

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



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# Criminal Justice Information System (CJIS) Governing Board

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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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### Office of the Chief State's Attorney

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

### Connecticut Police Chiefs Association

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

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## CJIS Governance Committee

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### Department of Administrative Services / Bureau of Enterprise Systems and Technology

Mark Raymond, Chief Information Officer

### Office of the Chief State's Attorney

Richard Colangelo, Esq., Chief State's Attorney

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

### Office of Policy and Management

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### 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

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## CJIS Legal Committee

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Judge Patrick L. Carroll III, Chief Court Administrator

### Criminal Justice Information System

Humayun Beg, CJIS Executive Director

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Alison Rau, Esq.

### Department of Revenue Services

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Rose Ellen El Khoury

## CJIS Background

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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 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 acknowledgement that penalties 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

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

The next phase of the CISS Project is the deployment of arrest workflow to all criminal justice geographic areas (GAs) in the state and to approximately 13,000 Search Users, as well as the implementation of CISS Workflows to the various CJIS Partner Agencies. The electronic Workflows support Governor Lamont's Digital Government initiative by replacing paper-based workflows with automated workflows.

Additionally, new legislation and existing CJIS partners are finding new ways to make use of CISS database for analytics and efficiencies. In particular, PA19-90 concerning for Police Use of Force and another law impacting the Connecticut Sentencing Commission, Special Act No. 19-17, will use CISS information for studies in fairness of prosecution. Also, Connecticut State Marshalls will be able to access DMV information for faster and easier access, saving cost and resources at the Department of Administrative services.

## Quick Summary of Initial Successes in CISS

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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:

During January's Criminal Justice Information System (CJIS) Governing Board meeting, a Hartford CISS Police Detective Andrew Jacobson told how he and a partner were using CISS to solve a Hartford cold case from the 1990s. He said CISS provided significant information to move the case forward.

In addition to identifying suspects detectives should look at, Det. Jacobson said CISS was able to eliminate potential suspects. It also can retrieve old parking tickets that may reveal whether a suspect was near the scene of the crime around the time that it happened.

Det. Jacobson said CISS was able to provide him with two specific items of information that helped move the case along. One of those was the possible name of a Hartford pimp may have witnessed the crime. The other piece of information was a description of a car. Det. Jacobson said CISS was able to help him match the car to the person he was looking for.

Before CISS, Det. Jacobson said officers had to search for cold case information in banker's boxes. Officers sometimes had to contact detectives who long since retired. Now, CISS provides information in near real time and it's accurate.

Det. Jacobson said he know that officers in the Major Crimes Unit use CISS all the time. He said it is something he believes every officer should use, even street cops.



## CISS Releases Currently in Production

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1. Search - Release 1 (R1), Judicial Paperless Re-Arrest Warrant Network (PRAWN) has been in production since 2016.
2. Workflows - Release 2 (R2), Uniform Arrest Report (UAR) and Misdemeanor Summons has been in production since 2016.
3. Search - Release 3 (R3), Judicial Protection Order Registry (POR) and Criminal Motor Vehicle System (CRMVS) is complete and has been in production since July 31, 2017.
4. Search, Release 6 (R6), includes Judicial 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.
5. 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.
6. 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.
7. 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.
8. Search, Release 9 (R9), includes Department of Emergency Services and Public Protection (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. Full release into production was completed on December 16, 2019.

## Summary of CISS Critical Risks

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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. CJIS needs to successfully hire state employees for key positions to mitigate this risk.

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 of CISS.

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. 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.

Starting in March 2020, COVID-19 resulted in the Governor closing most public spaces and public access to state agencies. CJIS agencies working on Phase 2 of CISS to implement the new system statewide can experience significant delays.

## CISS Risks and Mitigation Strategy

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

<b>Risk 1</b>
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.
<b>Impact</b>
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.
<b>Mitigation</b>
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 began work July 1, 2019. CJIS hired an additional project manager dedicated to increasing the number of users onboarding to CISS. Additional consultants were hired to fill positions until full-time state employees can be hired.

<b>Risk 2</b>
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.
<b>Impact</b>
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.
<b>Mitigation</b>
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 2020.

### 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. CJIS has also hired additional consultants to help increase throughput for training.

### Risk 4

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 implemented. A contract with AIC for CISS support and 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.

