



# Criminal Justice Information System Governing Board Meeting

October 22, 2020

For questions and comments email  
[CJIS.HelpDesk@ct.gov](mailto:CJIS.HelpDesk@ct.gov)



# Agenda

## PROJECT UPDATE AND STRATEGY

- Multi-agency Workflow Update
- Deployment Strategy and Integration with Criminal Justice Agencies
- Integration with CSP/NexGen RMS System
- Search Deployment and Training
- Additional CJIS Projects and Analytics

## CJIS FINANCIALS

- Overview of Financials
- Budget Proposal for FY 22-23
- Funding for Additional Requests

## OPERATIONAL SUPPORT

- CJIS Project Portfolio and Support
- Integrated Project Plan
- Program Risks

## WORKFORCE CONTINUING TO TELECOMMUTE SUCCESSFULLY

- No Negative Impact On Project Work-stream Due To COVID-19



# CISS Workflows

- **Program Goals**

- Design and implement a comprehensive, state-wide criminal justice information sharing system
- Facilitate immediate, seamless information sharing between Connecticut Criminal Justice Agencies
- Improve the efficiency of Criminal Justice Agencies as they carry out their daily data sharing processes.

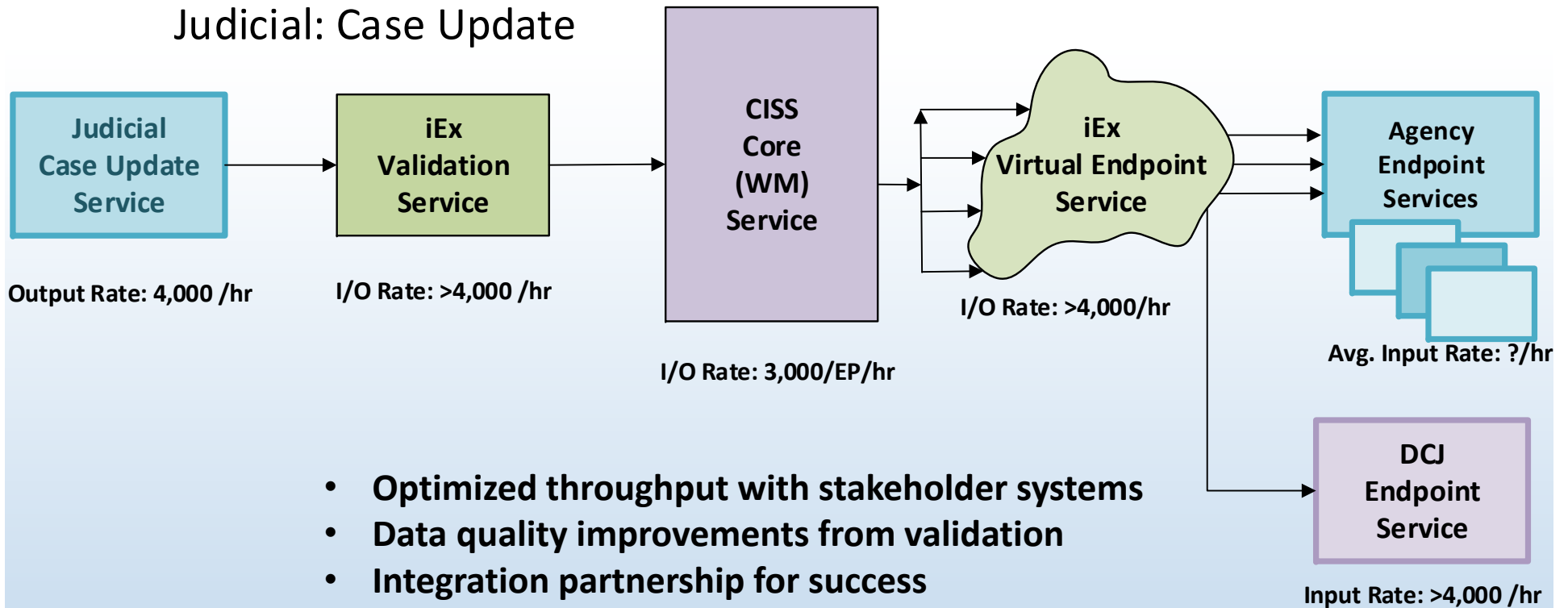
- **Latest Accomplishments**

- Early Arrest Notification – In production
- Case Update Data Exchange – In production
- Full transfer of production Criminal Justice Data from Judicial to eProsecutor (DCJ)
  - All Active cases are fully accessible thru eProsecutor
  - Changes to the status of cases are updated daily (Incrementals)
  - Archived cases thru 2018 are fully accessible thru eProsecutor
  - Full 10 years of data to be transferred to eProsecutor by February 12, 2021
- Disposition exchange to be enabled by the end of October 2020
- Schedule Notification scheduled to be activated on 27 November 2020
- Arrest exchange are scheduled to be activated after DCJ receives the last of the 10 years of archived data from CRMVS (Judicial)



