



CJIS ROADMAP



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Under Secretary,
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CJIS Governing Board Co-Chairs:

Mike Lawlor
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Public Defender Services Gets On Board with CISS

Realizing the Benefits

When the concept of CISS was announced two years ago, the Division of Public Defender Services (DPDS) recognized that there were huge opportunities to improve access to critical information, efficiencies in client services, administrative business processes, and improve employee satisfaction.

DPDS also recognized there would be challenges preparing the agency for implementation.

Better Client Service

DPDS saw opportunities to help their clients with their cases *up front* by delivering the right information at the best time. For example, at arraignment, DPDS can more effectively satisfy one of this administration’s key objectives to help prevent unnecessary incarceration by providing appropriate information “on demand.”

Additionally, CISS’ automated information delivery system will streamline their current case management system by automatically populating databases, thereby freeing up staff time to work directly with clients.

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CISS Roadmap: What to Expect & When

The CISS team is working on the first Proofs of Concepts (POC) cycle for completion in early July. For the first waves of CISS development, we will include a POC cycle well ahead of the planned deployment date to preview the new system and gain early feedback from the CJIS community. The first POC cycle will preview the OBTS search process.

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Public Defender Services Gets On Board with CISS



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Streamlined Business Process & Greater Agency Transparency

The time saved liberates resources better used elsewhere. For instance, instead of searching for archived paper copies, electronic files can be accessed in a fraction of the time. As far as funding, DPDS understands that CISS will make the agency more transparent, such as in the business arena concerning case management. For appropriations in the Governor's office, the data will provide Results Based Accountability (RBA) to back up the agency's activities and effectiveness.

Increased Employee Satisfaction

DPDS anticipates that, in streamlining processes, CISS will improve productivity and reduce waste, thereby greatly enhancing employee satisfaction.

Letting Opportunities Drive the Solutions

Better client services, automatically-populated case management system, streamlined business processes, higher employee satisfaction, and greater transparency through RBA data are all expected to follow the advent of cutting-edge CISS technology. But in order to access it, DPDS has needed to take a close look at the technology they have, how they were currently using that technology, where they wanted to go, and what they needed to do technologically in order to do it. Rather than just asking *what to buy*, they first needed to know *how to assess* the demands at a strategic level.

In other words, they needed to know *what they needed to know*, which meant they needed to:

- understand more about CISS;
- understand their own universe in its current state, both at the business process level and the technology level;
- understand how the two interrelate;
- what needed change as a result; and
- how to manage the change for the organization.

To deepen its knowledge and understanding of CISS, the Division of Public Defender Services brought in MTG Management Consultants. Going back to their Return on Investment (ROI), if DPDS needed to upgrade its technologies, it had to understand more about their technological future before spending on technology purchases in the present. For instance, it wouldn't make sense for an attorney to be equipped with a current generation desktop computer if he or she would only be able to access CISS web-based court data with a laptop or a tablet equipped with wireless (or other as-yet-unidentified specifications).

To understand its own universe at business process and technology levels — what they currently do, how they currently use technology, what's a day in the life? — DPDS held focus group meetings with attorneys across the Geographical Area, supervisors, and representatives across all sorts of constituent seats within the office. These representatives included social workers, investigators, attorneys, support staff, and clerical staff. Participants are viewed as "change agents" — those folks who can see the future, have and can inspire passion for it, understand people, and can champion the effort. For more on change agents, see <http://it.toolbox.com/blogs/original-thinking/what-is-a-change-agent-23764> (hold down "ctrl" key and click on URL).

