CJIS Governing Board Meeting
April 28, 2016, 1:30 pm
Division of Criminal Justice, 300 Corporate Place, Rocky Hill, CT 06067

CJIS Governing Board Members and Designees in attendance:

Judge Patrick L. Carroll, III, *Co-Chair, Chief Court Administrator, Judicial*; Mark Raymond, CIO, *Department of Administrative Services, Bureau of Enterprise Systems and Technology*; Scott Semple, *Commissioner, Department of Correction*; Kevin Kane, *Chief State's Attorney, Division of Criminal Justice*; Dora Schriro, *Commissioner, Department of Emergency Services and Public Protection*; Richard Sparaco, *Designee, Board of Pardons and Paroles*; James Cetran, *Chief, Connecticut Police Chiefs Association*; Frank DiMatteo, *Division of Public Defender Services; and* Natasha Pierre, *Victim Advocate, Office of Victim Advocate*

Other attendees:

Brian Clonan (DESPP), Cheryl Cepelak (DOC), Robert Cosgrove (DOC), Evelyn Godbout (DCJ), Darryl Hayes (DESPP), John Russotto (DCJ), Terry Schnure, Terry Walker (JUD), Diana Varese (JUD) and Antoinette Webster (DESPP)

CJIS staff and contractors:

Phil Conen (Xerox), Jim Harris (CJIS), Craig Holt (Qualis), Christopher Lovell (CJIS), Mark Morin (CJIS), Mark Tezaris (CJIS) and Elizabeth Ugolik (CJIS)

I. Welcome

- Judge Patrick Carroll brought the meeting to order at 1:36 PM and announced that Co-Chair, Mr. Mike Lawlor would not be in attendance at today's meeting.

II. Introduction

- Judge Carroll reviewed the agenda for the meeting and reported that there was no update on the status of the Operational Memorandum of Understanding (MOU). He then asked for a review of the minutes from the January 28, 2016, Governing Board Meeting, after which a motion was presented to approve. Attorney Kevin Kane moved to approve the minutes, and Chief James Cetran seconded the motion. The vote to approve was unanimous. Judge Carroll then turned the floor over to Mr. Mark Morin for the CISS presentation.

III. CISS Update

- Mr. Morin opened the presentation with a discussion of the agenda, including the status of hosting the CT: CHIEF Pilot and the hosting of the DCJ SharePoint Site.

- He then continued with a discussion of slide #3, which provided a timeline of the CISS project rollout. Being in a relatively early stage, Release 1 has thirty-five trained users. The value of the project will be noticeable with Release 6, which will include the rollout of the Centralized Infraction Bureau (CIB), Department of Correction (DOC) Case Management, and the Department of Motor Vehicles (DMV) Drivers and Vehicles.

- The first early arrest workflow information for Release 2 will be coming from the Plymouth Police Department through its RMS vendor, Accucom, and the Wethersfield and Enfield Police Departments who use CT: CHIEF. The value of the Uniform Arrest Report (UAR) and Misdemeanor Summons release is that it will be sending notices for those with special endorsements on their file to the Division of Criminal Justice (DCJ), to the Court Support Services Division (CSSD) for Bail Commissioners, to DOC, and the Board of Pardons and Parole (BOPP) for those out on conditional discharge. May is the target month set for the production of Release 2.

- January 2017, is slated to rollout Release 6, which contains in-depth information for Infractions, DMV Licenses and History.

- Mr. Mark Tezaris emphasized that there is an intentional strategy to rollout the users for Search after Release 6 since the CISS "library" is not yet populated with a full library of valuable information.

- Mr. Morin continued with the list of CISS tasks completed in February, including the implementation of a tactical MFA solution with the temporary use of RSA hard tokens for the second authentication needed for non-secure locations. Tokens are assigned with individual IDs and passwords to individuals who are working outside the parameters of secure buildings. The application level of security determines what data a user is qualified to see after the token validates who the user is.

- CISS working sessions with Stakeholders were prevalent during March. These produced a clearer understanding and helped to further define workflow movement.

- Release 5 is dependent on the development of Release 4, which has already begun in April. Development of Release 6 has also begun this month along with the continuation of the DESPP data classification process.