<b>Risk 5</b>
COVID-19 caused the Governor to close most public spaces and public access to state agencies. CJIS agencies working on Phase 2 of CISS to implement the new system statewide can experience significant delays.
<b>Impact</b>
COVID-19 caused a reassessment of the project timeline and resources.
<b>Mitigation</b>
CJIS looked at the project schedule that was in place before social distancing. In order to make the best use of time and funding for CISS, CJIS identified project elements that could be postponed and other project elements that were planned for a later time but can be done now. This has put some work ahead of schedule and may mitigate the overall completion dates.

## Fund Overview (as of June 30, 2020)

CISS code development 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 state police, local police departments and remaining Connecticut criminal justice agencies for a total of about 23,000 users. Second, CJIS is deploying the digital workflows throughout the Criminal Justice system statewide replacing existing paper-based workflows.

#	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; OPM agreed to release funds when needed.
2	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

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<b>CISS CAPITAL and OPERATIONAL BUDGET SUMMARY</b>		
<b>CAPITAL INVESTMENT</b>	<b>Amounts</b>	<b>Totals</b>
Bond Funds Provided from 2011 to 2018 Inclusive	\$ 60,920,000	
<b>CISS Budget Commitment*</b>		<b>\$60,920,000</b>
<b>CISS BOND EXPENDITURES</b>		
<b>BUDGETED FISCAL YEAR</b>		
FY 2012 - April 30, 2020 Inclusive**	\$ 58,721,359	
<b>Total CISS Expenses from Bond Fund</b>		<b>\$ 58,721,359</b>
<b>PHASE 1 EXPECTED BOND EXPENDITURES FROM 05/01/20 TO DATE</b>		
<b>06/30/20</b>		
Phase 1:		
Consultant Labor POs funded to May 2020***	\$ 850,190	
Xerox Contract Remaining Costs	\$ 1,348,451	
RMS Vendor Connectivity Budget	\$ -	
CISS Budget for Hardware Infrastructure Completion	\$ -	
<b>Total Future Expected Cost</b>	<b>\$ 2,198,641</b>	
<b>Total Expected Costs for CISS Phase -1</b>		<b>\$ 60,920,000</b>
<b>Expected Bond Funds Remaining for CISS Phase-2</b>		<b>\$0</b>
<b>PHASE 2 CAPITAL FUNDING</b>		
CISS Search Deployment to identify, train and authenticate 13,000 users	\$ 2,706,160	
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) and RMS Vendors	\$ 2,539,448	
Vendor Costs	\$ 1,020,000	
<b>CJIS Requested Bond Funds for CISS Phase-2 (Received May 2020)</b>	<b>\$ 8,924,328</b>	
<b>Total Capital Costs for Build and Deployment Statewide</b>		<b>\$ 69,844,328</b>
<b>OPERATIONAL BUDGET</b>		
FY 20 General Funds	\$ 2,685,000	
General Fund FY19 Roll Over Funds Requested from OPM	\$ 906,000	
FY20 Inmate Phone Revenue (State Positions and Maint. & Support)	\$ 5,097,152	
<b>Total Annual Operational Budget</b>	<b>\$ 8,688,151.59</b>	
<b>Notes:</b>		
* Bond funds received to date.		
** Totals are approximate until actuals are reported by CJIS Fiscal.		
*** 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

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### 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 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 June 30, 2020

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 first and second quarters of 2020 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. 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.
4. 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.
5. In person training was no longer possible in March because of COVID-19. In response, CJIS created a new way of training and onboarding search users via remote office and webinar tools. The CJIS Training Team adapted the course material and process to be virtual in just a matter of days. All training in the second quarter was with a virtual instructor-led or self-paced computer-based training. Over 150 students have been trained using this new approach.
6. CISS Search User Onboarding is progressing, however, a ramp up in manpower is now required to meet the post go-live onboarding rate. Of the 93 police departments identified to begin using CISS, 45 departments executed searches in CISS through the end of the second quarter of 2020. Forty-seven (47) police departments completed the internal facility networking to connect to the CJIS Datacenter. 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 June 16, 2020, the total number of active CISS User Accounts was 1,944. Approximately 75% of the active CISS Search Users consist of sworn law enforcement and approximately 25% are non-law enforcement users from CJIS partner agencies. Breakdown of the active CISS Search Users from the Active Directory:
    - i. CJIS Partner Agencies (non-law enforcement) 344
    - ii. Municipal Police Departments - 1600
    - iii. DESPP Connecticut State Police Troops - 58
    - iv. There are 856 individuals that used their CISS account to run searches.
7. As of June 2020, the total number of CISS Users in Training, was 2,687. (Includes all users signed up and waiting for training).
8. The Automated CISS User Authorization Request (CUAR) project was a priority initiative again during first and second quarters of 2020. Some design changes became necessary during initial smoke testing and were completed in November 2019. The most recent version of the Autocar User Interface completed smoke testing the second week of January 2020. Additional development work is required for the SIM-SAM and the work scope has been assessed by IBM and a SOW is in-hand with CJIS. If approved, IBM will complete the remaining SIM-SAM workflow revisions to work with the new AutoCUAR Application (which is 99% complete as of January 2020).

