Connecticut Information Sharing System [CISS]
Employing the Power of: The Mastermind Principle

The future of the Criminal Justice Information System (CJIS) powered by the technology of the Connecticut Information Sharing System (CISS) is best explained through the theory known as: The Mastermind Principle. U.S. Steel Corp. tycoon, Andrew Carnegie, credited The Mastermind Principle as the key to his success, and as the common denominator shared by successful people.

The Mastermind Principle Mr. Carnegie spoke of was not a singular force and could not be achieved by a single entity or individual. Instead, the Mastermind consisted of a team of minds working together to form a “super brain” with exponential capabilities.

Mr. Carnegie’s Mastermind Principle is further defined by author, Napoleon Hill, in his guidebook for success entitled, “Think and Grow Rich,” as a “Coordination of knowledge and effort, in a spirit of harmony, between two or more people, for the attainment of a definite purpose.”

Hill explained that when a meeting of two or more “minds” occurred, an intangible force, or a “third mind” is formed with exponential capabilities that would otherwise be impossible for a single mind to achieve.

The intangible “third mind” created through CISS technology is the future of Criminal Justice. The key elements required to unleash the full “Mastermind” potential of CISS are:

- **PARTICIPATION** by all “minds” (i.e. CJIS Source Systems), and
- **ORCHESTRATION** of “minds” (i.e. infrastructure) empowering them to work in harmony with each other to attain the definite purpose of Public Safety through

(Continued on p. 3)
In This Issue
Connecticut Information Sharing System [CISS] .................. 1
CISS in Production: Use Cases ........................................... 3
CISS Infrastructure ............................................................ 5
CISS Project Management Update ....................................... 6
CISS Connectivity Update ................................................. 7
CISS Help Desk Update ...................................................... 8
CISS Governing Board Quarterly Meeting Wrap-Up ............... 9
Project Health Check Report ............................................. 10
Get to Know Chris Lovell .................................................. 11

~ Meetings ~
CJIS QUARTERLY GOVERNING BOARD
July 26, 2018 at 1:30 pm
Office of the Chief State’s Attorney
Division of Criminal Justice
300 Corporate Place, Rocky Hill, CT

CISS QUARTERLY STATUS
August 1, 2018 at 1:00 pm
Office of the Chief State’s Attorney
Division of Criminal Justice
300 Corporate Place, Rocky Hill, CT
Criminal Justice Information Sharing. The untapped potential of the CISS Mastermind can be likened to a group of batteries as described by Mr. Hill:

“It is a well-known fact that a group of electric batteries will provide more energy than a single battery. It is also a well-known fact that an individual battery will provide energy in proportion to the number and capacity of the cells it contains…” [Similarly], “a group of brains coordinated or connected in a spirit of harmony will provide more thought energy than a single brain just as a group electric batteries will provide more energy than a single battery.” (Think and Grow Rich, 1937 Edition).

In order to fully realize the potential that CISS technology holds for crime solving in Connecticut, the “brains” (i.e. Criminal Records Management Systems) of each CJIS partner agency must be successfully integrated into CISS. Only through complete cooperation and compliance with the Criminal Justice Information Sharing “Mastermind” known as CISS, will the full potential for improved public safety and crime solving be realized.

In this month’s issue of CJIS Roadmap, we will discuss the status of the Search Releases currently in Production and what to expect in future software Releases in our article, “CJIS Project Management Update”. We will also provide summary of last month’s Quarterly Governing Board Meeting, an overview of the latest CJIS Project Health Report, and information on compliance with current Criminal Justice Information Sharing mandates and the latest news about the progress of the CISS project.

The CJIS team continues to work diligently to complete the integration of 14 Criminal Records Source Systems, into the Connecticut Information Sharing System (CISS), from CJIS Partner Agencies who are responsible for the Management of all Criminal Records in the State of Connecticut. Recently, CJIS Roadmap reached out to our Partner Agency Users for feedback on CISS.