# CISS Data Throughput Optimization

## Judicial: Case Update



- Optimized throughput with stakeholder systems
- Data quality improvements from validation
- Integration partnership for success

**Target Agency to Agency Throughput Rate: 4,000 /hr**



# Integrated Partners - Workflow



## BOPP

- E-Pardon

## Judicial

- UAR
- Case Updates
- Schedule Notification
- Dispositions

## DCJ

- Early Arrest Notification
- Case Updates
- Schedule Notifications
- Dispositions
- Arrest Paperwork
- UAR
- Released/Redacted Documents

## Municipal LEA

- Early Arrest Notification
- UAR
- Arrest Paperwork
- Case Updates
- Schedule Notifications
- Dispositions
- Live Statute Listing

## DOC

- Schedule Notifications
- Mittimus
- UAR (Future Workflow)
- Early Arrest Notification

## DMV

- Early Arrest Notification
- Arrest Paperwork

## DESPP/CSP

- UAR
- Arrest Paperwork
- Live Statute Service
- Case Updates
- Dispositions
- MNI/CCH



# Partner Agency Updates

## DCJ

- Have received in production all active and historical cases from 2018, 2019 & 2020
- Transmission of full 10 years of data to DCJ is ongoing with a completion date scheduled for February 2021
- Case Update and incremental exchanges are complete and in production

## JUDICIAL

- Currently sending Case Update through CISS to Downstream Agencies in production environment
- Production data exception report pre-production refinement
- Direct interface to Criminal is in Sprint 1 of 3
- CISS/Criminal interface currently in Sprint 4 of 4

## RMS VENDORS

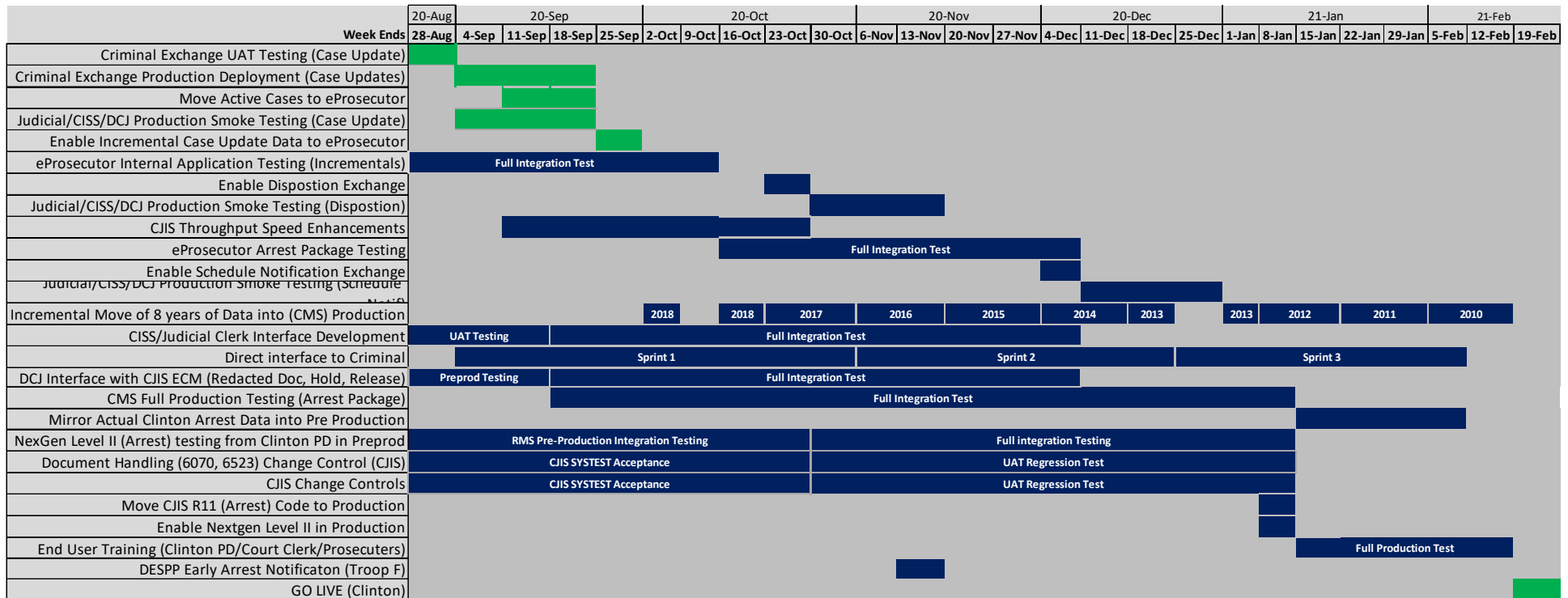
- NexGen completed level II development with full integration testing with full arrest package underway
- Accucom has begun sending level II arrest packages thru the SYSTEST environment
- IMC Update

