CJIS Governing Board Meeting
April 23, 2020
Virtual Meeting on CJIS website at www.ct.gov/CJIS

CJIS Staff Making Presentation:

Humayun Beg, Executive Director (CJIS), Mark Tezaris (CJIS), Christopher Lovell (CJIS), and Sean Bucher (CJIS)

I. Welcome

- Criminal Justice Information System (CJIS) Executive Director Humayun Beg welcomed viewers to the first virtual Criminal Justice Information System Governing Board.

- Director Beg said other presenters would be CJIS Project Managers Chris Lovell and Sean Bucher, as well as CJIS Project Program Manager Mark Tezaris. He said the presentation would cover the progress of the Connecticut Information Sharing System (CISS) project, financial, risks, and operations.

- With the COVID-19 epidemic, Director Beg said, the CJIS Team has consulted with the CJIS Governing Board Co-Chairs and Human Resources. It was decided that the CJIS team is well-equipped to telework from home. Daily video conferencing with managers and daily work reporting ensures projects are being completed.

- As far as the CISS project work status, Director Beg said COVID-19 has had minimal impact. Analysis resulted in readjustments where needed. Some infrastructure tools and software originally planned to be completed at a later date are being worked on now.

- Work with stakeholders continues as most were able to adjust and keep the project on its timeline. Some testing has been impacted and adjustments are being made. Work with police departments and record management system vendors continues toward sending the full arrest packages. CISS search training has moved online.

- On financials, Director Beg said the State Bond Commission approved the requested $8.9 million for the project. CJIS is working with OPM Secretary McCaw and Deputy Secretary on any operational budget needs. Prioritizing and financial assessments of incoming project requests are being made.

- Director Beg said CJIS has a robust project portfolio and plan. This includes resource-loading, deliverable milestones, and managing with earned value to track spending and tie it back to investments. Program risks remain manageable with the developed mitigation strategy. A new risk was added for COVID-19 impact.

- Comments and questions can be sent to CJIS.HelpDesk@ct.gov.

II. CISS Project Update

- **CJIS Integrated Partners Workflows**
  - CJIS Project Manager Chris Lovell said work with partner agencies continues. The Board of Pardons and Paroles (BOPP) is close to completing its exchanges for electron pardon information.

- The Judicial Branch is sending case updates, schedule notifications and disposition to the pre-production server at the Clinton Police Department. It must still complete an exception report for data elements that do not pass through the CJIS validators. This will further clean up data in CISS.

- The Division of Criminal Justice (DCJ) has made progress with its new case management system. It receives early arrest notifications through CISS, as well as case updates, schedule notifications, and dispositions. DCJ is using this information to test its case management system.

- CJIS is working closely with the Clinton Police Department on the pilot for arrest paperwork being sent through CISS to DCJ and Judicial. Development and testing of the NexGen Level I and Level I code for sending the early arrest and full arrest packets are expected to be completed in the next few months.

- Department of Corrections (DOC) is receiving early arrest notifications, but the receipt of schedule notifications and Mittimus are on hold until its new case management system is completed. The information is available and can be transmitted once the new system is ready.

- Department of Motor Vehicles receives early arrest notifications. It's anticipated it will get the full arrest paperwork during the fourth quarter of 2020.

- Department of Emergency Services and Public Protection (DESPP) is scheduled to get the uniform arrest report, arrest paperwork, case updates, dispositions, and schedule notifications with its Master Name Index/ Computerized Criminal History refresh. Because of COVID-19, CJIS is planning to give DESPP those exchanges this year, rather than next year, as originally planned.

- **Agency Updates**

  - Lovell said DCJ is receiving CISS data into its case management pre-production environment. These are case updates by Judicial that are being transmitted every night. A CJIS Tiger Team member is assisting DCJ in its efforts.

  - Judicial is sending case updates, schedule notifications, and dispositions to downstream agencies in the pre-production environment. Its employees are working remotely on the last two of four sprints of its CISS/ Criminal interface. It also is in the final stages of developing an exception report that will improve the integrity of the data in CISS.

  - Record management system (RMS) vendor NexGen Public Safety Solutions is in the final stages of developing Level II software to send the full arrest packet. This will be loaded into the pre-production server at the Clinton Police Department. For testing purposed, arrests taking place in Clinton will be loaded into both the Level I early arrest software that transmits to CISS, as well as the Level II software transmitting into pre-production.

