



STATE OF CONNECTICUT
Criminal Justice Information System (CJIS) Governing Board
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CJIS Governing Board Meeting

April 25, 2019@ 1:30 pm

Superior Court Operations Unit, 225 Spring Street, Wethersfield, CT 06109

CJIS Governing Board Members and Designees in Attendance:

Marc Pelka, Under Secretary, Governor's Appointee and Co-Chair, Office of Policy and Management (Designee); Judge Patrick L. Carroll, III, Chief Court Administrator, Co-Chair, Office of the Chief Court Administrator; Mark Raymond, Chief Information Officer, Department of Administrative Services/Bureau of Enterprise Systems and Technology (Designee); Kevin Kane, Esq., Chief State's Attorney; John Russotto, Esq., Deputy Chief State's Attorney (Designee); Chief James Cetran, President, Connecticut Police Chiefs Association; Chief Don Melanson, Connecticut Police Chiefs' Association (Designee); Cheryl Cepelak, Deputy Commissioner, Department of Correction (Designee); Sibongile Magubane, Commissioner, Department of Motor Vehicles; Cindy Zuerblis, Division Manager, Department of Motor Vehicles (Designee); John Day, Esq., Deputy Chief Public Defender, Division of Public Defender Services (Designee); Natasha Pierre, Esq., State Victim Advocate; Richard Sparaco, Executive Director, Board of Pardons and Paroles (Designee)

Other Attendees:

Ralph Dagostine (JUD), Maureen Klinkert (JUD), Anthony Leone (JUD), Diana Varese (JUD), Jennifer Smith (DMV), Lidia Sikora (DMV), Vilmaris Diaz (BOPP), Darryl Hayes (DESPP), Theron A. "Terry" Schnure; Evelyn Godbout (DCJ); Leigh Floody (BOPP)

CJIS Staff and Contractors in Attendance:

Humayun Beg, Executive Director (CJIS), Mark Tezaris (CJIS), Christopher Lovell (CJIS), Sean Bucher (CJIS), Henry Lindgren (CJIS), Sarah Kaufman (CJIS), Tanya Stauffer (AIC)

I. Welcome

- CJIS Executive Director Humayun Beg called the meeting to order at 1:40 PM stating that a quorum of members had been achieved.
 - Governing Board Co-Chair, Judge Patrick L. Carroll, III, announced that Governor Ned Lamont nominated Judge Robert J. Devlin to serve on the Connecticut Appellate Court.
 - Co-Chair Marc Pelka said he served on a commission with Judge Devlin was pleased by the announcement.
 - Since his first Governing Board meeting, Co-Chair Pelka said he, along with CJIS and DESPP staff, testified before the legislature in favor of the capital budget for CJIS. Recently he and members of the State's Attorneys' Office met with other prosecutors from across the country to discuss the important role of prosecutor data in the criminal justice system. He said discussions at the meeting highlight the important role the Connecticut Information Sharing System (CISS) can play.
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II. Approval of Minutes

- Director Beg called for a motion to approve the minutes of the January 24, 2019, quarterly meeting. A motion was made and seconded. The minutes were approved.

III. CISS Project Update

• Overview

- Director Beg said CISS has a growing number of users and is nearing the end of the development phase. CJIS is actively working with stakeholders to give them access to the system.
- Director Beg noted that CJIS will transition from a development organization to an operational and technical support organization. This will require planning and the need for workers with different skill sets.
- This also means that as the CJIS Help Desk starts receiving calls related more to the source information in CISS (i.e. definition or application of statutes), a process will need to be developed to hand off those questions to the right agencies.
- Director Beg said that a Change Control Board will need to be enhanced so that all CISS participants know when changes to the data are made.

• Release Status

- Senior Project Manager Christopher Lovell said that he unfortunately did not have any new project releases to report.
- Lovell said Releases 5 & 9 are completing regression testing and anticipated to go into production the week of 5/17.
- This includes the remaining source systems such as Department of Motor Vehicles driver and vehicle data. This data will populate the property index. This is critical data for police departments that will make CISS a powerful law enforcement tool.
- Lovell said that the DMV, Sex Offender Registration, and Wanted data coming into CISS testing are clean and the application is working in the test environment. The Judicial Case Management System (CMS) is fully tested. Minor issues exist with the Electronic Content Management (ECM) data, which allows users to see the arrest paperwork. However, the issues are expected to be fixed in time for the go-live date,
- Once source systems are complete, Lovell said testing of the MultiView application may take four weeks. Deployment will begin in June with Phase 1 completed by the end of the month.
- Co-Chair Pelka asked if completion of Phase 1 means CISS search and workflow are finished.
- Lovell said the base CISS application is complete. However, a change is being made to the workflow to integrate the Division of Criminal Justice (DCJ). When workflow was first developed, DCJ did not have a case management system in place.
- Director Beg said Phase 1 completion means that the application development is finished. Integration of CISS into participating criminal justice partners is ongoing. This includes all law enforcement agencies putting their information into CISS, and partners like the Judicial Branch, DCJ, and other “downstream” agencies (i.e. Department of Correction) begin consuming the information. This is a big challenge.