To understand the relationship between the two, both the consultant's work and input from the focus groups will be synchronized in building a 3-year Strategic Technology and business process change management plan. ■

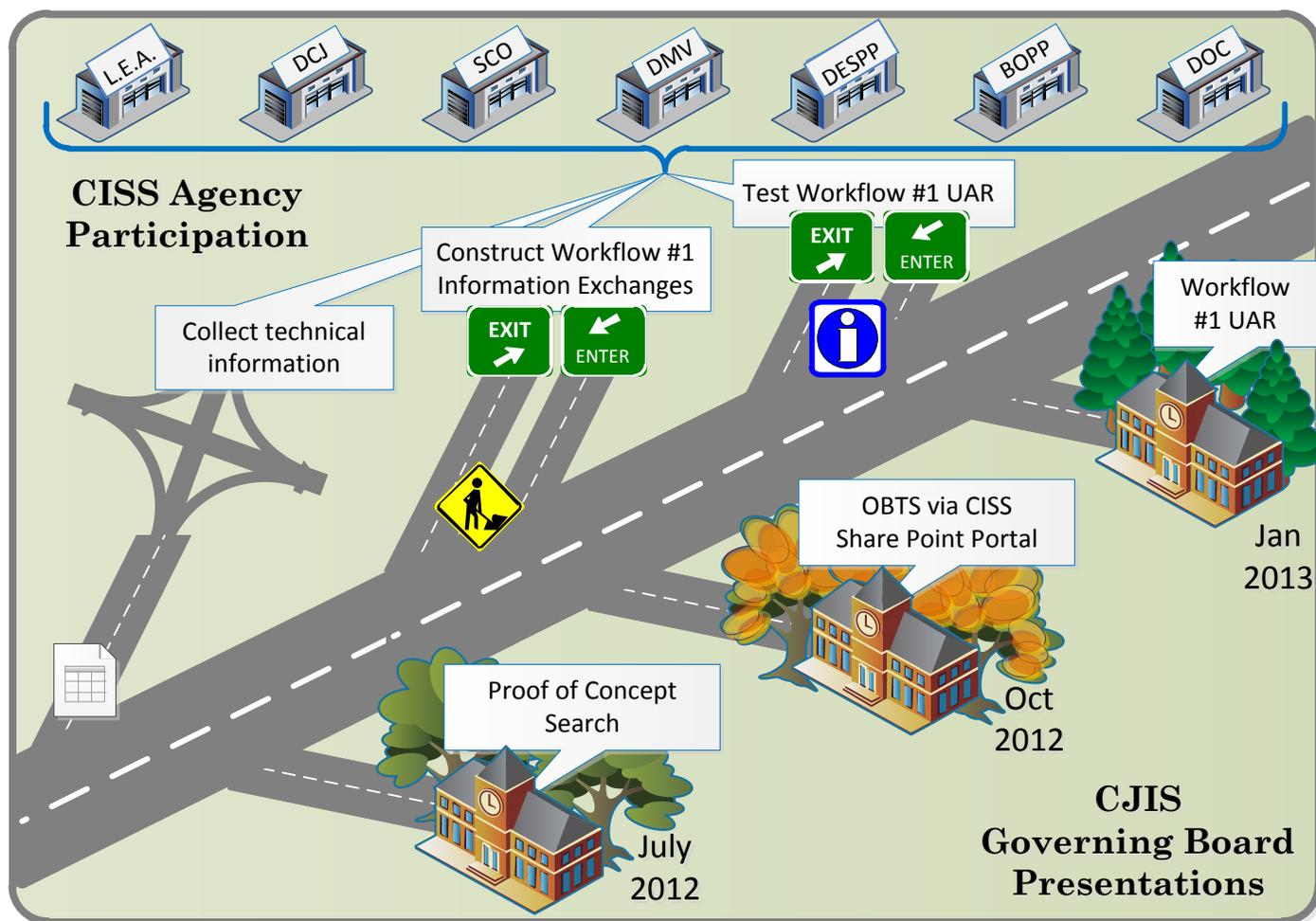
CJIS Roadmap: What to Expect & When

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Subsequent POC cycles for 2012 include selected exchanges from the UAR workflow process, including the initiating information exchange (an arrest entered into a local RMS) and two outbound exchanges (notice of arrest to different agencies), along with confirmation of the security authentication and authorization processes.

