



STATE OF CONNECTICUT
Criminal Justice Information System (CJIS) Governing Board
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CJIS Governing Board Meeting

October 25, 2018@ 1:30 pm

Division of Criminal Justice, 300 Corporate Place, Rocky Hill, CT 06067

CJIS Governing Board Members and Designees in Attendance:

Mike Lawlor, *Under Secretary, Governor's Appointee and Co-Chair, Office of Policy and Management (OPM), (Designee)*; Judge Patrick L. Carroll, III, *Chief Court Administrator, Co-Chair, Office of the Chief Court Administrator [Judicial (JUD)]; (Designee)*; Mark Raymond, *CIO, Department of Administrative Services/Bureau of Enterprise Systems and Technology (DAS/BEST), (Designee)*; Kevin Kane, Esq., *Chief State's Attorney, Office of the Chief State's Attorney [Division of Criminal Justice (DCJ)]; (Designee)*; John Russotto, Esq., *Deputy Chief State's Attorney [Division of Criminal Justice (DCJ)], (Designee)*; Chief James Cetran, *President, Connecticut Police Chiefs Association (CPCA)*; Cheryl Cepelak, *Deputy Commissioner of Administration, Department of Correction (DOC), (Designee)*; Brian Clonan, *Chief Information Technology Officer; Department of Emergency Services and Public Protection (DESPP), (Designee)*; Cindy Zuerblis, *Division Manager, Department of Motor Vehicles (DMV), (Designee)*; and Hakima Bey-Coon, Esq., *Office of the Victim Advocate (OVA), (Designee)*.

Other Attendees:

Celia Siefert (JUD), Christopher Duryea (JUD), Cynthia Theran (JUD), Maureen Klinkert (JUD) and Theron A. "Terry" Schnure.

CJIS Staff and Contractors in Attendance:

Humayun Beg, *Executive Director (CJIS)*, Mark Tezaris (CJIS), Christopher Lovell (CJIS), Carolyn Denesha (CJIS), Tanya Stauffer (*Analysts International Corporation*), Phil Conen (*Conduent*).

I. Welcome

- CJIS Governing Board Co-Chair, Judge Patrick L. Carroll, III, formally brought the meeting to order at 1:37 PM.

II. Approval of Minutes

- Judge Carroll called for a motion to approve the minutes of the July 26, 2018, quarterly meeting. Chief James Cetran (CPCA) moved to approve, Mark Raymond (DAS/BEST) seconded the motion. The Governing Board approved the minutes unanimously; none were opposed.
 - The floor was then turned over to CJIS Executive Director, Humayun Beg, to begin the CISS Project update.

III. CISS Project Update

A. Summary

- Director Beg began the CISS Project Update with a brief summary of the Project's Achievements and Action Items remaining for Phase 1:
 - i. *Successes*
 - CISS Releases
 - Release 11 was already in the User Acceptance Testing (UAT) environment, and
 - Combined Release 5 and 9 was just moving into UAT.
 - Police Arrest data that is currently available in CISS included:
 - Data from the Judicial System - CRMVS (Criminal Motor Vehicle System), and
 - Data from the Police Departments who are currently sending Early Arrest Notifications to CISS.
 - CJIS Website Launch
 - The new CJIS website went live in the first week of October 2018.
 - All state websites are migrating to the new Sitecore Platform that provides
 - Increased security
 - State websites are now user friendly for mobile technology
 - ii. *Action Items*
 - RMS Vendors - CISS Workflows Level 1 (L1) and Level 2 (L2)
 - Development timelines for vendors from the private sector that supply records management systems [RMS] for police departments are anticipated to continue into the 2019 year.
 - CJIS Initiatives 2019 & Beyond
 - 500+ Workflows will be evaluated
 - 2019 CISS Training Strategy and Schedule Plan is complete
 - Deployment to 13,000 Users will continue through 2019
 - Users must complete their CISS Search training for certification
 - CJIS team creates user accounts for certified users and sends login credentials
 - iii. *Risks and Issues*
 - Risk Management - Primarily Funding
 - General Fund Request
 - Inmate Phone Revenue
 - Bond Fund Request

B. CISS Current Schedule and Accomplishments

- Director Beg turned the floor over to Lead Senior Project Manager, Chris Lovell, to give the detailed status update on the CISS Release Schedule.
- Mr. Lovell first addressed stakeholder questions on the arrest paperwork coming into CISS and then proceeded with the CISS Release Schedule update.