- Co-Chair Pelka asked if CJIS would be able to report “wins” for CISS this fall that can be highlighted to show the benefits and success of the system.
- Director Beg said examples of the system’s enhanced capabilities should be available then.
- **High Level Case Initiation Workflow**
 - Lovell said that when CISS workflow was designed, DCJ did not have a case management system. It was thought that prosecutors would go into CISS to do their work. Since a vendor for DCJ is developing its case management system, CJIS is partnering with the division to make it part of the broader workflow.
 - DCJ wants to take documents from the police departments into its own system to save, perform redactions, and release information into CISS.
 - Lovell said adding DCJ case management creates a seamless processing of information. PDs enter arrest information into CISS. Documents and data are sent to DCJ. If DCJ redacts the documents, those redacted documents will be sent to CISS and only the redacted version will be available to users with the appropriate access.
 - This work is behind schedule, Lovell said, so CJIS loaned resources to DCJ so the workflow can be implemented by the end of the year.
 - Lovell said CJIS and DCJ meet every Wednesday to identify what prosecutors need to do and how the workflow can be designed to make their work more efficient and effective.
 - Director Beg said the success of CISS and CJIS in general depends on the success of all its criminal justice partners. To assist with this, he said CJIS is willing to provide any additional help it can to DCJ.
 - State’s Attorney Kevin Kane said the project picked a good place to pilot the system in the Middlesex Judicial District because of the police departments there that can engage right away. The small size of the district also helps.
 - Kane added that each court location has differences that go back to the mid- 1960s when the first state-wide trial court and the old town courts and the municipal courts were created.
 - When the pilot is done, Kane said the information will help work out a lot of the kinks and then the rollout can be done one court geographic area at a time. However, he said even after Middletown is completed, the other judicial districts will still be a lot of work.
 - Director Beg noted that standardization is always difficult.
 - Lovell said that State’s Attorney Mike Gailor has a good relationship with all parties involved in the integration. Additionally, most of the police departments use record management vendors that have a relationship with CJIS. The location of the court also makes it preferable.
 - Co-Chair Marc Pelka asked how detrimental it is for downstream agencies to depend on the DCJ’s electronic case management system to get their information. He said the other source systems have existed for a long time.
 - Lovell said when they kick off the integration, they will enable the electronic workflow but court liaisons from each police department still will hand deliver paperwork to the courts. The judicial district will only go fully electronic when the judge for that court, Co-Chair Judge Carroll, and State’s Attorney Kane approve it.

- Deputy State's Attorney John Russotto noted it will take more time to integrate the Middletown judicial district because it is the first. Lessons will be learned by all of the agencies that can be applied going forward making the process more efficient.
- CJIS Public Safety Liaison Henry Lindgren added that CJIS staff will be embedded in police departments as they go online with CISS. This will allow for coordination of the workflow between police, prosecutors, and the courts.
- Lovell said for the integrations to be successful, local champions from each entity will be needed to help shepherd the process. In Middletown, Gailor is the project's local champion for prosecutors.
- **First Quarter Achievements**
 - Lovell said Releases 5&9 regression testing is near completion.
 - Initial MultiView testing for all releases and all of the search sources is completed. Regression testing will begin once the source systems are migrated.
 - Data exchanges between CISS and Judicial are taking place. This is case update, disposition, and schedule notifications. Data exceptions are being worked out.
 - NexGen Level 1 development is complete. Farmington is sending early arrest notifications. NexGen is the police Record Management System (RMS) vendor that will be responsible for a significant amount of arrest data coming into CISS.
 - Lovell was asked to explain Level 1. He said it includes the early arrest notification, which is the information police enter during booking. The data is sent to downstream agencies like DMV. If the individual arrested has passenger endorsement on their driver's license, DMV gets immediate notification of the arrest and the offenses. Level 2 is the entire arrest package.
 - Lovell said that Trumbull and Danbury are the next police departments NexGen will bring online. After Danbury is completed. Judicial has asked that no more police departments be brought online until the disposition feed, which carries the erasure notification, is completed. Once that is completed, CJIS can continue connecting police departments to CISS.
 - Another accomplishment is that the Board of Pardons and Paroles (BOPP) is completing its case management system. CJIS sent BOPP data samples it is using to map its system, which is almost finished. It has a July date of integrating with CISS and using it for all of BOPP's data. It has been a very fast turnaround.
 - Lovell said backward compatibility for CT.Chief RMS was added, which enables more validation of the data in CISS
 - Since the Department of Corrections (DOC) is not implementing its new system, it will not be exchanging data with CISS, although it will still use the Offender Based Information System.
 - Cheryl Cepelak of the DOC said the agency will still send data to CISS, but it will not be as robust as was hoped. DOC will proceed with a new plan once it is developed.
 - Lovell said from a CISS perspective, the data exchanges have been completed. When DOC chooses a new vendor, CJIS is ready and willing to support it.
- **CISS Search Rollout**