The answers we received from CISS Users were extremely positive and encouraging. We were pleased to learn CISS is doing exactly what it was designed to do:

- Improve Criminal Justice Information Exchange Processes between Agencies,
- Improve Public Safety. (Continued on p. 4)
The following Use Cases are examples of the Power, Performance, and Potential of CISS technology. The value-added benefits to public safety are expected to rise as future versions of CISS are released into Production:

**Office of the Victim Advocate (OVA)**

“I received a call from a victim regarding the release of an offender without her receiving notification…I utilized the information in CISS to determine the movement of the offender and when he was released. I was able to quickly inform the victim of the release information so that the victim could implement her safety plan.” – M. Lajoie, OVA

“I often use CISS as a one stop shop for gathering accurate information about an offender…when a victim contacts the OVA for assistance, the victim may not have accurate and complete information concerning the offender’s criminal case. I rely on CISS to learn the offender’s conviction information, sentencing details, and information concerning protective orders. It has been very helpful because I can now access one site to learn information that is derived from many different sources.” – H. BeyCoon, OVA

**Board of Pardons and Paroles (BOPP)**

“Currently at the Board of Pardons and Parole we use CISS (one of the many other systems NCIC, SPCK, JEB) to verify that a petitioner’s criminal record has been erased from all Criminal Justice Agencies in Connecticut once a pardon is granted. We also use it at the front end to verify a petitioner’s record.” – V. Diaz, BOPP

**Department of Motor Vehicles (DMV)**

**Passenger Endorsement Review Unit**

“Checking CISS daily allows our agency to become aware of an arrest…We recently found a driver on CISS that held an endorsement to drive student transportation vehicles who was arrested for a serious criminal offense. Our agency found this endorsement holder to be unfit to drive passengers…real time arrest notifications through CISS…allowed us to take immediate action on this driver.” – C. Zueblis, DMV

“Having access to the CISS system has been extremely useful in the work of our agency…” – Office of the Victim Advocate (OVA)
The Infrastructure Team is responsible for the design, architecture, engineering, monitoring and support of all layers of the Enterprise IT environment, which consists of physical and virtual resources, software applications and services. The Infrastructure Team's goal is to make sure industry standards and best practices are in place while managing the complex environment necessary to produce the high level of automation needed for the CISS application.

As each CJIS Partner Agency Source System is brought into System Testing, User Acceptance Testing (UAT), and finally into Production, the CJIS Infrastructure team is tasked with the integration of individual agency security protocols from each Source System into CISS while providing all users with a uniform platform to access Criminal Justice data.

Although the concept of electronic information exchange between State Agencies may seem like a novel concept, upon further investigation, the complexities of implementing the necessary security measures required by each partner agency is quite a challenging endeavor.

To gain perspective on the complexity of this type of system integration, one must consider the intricacies required of merging together the following aspects:

- 14 Criminal Records Management Source Systems functioning independently
- Within Each Source System:
  - Industry-Specific Infrastructure
  - Highly Specialized Security Framework
  - Independent Business Rules
  - Regulatory Security Clearance Variations Dictating Individual Users’ Access Permissions (Continued on p. 12)
**CJIS Project Management Update**

The Connecticut Information Sharing System (CISS) is designed to improve information sharing throughout the State's Criminal Justice Community. CISS, once implemented, will result in increased public and officer safety by providing additional and improved information faster to criminal justice staff and management when needed for better decisions. A key factor in the successful development, testing and implementation of CISS is the ability to be customer centric. The CJIS PMO must ensure that our Stakeholders are at the center of decision-making on how to best implement CISS. With this in mind, the CJIS PMO is working with each stakeholder to confirm the existing CISS schedule, scope, and implementation and to define guiding principles for successful implementation of CISS. CJIS is working to re-optimize the schedule with Stakeholders, Conduent (Xerox) and CJIS management input in order to realign and adjust the work for successful implementation of CISS Phase-1.

All major Search Release development is complete. All major Workflow development is complete and fully functional in the System Test environment including: Arrest, Summons, Disposition, Schedule Notification, Case Update, Pardon, Parole, and Release Notification. Interdependencies between the testing environments: System Test and User Acceptance Testing (UAT), pose significant risk to Production timelines.

Search Releases 1 and 2 have been in production since 2016.