- During the months of June and July, and continuing into the summer many of the CISS releases will be heavily into the development stage.

- In so far as Certification, Mr. Morin stated that the workflow releases are heavily dependent on RMS vendors coming on board. At present two vendors, CT: CHIEF and Accucom (previously Hunt), are actively working with CJIS along with a new vendor, New World. Five police departments are attached to GA 15, New Britain Superior Court. Three PDs are with CT: CHIEF, one is with New World, and one is with NexGen, which is Rocky Hill. Therefore, approximately seventy-five percent of GA 15 will be a fully electronic workflow system.

- Seventy-seven PDs are fully connected to the Public Safety Data Network (PSDN). Three PDs are scheduled with BEST to connect their routers. Seven PDs have routers on order, while five departments are not yet committed, possibly due to funding.

- During February, March and April there were seventy-seven users trained. Classes were conducted by the CISS trainer, done remotely by Computer Based Training (CBT) or facilitated with a combination of both. The Enfield Police Department was very aggressive in having their staff trained and accounts for a large number of trainees.

- Impending budget cuts across the State are affecting Stakeholder Agencies. The CJIS PMO team will facilitate the CISS process by sending out tiger teams to those jurisdictions that need resources or by partially funding this work done by Agency personnel.

- A deep dive into Release 8 workflows that were developed five years ago identified gaps, but value will be derived when the information exchanges are reworked into complete workflows.

- Progress has been made on Release 9, but difficulty lies with the security that restricts DESPP data, which includes FBI restrictions. Much headway, though, has been made in a recent meeting that is beginning to clarify how the DESPP and CISS applications can complement each other. The time that was lost on the issue of data collection may be gained back with this new direction.

- The CT: CHIEF environment is fully ready. The Wethersfield PD is in training this week. Live activity should begin in a week or two. Conversion of the data from the previous RMS vendor's format into CT: CHIEF presented an issue which is causing a delay. Wethersfield officers will continue to be trained and continue to load new arrests into the system while historical data is being converted. Therefore, the department will be running two systems simultaneously.

IV.   Division of Criminal Justice (DCJ) SharePoint Site Project

- Mr. Mark Tezaris reported that overall the CISS project is running well and is being tracked on many fronts. It has risks and issues but also opportunities. The DCJ SharePoint Site is one of those opportunities. The CISS project has an infrastructure that can be shared with its Stakeholders in order to collaborate and share CJIS information to authorized individuals. DCJ is working on a large homicide case, and they've asked that CJIS stand up a SharePoint site for their use, which would be accessible to the Stamford Police Department, the Cold Case Unit within DCJ and the State Attorneys within DCJ. The Governance Committee approved that CJIS move forward with this request. The project is in testing mode and is expected to be in production within a week or two. The DCJ SharePoint Site hosting would allow the expansion of key strategic goals of the CISS project, which is to share information and to save money while doing so.

V.   Issues and Action Items Log

- Mr. Tezaris continued with the first issue on the Issues and Action Item Log, which is the hiring of the eighteen State positions originally requested for the CISS project. He stated that the Governance Committee has given their approval for CJIS to move forward with opening four key positions with the Office of Policy and Management (OPM). In addition, a management services company is being researched. This organization would offer support to CISS, and would be similar to the application support offered for the Offender Based Tracking System (OBTS). Therefore, the process would be two-fold; to look at hiring State positions, and also to look at hiring a company that could do the same by offering a hybrid solution. Mr. Mark Raymond offered that this issue, which has gone through much discussion in Governance Committee meetings, is tied up with the budget discussions. One of the primary funding sources for this project is the inmate revenue stream. Along with this issue is the overall fiscal position of the State. These have caused a hold on any action until such time that clarity is provided to move forward with at least the placement of key positions for CISS.

- Mr. Tezaris moved on to the first Action Item, which is the Attorney General's recommendation to hire a durational project manager. This has been on hold along with the other positions. However, one project manager, Mr. Jim Harris, has been hired to help complete the scope for Phase 1 since the CISS project managers are close to one hundred percent capacity.

- The process of 3M developing an interface to CISS, the next Action Item, has no impact on the schedule for CISS. Currently, DESPP legal (or State legal) is interacting with 3M's legal to solve some of the issues.

