Criminal Justice Information System (CJIS)
CISS Implementation *News*

Project Status · GREEN

CISS – What's in it for YOU?

- The right data.
- In the right format.
- At the right time.
- Supporting critical business processes.
- Improving public service.
- Improving public safety.

CISS Success Stories

As the release of the CISS RFP approaches, attention has turned toward measuring the impact of CISS on the justice community. These impact measures are sometimes referred to as metrics, performance measures, or return on investment (ROI) analyses. There are many ways to approach this type of analysis and the types of performance categories that are measured. If we seek to measure "system throughput" and the amount of time a case takes to proceed through the system, there will be a need for solid baseline information. Additionally, there are many other variables that could impact that type of measurement. Throughout the criminal justice system, multiple factors will make it difficult to measure the impact of CISS. Nonetheless, accurate measurements can be developed, controlling variables and outside influence.

The importance of anecdotal evidence in this endeavor should not be underestimated. Experienced practitioners, through professional knowledge, will be able to provide pre-/post-implementation observations that will speak directly to the effectiveness of CISS. If a police officer who just apprehended a dangerous felon were to say, "I would not have had enough information to make this arrest prior to CISS," his/her observation goes a long way toward demonstrating a direct effect on public safety. A research model can be developed to gather and quantify anecdotal information.

No matter the approach, given the importance of 08.01 and the significance of the state's investment in CISS, solid measures need to be applied that provide both quantitative and qualitative data on CISS performance.

What Happens After a Solution Provider Is Selected?

While the Connecticut Information Sharing System (CISS) RFP is yet to be released, it is important to understand the context of the entire project. In an earlier edition, we discussed the process of evaluating the many proposals that will be received. Due to the complexity of the RFP and the CISS project, the evaluation team has a daunting, yet exciting, task. Although there is no certainty, we expect there will be over 10 proposals received.

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But once the evaluation committee makes a selection, what happens next? The remainder of this newsletter describes the steps.

Contracting

The first step after the selection of a solution provider is referred to as contracting. It is an effort on the part of the state and solution provider to arrive at a contractual agreement. While many of us normally think of contracting as reaching an agreement on financial and other nontechnical issues, CISS contracting will be more involved.

As part of the contracting phase, the solution provider will supply details beyond those contained in its proposal.

During contracting, the state and solution provider will work to arrive at an agreement that will legally bind the solution provider and the state to a set of contractual provisions. Those provisions can include the approach the solution provider has already proposed, along with new requirements suggested by either party. These contractual provisions will detail how CISS will be designed and implemented. These negotiations can lead to modified or new approaches to developing CISS.

As part of the contracting phase, the solution provider will supply details beyond those contained in its proposal. The state may also negotiate for changes in the solution provider's intended approach. High-level issues to be considered are:

- Project plan.
- Staffing plan.
- System development methodology (SDM) implementation.
- CISS design.
- CISS construction.
- CISS testing.

As the contracting process proceeds, an agreement between the state and solution provider will be finalized and executed. Then, the CISS Implementation Project will begin.

Implementing CISS

As the solution provider will be required to use the state's SDM process in the design and implementation of CISS, the following steps conform to SDM:

> *The solution provider will be required to use the state's SDM process in the design and implementation of CISS.*

Design Phase

During this phase, the solution provider will begin the process of designing CISS, working closely with CISS, CJIS agency, and Department of Information Technology (DoIT) staff. This phase involves the creation of general and detailed CISS designs. A testing strategy and plan is also created.

Construction Phase

The next phase of CISS implementation is the construction phase, where a number of tasks will take place. They include such things as establishing an infrastructure, creating test cases, and developing user documentation.

The remaining phase of SDM includes testing, implementation, and post-implementation. The CISS solution provider will be required to carry out these important steps. These phases will be discussed in more detail in a later edition of *CISS Implementation News*.

Decisions, Decisions!

CJIS agencies will have a multitude of decisions to make during the implementation of CISS. CJIS agency representatives will work together with the CISS program manager and the solution provider's team to develop an efficient and inclusive decision-making process.

Developing Information Exchanges

An issue of primary importance to the CJIS agencies is the development of information exchanges. The RFP will require that the solution provider create a certain number of exchanges and, in the process, teach CISS staff how to create additional exchanges.

> *How will we work with the CISS solution provider to implement the exchanges that support our most important business processes?*

The question remains – how will we work with the CISS solution provider to implement the exchanges that support our most important business processes?

The solution provider will be responsible for working with the CJIS agencies to further define the information exchanges. Part of this will be to further detail the agency processes that are supported by the exchanges. There will be many issues that need to be resolved in completing the exchanges.

The prioritization of the exchanges will also continue to be dynamic for a host of reasons. CISS and agency staff, along with the CJIS Governing Board, will likely revisit the priority of the exchanges as implementation proceeds.

The business rules surrounding the information exchanges will be resolved by the user community, working with the solution provider. Although this is a simple description, the business rules for the information exchanges will resolve the following question:

> *Who gets what, when, and under what conditions?*

Solution providers working in this field have much experience in implementing information and document exchanges and working with users to establish business rules in a systematic way.

Next Steps

The completion and release of the CISS RFP are the next steps of the CISS Implementation Project.

Project Statuses

The CJIS Blueprint Project is nearing completion. The CISS Implementation Project status is green.