Search, Release 2.1 (R2.1), Data Integrity Enhancement is fully tested. Development and System Testing is complete and ready for deployment. Anticipated roll out of R2.1 is July 2018.

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.

Search, Release 5 (R5), includes the Department of Motor Vehicles’ (DMV) Drivers and Vehicles data, the Wanted Persons File from the Department of Emergency Services and Public Protection (DESPP), CISS Search and Retrieval Electronic Content Management (ECM), the Portal, User Interface (UI) and Reporting. R5 schedule will be rebase-lined for delivery in the 2nd quarter of 2018 with production ready code as of 6/30/18.

Search, Release 6 (R6), contains Judicial’s Centralized Infraction Bureau (CIB), along with the Workflow ECM documents. R6 also includes search for the Department of Correction’s (DOC) Case Management, the Board of Pardons and Paroles’ (BOPP) Case Management, and the Portal, UI, and Document Library from CISS. Release 6 is now in production.

Search, Release 9 (R9), which includes DESPP’s Sex Offender Registry (SOR), Judicial’s Case Management Information System (CMIS), the CISS Portal, UI and Agency Security, has moved into the System Test environment in the second quarter of 2018. Release 9 code is scheduled to be production ready as of 6/30/18. Production rollout is contingent upon development and testing of new security applet for the CT Wanted source.

Search, Release 10 (R10), contains DESPP’s Master Name Index (MNI), Computerized Criminal History (CCH), Weapons, the CISS Portal, UI, Notification and Data Quality Management (DQM). R10 System Testing is complete and has moved to UAT. Development timelines may be impacted for Wanted data and DMV photos due to scope revisions entered late in the development run stream which require additional security framework configurations for these files.

Workflow, Release 11 (R11), combines Releases 4 and 8 into one release and contains Uniform Arrest Report (UAR), Misdemeanor Summons, Full Arrest Data, Post Arrest, Arraignment, Disposition, Post Judgement, and Documents. R11 testing interdependencies posing significant risks are UAT environment availability and RMS vendor readiness to send complete arrest packages to the UAT environment.
**CJIS Connectivity Update**

Having both on-street experience in law enforcement and technical experience in the PD, the CJIS Public Safety Liaison (PSL) serves as the point of contact for CT police departments and the CISS project. The position requires site visits in tracking router acquisition and setup assistance for connectivity to CJIS applications via the PSDN. Additionally, the PSL is the voice of Law Enforcement at CJIS, bringing the Law Enforcement Officers’ (LEAs) day-to-day operations perspective into the CJIS applications.

**CISS Search Update**

In this edition of CJIS Roadmap, we welcome Winchester and Wallingford Police Departments (PDs) to the growing list of PDs that have completed their Criminal Justice Information System (CJIS) router connectivity requirements. This brings the total number of local PDs able to access CISS Search to a total of 50.

**CIJIS Router Connectivity Update**

In total, 89 out of the 93 local town PDs that were initially identified as priority stakeholders of Early Arrest Data have purchased CJIS routers to get connected to CISS Search. Thirty-nine PDs are connected to the State network with "initial connectivity" and must complete their network configuration tasks to gain access to CISS Search.

Initial connectivity means that the police department has purchased their router, installed the required cables, the state network has responded to the remote site, the router has been connected to the Public Safety Data Network (PSDN) and the DAS BEST Networking Group has installed the basic configuration to enable connection to CISS. However, until the police department has completed the remaining configuration tasks on their internal network, the PD cannot access CISS Search.

**CJIS Compliance Update**

Of the 50 PDs currently able to access CISS Search, 10 PDs are now sending Early Arrest Notifications to CISS and have achieved full compliance with CJIS mandates, as set forth in CGS § 54-142s.

**CJIS Compliance & Related CISS Project Health Risks**

In order to achieve compliance with CJIS mandates, as set forth in CGS § 54-142s, PDs must be able to send Early Arrest Notification data to CISS.

- With only 11% of the 93 local PDs sending Early Arrest Notifications, there is significant risk to the health of the CISS project.
- Capability to send Early Arrest data to CISS is reliant upon the PD’s Records Management System (RMS).
- Four of the 93 PDs have not made a commitment to purchase a CJIS router.