- Sean Bucher, Senior Project Manager said the deployment team is doing command staff presentations at police departments and have gotten great feedback.
 - Bucher said the reduced price of the SonicWall firewall device resulted in an increased number of police departments connecting their CJIS routers to CISS.
 - The NexGen deployment in Farmington is approaching 100% error-free transmission.
 - Bucher said CJIS is working with one deployment team now. If it can get funding to create four teams, he believes all of the 93 police departments can be brought online by the end of 2020.
 - He said one team can get 20 to 25 users into CISS a month. He believes with four teams, they could get 1,000 users each month.
 - Bucher said the onboarding process includes:
 - Police departments completing CISS User Authorization Request Forms
 - Configuring department routers to access CISS,
 - Training police departments, and
 - Working with RMS vendors to enable transmission to and from CISS.
 - Bucher said the new onboarding plan has CJIS employees going directly to police departments to help fill out the access paperwork, do a 30 minute user access training, and then embed with the officers and dispatchers for a few days to teach them how to get the most out of CISS.
 - At the end of last year, Bucher said CJIS hired an additional trainer. Currently, he is tracking more than 30 police departments' commitments to get access and training for CISS. Only one-tenth of departments have been completing those commitments.
 - Bucher said CJIS has 600 users lined up to get access to CISS, but police departments have difficulty allocating time for training.
- **CISS Searches**
 - Bucher said the number of searches conducted in CISS is increasing and CJIS expects year-over-year searches to nearly double by the end of April.
 - Co-Chair Pelka asked if Bucher had information about registered users' unique searches.
 - Bucher said CJIS knows which individual users are accessing CISS. He said these are the people CJIS will ask about ways to improve the system. Bucher said CJIS does not track exactly what users are searching for. That would take a security audit.
 - DAS/Best's Mark Raymond asked what size the deployment teams are.
 - Bucher said the CJIS's police department liaisons each have a team that consists of them with some assistance from Bucher part time and assistance from CJIS Technical Writer Sarah Kaufman part time. He said this makes each team about 1.5 people.
 - DESPP representative Darryl Hall asked what would be included in the 30-minute training.
 - Bucher said it covers users' security responsibility when accessing the system. After the training, they are a valid user of CISS. However, training is recommended to learn how to use the system.
 - CJIS has online videos users can watch to learn about what the system can do.

