonicWall firewall solution. The Public Safety Liaison-led CJIS deployment teams will drive the scheduling and communication with the next police departments to be engaged.
4. A major push is underway to onboard new CISS search users. Currently, about 100 users are being added each month. The new process has a target to reach 1,000 potential new users a month. Starting in March 2019 the CJIS Team continued to work toward this target rate. Additional Public Safety Liaisons added onto the team would potentially significantly double the number of working police departments and the outreach speed of operations. The Southern part of the state could use some directed focus. Several police departments in that sector of the state have been engaged; Fairfield, Waterbury, and Norwich to name a few.
5. Hartford and East Hartford instructor-led training classes are conducted each month. Unfortunately, with class sizes of 10 to 15 students, this is not expected to be the primary method to provide the majority of training, even though it is a convenient option for those police departments looking to get the POST Certification hours. POST certification hours, however, have not been as much of a motivator as anticipated. This approach will be extended to several additional locations throughout the state. This ramp up will continue in the first two quarters of 2020.

6. Some of the CJIS routers previously installed at local police departments are reaching their five-year end-of-life period. CJIS is working with DESPP and DAS/BEST on a technology replacement plan for all CJIS and COLLECT Routers. A new router replacement plan will provide CISS Workflows-compliant equipment to the half dozen police departments not in possession of a CJIS Router. CJIS has placed these police departments at the top of the router replacement list. DAS/BEST will complete the final router design solution in the first quarter of 2020. One issue for CJIS is that all 43 police departments that already completed CJIS connectivity task will have to redo the process. The project plan for this migration are being worked out with DAS/BEST and DESPP.

CJIS Infrastructure

CJIS Infrastructure – Background

CJIS underlying Enterprise Infrastructure is the core of CISS which provides computing, storage and performance needs. The old Infrastructure was put in place back in 2012 and over time became obsolete. Hardware and network refresh project were initiated by CJIS Solutions Architect. CJIS Enterprise Infrastructure includes System Center Suite to manage and overview hardware, software and applications and is used to automate and monitor many aspects of CISS.

CJIS Infrastructure Key Accomplishments – Period Ending December 31, 2019

10. The hardware upgrade to replace DELL R910 and VNX7500 is in its first phase. During the third and fourth quarters of 2018, quotes were collected from hardware vendors and storage was purchased and racked to address migration for management and backup off the VNX7500.
11. All management and backup workflows were migrated off the VNX7500 and currently reside on the separate hardware which eliminates single point of failure.
12. During first and second quarter of 2019, 12 nodes with high performing storage were purchased as well as 10 new network switches to satisfy CISS evolution and growth.
13. Working with BEST Network team to configure and deploy new switches.
14. Deployed new Unity SSD SAN to Springfield DR site and migrated critical SQL workloads to separate databases geographically
15. New Hyper-Converged Infrastructure was deployed in Groton Data Center and will be configured after CISS Release 5 and 9 go into production.
16. Network environment is in progress of upgrade. Spanning tree will be replaced by VXLAN which will improve network stability.

CJIS Infrastructure Anticipated Activities – Next 180 Days (January 1, 2020 to June 30, 2020)

1. The hardware upgrade to replace DELL R910 and VNX7500 and build HCI is anticipated for completion by the second quarter of 2020. The first phase of the upgrade is to build a scaled-out platform, migrate production and UAT workloads to the new infrastructure.
2. Deploy new virtual network domain to build redundancy across two State of Connecticut Data Centers and achieve the goal of disaster recovery and business continuity
3. Improve management and automation process with System Center Suite
4. Upgrade CISS SharePoint/FAST 2010 to SharePoint 2019 Enterprise on premise
5. Upgrade MultiVue 4.5 to the latest version 6.x
6. Improve network security

CISS - Conclusion

As CISS Search is fully deployed to the planned 13,000 Search users, and CISS Workflows are fully deployed to CJIS Partner Agencies, we expect to realize the envisioned improvements for the safety of the public and law enforcement officers. The envisioned cost savings of approximately \$15 million per year will be gained through more efficient, computer-assisted workflows. Valuable information will be collected for analysis that will enable policy-makers to use data to identify successful programs and areas for improvement, as well as develop new approaches to criminal justice in Connecticut.

CISS Search

CISS Search Source Systems and current status of the Search Releases are as follows in Table 2:

Search Release	Scope	Status as of July 1, 2019
Release 1	PRAWN & OBIS Search	Deployed
Release 3	POR & CRMVS Search	Deployed
Release 6	CIB (including ticket images) & DOC/BOPP Case Notes Search	Deployed
Release 10	MNI/CCH & Weapons Search	Deployed
Release 9	DMV, SOR, Wanted, CMIS (JUD) Search	Deployed
Release 5	RMS and ECM Search	Deployed

Table 1 – Represents the software releases for CISS Search, the source systems integrated for each release of CISS Search and the status of each release as of January 1, 2019.