The CJIS team continues to follow up with all police departments to provide assistance with achieving CJIS information sharing compliance. For more information on CJIS compliance, purchasing a CJIS router, or assistance with connection to CISS, contact the CJIS Help Desk.
**CJIS Help Desk Update**

The CJIS Help Desk was designed to provide effective support and resolutions to issues related to the CJIS Governing Board applications; the Connecticut Information Sharing System (CISS), the Connecticut Racial Profiling Prohibition Project (CTRP3), hosting services for the CT: Chief application, data analytics services and the hosting of other stakeholder SharePoint sites. Since its inception, the CJIS Help Desk strives to provide world-class support to end users, keeping customer satisfaction a top priority. Contact the CJIS Help Desk by email at CJIS.HelpDesk@ct.gov, or call (860) 622-2000. Support Hours of Availability are Mon. - Fri. 8:00 am - 4:30 pm

Over the last six months, the Help Desk has been working with other teams to assist in the CISS User Search Rollout effort. Much of its focus and efforts have been on facilitating the user provisioning process, which includes the processing of CJIS User Authorization Request (CUAR) forms and the enrollment of users in online training. At the end of March, the Help Desk team played a pivotal role in meeting a major project milestone, onboarding 1,000 CISS users.

For more information on getting access to CISS and online training, go to www.ct.gov/cjis and click “Training” tab. Also, if there are questions or issues please feel free to contact the CJIS Help Desk at (860) 622-2000 or email CJIS.HelpDesk@ct.gov.

---

**CISS:Prod** = Any incidents or issues reported to the help desk regarding the CISS “Production” application and/or environment.

**CISS:Systest** = Any incidents or issues reported to the help desk regarding the CISS “Systems Test” application and/or environment.

**CISS:CUAR** = Any incidents or issues reported to the help desk regarding the CJIS User Access Request (CUAR) forms for CISS access.

**CISS:UAT** = Any incidents or issues reported to the help desk regarding the CISS “User Acceptance Testing” application and/or environment.

**CISS:Message Viewer Portal (Early Arrests)** = Any incidents or issues reported to the help desk regarding the Message Viewer Portal, used to view early arrest notifications.

**CISS:DEV** = Any incidents or issues reported to the help desk regarding the CISS “Development” application and/or environment.

**CISS:API** = Any incidents or issues reported to the help desk regarding the CISS application program interface (API).

**CISS:Password Reset / Registration** = Any incidents or issues reported to the help desk regarding the CISS password reset and registration processes.

**CISS:Data Purity** = Any incidents or issues reported to the help desk regarding the CISS data purity.

**CISS:FileNet** = Any incidents or issues reported to the help desk regarding the IBM FileNet component of CISS.
CJIS Governing Board Quarterly Meeting Wrap-Up

Connecticut Information Sharing System (CISS) development is governed by the Criminal Justice Information System (CJIS) Governing Board which includes members from the State of Connecticut’s Executive, Judicial, and Legislative branches and the Connecticut Police Chiefs Association.

The CJIS Governing Board met on April 26, 2018, at the Division of Criminal Justice in Rocky Hill, Connecticut for the Quarterly Meeting.

Board Members attending represented Judicial; Department of Administrative Services/Bureau of Enterprise Systems and Technology; Division of Criminal Justice; Department of Emergency Services and Public Protection; Department of Correction; Department of Motor Vehicles; Public Defender Services, and Connecticut Police Chiefs Association. Co-Chair, Judge Patrick Carroll, III presided over the meeting.

CJIS Executive Director, Humayun Beg, kicked off the CISS Project Update stating there was a lot of positive news which included Phase 1 of CISS development on target for completion by June 30, 2018. Mr. Beg also stated that as the first phase of the project is approaching the finish line CISS will begin providing benefits to the Criminal Justice Community and ultimately the Public. As we learned in this issue’s article entitled, CISS in Production: Use Cases, Spotlight on Public Safety, the anticipated enhancements to Public Safety through CISS are already in progress and the future benefits for the State of Connecticut are indeed on the horizon.

