STATE OF CONNECTICUT

Criminal Justice Information System (CJIS) Governing Board

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CJIS Governing Board Meeting
October 24, 2019@ 1:30 pm
Superior Court Operations Unit, 300 Corporate Place, Rocky Hill, CT 06067

CJIS Governing Board Members and Designees in Attendance:

Judge Patrick L. Carroll III, Co-Chairman, Chief Court Administrator; Marc Pelka, Under Secretary, Office of Policy and Management; John Russotto, Esq., Acting Chief State's Attorney (Designee); Chief Don Melanson, Connecticut Police Chiefs' Association (Designee); Chief James Cetran, President, Connecticut Police Chief's Association; Mark Raymond, Bureau of Enterprise Systems and Technology, Department of Administrative Services (Designee); Jason Rosa, Chief Information Security Office, Department of Emergency Services and Public Protection (Designee); Cindy Zuerblis, Division Manager, Department of Motor Vehicles (Designee); Richard Sparaco, Executive Director, Board of Pardons and Paroles (Designee)

Other Attendees:

Anthony Leone (JUD), Diana Varese (JUD), Theron A. "Terry" Schnure, Kyle Baudoin (OPM), Matthew LaFayette (OPM), Evelyn Godbout (DCJ), JoAnne Ramm (DESPP), Michael Gailor (DCJ), Chief Vincent DeMaio (Clinton PD), Christopher Duryea (Judicial), Det. Andrew Jacobson (Hartford PD), Det. Kevin Salkeld (Hartford PD)

CJIS Staff and Contractors in Attendance:

Humayun Beg, Executive Director (CJIS), Mark Tezaris (CJIS), Christopher Lovell (CJIS), Sean Bucher (CJIS), Henry Lindgren (CJIS), Sarah Kaufman (CJIS), Tanya Stauffer (AIC), Todd Priest (Comagine Health)

I. Welcome

- CJIS Co-Chairman Judge Patrick L. Carroll, III, started the meeting at 1:36 p.m. and announced that the board would have a new member and co-chairman. OPM named Deputy Secretary Konstantinos Diamantis as the new OPM member of the board.

- Judge Carroll said that Deputy Secretary Diamantis has experience with both policy and budgetary matters that will be beneficial to the CJIS Board, especially with obtaining the funding needed to complete the project. Unfortunately, Deputy Secretary Diamantis was not in attendance.

- OPM Under Secretary Marc Pelka complimented CJIS on the presentation it gave to Deputy Secretary Diamantis and Secretary McCaw. He said the presentation was able to get into the details of the project, which he believes demonstrates the seriousness that will be applied by OPM. He said Deputy Secretary Diamantis is familiar with the origins of CJIS and was a member of the General Assembly when the legislation creating CJIS was adopted. He then called for the approval of the minutes.

- CJIS Executive Director Humayun Beg said CJIS staff had a productive meeting with Deputy Secretary Diamantis two weeks before the Governing Board Meeting. The CJIS team was able to meet the new Deputy Secretary and explain the Connecticut Information Sharing System (CISS) project to him. He

said OPM Secretary Melissa McCaw is committed to making sure CJIS has the funding to keep the project moving forward.

II.   Approval of Minutes

- Pelka asked for and received approval of the minutes from the October 24, 2019, CJIS Governing Board Meeting.

III.   CISS Project Update

- **Overview**
    - CJIS Executive Director Humayun Beg said the CJIS Governing Board meeting comes at a transition time for the project. Days before the meeting, CJIS began the process of deploying the last of the source code for the project. The core infrastructure of CISS is complete and CJIS focus will concentrate on bringing new users into the system. This includes law enforcement, as well as the Judicial Branch and DCJ. Director Beg said the CISS project is at a pivotal point with the deployment of the system to partner agencies.
    - The project was difficult to complete, but having the support of the CJIS Governing Board and co-chairs made it possible. This is more complicated than the initial code development because that work was done in-house at CJIS. The project is now at a stage where CJIS is managing parts of a project that are neither under CJIS's technical or budgetary control.
    - In this effort, Director Beg said CJIS is partnering with Judicial, DCJ, DESPP, and some of the municipal police departments. The Chief of the Clinton Police Department attended the meeting, as did Detective Jacobson from cold case use to sole cases.
    - Funding for the project and requests from new agencies for access to CISS and information from CISS continue to be issues for CJIS, he said.
    - Director Beg said CJIS Project Manager Christopher Lovell would address the work CJIS is working with its partner agencies.