CISS Workflows

CISS Workflows include Release 2 (R2), R2.1 Enhancement, and Release 11 (R11), the components and status of each Workflows release are seen below in Table 3:

Release	Scope	Status as of July 1, 2019
Release 2	UAR & Misdemeanor Summons -Early Arrest Notice	Deployed
Release 2.1	UAR & Misdemeanor Summons -Early Arrest Notice Update	Deployed
Release 11	UAR & Misdemeanor Summons Arrest Paperwork, Post Arrest, Arraignment, Disposition, and Post Judgement Information Exchanges	Deployed

Table 2 – Represents the software releases for CISS Workflows, data transmitted for each Workflow release and the status of July 1, 2019.

Comagine 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 Comagine (formerly Qualis) Project Health Check was performed quarterly, and the findings were presented at the quarterly CJIS Governing Board meetings. Data compiled in health check reports was gathered from stakeholder agency surveys and interviews.

The below excerpts are key points from the most recent report provided by the independent project health services vendor, Qualis Health, in its report entitled, Connecticut CISS Project Health Check Services Report 7/25/2019 – 10/24/2019. Comagine Health Reports are available on the CJIS website at <https://portal.ct.gov/CJIS/Content/Publications/Meetings>

Connecticut CISS Project Health Check Services Report 7/25/2019 – 10/24/2019

Executive Summary

With the completion of Releases 5 and 9, Phase 1 Search development and deployment is complete. This is a major project milestone and brings more data and functionality to CISS. However, the risk of not securing enough funding to complete the rollout to each Geographic Area (GA) and integration of police RMS data is growing more severe as current funds dwindle. The project is at risk of having a completed system without the funds to implement. The CISS PMO and Governing Board need to work together, in one voice with the strong backing of each agency, to identify and advocate for additional funding. CISS has already become essential to many agencies and is woven into the fabric of future process planning. Failure to fully implement CISS would require most of the agencies involved to complete major process redesigns, reverting many processes to paper processes, and would require new interfaces between agencies that are not currently planned or budgeted. This could be very costly to the State and CISS agencies and over the long-term could cost more than the amount currently needed to implement CISS.

Though most stakeholder feedback was positive this quarter, there remain some critical risks.

Key Risks

- **Long-term Project Funding**
 - At this point in the project, all other project risks are secondary. The Governing Board and CJIS team need to secure funding to ensure the project can continue past April 2020 and work to ensure there is enough funding for the remaining rollout and ongoing operational support.

Critical Risks for the Project

Top Stakeholder Concerns

For the agencies not directly working on CISS testing this past quarter, the project was perceived as making little progress. The communication they received indicated that defects were causing continued delays. These delays are hurting project morale.

Below are the main concerns voiced by stakeholders this past quarter:

Long-term Funding

This continues to be both the most pressing concern among stakeholders and the most critical looming risk.

Previously Reported Recommendation: The Governance Committee and Board need to help identify and secure long-term funding for both the operational support and the ongoing rollout of Phase 1 and future Phase 2 development. The PMO, Governance Committee and the Board should work together to compile an accurately projected, cost-benefit analysis that will make it clear for the legislature and decision makers how much benefit this project will provide the State once fully implemented.

Continued delays in GA rollout

The rollout of Geographic Area 9 (Middletown) will likely occur in early 2020. The rollout delays are hurting project morale and are increasing the likelihood that retraining will be necessary.

Recommendation: The project should set a realistic date with Judicial and DCJ and ensure the timeline is met. Overly optimistic timelines hurt the project in the long run.

Onboarding Issues not Resolved

The onboarding process is still cumbersome. Agencies are worried that the process will not be streamlined prior to the rollout of the RMS data and GA 9, when a greater number of users will request access to CISS.

Recommendation: Ensure a smoother onboarding process is in place for the Middletown rollout.