9. 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 will be re-scheduled when the SIM-SAM Programming are complete.
10. Communication to stakeholders has been consistent throughout 2020. 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 357 project stakeholders.
11. 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 465 recipients.
12. CISS Project Management Updates apprise readers about the monthly status of CISS development and deployment, as well as training opportunities.
13. Legislative Updates inform readers about pending and approved legislation that can impact the CISS project and the criminal justice community.
14. The Tiger Team concept continues to be utilized. Cooperative/collaborative “Tiger Team” working relationships are established as needed 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 (July 1, 2020 to December 31, 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 third quarter of 2020. 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 fourth quarter of 2020.

2. AutoCUAR QA Testing is anticipated for the fourth 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 second half of 2020.
  - a. A scheduling coordinator was hired to start in the third quarter of 2020 to work directly with Local Police Departments that are actively sending members to CISS onboarding training.
    - i. COVID-19 slowed the rate of police officers willing to take CISS training
    - ii. National Protests and Rioting did slow the rate of police officers willing to take CISS training.
  - b. 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.
  - c. 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 third quarter 2020.
  - d. 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 first and second quarters of 2020 as additional development work is required for the new Criminal Case Management System currently being implemented at Judicial.
  - e. 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 on the condition that additional staff would be obtained. The current target for onboarding new users is 300 per month with existing staff. 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. For first quarter and second quarter of 2020 all interaction with LEA was through virtual meetings and webinars. Funding for additional members of the team has been requested to improve performance.
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 like 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 requests<sup>1</sup> will be a 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. Development and transition to Operational funding was secured in first quarter.
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. Public Act 19-90 requires all Connecticut police departments to submit Use of Force reports to the Office of Policy and Management starting in February 2020, to be collected and analyzed by the Institute for Municipal and Regional Policy at Central Connecticut State University. CJIS was asked to come up with an integrated approach and a method for collecting the data currently submitted on paper forms and make the whole workflow electronic in the next phase of the project. Initially, data from paper forms will manually be put into a new database. The second phase of the project is to redesign the electronic form process, in coordination with POST-C, to allow the forms to be electronically collected and the data self-extracted into the reporting database in real-time. There is a potential third phase of the project which would be to leverage the integration work that CJIS has already done with the RMS Vendors and allow for the data to be automatically collected in the PD's RMS system and then to automatically send the data to the analytics database using a backchannel. Phase three would achieve total integration into the Police Arrest Workflow process to allow reporting to be seamless and near automatic when the report is approved by the police department supervisor.