- **Project Workflows and Integrated Partners**
    - Lowell said that as of December 15, 2019, all source system are now connected to CISS. By bringing DMV information into the system, searches can be indexed with the property record providing more complete and comprehensive information during searches.
    - He said the addition of this information is already paying dividends for CJIS partner agencies. Lovell asked Hartford Police Detective Andrew Jacobson to tell the CJIS Governing Board how he has benefitted from the system during his work solving cold cases.
    - Det. Jacobson said police officers working to solve a case are only as good as the information they get. Using CISS, he said he and his partner were able to obtain important information a cold case from the 1990s. A woman from Hartford was dragged to death, but police at the time were unable to solve the case. CISS was able to help connect the dots.

- While the case had not been completed at that time, CISS provided significant information to move the case forward.

- In addition to identifying suspects detectives should look at, Det. Jacobson said CISS also was able to eliminate potential suspects. It can also 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.

- In the old system said, Det. Jacobson said the name would have to be entered exactly correct. However in CISS, that is not necessary. Information CISS was able to give him about height, weight, age, etc. Using that, he was able to narrow the name down to a specific person.

- 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 information 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.

- Judge Carroll said he appreciated Det. Jacobson coming to speak to the Governing Board. While Board Members can tell the story about what CISS can do, users' experiences make the real impact. Nothing compares to the story that was told by a real detective about how he was able to use it.

- Judge Carroll said he believes once police departments start to hear stories about how helpful and time-saving CISS is, they will want to start using it. That's a winning story.

- Assistant Chief State's Attorney John Russotto said the amount of time CISS was able to save detectives and how that would correlate to costs is also impressive.

- Lovell said that 98% of CISS workflow development is completed.

- The next part of the process that will take a concerted effort by CJIS and partner agencies is integration to court Geographic Area 9 (GA-9). As a result, Lovell said he is no longer the sole project manager delivering on CISS. His role is to help coordinate the work of Judicial, DCJ, DESPP, and local police departments as they connect to the system and integrate workflows. This also includes working with NexGen Public Safety Solutions, the primary record management system (RMS) vendor for the State Police and most of the municipal police department's in GA-9.

- Lovell said the project is making progress. At this time, a number of tasks have to be completed by each of the parties connecting and transmitting information into CISS.

- Workflows will eliminate 90 percent of the arrest paperwork that now delivered to the courthouse and DCJ by police officers, Lovell said.

- Clinton Police Chief Vincent DeMaio said eliminating the need to physically transport paperwork will save his department between 15 and 20 hours. This is time officers can now spend in the community.

- Lovell said CJIS also is working with other police departments in GA-9 to connect them to CISS. Once sending of all arrest paperwork is successfully tested and implemented, GA-9 police departments will be the first in the state to fully transmit arrest packages to Judicial and DCJ.

- CJIS is in the process of working with DESPP, Lovell said, as it updates its Live Scan technology for fingerprints and biometric data. The new process would allow municipal police department's RMS systems to communicate with Live Scan and include that identifying information, if it exists, in what is sent to CISS.

- One of the benefits of this, Lovell said, is that information is only entered into the system once, improving data accuracy and integrity.

- **DESPP Technology Update**

  - DESPP Project Manager JoAnne Ramm said the Live Scan update is a project DESPP is doing to replace some very old technology. This will give DESPP the same fingerprint technology that is available to the FBI.

  - Ramm said DESPP is hoping to have multiple Live Scan and fingerprint locations throughout the state and is partnering with CISS, DCJ, and Judicial to have them in the courts. This will provide a single point of entry of arrest information anywhere troopers need it.

  - The system is designed to be fully integrated, Ramm said. From entering the information, identifying the suspect to sending court paperwork, officers will have everything they need. The goal is to eliminate potential errors, re-entering information, and the need for paper files.