Project Health Average Overview

Project Health Average Score This Quarter: 2.95

Project Health Average Score Last Quarter: 2.89

Baseline Score: 2.96

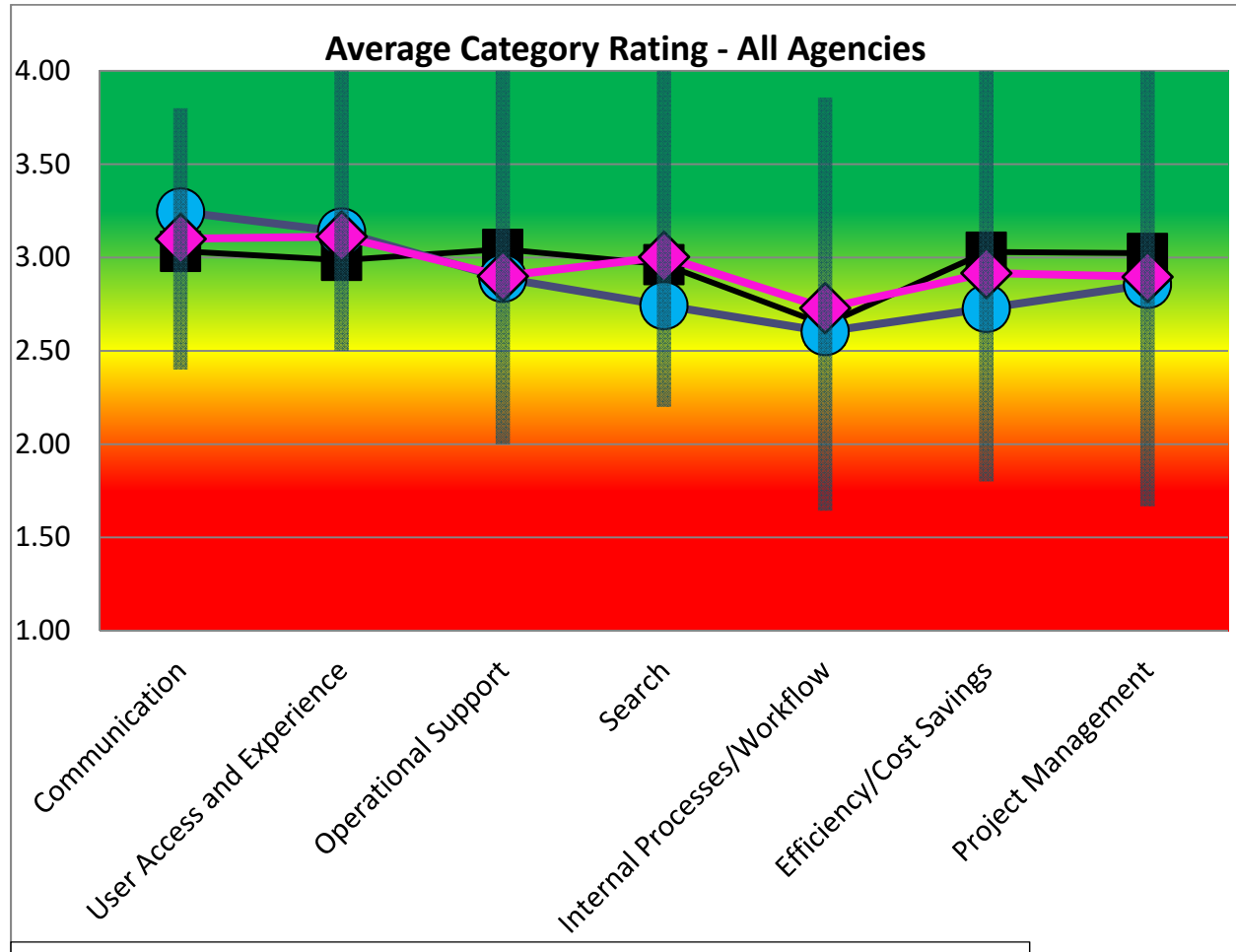
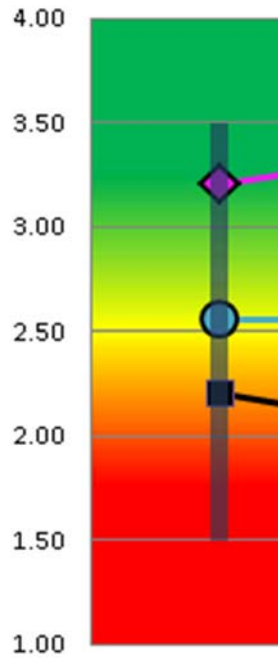





Figure 2: How to read graphs in Quarterly Comagine Health Report

Most agencies are just eagerly awaiting the rollout to GA 9. They understand there will be a learning curve and that they may not see efficiency gains right out of the gate. However, the PMO should have all hands on deck at the rollout to work with agencies to smooth out workflow issues quickly. Next quarter will provide some initial data of how releases 5 and 9 were perceived across agencies.