Director Beg provided specifics on past challenges to the process of adding a new source system into CISS. There is possibility for user impact during the upcoming integration of DMV data due to limited resources, test environment constraints, and the time required to properly index the volume of records from DMV source systems. Potential for lag times to refresh data could impact users during the DMV data integration process. However, Judge Carroll confirmed with Director Beg that lag times would be isolated to the integration of new data and once the data had been properly indexed, the CISS system will function as expected.

CJIS lead Sr. Project Manager, Mr. Christopher Lovell, presented the value-added benefits achieved through the rollout of CISS Search Release 6 (R6) into production. R6 incorporation of Centralized Infraction Bureau (CIB) Ticket Data and Department of Correction (DOC) Case Notes into CISS gives access to potential life-saving details about an offender including the handwritten notes located on the backside of an infraction ticket from the issuing officer and access to handwritten comments about an offender in DOC Case Notes. When responding to a call or approaching a vehicle at a traffic stop, access to this level detail could be the difference that saves a life of an officer in the field.

Mr. Lovell expressed appreciation for the continued cooperation by CJIS partner agencies and the collaborative efforts experienced across the board to successfully execute R6 into production including a successful upgrade to the Central Processing Unit (CPU),
or the “brain” that drives CISS. The CPU upgrade, which Mr. Lovell described as a “rebuild” to “the engine that makes MultiVue go,” was likened to upgrading a car from a lawnmower engine’s horsepower capacity to a Corvette’s engine.

CJIS Program Manager, Mark Tezaris, presented the Operational Support Plan to the Board with major strides reported toward attaining funding for continued maintenance and support of the CISS project. Major components driving project success included ability to overcome challenges with onboarding local police departments to gain access to early arrest data, and securing the resources needed to maintain momentum of the project.

Judge Carroll stated that a live demonstration of CISS was in order for the Board. CJIS staff will present the live demo of CISS during the July 2018 Quarterly Meeting. See p. 2 for important Save the Date Reminders!

Attendance to the April 2018 quarterly meeting was low with a deficient number of votes for a quorum at the start of the meeting. Although a later count of Board attendees resolved the deficiency in votes for a quorum, Judge Carroll emphasized the importance of attendance to the Quarterly Governing Board Meetings at this critical point in the CISS project. The meeting was adjourned with an order from Judge Carroll to increase the frequency of meeting reminders to all stakeholders to raise attendance at future Quarterly Meetings.

Project Health Check Report

Qualis Health was contracted by the State of Connecticut to provide a Quarterly Project Health Check Report to the CJIS Governing Board concerning the implementation of the CISS project. Health check reports are the culmination of surveys and on-site interviews with Stakeholder Agencies, the CJIS Project Management, and Conduent (Xerox). The data is perception driven, based on how the Agency participants respond to the questions asked.

OVERALL PROJECT HEALTH SCORES

Todd Priest of Qualis Health reported a positive jump in CISS Project Health Scores to the Board. Excitement over the anticipated rollout of Phase 1 was a major factor driving the positive trend in overall project health.

QUARTERLY PROJECT GROUP SCORES

Agency Project Group - scores continue to rise with a positive increase reported over the previous quarter and the previous year’s project group scores. Agencies were advised to ensure they are able to meet project deadlines.

Conduent Project Group - scores remain consistent with previous assessments. Advisement to ensure resources are in place to prevent future project delays was the recommended course of action.

PMO Project Group - scores improved over the previous quarter. Finalizing an Operational Support plan and working with the Governance Committee to keep critical resources in place were the recommendations for this group.

KEYS TO LONG-TERM SUCCESS FOR CISS

- Recurring Operational Support Funding
- Durational Positions Made Permanent
- Operational Support Plan before June 30, 2018
Get to Know Chris Lovell

CJIS Roadmap recently sat down with Chris Lovell; lead Senior Project Manager at CJIS, to get an overview of the CISS Project. After just a few moments of listening to Mr. Lovell speak about his work on the development of CISS, there is no question that Mr. Lovell has a passion for the Criminal Justice System. Mr. Lovell, a former Coast Guard Boarding Officer and the son of a retired police captain, has acquired a unique set of skills throughout his career which combines law enforcement experience, project management, data center migration, and an undeniable dedication to public service that makes him a perfect fit for his role as lead Senior Project Manager.