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

12. The State Marshal Commission is an Executive Branch organization operating within the Department of Administrative Services with independent decision-making authority. State Marshals are sworn peace officers authorized to serve civil process and conduct executions pursuant to Connecticut General Statutes 6-38a. The Department of Motor Vehicles has a statutory obligation to provide last known address information to the State Marshal upon request. Currently, DAS manually provides DMV data to the State Marshals via a telephone hotline. The CJIS Governing Board was asked to propose an alternative solution. The solution should be a secure self-service portal that will be available to the Marshal's any time on the internet. CJIS has built a proof of concept application and is planning to have it live and on-line before the end of July 2020.
13. The Connecticut Sentencing Commission is an independent state criminal justice agency established to review, research, and make recommendations concerning Connecticut's criminal justice system. Special Act No. 19-17 - AN ACT CONCERNING A STUDY OF THE DISPARITIES IN PRETRIAL AND SENTENCING OUTCOMES OF CRIMINAL DEFENDANTS requires the Sentencing Commission to obtain data from the criminal justice community of agencies to perform this analysis. The Connecticut Information Sharing System is a natural focal point when looking for aggregated criminal history information. Therefore, at the direction of the Criminal Justice Information System (CJIS) Governing Board, and in consultation with the CJIS Legal Advisory Committee, data sets are being constructed and will be provided by CJIS to the commission for analytical research. For this commission project, the research team members will not be credential users logging into the CISS System. Instead, CJIS will provide de-identified data sets that represent criminal histories to the research team in the CJIS Analytics Infrastructure. The CJIS Analytic Infrastructure is completely isolated from the CISS application and data architecture.
14. CJIS maintains open State Employee Positions for SQL Developer, .Net, and Business Manager. Consultant contractors are in the process of filling these positions until fulltime employees can be brought onboard.

## RMS Certification

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### 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 June 30, 2020

Moderate 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 June 2020, were as follows:

1. Twenty-four (24) additional PD are positioned to begin sending Early Arrest notifications once permission to resume is granted. This activity is on hold until Disposition messages published by the Judicial Branch are streaming through CISS in production. This is expected to be completed in the third quarter of 2020.
2. RMS vendor Accucom completed all testing for its RMS software upgrade for Level 1 (L1) CISS Workflows. 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 in the second quarter as they finish server infrastructure upgrades. Server upgrade projects are moving slowly at the two remaining Accucom police departments.
3. 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. These sites were active for the first and second quarters and have reached a zero-error rate for Early Arrest Notification submissions. Improvements were made between April and May, and preparations are underway to train the staff at locations in Middletown (Part of GA-9), and Cromwell.
4. 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 third quarter of 2020.

5. 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. Initial development was completed in the first quarter. Validation of the data files was completed in the second quarter resulting in NexGen certification of the transmission file types and structures. Next live workflow testing using simulated electronic arrest generated from the pilot testing site at Clinton PD.
6. Clinton PD volunteered to be the pilot site to host the NexGen pseudo production RMS server using the new software. Network changes on both ends of the PSDN are in process in the second quarter. This will allow the new RMS test server to communicate to the CISS pre-production environment for true multi-agency end-to-end workflow testing of electronic arrest paperwork including distribution to Judicial and the Division of Criminal Justice for processing and response messages back to the PD.
7. 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 now the first quarter of 2021. Accucom expects to send its first attempt at an electronic arrest package by the end of July 2020.
8. CISS Workflow Deployment Planning continued in the first and second quarters of 2020. Strides are being made to prepare the GA-9 Court system to go live in production with electronic arrest packets by the end of 2020. 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.
9. Integrated multi-agency testing within GA-9 began in the second quarter of 2020. Some key components include Judicial streaming de-identified workflow messages through CISS. Streaming messages 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. Initial unit testing of these messages was completed in the second quarter and CJIS issued certifications of these contract elements as approved and complete.
10. The strategy of initiating the onboarding of new police departments has been modified to be contactless due to the COVID-19 response. The 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.
11. 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 rollcall 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.

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This provides on-the-job training and demonstrates how to use CISS in the execution of their day-to-day responsibilities. BAT training was not available in second quarter of 2020 due to the COVID-19 response.

**RMS Certification Anticipated Activities – Next 180 Days (July 1, 2020 to December 31, 2020)**

1. NexGen completed L2 RMS Certification requirements by the end of the second 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. NexGen entered the multi-agency integrated testing phase with all the other agencies and will participate in workflow scenario testing when it begins, expected in the third quarter of 2020.
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. This status remains unchanged for the first and second quarter of 2020.
3. In fourth quarter of 2019, CJIS 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 task was completed in the first quarter of 2020. Scheduling of the CJIS kickoff activities and work sessions was accomplished shortly after the procurement process completed. October 2020 is the expected kickoff session for IMC to begin.
4. In the second quarter of 2020, another Central Square Group subsidiary, Inform, began initial communications with the CJIS Team to begin contracting the RMS development work for Level 1 and Level 2 integration with CISS. Contract negotiations have not begun, they are expected to occur in the third quarter of 2020.
5. 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. This market analysis remains largely unchanged for 2020.
6. 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.