How to Read the Graphs in the Quarterly Report



The graphs are color coded in a stoplight scheme to clearly illustrate project strengths and weaknesses. The pink diamond  represents this quarter's values. A blue circle  represents the previous quarter's values and the black square  is the baseline value. The range of values for the current quarter is represented by the vertical grey bar. In the example to the left, the range of values for the current quarter extends from 1.5 to 3.5.

The graph values fall into the levels below:

Above 3.0	Strong
2.5 to 3.0	Average
2.0 to 2.49	Weak
Below 2.0	Critical

Definitions for Graph Levels:

Strong – Category is perceived as consistently high across agencies

Average – Category is perceived with mixed perspectives

Weak – Category is perceived to contain improvement opportunities

Critical – Category is perceived as warranting immediate action

Figure 3: How to read graphs in Quarterly Comagine Health Report

Appendix A – CJIS Open Positions

The CJIS Governing Board approved all ranked 19 positions as full-time state employees, two of the 19 positions have been filled. An interim support model has been implemented for CISS Operational Support. The support team consists of a mix of State Employees, short-term-contract consultants, and pending select support services from an RFP vendor².

Table 3 – Status of State Positions Approved for CJIS

	Position Name	Needed Start Date	Status
1	ITA3 Help Desk Manager C7, N15	1/12/14	Hired
2	Senior Microsoft Certified System Engineer (MCSE) Administrator N15	2/17/14	On Hold
3	Senior SQL Database Administrator (DBA) N8	2/17/14	Open
4	Lead Senior .NET Developer N5	2/17/14	Open
5	Business Analyst N1	2/17/14	On Hold
6	ITM2 Solutions (Enterprise) Architect N4	2/17/14	Hired
7	ITA3 Senior SharePoint Developer N10	2/17/14	On Hold
8	Business Manager G2	2/17/14	Open
9	Senior Application Tester S16	2/17/14	On Hold
10	Help Desk Analyst 2 nd Shift Support N16	2/17/14	On Hold
11	IT SME .NET Developer N6	2/17/14	On Hold
12	Technical Writer N9	2/17/14	On Hold
13	QA Manager N14	6/16/14	On Hold
14	Technical Business Analyst N12	6/16/14	On Hold
15	Help Desk Analyst 3 rd Shift Support N17	10/20/14	On Hold
16	Public Safety Liaison S4	10/20/14	On Hold
17	ITA3 Senior SharePoint Developer N10	11/03/14	On Hold
18	Business Analyst N1	11/03/14	On Hold
19	Admin-System Center S14	11/03/14	On Hold

DAS is working to align CJIS job requirements and starting salaries with their job classification system and equivalent compensation packages for three critical support positions: Senior SQL Database Administrator, Lead Senior .Net Developer, and Business Manager.

The remaining positions need to be filled as soon as possible. Permanent support positions are needed to retain domain knowledge. Hiring State Employees will ensure long term success for the CISS Project as the remaining releases of CISS are deployed to production and 13,000 CISS users are on boarded during 2019 and 2020.

² RFP vendor agreement originally sent out for bid was revised to limit the scope to support services falling outside of the skill sets of employees and contractors currently working on the Project. Support services remaining in-house will result in significant cost savings with the ability for 'on-demand' purchase of additional services. Proposed service agreement will include 300 support hours per month and will be sent to the evaluation team for approval.

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

Appendix C – Table of Figures

Table 1 – RMS Vendor Market Share of Connecticut Arrest Data. Statistics Breakdown of Total number of Arrests and Percent of Total Arrest Data.....	24
Table 2 – Represents the software releases for CISS Search, the source systems integrated for each release of CISS Search and the status of each release as of July 1, 2019.....	26
Table 3 – Represents the software releases for CISS Workflows, data transmitted for each Workflow release and the status of July 1, 2019.....	29
Table 4 – Status of State Positions Approved for CJIS	34
Figure 1 - Pie Chart representing the percentage of total arrest data managed by RMS Vendor companies in Connecticut. Arrest data used for market analysis was taken from the Crimes in Connecticut 2018 Annual Report of the Uniform Crime Reporting Program. State of Connecticut, Department of Emergency Services and Public Protection, Crimes Analysis Unit. Retrieved 12/23/2019 from: https://www.dpsdata.ct.gov/dps/ucr/ucr.aspx	24
Figure 2 - CISS Project Health Average Score Trended as Reported by Comagine Health, in Connecticut CISS Project Health Check Services Report 7/25/2019 - 10/24/2019	32
Figure 3 - Legend image representing How to Read the Graphs in the Quarterly [Comagine Health] Report.....	33