  - DESPP is working with CJIS toward implementation of its LiveScan technology, which will be tested at the Clinton Police Department. As mentioned earlier, the development of new data exchanges was move up one year due to COVID-19. This will take just under two months and should be completed by the middle of 2020.

- **Workflows COVID-19 Mitigation**

  - Lovell said stakeholder communications has been excellent with all meetings continuing through screen shares, conference calls, and video.

- DCJ, Vendor, and CJIS resources are working remotely to limit schedule impact. DCJ executive level management is conducting initial testing on its new case management system. CJIS Tiger Team resources are working remotely to assist with data integration. More testing will be doe when staff return to their offices.

- Judicial staff is working remotely to limit impact on the schedule.

- CJIS meets with DESPP personnel remotely to continue development.

- **GA-9 Deployment**

    - Once Judicial completes the exception report exchanges, all of the police departments with NexGen Level I software can begin transmitting early arrests and receiving updates, schedule notification, and dispositions.

    - Development of NexGen Level II module testing at Clinton is progressing.

    - The DCJ/CISS daily exchange was completed. The first week of May, CJIS and DCJ will begin testing an additional exchange that will contain redacted data, cases placed on hold, and cases that are released.

    - In June, Judicial will transmit one year's worth of data to DCJ's pre-production environment. At the end of June, 10-years-worth of data will be transmitted, with daily updates occurring from then. Internal testing will run through the end of July.

    - CJIS made some internal change controls to CISS workflows in response to stakeholder feedback. Development is complete on the major deliverables and system testing is taking place. Pre-production testing should be completed in May.

    - In June, the full arrest process will be ready for testing. CJIS will conduct full, end-to-end testing through the first week of August. Full production is expected at the end of August.

- **COVID-19 LEA/Vendor Execution**

    - CJIS Project Manager Sean Bucher said that the COVID-19 epidemic put a stop to in-person visits to police departments for training and to assist with connectivity.

    - With many officers available for work or training at home, this opened an opportunity to reach out to them in a new way. Using the same technology that CJIS staff uses to telework, CJIS Public Safety Liaisons developed an online CISS search training program. CJIS currently offers two training webinars a day.

    - Record management system (RMS) vendors also moved to telework. RMS developers continue to work on Level I and Level II programming and testing.

- **Clinton PD (GA-9) Workflow Testing**

    - Bucher said that user acceptance testing has been moved to a pre-production environment. Clinton Police Department, as the initial police department for CISS workflows, will be connected to the pre-production server by the end of April.

    - RMS developer NexGen Public Safety Solutions is working with CJIS on certification of the Level II arrest packet transmission, while also working to complete the code. Some of the validations occurred earlier than originally planned because of COVID-19.

    - Additionally, NexGen is working on the new CISS Workflow dashboard and messages coming into police department databases.

- In the near future, Judicial will process the arrest packages; publish case updates, schedule notifications and dispositions; and publish agency response messages.

- During that time, DCJ also will process the arrest packet and publish agency responses back to police departments.

- The interactive NexGen RMS is expected to be ready for testing by Clinton in mid-May.

- **RMS Vendor Development Progress**

  - The RMS development schedule has been adjusted because of COVID-19.

  - NexGen early arrest notifications were received and certified by CJIS. Publishing of arrest packages to CISS has been certified, as have publishing of arrest documents to CISS as attachments.

  - Accucom Consulting submitted its first arrest packet on April 3, 2020, which passed though the CISS validators. CJIS staff are in the process of certifying the packet.

  - Central Square subsidiary IMC will kick-off programming in October. Another subsidiary, Inform, is in communications with CJIS about the procurement and contracting process.

- **CISS Deployment Workflow Continuing During COVID-19 Pandemic**

  - Sixteen police departments are submitting early arrest notifications. Of these, four use NexGen RMS and 12 use Accucom.

  - NexGen Level I development was certified by CJIS. This means that an additional 24 NexGen police departments will be able to send early arrest notification once Judicial messages are streaming in CISS production.

  - Out of 93 police departments, 44 are connected to CISS through the Public Safety Data Network.

  - Department of Administrative Services/Bureau of Enterprise Systems and Technology (DAS/BEST) is now handling police department connectivity to CISS. Remote deployment continues where possible. In-person work will resume later.