- The next Action Item pertains to the Executive Director position. OPM has closed this position with the other eighteen positions, and a request with justification to reopen the positions will have to be submitted. Mr. Raymond accepted Mr. Lawlor's request that Mr. Raymond will stay on as interim Executive Director.

- There are no updates, as mentioned earlier, to the Operational Memorandum of Understanding (MOU) action item.

- There are no further additions to Mr. Morin's update to the CT: CHIEF Hosting Pilot Status Action Item as well.

- Qualis Project Risk (8) – Change Control Management may not be flexible enough to quickly address required project changes: A Change Control Board was established to identify information changes between the ten Criminal Justice Agencies, the fourteen data source systems, and the approximate twelve RMS vendors. The Board meets periodically to identify changes proactively. CISS and its Stakeholders are then notified in order to properly coordinate the changes. The process is working smoothly and will include each Agency or Department as they come on board.

- Qualis Project Risk (9) – Agencies will not have the support systems or procedures in place at implementation: Because of budget and resource issues there is a risk that this will happen. CJIS is producing a multi-prong approach by offering tiger teams with technological, business analyst and project management resources to help close the gap for Agencies to interface to CISS. CJIS is working closely with each Agency to identify those needed resources, and so far the process is working well with the Department of Motor Vehicles (DMV).

- Qualis Project Risk (10) – The CJIS QA testing and Xerox defect resolution will continue to impact the project schedule: When testing was done for Release 1 many unexpected defects were found. Since then the CJIS and Xerox teams have had specific working sessions to develop new testing criteria and to add additional testing procedures before releases go to User Acceptance Testing (UAR). Consequently, much focus is on further developing efficient testing processes which is mandatory to stay on schedule.

- Qualis Low Category Scores – There has been an effort by Qualis at the request of CJIS to reach out to Stakeholders whose project concerns were reflected by low scores in the Health Check report and get their permissions to share their concerns with the CJIS team. The CJIS team has extended themselves to those Stakeholders to better understand their particular challenges and resource needs and help mitigate any issues.

VI.   Bond Fund Overview

- Mr. Tezaris clarified that the Staff line item on the Expenditure document includes both State employees and Consultants.

- IT Hardware includes laptops, monitors and cables.

- Approximately thirty million dollars has been spent on IT Software up to March 2016. It was suggested by Commissioner Dora Schriro to provide a breakdown as to the source of funding, and whether costs are taken from the Operating Budget versus other appropriations or from the General Fund versus some other source. Mr. Tezaris said that for clarity this information can be reflected in the Expenditure presentation going forward. Mr. Raymond suggested that on a fiscal

year basis CJIS provides an accounting to the Governing Board of detailed expenditures, not necessarily in presentation form but possibly by way of hand-out.

VII.   CJIS Consultant Statistics

- The chart on slide #22, CJIS Consultant Statistics, reflects consultant turnover, which in the past has presented a challenge to the CISS project since the team is made up primarily of consultants. Consultants average a thirteen-month time span with the team, and the most pronounced reason that they leave is for economic reasons, which means they are offered a higher rate of pay elsewhere. To date the team has had sixty consultants working on the project, of which twenty-four are still employed. Since the last Governing Board meeting in January, one lead tester, who was a valued member of the team, left for a full-time position with benefits. As stated earlier in the meeting, one new project manager was hired, while another tester was released because of low-productivity. No one has left because of visa issues, as has happened in the past. Commissioner Schriro questioned, that based on available money and workload, what number of consultants does CJIS have, and what number is needed for the level of work that is being produced. Mr. Tezaris reported that twenty-four consultants are currently on the project, and that at times the need fluctuates. Tackling more than one CAD/RMS vendor means that CJIS is requesting to hire an additional .Net developer to go through that work. When the project managers are overwhelmed an additional person is needed to help out with the scope of work. The fluctuation in number can be from the low to high twenties. Mr. Tezaris confirmed that the right number of people is in place for the level of activity on the project. Right now because the project is in the building and testing stage the volume of people is high but can be reduced dramatically once Phase 1 is complete. At that time development and implementation with Stakeholders will be complete.

- With no further updates on the Operational MOU, the floor was turned over to Mr. Craig Holt.