iv. CISS Release Schedule

- Release 11 (R11) is the CISS Workflows Release that will bring arrest data into CISS (from the participating vendors that provide records management systems [RMS] for police departments).
- MultiVue Portal (MVP) is available at all courts and arrests coming into the court can be viewed through the MVP.
- CJIS is currently testing Level 1 Workflows (for Early Arrest Notifications) in the User Acceptance Testing (UAT) environment with the RMS vendor NexGen.
- NexGen Level 2 Workflows (that contain Early Arrest Notifications with Arrest Document Attachments) are anticipated for June of 2019.
- Judicial Disposition and Case Update Feeds will be enabled from CRMVS within the time frame of late October – early November 2018. Judicial Feeds will populate the new case management system that is currently being developed by the Division of Criminal Justice.
- Phase 1 Release timeline provided that R11 code would be production ready by the first week in February of 2019.
- Mr. Lovell provided detail on the combined CISS Search Release 9 and 5 (R9 and R5).
 - R9 and 5 will integrate CISS with the following source systems:
 - Department of Motor Vehicles' (DMV) Driver and Vehicle information
 - Department of Emergency Services and Public Protection's (DESPP) Sex Offender Registry and Wanted Persons
 - Judicial's (JUD) Case Management Information System [CMIS]
- R9 and R5 functionality upgrades include:
 - MultiVue Portal User Interface
 - Reporting
 - Search and Retrieval capability for Electronic Case Management data and RMS data.
- Phase 1 Release timeline indicated that R9 and R5 would be fully deployed to production by the end of the first quarter of 2019.
- Mr. Lovell concluded the Release Status update with the statement that Releases 9, 5 and 11 were the completion of the major Phase 1 deliverables.

v. RMS Development Status

- Mr. Lovell moved on to the RMS Development Status Update.
- RMS vendor, NexGen, has completed their Level 1 Workflows Connectivity Testing and has been successfully transmitting Early Arrest Notifications (EANs) to CISS.
- The first week of December 2018, is the anticipated start date for full end-to-end testing of Level 1 NexGen Workflows functionality.
- NexGen has been developing their Level 2 code to enable transmission of Level 2 Workflows to CISS. Level 2 code is anticipated for promotion to the UAT environment in early November of 2018.
- Rollout of Release 11 software into production is scheduled to occur in the first week of February 2019 which will allow for transmission of erasure notifications to Police Departments using NexGen's RMS software. R11 release will coincide with NexGen's anticipated completion date for Level 2 code testing in the UAT environment.
- Anticipated RMS development timelines for the vendors NexGen and Accucom showed Level 2 Workflows' testing cycles from November 2018 to May of 2019.

vi. GA Rollout Plan

- Mr. Lovell stated that the GA Rollout would involve receiving electronic arrest paperwork from the Police Departments (PDs) into CISS for electronic transmission of the Workflow of arrest paperwork to the courts.
- There will be two pieces to the work, training, and preparation needed for the GA Rollout.
- 1st piece - is training and implementation on the PD side. CJIS resources will provide training to each PD on change management for sending their Workflows of arrest paperwork to the courts.
- 2nd piece - training and implementation on the court side. CJIS resources will provide training to each court on change management and Workflow data validation processes that will be performed by the court clerks.
- Mr. Lovell added that CISS users that are members of state agencies would receive training during the scheduled rollout to individual courts. DOC agency members would receive their training plan in a separate schedule.

vii. Law Enforcement Search User Rollout

- Mr. Lovell provided that recent demonstrations of the CISS Search application to Law Enforcement had been well received and feedback was extremely positive.
- Mr. Lovell stated that CJIS was actively engaged with the first group of 20 PDs in the project plan.
- The group of 20 PDs have their CJIS Routers configured
- Command staff from the 20 PDs would be attending a demonstration of CISS Search on November 2, 2018. Including Chiefs of Police, Deputy Chiefs, the Deputy Chief of Detectives, and a lead dispatch person from the 20 towns were invited to attend the CISS demo on November 2.
- Project expectations and next steps would be explained to command staff to improve efforts to get officers trained from the 20 departments.
- Approximately 1,200 Law Enforcement Officers will be receiving training by the end of February

2019 based on the current schedule timeline.