- **COVID-19 New Training Approach**

  - CIS Public Safety Liaisons have been serving as instructors for CISS search training. Using Zoom, they developed live, instructor-led webinars to continue training users remotely.

  - Training invitation emails are sent weekly to individuals who have submitted the CISS User Authorization Request Forms. Those individuals and other users can sign up for training though the CJIS website for one of two sessions offered each week day.

  - Law enforcement personnel earn four credit hours for Police Officer Standards and Training.

  - CJIS Trainers coordinate with police departments' command staff on user access credentials and availability.

  - Working interactively with and through feedback from students, CJIS training are continually building upon and improving training.

- **Deployment Progress**

- While 16 police departments are capable of sending early arrest notifications, not all have completed all of the deployment tasks, which also includes connectivity and users search training. Twelve police departments have completed all of those tasks.

- Thirteen police department have completed the training and connectivity tasks and are waiting for early arrest notifications to be enabled.

- Once automated Judicial messaging is capable, another 24 police departments will be able to send early arrests.

- **CISS Usage (Search and Workflow)**

  - In March, CISS usage increased. Users conducted 2,528 searches. Users also used workflows 2,853 times. Some workflow users may also be search users.

  - Since the pandemic, all newly-trained CISS users complete training online.

  - Soon, the Department of Emergency Services and Public Protection will become another CISS workflow endpoint.

  - Bucher said search is defined as each time a user enters a case into the system to conduct a search. Because the case search overview includes information from multiple sources, users may search several systems while online. Only the initial search conducted when the case number is entered into the system counts.

- **CISS Deployment COVID-19 Strategy**

  - CJIS Program Project Manager Mark Tezaris said CJIS developed a strategy to continue work on the CISS project during the COVID-19 pandemic. This relies on technology to enable CJIS employees to telework and daily work logs to track and verify employee output.

  - Since many employees at CJIS partner organizations are no longer working in their offices, they are able to attend the live CISS instructor-led training webinars. This has been successful in training more users for CISS search.

  - Communications to CJIS stakeholders is continuing through conference calls, screen-sharing, and video conferencing. Updates are also being sent via email, newsletters, and meetings.

  - CJIS looked at the project plans for CISS and identified what project scope could be done now in place of scope that could be delayed. This includes updates to SharePoint, MultiVue, and Software AG. Also, some information exchanges planned for later in the project are being worked on now. This allows CJIS to make the best use of project funds.

- **CISS Phase 2 List of CJIS Projects**

  - Tezaris said CJIS has approximately 34 projects identified for the deployment phase. This consists of the workflow deployment, search deployment, infrastructure projects, potential new projects, and reports and analytics projects.

  - Tezaris said that projects listed on the PowerPoint slide in bold are those that CJIS had planned to allocate resources toward in the future. To make the best use of resource during the COVID-19 pandemic, those projects are being worked on now.

- **CISS Scope & Deployment Phase Key Success Factors**

- Tezaris said CJIS previously had a few slides to list the issues that needed to be addressed for the future success of the CISS project. Enough of the issues were addressed that now the remaining ones fit on a single slide.

- One of the remaining factors is securing funding for operational support and phase 2 implementation. The State Bond Commission approved the requested $8.9 million in bond funds for the project on April 16. Once CJIS receives the money, the issue will be changed from yellow to green.

- One of the issues with CISS operational support, Tezaris said, is that CJIS has one administrator to manage more than 500 servers. An additional employee is needed, so CJIS went through the process to hire an ITA3 as a state employee. However, the process with DESPP HR has taken months and CJIS needs to find a way to move forward.

- CJIS is receiving vendor support from Analysts International Corporation (AIC). While the situation is not perfect, the work is getting done.

- CJIS also is working with the consultants it hired for the project. When CIS receives the bond funds, it will continue its work with the same consultant team and expand the number of consultants to continue with workflows and search.

- Tezaris said CJIS is in the process of reducing costs through right-sizing and finding efficiencies. One of the ways it has cut costs was by reducing the cost of the Software AG maintenance and support contract that was $520,000 and was scheduled to go up to $1.6 million down. CJIS negotiated the price down to $180,000 a year. It is looking to do more of that over the next two years with CJIS's other contracts.

- **CJIS Capital and Operational Budget**

  - Tezaris said that to date, CJIS received $60,920,000 and spent $58 million and is planning to spend $2.198 million through June 30, 2020.