  - One of the benefits of working with CJIS is the ability to establish relationships with all of the record management system vendors, Ramm said.

  - Lovell said this is another example of CISS building the foundation and other agencies being able to leverage that foundation for their systems. This is a tremendous cost savings for agencies that do not have to create their own systems.

  - Director Beg said the collaboration that is taking place is helping to eliminate the duplication of interfaces and systems. This helps create the best solutions for the state.

  - Assistant State's Attorney John Russotto said all the work being done is helping to eliminate silos in the criminal justice community. This has taken a lot of effort on everyone's part and helped to create a sense that all of the agencies are in this together.

  - After the arrest, Lovell said, the information is validated in CISS and then sent to Judicial for a clerk to review.

- **Judicial Branch Update**

  - Judicial's Diana Varese said. Some of the work Judicial's project needed to do before it could begin to connect with CISS was updating case initiation and key processing. Some other

issues have been legislative changes that required some of the recently completed code to be changed, as well as the loss of much of Judicial's developer team. This impacted the timeline.

- Over the life of the project, Varese said, changes needed to be made such as bonding and adding fields. She said CIJS has been able to provide resources by loaning an employee. Through all the work that has been done, Judicial has been able to do some testing from CRMVS to DESPP. As work continues, she said they hope to bring the environments into production sooner rather than later.

- Lovell said once schedule notifications from Judicial are in production, CISS will be able to send those to NexGen RMS police departments that are sending early arrest paperwork. That will be a big win.

- Lovell said DCJ is building its new case management system and recently brought part of it online.

- **Department of Criminal Justice Update**

  - DCJ Project Manager Evelyn Godbout said the division is implementing a system that includes E-Prosecutor. DCJ has been fortunate to also benefit from a CJIS resource employee like Judicial has..

  - One of the benefits of DCJ's system will be that all of the information will be located in a single system. DCJ will be able to receive documents at the same time as Judicial, redact those documents, and send the information to downstream agencies electronically. It will no longer need employees to enter information from police departments. DCJ employees also will be able to search information from one system statewide, something it cannot do now.

  - DCJ currently does not have information in a digital format.

  - Godbout said the project with CISS had brought down walls that enable DCJ to get all kinds of information from police, from Judicial, and from other agencies. It's a big win.

  - She said DCJ is preparing to receive a year's worth of case information electronically from Judicial. Once that is successful, Judicial will transmit ten years' worth of case information.

  - Lovell said the project has a lot of people bringing a lot of work and information to the table. The only police department in GA-9 that may not connect to CISS is Old Saybrook because its RMS vendor is not participating with CJIS.

  - Judge Carroll said judges use laptop on the benches now, but not the way they will in the future with CISS. They are piloting case processes in the court now and the vision is that eventually it will all be electronic.

    Director Beg said a lot of effort is being put into the project by the partner agencies. CJIS also is putting a lot of effort in to help the partner agencies succeed.

- **CISS Search Deployment**

  - CJIS Project Manager Sean Bucher said before everything gets into production, CJIS is going to connect each agency's user acceptance testing environment to mimic the reality of the process from arrest through the court process. This is happening right now. The project is getting to the

point where everything will be tested repeatedly. With successful testing, it will move to deployment.

- Now that all the search system are available in CISS, Bucher said CJIS is working to get the word out to users potential users. CJIS hopes this will encourage police departments to contact CJIS for training. To accelerate the process, CJIS would need additional staff to complete all the steps to the onboarding process.

- Because police departments are busy and the onboarding process is complex process, Bucher said CJIS employees help out by going to departments to help with the work.

- Bucher said early arrest paperwork transmission code development with NexGen is essentially completed. Now, concentration is being put on coding for the full arrest packet. CJIS is testing this with NexGen now.

- Director Beg said CJIS is trying to improve the onboarding process to bring more police department and user into CISS. The development of the online user application process is back on track.

- Bucher said, after the holidays, CJIS was contacted by police departments and agencies that want to get more users trained and into the system. Over the course of the project, 756 users have logged in to CISS and conducted searches. Each agency and police department seem to have some "super users" who conduct the majority of searches. CJIS is focusing on getting them trained and into the system first.