Each deployment cycle (the peak of the wave for the user communities) will end with two key activities:

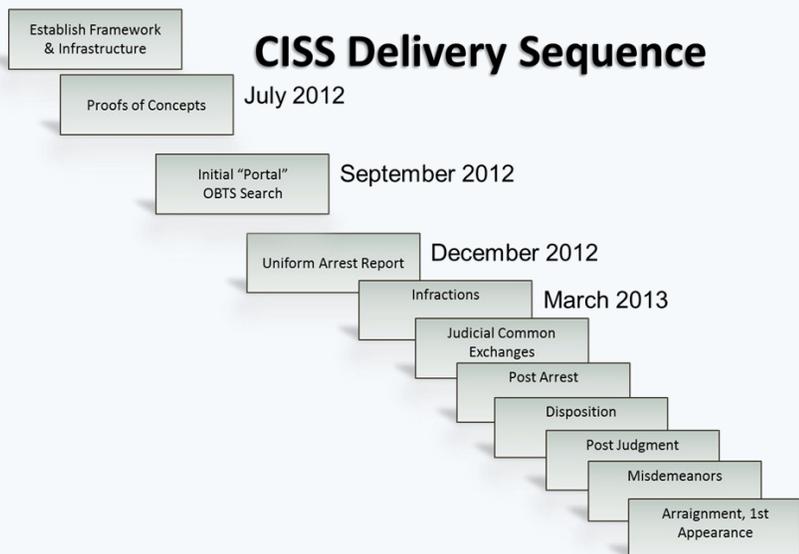
- 1) **User Acceptance Testing**, in which the wave is turned over for a set of carefully controlled test cycles that fully exercise the system functions and confirm that the system is behaving correctly according to design; and
- 2) **User Training**, where online user guides are updated to reflect new functions and features.



The focus of agency engagement with the CISS team is beginning to shift. In June, technical experts from various agencies and the CISS Tech Team will assemble the agency-specific information needed to build and test the first workflow supporting Uniform Arrest Record. The CISS Tech Team will build the interface between the CISS message engine and the agencies' application data.

EXECUTIVE SUMMARY

Connecticut Information Sharing System (CISS) Project Update



- The CJIS Governing Board Operational Team continued to work with agency business partners to assemble the reports and forms that will be exchanged electronically by CISS and the CJIS agencies in Phase 1 in the near future.
- The CJIS Governing Board Operational Team started gathering agency source system information needed to begin mapping the CISS reports and forms to the agency systems.
- The CJIS Governing Board Operational Team has begun business process observations in several field areas, including local

arrest and booking processes. This effort will continue throughout June and July.

- Xerox's design proposals are being reviewed.
- Equipment and software has been ordered to support the Proof of Concept (POC) and test environments.

Connecticut Impaired Driver Records Information System (CIDRIS) Project Update

- Implementation of remaining Troops in progress —Complete: Troop B, Troop L, Troop A, and Troop I. Plan to implement Troop F and Troop G in June, with the remaining deployed in July and August.
- Data quality, validation, and training of Troops continue to be the main focus. (See details on page 7.)

Offender Based Tracking System (OBTS) Project Update

- The CJIS Operations Team successfully deployed the OBTS 7.2 quarterly release May 19th. Key changes are memory and performance issues, general database maintenance.
- The CJIS Operations Team is working on the next quarterly release, 7.3.
- Working with Judicial to establish necessary data access connections for the data purity initiative.
- OBTS data purity in process with Centralized Infractions Bureau (CIB).
- OBTS data purity in process with Criminal and Motor Vehicle System (CRMVS), Protective Order Registry (POR), Paperless Re-Arrest Warrant Network (PRAWN).
- The NASTEL performance tool was installed to help with performance improvements. (See details on page 8.)



Mark Tezaris
CJIS Program Manager

CJIS Governing Board Project Management Office (PMO)

The project management team is in high gear managing CISS, OBTS, CIDRIS, Racial Profiling Solution and other CJIS strategic projects. The work for the CISS team is growing fast. We are bringing on board the second CISS Senior Project Manager who is expected to start in two weeks. This will allow the CJIS Program Manager to move from the daily operations and issues resolution of the various projects to completing the PMO setup and improving the services needed from the PMO.