In our discussion, Mr. Lovell stated that he was very proud to be a part of CJIS because as he approaches the end of his career he wanted to look back and be able to say he made a difference by delivering a new system that would have a positive impact on how important information is shared amongst agencies engaged in law enforcement. Mr. Lovell also spoke about his own life experiences where an information sharing system like CISS would have added value stating, “I saw early on in my career as a Coast Guard Boarding Officer the value of exchanging information in a timely manner. In those days information sharing was in its infancy and getting timely intelligence on prospective smuggling targets was a challenge as there was no centralized system to provide critical data. Not knowing what you were jumping into when boarding a vessel made each encounter on the high seas a unique and potentially dangerous situation."

As lead Senior Project Manager at CJIS, Mr. Lovell is making a difference on many levels. Internally, Mr. Lovell’s leadership and team-building skills continue to enhance the CJIS culture of cooperation, understanding, and clear communication across all departments, partner agencies, and vendors. Mr. Lovell instills the values of collaboration and respect for others with his management style. He has an eloquent way of stating facts in a concise manner making sure all parties involved understand actionable next steps before moving to the next point.

On a much larger scale, Mr. Lovell’s work on the CISS Project is making a difference that is improving public safety for all citizens of the State of Connecticut. By implementing CISS technology, Connecticut is working to improve the safety of the officers who protect and serve their communities through access of real-time arrest information and enhanced criminal justice information sharing capabilities. CISS also improves public safety by generating shared and comprehensive offender criminal histories that enhance the capability of the Criminal Justice community to make informed decisions and take necessary actions against offenders in less time. As an integral part of the CJIS project Mr. Lovell is most definitely attaining his career goal of making a positive impact for the Criminal Justice community.
Another important detail to consider is the varying levels of user access permissions within each CJIS Partner Agency which allow, restrict, or limit a user’s access to specific types of information. Adding to the challenge was the fact that Connecticut is one of the first states to attempt this type of inter-agency information sharing project.

GUIDANCE FROM THE SECURITY EXPERTS

In order to establish a framework capable of accommodating all security measures required by each partner agency, the CJIS Infrastructure team looked for guidance from an agency with experience solving this kind of complex information exchange problem - the U.S. Federal Bureau of Investigations (FBI).

Many years ago, the FBI developed a Security Model Framework for Criminal Justice Information Sharing based on the idea of multiple agencies sharing information. “Initiated in 2005, the GFIPM program is part of the Global Initiative. The GFIPM specifications and associated implementation documents evolved through a collaborative effort of [Bureau of Justice Assistance] BJA, the National Institute of Justice (NIJ), Department of Homeland Security (DHS), and major participants and contributors.” – www.search.org

The Connecticut CJIS Initiative choose to use the FBI's Global Federated Identity and Privilege Management (GFIPM) solution. This standard is funded jointly by the U.S. Department of Justice (DOJ) and the U.S. Department of Homeland Security (DHS). The goal of GFIPM is to enable information sharing for state and local agencies through a Federation model that is secure, scalable, and cost-effective.

WHAT IS FEDERATION AND HOW DOES IT WORK?

A Federation is a group of two or more partners who trust each other, and have business and technical agreements allowing a user from one federation partner to seamlessly access resources from another partner in a secure and trustworthy environment. For the Connecticut Information Sharing System (CISS) project, the Federation partners are the CJIS team and the CJIS Partner Agencies responsible for the management of Criminal Records within the State of Connecticut.

Through use of GFIPM, Federation partners can manage their users’ access rights to CISS in a strategic manner by defining a common vocabulary of “claims” which identify the access rights for individual users within the CISS system. GFIPM claims establish a common denominator of trust and security requirements for entry into the CJIS Federation, along with specific roles and responsibilities for each participating agency, as identified by the GFIPM governance structure. The choice to incorporate the proven Security Model Framework of GFIPM for CISS users ensures secure information exchanges between our trusted CJIS Partner Agencies.

Coming Up….In our Next Issue:

- The Benefits of CISS
- CJIS Focus Groups Update
- CISS User Training Update
- CISS in Production: Use Cases