- Lovell added that having the trainers embedded with the police department for a few days allows the trainers to sit with users and directly show them how to use CISS searches.
- Bucher said this training model is based police department feedback.
- **New Agency Participants**
 - Bucher said that over the past year, CJIS was contacted by more than a half-dozen agencies asking about access to CISS. Three agencies were approved for access so far.
 - Department of Consumer Protection, Department of Social Services, and the Connecticut Sentencing Commission have employees that were approved to access CISS after a legal evaluation.
 - Only a small number of employees at each agencies have been approved for access, but Bucher said he expects them to conduct a large number of services.
 - Bucher said Consumer Protection has a list of 25,000 individuals with the authority to write prescriptions. They use CISS to search if any of those prescription writers have been arrested.
 - In the past, Bucher said Consumer Protection would test random samples from its list. With a CISS subscription, all of the names could be entered into CISS on a daily basis and if the names showed up in any source system, Consumer Protection would be notified.
 - Director Beg noted that each of the agencies have employees that are law enforcement officers with police powers. Bucher said that they are the only ones who receive access.
- **RMS Development**
 - Bucher said that having vendor NexGen bring Farmington online with Level 1 Early Arrest Notifications is a big accomplishment. NexGen is starting Level 2 development.
 - RMS developer Accucom is awaiting the approval of contracts by the state to start Level 2 development. Bucher said most of Accucom's police departments are connected to CISS
 - Bucher said Central Square purchased the vendors IMC, Inform, and SunGuard. CJIS is completing a contract with the vendor so purchase orders can be written and work can begin.
 - Atty. Russotto said Bucher's timeline shows NexGen with a Level 2 target completion date of October 2019. He asked if DCJ would only start getting complete arrest packets at that time and how it would impact the development of DCJ's case management system.
 - Director Beg noted that as DCJ is developing its case management system, CJIS will work with the division.
 - Bucher said CJIS has an RMS simulator it can use at the beginning of development and testing for DCJ.
 - Lovell said that long before the Middletown GA is integrated, CJIS will have tested to ensure everything works.
 - Bucher said that NexGen is the vendor for a little less than 50% of police departments, but will transmit more than 65% to 70% of arrest data that will come into CISS.
 - Bucher said the remaining RMS vendors have the same timeline, about six months. CJIS is working to get through the paperwork with those vendors to begin Level 2.

- With Early Arrest submissions, Bucher said the number of police departments submitting and the number of arrests being submitted has increased steadily each quarter. With NexGen bringing its police departments online, the growth will be substantial.
- **CISS Scope Completion & Deployment Phase Key Success Factors**
 - Program Manager Mark Tezaris said CISS search and the workflow code is being completed and put into production.
 - He said CJIS is trying to get a head start on the workflows with DCJ, Judicial and others, as well as bring the 13,000 users online.
 - Tezaris said to succeed with the project, key areas of concern need to be addressed.
 - Tezaris said bond funds to complete CISS deployment were requested and awaiting approval by the legislature.
 - The second source of CJIS funding is the inmate phone revenue and a bill before the legislature would eliminate the revenue by making phone calls free.
 - Co-Chair Pelka said House Bill 6714 follows a history of bills that were submitted over the years to grant inmates free phone calls. This is the first year one of the bills received a public hearing, which he attended.
 - Pelka said the members of the Judiciary Committee seemed to recognize that the bill is a policy and budget statement. He is not sure all were aware of the \$7 plus million the fund generates. That money is used by DOC and CJIS. At DOC, it pays for 32 union protected positions that operate recidivism diversion efforts. These employees cannot be laid-off.
 - Pelka said he has worked to inform as many people as possible about the financial impact of the bill. CJIS funding may need to be found elsewhere in the budget.
 - Judge Carroll said after the public hearing he thought the measure had momentum. In analyzing the issue, he said the amount of money inmates pay for phone calls doesn't make sense. He said that resonated with members of the committee. He doesn't believe they were aware of the financial impact.
 - DMV Commissioner Sibongile Magubane asked why the state would tie employee positions to funding paid by disadvantaged people. She said she was on a project that covered the negative impact that incarceration has on the children of inmates.
 - Judge Carroll said that no one disputes incarceration's impact on families and that charging so much for phone calls doesn't make sense.
 - Commissioner Magubane said she was shocked that the CJIS Governing Board would find it acceptable to take funding from that source.
 - Judge Carroll said the law was created more than a decade ago to fund programs to help prevent recidivism. The Board had nothing to do with the bill or its creation. The legislature is addressing the issue now, but also recognizes the financial problem of ending the fund.
 - Commissioner Magubane said she would like the board to seek another funding source.
 - Pelka agreed. He said the legislature is having a conversation about the issue and that multiple steps will follow, including finding another funding source for CJIS. He believes everyone agrees that the law needs to be changed.