The first Independent Verification & Validation (IV & V) report was completed and delivered by MTG Management Consultants. This report presents the baseline assessment of the Connecticut Information Sharing System (CISS) and represents recommendations for areas of risk identified. We have created a punch list of the recommendations and are working to implement each one of them. In the report, MTG indicates that “These factors cover everything that a program and its related project should do. The overall view of CISS, presented as the risk composite above, represents the best baseline rating MTG has seen for an effort of this magnitude.” Bottom line is that this is a high-risk project and having the Quarterly IV & V is helping us improve to implement CISS successfully. ■



Nance McCauley
CJIS Business Manager

CISS: Plain Talk

The CJIS Governing Board Operational Team met with agency business partners during the month of May for a detailed review of the reports and forms to be exchanged in CISS. The

Month	Task	Date & Time
May	Reports & Forms Validation	5/15–5/24
	Field Observations	LEA: 5/24, 5/25, 5/31
June	Field Observations	LEA: 6/1
	Design Session (Business)	DESPP & Courts: TBD
	Design Session (Technical)	6/13; 1–4 pm 6/14; 8:30am–4pm
July	DCJ, DPDS, DMV, DOC & BOPP Field Visits	TBD
August	User Acceptance Testing	TBD

Operational Team also started gathering agency source system information needed to begin mapping the CISS reports and forms to the agency systems.

The CISS Design session has been rescheduled to June 13, 1–4 p.m. for business stakeholders, and June 14, 8:30 a.m.– 4 p.m. for technical stakeholders . To learn more about the business processes included in CISS, the CJIS Governing Board Operational Team has been observing business processes in the agency field areas. The local arrest and booking processes were observed at multiple local law enforcement agencies in May. Field observations will be scheduled for State Police, Court Operations, DCJ, DPDS, DMV, DOC and BOPP in the months of June and July.

CISS Tasks	May				June				July				
	7	14	21	28	4	11	18	25	2	9	16	23	30
CISS Reports & Forms		■	■										
Agency Field Observations			■	■	■	■	■	■	■	■	■	■	■



Richard L. Ladendecker II
CJIS Technology Architect

CISS: Tech Talk

Now that the Xerox design reviews have been presented, the CISS team has begun the process of analyzing the proposed architectures and methodologies inherent in their specifications to determine the technology best practices and implementation strategies necessary to ensure success with this program.

Working with the Xerox team and their industry partners has enabled us as a collaborative team to identify and define processes to streamline the gathering of agency data, minimize the search response duration, reduce the impact of integrating agency systems with the proposed solutions and limit the data traffic across the State of Connecticut's Information Network.

From an implementation perspective, the CISS group is currently defining standards to support the gathering of data-specific information such as data/form fields and security level attributes from our partnering agencies' environments. This effort will help define the breadth of the search capabilities within the CJIS environment and forms the foundation of the Information Sharing initiative. These data elements are the basis of the information shared between agencies and ultimately become the searchable attributes presented by the Search capabilities of the Xerox solution.

From a technology perspective, the term "Plug-in" describes our ability to use Commercial Off-the-Shelf (COTS) software and technologies to streamline our implementation and integration efforts. Adoption of these architectures will significantly reduce the integration effort necessary for our partners to utilize this Information Sharing Solution and will inherently minimize the resources necessary to support and maintain the environment. As noted in the previous CJIS Roadmap newsletter by Phil Conen from Xerox, this strategy also helps us as an organization to "Future Proof" this environment, allowing for expandability as newer technologies emerge and contributes towards our responsiveness in adapting to organizational and legislative initiatives.

CISS — Just Finished

- Reviewed Xerox's Design Proposals.
- Ordered equipment and software to support the Proof of Concept & Test environments.

CISS — This Month

- Analyze technology best-practices to stream-line the integration efforts with our agency partners.
- Develop processes to support the Proof of Concept, Workflow 0 and Uniform Arrest.