- Mr. Lovell then turned the floor over to the CJIS Program Manager, Mr. Mark Tezaris, for the CJIS Program Update

C. CJIS Program Overview

- Mr. Tezaris took the floor and begin with the caveat that the CISS Project Schedules presented were living documents. Mr. Tezaris stated that many project components were being worked on simultaneously and the schedule had heavy dependencies on these components. Project stakeholders' ability to complete their CISS related work within the timelines provided, RMS vendors, and available funding to complete the work would ultimately dictate the actual project schedule timeline.

viii. *Project Life Cycle Overview*

- Mr. Tezaris presented the stages of CISS Phase 1 in an overview of the project's development life cycle. The current stage was noted as Project Launch or Execution stage, meaning that Conduent and CJIS had built out the code and CJIS was deploying the code into production.
- The next stage in the life cycle, Project Performance & Control, would include the Rollout Objective - Deployment to 13,000 Search Users, establishing Connectivity for law enforcement stakeholders, and measuring Quality Deliverables for Search and Workflows.
- Performance Measurements and Project Closeout with the development vendor would be the final stage to closeout Phase 1 and transition to Operational Support for CISS.

ix. *Project Closeout with Conduent (vendor)*

- Mr. Tezaris presented a high level checklist of objectives that would be used to evaluate the development vendor's performance, address necessary changes, and complete final contract close out with the development vendor.
- The CISS Phase 1 Project Closeout Checklist included a punch list of these Key Items:
 - Complete all Releases (11, 5, and 9)
 - Test and Correct Defects in the Developer's Code
 - Deploy Code to Production
 - Requirements Traceability Matrix (RTM)
 - Evaluate Performance of the Development Scope
 - Key Performance Parameters (KPPs)
 - ✓ Determine if project has met established goals
 - ✓ Evaluate system speed
 - ✓ Address Code Defect Resolution
 - Approved Stakeholder Change Requests
 - Address GAPS found in Workflows process through stakeholder feedback
 - Complete Knowledge Transfer from Vendor to CJIS with Documentation
 - Administrative Legal and Financial Obligations
 - Phase 1 Closure Report
 - Document Lessons Learned and Details on Procedure

- Mr. Tezaris moved on to list the high level requirements to finish Deployment and complete the CISS Project Scope.
- x. *CISS Scope Completion & Deployment Phase*
- Key Success Factors
 - Secure CJIS Funding
 - Bond Fund Request \$8.9M - CISS Deployment
 - Inmate Phone Revenue and General Funds -Operational Support
 - Mr. Tezaris stated that he, and Director Beg, had been working with OPM and others to secure funding through a Bond Fund request, Inmate Phone Revenue, and General Funds.
 - Director Beg provided that a very productive meeting had occurred with DESPP fiscal and CJIS on Monday, October 22, to develop a funding requests planning schedule.
 - CISS Operational Support
 - State Employees
 - RFP Support Vendor
 - Consultants
 - Partnership with Stakeholders, RMS Vendors, and CJIS for detail, plan, and execution:
 - Configure remaining PD and DESPP routers for CISS Connectivity
 - a. Stakeholders are working together to achieve connectivity
 - b. RMS vendor participation required
 - c. Routers need to be configured properly by local police stakeholders
 - Deployment to 13,000 CISS Search Users
 - 1. Required training and certification test
 - 2. Meet with decision makers for firm commitments
 - 3. CJIS resources will be reorganized into two teams to keep momentum
 - 4. Working with POST to approve POST Training Credits for law enforcement to take CISS online training instead of classroom instructor led training
 - 5. Central locations established for monthly CISS classroom trainings
 - 6. CJIS Train the Trainer program was in progress with POST to onboard more CISS certified POST instructors
 - 7. An additional CJIS Public Safety Liaison has also been hired
 - Deploy CISS Workflows from RMS to CJIS Agencies
 - Identify and close any gaps required by stakeholders for CISS Deployment
 - Required Information Exchanges for Workflows
 - Stakeholder Change Requests based on usage feedback

- Score Card - Envisioned Tangible and Intangible Benefits
- Stability in Leadership and strong Governing Board Support for CISS Project
 - The CJIS team has developed a high level CISS Project information document series for the new administration, the transition team, and other requests for information about the CISS Project.
 - Note: Three versions of the CISS information document were later consolidated into 2 versions; 1) short project overview and 2) an in-depth, longer read with 2018 project statistics included.