- Bucher said 16 police departments are sending early arrest information, accounting for 2,147 people using workflows. When the electronic dispositions from Judicial are in production, a number of new police departments will be able to go online.

- Search numbers were down for November and December, Bucher said, because the systems was moving into production and search could only be done in the test environment. These searches are not tracked.

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- **CJIS Phase I Close-out**

  - CJIS Program Project Manager Mark Tezaris said one of the things that will help CJIS bring more users online is resources. He said CJIS plans to hire and devote more resources to this.

  - Tezaris said CJIS began working on Phase II of the project while it was completing Phase I. The vendor is working to fix one remaining defect in the system for Phase I. CJIS hopes the vendor will have this completed by February. He said it is withholding $1.1 million in payments to the vendor to ensure the work is completed to CJIS's satisfaction.

- **CJIS Project Plan**

  - Tezaris said that for Phase II of the overall CISS project, a number of sub-projects are taking place. Items are classified as projects if they require 25-work-hours or more. These come under the umbrellas of:

- Workflow Deployment Search Deployment Infrastructure Projects Reports and Analytics Projects Potential New Projects

  - In addition to deploying workflow, onboarding search users, and upgrading the system's infrastructure, Tezaris said CJIS receives about one request per month for access. One of the most recent projects is with the Department of Administrative Services (DAS) and DMV to give State Marshals access to information. Those agencies have two full-time people doing a job that, with about 65-work-hours, CISS can automate. Those two full-time employees can now work on other tasks.

  - When it comes to analytics, Tezaris said, recently passed and newly proposed legislation will make this area explode.
  - Director Beg said that in every area of life and business, data analytics is being looked at to determine trends, find solutions, and answer questions. CISS provides access to a lot of information and there are ways to analyze that information that have not been thought of yet.

  - Tezaris said that with all the projects going on, CJIS has developed a project plan to better schedule the work and manage the resources. The plan will help track what is going on with each of the projects and measure whether projects critical to the success of other projects are meeting their timelines. As part of this effort, CJIS plans to hire an additional project manager with the funding the agency has

- **CISS Financials**

  - Tezaris said one of the key factors that will determine the success of the CISS project is funding, Tezaris said. After a good meeting with OPM, CJIS feels more confident about receiving the funding needed. OPM is aware of the critical date of April 2020 for CJIS to receive the bonding money for the project.

  - Tezaris said one of the steps CJIS is taking is to look for ways to reduce expenses such as vendor costs. CJIS was able to reduce some of its vendor software costs, telephone costs, and printer/copier costs. He said the agency will continue to look for more ways to save money.

  - While CJIS is in the process of rightsizing its current employees Tezaris said it still needs to hire some. One of these is a system administrator to help manage the more than 400 servers CJIS uses. Two of the difficulties CJIS has had in hiring for this position is the pay and that the position is durational. CJIS is looking at options, such as hiring an intern and training them to do the work.

IV. Comagine Project Health Report

  - Todd Priest of Comagine Health Todd Priest of Comagine Health said one of things he hears from stakeholders is that some agencies are very involved in the project and will be ready for the impact workflow will have on their processes. Other agencies are questioning whether or not they will be ready for workflow. CJIS should communicate with the different agencies to see if they are prepared and what needs to be done to prepare.
  - Overall, Priest said perception of the project has improved greatly since the health checks that were done in 2014. People at the different agencies have really bought into the project.

Now is the time to bring all the agencies together for discussion and planning session, especially those who have not been as involved in the project. That will help energize the project even more.

- Judge Carroll said the board understands that funding, especially bonding, is critical to the success of the project. The fact that the legislature has not passed the bond package and that the Bond Commission has not been meeting is part of the problem. He said he hopes having the Deputy Secretary Diamantis on the board will help with that.

- Hearing from the other agencies working on the project was a good addition to the meeting, he said. It gives the board insight into how the project will impact those agencies and the state's criminal justice system.

V.   Adjournment

- Director Beg said the CJIS presentation was completed.

- Judge Carroll asked if there was any other business. Since there was none, he asked for a motion to adjourn which was made, seconded, and approved.

- The next Governing Board meeting in Thursday, January 23, 2020.