CISS — Next Three Months

- Install and Configure infrastructure with BEST to support the Proof of Concept and Test environments.
- Develop Security Models for the Information Exchange and Search environments.
- Define standards to expand the technology architectures necessary to manage the CJIS project. ■

Phase 1	J	F	M	A	M	J	J
Infrastructure							
Requirements - Wave 1							
Proof of Concepts Design							
Requirements - Wave 2							
POC Development							
Design OBTS Search and Portal							
Develop OBTS Search and Portal							
Design Uniform Arrest Workflow							



John Cook
CIDRIS Project Manager

CIDRIS is Moving Forward

Earlier last month, CIDRIS stakeholders including DESPP, DMV, and the Judicial Branch began a series of activities to expand the current implementation to support the State Police Officers located in the Troop A location. The rollout for Troop A occurred on May 9, and according to system activity logs, messages generated from the Troop A installation are beginning to significantly increase the total number of CIDRIS transactions. Troop I, Bethany, was deployed May 30.

The work to prepare and deploy additional Troops is extensive and requires interaction between each of the three stakeholders. Business analysts and information technology representatives for each stakeholder group must survey each participating location to coordinate preparation efforts, install necessary hardware and software, and train staff to learn how to use the new system. Only after training has occurred, stakeholders are notified and the new Troop division is directed to proceed to deploy the CIDRIS application.

To help streamline communication, CIDRIS stakeholders meet weekly to discuss current issues, including the results of the most recent implementation. The meetings are effective because the members discuss the technical nuances of each agency source system to improve efficiency and reduce data entry errors. To help streamline work efforts, Lori D'Amico, CIDRIS Technical Writer, compiles a scorecard each week for review by each team member to summarize current message activities.

The rollout for additional Troops is expected to accelerate over the next few months. After several months of preparation, the implementation schedule was revised to complete a state wide rollout by the end of August 2012.

As the CIDRIS project manager, I look forward to working with each of the CIDRIS stakeholders. If you have any questions, please feel free to call me at (860) 622-2034 or contact me by email at John.Cook@CT.gov.

CIDRIS — Just Finished

- DESPP, DMV, Judicial, and the CIDRIS team deployed CIDRIS to Troops A and I.

CIDRIS — This Month

- Deploy Troop F, Westbrook — June 6, 2012
- Deploy Troop G, Bridgeport — June 20, 2012

CIDRIS — Next Three Months

- Deploy Troop H, Hartford — July 11, 2012
- Deploy Troop D, Danielson — July 25, 2012
- Deploy Troop C, Tolland — August 1, 2012
- Deploy Troop K, Colchester — August 15, 2012
- Deploy Troop E, Montville — August 29, 2012

OBTS Release 7.2 Successfully Deployed May 19, 2012



Clyde 'Buck' Grimes, PMP
Principal, Sierra Systems

The OBTS support team successfully deployed the OBTS 7.2 quarterly release on May 19. The key changes for this release included performance tuning for speed and data quality improvements. The performance tuning changes included moving the Smart Name search to an Oracle package, and index tuning to improve the Smart Name performance.

The OBTS support team is currently working with Judicial to establish the necessary data access connections to begin the data purity initiative. Data access connections with the Criminal and Motor Vehicle System (CVRMS), Protective Order Registry (POR), and Paperless Re-Arrest Warrant Network (PRAWN) are complete; Centralized Infractions Bureau (CIB) is in progress. The next steps are to perform data mappings to begin the data validation analysis.

The OBTS support team and DAS-BEST team recently worked with the vendor to install the NASTEL performance tool to assist in the performance tuning initiative. This tool will assist the technical teams in identifying problem areas and in making necessary adjustments to improve OBTS queries.

OBTS — Just Finished

- Release 7.2 successfully deployed on schedule on May 19.
- Data access to CRMVS, POR and PRAWN has been established for the OBTS data purity initiative.
- The 2nd OBTS/CIDRIS/AFIS User Group Meeting was held on May 23.
- NASTEL performance tool has been installed.

OBTS — Next Month

- Work will continue on the next release (7.3).
- Access between OBTS and Judicial will be finalized so that the perpetual data quality effort can begin.
- Utilize the NASTEL performance tool to identify problem areas.

OBTS — Next Three Months

- Requirements are being gathered and analyzed for the next release (7.3).
- Release 7.3 will be constructed.
- CJIS will begin comparing OBTS data to Judicial. This process includes creating a data dictionary, writing the code for the comparison, and documenting the data that requires updating.

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