  - That will close out Phase 1 of the project and pay vendor Conduent. Depending on when CJIS receives the bond funding, money for the project may get tight. However, Tezaris said CJIS will make it work.

  - Looking at Phase 2, Tezaris said CJIS is looking to spend $2.7 million to train the remaining 10,000 search users. The electronic workflows are expected to cost about $2.6 million.

  - RMS connectivity and vendor costs will make up the remaining amount of the $8.9 million. The effort is planned to take between 18 and 24 months.

  - The total cost of Phase 1 and Phase 2 will cost about $69.8 million in bonding.

  - The operational support budget will cost $2.6 million in General Fund appropriations, rollover funding of $861,000, and inmate phone revenue of about $5 million. This reaches a total of $8.6 million per year.

  - Tezaris said any questions can be directed by email to the CJIS Help Desk.

- **CISS Deployment Project Planning**
  - Tezaris said CJIS is moving forward with an integrated project plan. The plan is kept on a shared CJIS project server so that members can make updates to any of the 34 projects in the plan and see its impact on other plan projects.
  - Using the project server, users can see the detailed project plans and their progress as CJIS hits milestones, leading to deliverables, and finally leading to the overall deliverables of the CISS deployment.

    Tezaris said CJIS will begin looking at expected earned value. This involves identifying the major deliverables of the project and associating the expected cost of each deliverable. By the end of the project, CJIS will be able to identify the distribution of the $8.9 million in bond funds.

- **CISS Key Project Risks & Mitigation**
  - The deployment funding risk has been moved into the green since the State Bond Commission approved the requested $8.9 million. It is now low probability and low impact.
  - Stakeholder support continues to be in the red, Tezaris said. Employees in stakeholder agencies have their regular fulltime jobs and not much time to devote to the CISS project. CJIS provides technical, logistical, and project management resources where it can through TIGER Teams. The risk continues to be a high impact and high probability since additional funding to stakeholders for work on CISS is unlikely.
  - RMS vendors providing 90% of arrests to CISS is improved by the participation of NexGen. Tezaris said NexGen is the RMS vendor for about law enforcement whose arrests make up about 70% of all arrests. Vendor Accucom will bring another 20% of arrest information into CISS. CJIS now has as agreement with Central Square subsidiary IMC, which will bring arrest information from 12 police departments helping CJIS get to 90% of all arrest information into CISS. Now that CJIS knows it will receive the $8.9 million, Tezaris said it can move forward with the agreement with Central Square subsidiary Inform.
  - The last risk is delays expected because of COVID-19, as well as an increase in the cost. Tezaris said CJIS is seeing some of that now with its stakeholders taking longer because of the need to adapt to a new way of doing business. Delays increase the costs because CJIS's overhead remains the same no matter how much work gets done. This is a low probability, high impact risk that CJIS is addressing by working with each stakeholder to provide the resources they need to move forward with their parts of the project within the time schedule.

- **CJIS Operational Support**
  - Tezaris said CISS has been built and is in production. CJIS is working toward CISS providing the full arrest packet to entities in GA-9. The goal now is to ensure CISS is operational and meets the requirements of 99.99% of the time. COVID-19 has impacted the project by slowing

down CJIS ability to complete operational support work. CJIS is working with DAS/BEST and its stakeholders and partners, jut at a slower pace.

▪ CJIS opened a position of ITA3, system administrator, as a state employee position but the process has stalled for several months. Because CJIS cannot hire a state employee in a timely fashion, a consultant is being hired for the position.

▪ Another risk to operational support is that CJIS consultants are durational positions. They represent low starting salaries and must be renewed every year.

▪ CJIS fiscal administrator is out on leave and it has impacted CJIS's ability to do procurements and process payments. CJIS staff can get the work done, but this is in addition to employees' full time duties. CJIS is working with DESPP fiscal to get the procurements done.

▪ Tezaris said a risk to operational support is a need to improve the state employee hiring process. Director Beg and Tezaris will work with DESPP to see what can be done to improve the process.

▪ CJIS contracted with Analysts International Corporation (AIC) for support services that CJIS does not have the capability to properly support. AIC is the vendor that wrote the code and hiring it is as a more efficient way to maintain the system.

III. Adjournment

▪ Tezaris said the presentation had ended. He said that anyone with any questions or comments could ask them through CJIS.HelpDesk@ct.gov. CJIS will share those, as well as any responses, with members of the board.