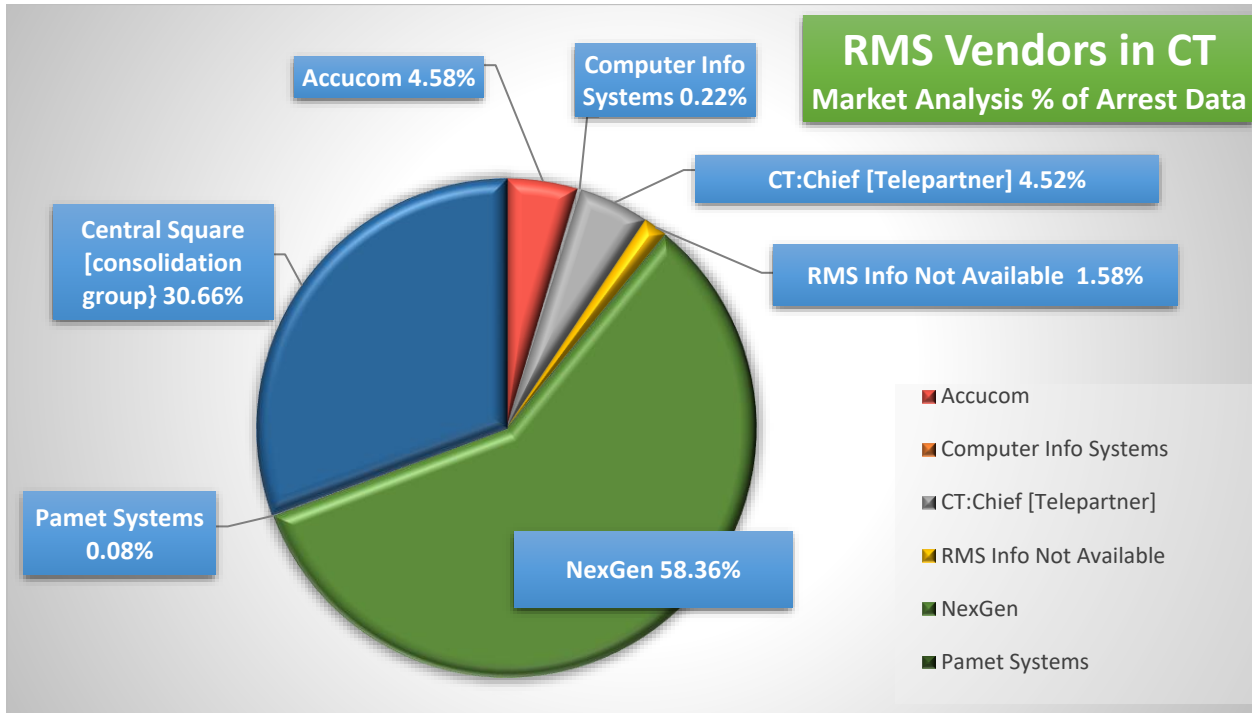


Figure 1 - Pie Chart representing the percentage of total arrest data managed by RMS Vendor companies in Connecticut. Connecticut Arrest Data used from the State of Connecticut Department of Public Safety Uniform Crime Reports: Publications & Queriable Statistics, Crime in Connecticut 2018, Annual Report 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](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%
<b>Total # of Arrests*</b>	<b>67774</b>	<b>100.00%</b>

\*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 12/23/2019 from [https://portal.ct.gov/-/media/DESPP/Division-of-Crimes-Analysis/2018\\_Crime\\_in\\_CT\\_Final.pdf?la=en](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

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### 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 June 30, 2020

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 and 2020. 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, 47 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 (SonicWall) to complete the local LAN connectivity to the CJIS Router. This solution has been successful with nine out of ten police departments selecting this approach. So far, 22 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 47. 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, webinars, computer-based 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 continued the Level 2 RMS development programming work and entered into testing with CJIS for its new RMS software. Initial developer level tests were 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. Initial unit testing certifications for this work were issued in the second quarter of 2020 to NexGen.
4. The Accucom Level 2 RMS kickoff was June 28, 2019. 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 was expected to start in earnest in mid-January 2020. Accucom expects to send the initial test Arrest Package files through to CISS Test by the end of July 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 to keep the working relationship moving forward. Breakdown of the currently engaged police departments is:

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- a. Communication with the command staff and chief: 23 police departments
  - b. Police department-side network connectivity configuration: 10 police departments
  - c. Onboarding paperwork for User IDs and Training Accounts: 9 police departments
  - d. User training - Computer-Based and Instructor-Lead options: 4 police departments
  - e. RMS vendor software installation and training: 14 police departments
6. Sixteen Police Departments completed all project steps and are connected to CISS for Search and Level 1 Workflow to send Early Arrest Notifications. Twenty-four additional PDs are ready but cannot send Early Arrest Notifications until Judicial begins publishing Disposition Messages to all CJIS Agencies through CISS in production.

**RMS Network Anticipated Activities – Next 180 Days (July 1, 2020 to December 31, 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 of 2019 and was anticipated to run through the second quarter of 2020. Due to COVID-19, this work is expected to run through into the fourth quarter of 2020.
2. NexGen started the Level 2 RMS development programming work in the second quarter of 2019. It completed the work in the second quarter of 2020. The full arrest paperwork is being sent to CISS electronically for the testing phase. The pilot for this is 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 were being transitioned to the CJIS Network in 2019. This continues through 2020. Fourteen police departments completed this transition and continue the work 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 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. In beginning, the rate of onboarding was increasing. However, COVID-19 and nationwide protesting caused the rate of officers onboarding to drop back to previous levels. 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, including Fairfield, Waterbury, and Norwich. Stamford PD recently engaged.
5. Hartford and East Hartford instructor-led training classes were conducted each month. Unfortunately, with class sizes of 10 to 15 students, this is not expected to be the primary method to provide most of the training. This is despite it being a convenient option for police departments looking to get the POST Certification hours. Unfortunately, POST certification hours were not the motivator anticipated. This approach may be extended to several additional locations throughout the state. This effort was expected to ramp up in the first two quarters of 2020 but was put on hold due to COVID-19. A new webinar-based approach was developed.

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6. Some of the CJIS routers previously installed at local police departments are reaching their 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 placed these police departments at the top of the router replacement list. DAS/BEST completed the final router design solution in the second quarter of 2020. One issue for CJIS is that **all** 43 police departments that completed CJIS connectivity will have to redo the process. The project plan for this migration are being worked out with DAS/BEST and DESPP. The status of this effort is unchanged at the end of the second quarter of 2020.

## CJIS Infrastructure

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### 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 June 30, 2020

1. The hardware upgrade to replace DELL R910 and VNX7500 is in its second phase. During the last quarter of 2019 and first quarter of 2020, equipment was purchased, received, installed and configured. New Hyper-Converged Infrastructure will ultimately replace the old VNX7500. Servers were migrated to the new platform.
2. All management and backup workflows were migrated off the VNX7500 and currently reside on the separate hardware which eliminates single point of failure.
3. During first and second quarter of 2020, an additional four nodes with high performing storage were purchased as well as two new network switches to satisfy CISS evolution and growth. This phase completes 16 nodes Hyper-Converged cluster.
4. Working with BEST Network team to configure and deploy new switches.
5. Quotes for Isilon H400 NAS were collected and purchase was completed. New nodes will be replacing the old NAS which holds all arrest paperwork documents.
6. Network environment is in the upgrade process. Spanning tree will be replaced by VXLAN to improve network stability.

### CJIS Infrastructure Anticipated Activities – Next 180 Days (July 1, 2020 to December 31, 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 second phase of the upgrade is to migrate all virtual machines and decommission VNX7500 and all DELL R910 servers.
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. CJIS and CISS SharePoint planned to be upgraded to 2019 version
5. Upgrade SoftwareAG webMethods from v9.12 to v10.5
6. System Center upgrade planned and in the execution phase to the version of 2019. This will dramatically improve pro-active monitoring and central management capabilities.
7. Planning and designing the upgrade of MultiVue 4.5 to the latest version 6.x
8. 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 statewide, 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 policymakers 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, 2020
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, 2020
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, 2020.

## 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 a maintenance and support vendor.

**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 <sup>nd</sup> 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 <sup>rd</sup> 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 digital Workflows deployed statewide and approximately 13,000 CISS users are on-boarded during 2019 through 2022.

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## Appendix B - Acronyms

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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



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