- Tezaris said he appreciated everyone's input on the issue.
- DAS/BEST's Raymond said that he worked in a shared-service environment that transitioned from a General Fund appropriation to a self-funded operation. If another funding source is not found, he said the Board should look at the Connecticut Education Network as a model where the community that benefits from the system pays for it.
- Director Beg said it would be an extreme case that the Board considers the option. He added that although it may cost CISS users very little to keep it in operation, they would be resistant.
- Raymond suggested the Board survey the community about the ability to take on additional costs.
- Connecticut Police Chiefs Association Vice President Chief Don Melanson said the Board needs to be cognizant of another potentially unfunded mandate on municipalities.
- State Victim Advocate Natasha Pierre added that state agencies also have little room in their budgets for more expenses.
- Director Beg said CJIS employees have had similar conversations.
- Tezaris said that funding is an issue that will continue to be explored.
- He said that among the necessary success factors, CJIS has a good partnership with its stakeholders.
- Tezaris said RMS vendor connectivity has been moving slowly. CJIS will use a federal grant to purchase 87 routers, which will be deployed to police departments and DESPP locations. This will speed up connectivity.
- CJIS needs the bond funds, Tezaris said, so that it can get another three onboarding teams. More teams are needed if CJIS is to get the 13,000 users trained and working in CISS.
- Tezaris said CJIS is in good shape deploying workflows from the RMS vendors to stakeholder agencies. Progress is being made with Judicial and DCJ.
- Another key factor, Tezaris said, is gaps in the system. CJIS built a custom system based on stakeholder requirements. As users start accessing CISS, it is expected that they will find areas that need improvement. He said CJIS is planning to have the right people in place to address these issues as they come up.
- Tezaris said CISS is expected to provide tangible and intangible benefits. CJIS will be tracking if envisioned benefits are realized and will produce a scorecard to quantify those benefits.
- Lovell said DMV will be a huge stakeholder receiving benefits. He said the Early Arrest Notifications that DMV will receive for statute violations is information that currently is difficult and takes more time for the agency to obtain. This will save money. Workers will no longer scan through newspapers looking for arrests.
- DMV Board Designee Cindy Zuerblis said that was her job. She said DMV is already experiencing the benefits of CISS. About two weeks ago, New Britain arrested a school bus driver and DMV received the information through the Early Arrest Notification. By law, police departments have 48 hours to notify DMV of these arrests.
- Tezaris said this is an example of the things CJIS will be tracking and reporting to the board.

- With the launch of Releases 5 & 9, Tezaris said CJIS will set up a CISS User Group. This will be an opportunity for stakeholders to tell CJIS what is working well, what needs fixed, and where users see value. This will likely be a quarterly meeting where CJIS will work with users to determine what the next planned releases should be to continually improve the product.
- Tezaris said CJIS has stability in leadership and is able to work well with the Governing Board for escalations that the team cannot handle.
- **DevOps Support Resources**
 - Tezaris said DevOps is a methodology to improve the communication and coordination between the operations team and the development team.
 - As CISS is embedded into the production of criminal justice agencies, the system has to be working all the time. CJIS will work to ensure the system is operational 99.99% of the time.
 - The CJIS Help Desk will be taking in four types of incidents. Tezaris said CJIS will look at the history of its response to those incidents and publish the amount of time it takes to fix something. This will set an expectation for how long it will take to resolve future incidents.
- **CJIS Operational Support: State Employees**
 - Tezaris said CJIS is mostly a consultant-based operation. In a hot job market, it's expected that some consultants will leave for another job, taking valuable domain knowledge with them.
 - To ensure that CJIS is able to hire and retain employees to build continuity, CJIS wants to hire five workers as state employees instead of consultants.
 - CJIS needs to hire a system administrator to manage more than 400 servers, a developer to manage CISS code, and a SQL database administrator to manage about 300 databases.
 - A technical infrastructure specialist would work to maintain the technical fabric that has been built. CJIS has one person doing that now and needs a backup.
 - A business manager would get to know CJIS stakeholders and their business needs to ensure CISS is delivering those needs.
 - Working with DESPP human resources, Tezaris said the positions will be opened with the understanding that low starting salaries and the durational nature of the positions make it difficult to fill them.
 - Additionally, managers have not had a wage increase to match inflation since 2014. Tezaris said the only way for managers to make more money is to move to another agency meaning that CJIS will eventually experience a loss of managers and their knowledge of the project.
 - He said these are situations that need to be dealt with.
 - DESPP's Hayes asked how the positions are funded.
 - Tezaris said positions are paid from the inmate phone revenue
 - DAS/Best's Raymond said the funding source explains why some of the positions are durational.
- **CISS Enterprise Architecture**
 - National Standards

- Tezaris CISS is a pretty robust system.
- CJIS is using national standards that allow communications with any states and the federal government. This involves standards from the National Information Exchange Model.
- GFIPM claims is security on a data element level. Individuals are only able to access data based on their security level and job function.
- CJIS also conforms with FBI Security Policy
- CISS infrastructure
 - CJIS has an offsite disaster recovery plan between two data centers
 - CJIS has the ability to increase the size of CISS through the use of virtual servers.
 - CISS has various security layers
 - Central management allows 400 servers to be viewed by two or three people with a health check of green, yellow, red. Yellow, about to break. Red, it needs fixed now.
 - CISS reliability comes from two systems reading and writing simultaneously so that if one goes down, the other is still running.
- CISS Application
 - CJIS and Conduent wrote a lot of robust code. Some improvements need to be made so the code is more table driven so changes can be made easier.
 - Cost of ownership - in the contract, CJIS inherited certain applications that cost \$520,000 a year for maintenance and support. That will exceed \$1 million two years from now. CJIS is looking to change that.