IV.CISS Budget/Funding

A. CISS Project Bond Fund Budget Summary

- Mr. Tezaris reviewed the status of the Bond Fund Budget for the CISS Project as of 9/30/2018.
 - Remaining funds for the project will cover project expenditures up to August 31, 2019.
 - The work to complete the project, based on labor resources working on the project at this time, is projected to complete at the end of December 2020.
 - The budget shortfall leaves approximately 18 months of the project's work incomplete.
- Mr. Tezaris reviewed the Bond Fund Budget Summary stating that \$60,920,000 (sixty million nine hundred twenty thousand dollars) have been received as of 9/30/2018 with approximately \$54.4MM spent to date and approximately \$6.5MM remaining in the budget.
 - The \$6.5MM remaining in the budget would be allocated for:
 - Consultant Labor for operational support,
 - Remaining payment owed to the development vendor Conduent (formerly Xerox),
 - RMS Vendor Connectivity, and
 - Hardware Infrastructure.

B. CISS Operational Support DevOps Based Processes:

- Mr. Tezaris reviewed the progress on Operational Support from the third quarter of 2018.
 - Installation and configuration of the hardware purchased for the planned offsite disaster recovery was moving forward.
 - CJIS is working to hire state employees however, starting salaries for specialized IT positions have been below current market expectations which has impacted the hiring process.
 - RFP support vendor contract is close to finalization. Contract is pending approval by the Attorney General's office.
 - Funding to maintain key consultants that built CISS code is a top priority.
 - CJIS consultants built the API code that connects RMS systems to CISS.
 - MS System Center automatic monitoring of CISS System health with real time alerts will detect an issue before the system goes down.

V.CJIS Initiatives 2019 & Beyond

A. Router Connectivity Plan & Funding

- Director Beg stated that OPM had offered to assist with funding Routers with a State Jag Grant. The funds would be distributed through an MOU between DESPP, CPCA and CJIS.
- Mr. Tezaris stated that the funding would pay for approximately 73 routers for local police, 12 routers for state police, and 5 spare routers for replacement parts. An MOU draft was in progress with DAS legal.
- Several routers are reaching the end of their 5 year factory warranty life; these routers will be prioritized first.
- Partnership with CPCA, DESPP, DAS-BEST and CJIS will be leading the effort to complete router connectivity.

B. 13,000 User Onboarding Plan

- Mr. Tezaris provided the CISS User Onboarding Schedule that was estimated to take 17 months. The rigorous timeline presented had major dependencies on stakeholders and funding. Successful rollout to 13,000 CISS Search Users would require:
 - Funding to complete onboarding from August 31, 2019 to February 28, 2020,
 - Firm stakeholder commitments to complete CISS training and certification from approximately 800 to 1,000 users per month, and
 - 100% follow through on training commitments made by stakeholders.
- Computer Based Training (CBT) would be the major push.
- Both CBT and classroom training would be available for CISS user onboarding.
- Two daily training classes for CISS certification will be implemented.
- Live Demos of CISS to PDs and Agencies would continue.
- Training Ramp up would begin with a meeting on November 2, with decision makers.

C. CISS Planned Tangible Benefits Score Card

- Mr. Tezaris finished the CJIS Program Management overview by reviewing the envisioned tangible benefits for the CISS Project that were developed by MTG Management Consultants. Envisioned tangible benefits would be achieved through efficiencies. Mr. Tezaris indicated as the project progresses, actual benefits will be assessed with stakeholders and compared to the original plan. The floor was then handed over to Director Beg.

VI.Other Business

- Director Beg stated that much had been accomplished for the CISS project and a lot of work was still ahead for the CJIS team. The continued support of the Governing Board and the Governance Committee would be essential to the project's success. Director Beg asked if there were any other business or final thoughts for the meeting.

- Judge Patrick Carroll, III, added a final thought. The next meeting of the CJIS Governing Board, on Thursday, January 24, 2019, would be the final meeting for Co-Chair, Michael Lawlor, Under Secretary, Office of Policy and Management (OPM). Judge Carroll stated that, at the very least, the minutes should reflect Mr. Lawlor's incredible level of commitment to the CISS Project over the last eight years and said it had been an honor to work side by side with him as Co-Chair of the CJIS Governing Board.
- Mr. Lovell also recognized Celia Siefert thanking her for her help on the project ensuring the quality of the CMIS data that will be available in CISS.

VII.Adjournment

- With no other business to discuss, Judge Carroll adjourned the meeting at 2:52 PM.

DRAFT