VIII.   Qualis Health Check Report

- Mr. Holt opened his presentation stating that this is the seventh quarterly Qualis Health Check report. The project has come a long way; a lot has happened in a short period of time. It is remarkable and commendable that there is one-hundred percent Agency return on the surveys.
- The drop in the Technology category as reflected on slide #24 in the report is noticeable and predictable since IT staff is more engaged in questioning how the project will be implemented.
- Highlights of the report include:

    - Agencies continue to approve of how the project is managed as the related project category score indicates. Highest ratings have been given by the Agencies to the Project Management Office (PMO) as to how the project is being managed.

    - User involvement is at its highest level. Most Agencies noted high involvement, but there is concern that this could drop in the coming quarter given the State budget issues. Just as Agencies were realizing what their CISS project responsibilities were, they also became aware of ensuing budget cuts. The CJIS team is working with Stakeholders to manage issues within each Agency resulting from these cuts.

    - Stakeholders are concerned about how the timeline will impact the final product and want assurances that Agencies, the CJIS PMO, and Xerox are all aligned with expectations of what the final product will include and the quality of that product. This is a common dynamic of a large multi-year project such as CISS. Remaining open to schedule and scope changes is necessary to produce a quality product that is usable.

- Until design is finalized, and perhaps until User Acceptance Testing (UAT) is complete, implementation answers may stay lower for Agencies involved in each release. This is also fairly predictable. Alignment between design, development and implementation isn't completely evident until UAT. It's also validation of the integrity of the project and its teams to point out and address issues as they arise.

- The technology category's score took a significant hit this quarter as many Agencies struggle to understand how the system will work when implemented. Stakeholders have concerns about how data will be presented, how all the interfaces will work, and when data will be updated, among other items. Until design is finalized for most releases, this category will likely continue to see changes in either direction each quarter. As stated earlier in the presentation, the project has moved from theory into actuality with the Stakeholder's IT people questioning what the final implementation will look like.

- Mr. Morin stated that to enhance the process, CJIS is bringing its technical support team into each Agency as they are ready to start their work. High level discussions have begun with Judicial as to how they will consume the RMS information. Judicial is being supplied with the Application Program Interface (API) documentation to help clarify the communication between the two systems. The CISS design had to be produced first before the CJIS team could assist the Stakeholders with their needs. Progress in this effort should start to be noticeable. Stakeholders really need to understand the impact of the CISS application to their Agency. With the help of the new project manager current workflow diagrams will be produced for each Agency. The diagrams then will be interjected with the changes that CISS will produce in each Agency's system. These will offer clarity to those identified staff responsible for integrating CISS into their respective Agencies.

- Mr. John Russotto added that the CJIS team reaching out to Stakeholders and vendors is a great way to help move the project in a positive way. According to Mr. Holt, this will also help Agencies that don't have the time to put their own transition plans together.

- Project Group Scores by Quarter on slide #27, reflect that this is a very healthy project. All scores are 2.5 and above. There are issues, but they're being recognized and resolved indicating that there is strong communication between the teams.

- Slide #28 indicates the new Key Risk, which is the State budget shortfall that everyone is aware of. However, it's noteworthy that the overall project score increased reflecting a belief in the process. This risk has now been added to the registry under Risk #11 – State budget cuts impact project resource availability, either directly or indirectly.

- Two other Risks have been carried over this quarter:

  - Risk #5 – The eighteen State positions are needed to operationally support the system.

  - Risk #9 – The cross-agency support systems, policies and procedures need to be in place to support various release implementations. The CJIS transition plan, which is to reach out to Agencies with various levels of support, is addressing this issue.

- Mr. Raymond recognized that the continued improvement of the CISS process is attributed to the ongoing efforts on a bi-weekly basis of those that participate in the Governance Committee. They have stayed engaged to keep the project on course. Thank you to those participants for moving the project forward.

- Mr. Russotto added that this is the message being sent to the Stakeholders coming in. They are very impressed with the level of involvement. Problems and issues are being worked through

together.   All three components, the Stakeholders, the engaged vendor and the CJIS team are working in the same direction.

IX.   Adjournment

With no further business Judge Carroll asked for a motion to adjourn. Mr. Raymond made the motion, and Chief Cetran seconded it. The meeting was adjourned at 2:33 PM.