IV. CJIS Budget/Funding

- Tezaris referred to the PowerPoint slide that showed CJIS received \$60.92 million in bonds for CISS development and deployment. Just under \$4.6 million remains that CJIS expects to spend by the end of August 2019.
- Tezaris said that CJIS hopes to receive the \$8.9 million in bond funds by the end of August.
- Tezaris referenced a handout for Board members that details all of CJIS expenses to date and which revenue source paid for them.

V. CISS Phase 1 Project Closeout

- Tezaris said everything is going well. CJIS is conducting a requirements traceability matrix. This involves going through contractor requirements and determining if they were completed. The matrix is expected to be finished by the end of May.

VI. Risks

- CJIS is making progress on getting 90% of arrest information into CISS, although risks still exist.
- CJIS is providing resources to agencies that need help meeting CISS requirements.
- Until CJIS receives the proposed \$8.9 million in bond funds, CISS state-wide deployment remains at risk.

VII. Comagine Project Health Report

- Toss Priest of Comagine Health, formerly Qualis Health, presented the results of the latest CISS user survey. The company has conducted stakeholder surveys on the project for the last four years.
- Priest said one thing that jumped out from the interviews is how varied CISS use is. Agencies love having access to the data they need being in one location, which helps their work more efficient
- Stakeholders not using CISS may not have access to the data in CISS and the data they need may not be in CISS.
- Lovell said when the project began, many agencies did not want to give CJIS access to their data until CISS was proven to be secure. He said he believes CJIS has proven it can secure the data and during the next phase of the project, other sources of data may be brought into the system.
- Priest said some agencies not using CISS are waiting for the workflows to be implemented.
- Priest said survey questions were updated to match the current phase of the project: implementation, ongoing operational support, cost savings, and efficiency.
- Survey categories are:
 - Communications
 - User Access and Experience
 - Operational Support
 - Search
 - Internal Process/Workflow
 - Efficiency/Cost Savings
 - Project Management
- Priest said the lowest category score is internal process/workflow. This should be expected because workflow has not been implemented and people are unsure how it will work.
- These questions will serve as a baseline for surveys going forward.
- Priest said the key risk stakeholders see for the project is the operation support plan. They are concerned about funding to support and maintain the system.
- The other concern is ensuring users have access to the data they need to do their jobs.
- Priest said users are concerned that when CISS is rolled out to the geographic area, they will have both a paper and electronic workflow creating twice the work. There is concern about this taking a prolonged period of time.
- Lastly, Priest said stakeholders want to resume the quarterly cross-agency meetings to facilitate communications between the agencies.
- Tezaris said CJIS will have those meetings, as well as focus groups to be certain workflows were built correctly.
- Bucher said CJIS has Change Review Board meetings on Fridays that could also facilitate communication.

- Lindgren said he believes users have a misunderstanding that they will have duplicate work. CISS will make it easier to validate the information and reduce the amount of work.
- Priest said more communication about the workload needs to be done.
- Priest said the next survey will be sent the end of May and interview will be done in June. The next health check will be presented at the July Governing Board meeting.
- Co-Chair Pelka asked if the workflow questions should be asked since things may not change much by then.
- Priest said if the question isn't relevant, participants are told to enter not applicable. Also, he said, the questions are more about whether users think the design of the workflow will work for them. He said the survey asks the same questions to track trends over time as more users access the system and more capabilities are rolled out.
- Pelka asked if the survey could ask users if they willing to pay a fee to use CISS.
- Priest said he would elicit feedback on how to word such a question. He doesn't want the survey to scare people.

VIII. Other Business

- Executive Director Beg asked if anyone had other business. No one did. He said the next Quarterly meeting should return to the Rocky Hill location.

IX. Adjournment

- Director Beg called for the adjournment of the meeting.
- Co-Chair Pelka seconded the motion at approximately 3:10