## DESPP

- Continue DESPP/CISS partnership for implementation of LiveScan
- New data exchange to support MNI/CCH refresh is now in SYSTEST



# GA Deployment



- GA9 Police Departments in scope are Chester, Clinton, Cromwell, Deep River, Durham, East Haddam, East Hampton, Essex, Haddam, Killingworth, Middlefield, Middletown, Old Saybrook, Portland, and Troop F in Westbrook





# CISS Early Arrest Workflow Deployment

## CONNECTIVITY

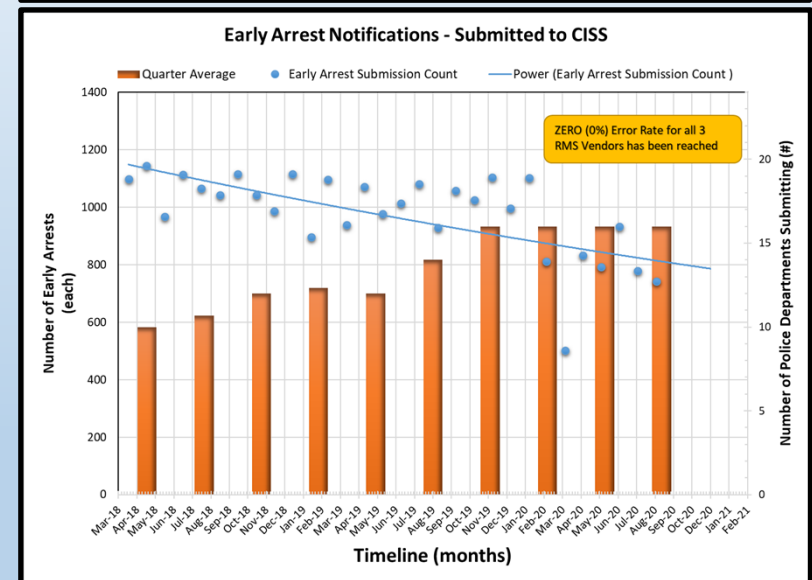
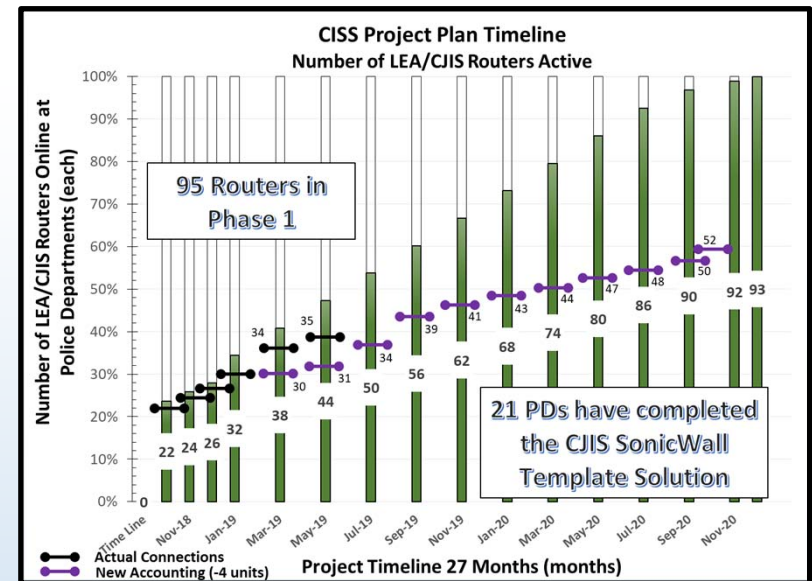
- 52 out of 95 Phase I are currently connected
- GA-9 Focus
- CSP RMS Connectivity to CISS in Production

Transition Occurring to New Solution – Led by Sazara

- Now an integrated CJIS and DAS/BEST Project replacing CJIS PSDN Routers
- More Detailed Deployment Tracking
  - CJIS Production Monitoring Dashboard

## EARLY ARREST NOTIFICATION (EAN) WORKFLOW

- 16 PDs currently sending, 26 in stand-by
- NexGen EAN Deployment is ready to resume when Disposition Messages enabled in CISS
- Automatic Statute Table Update Service



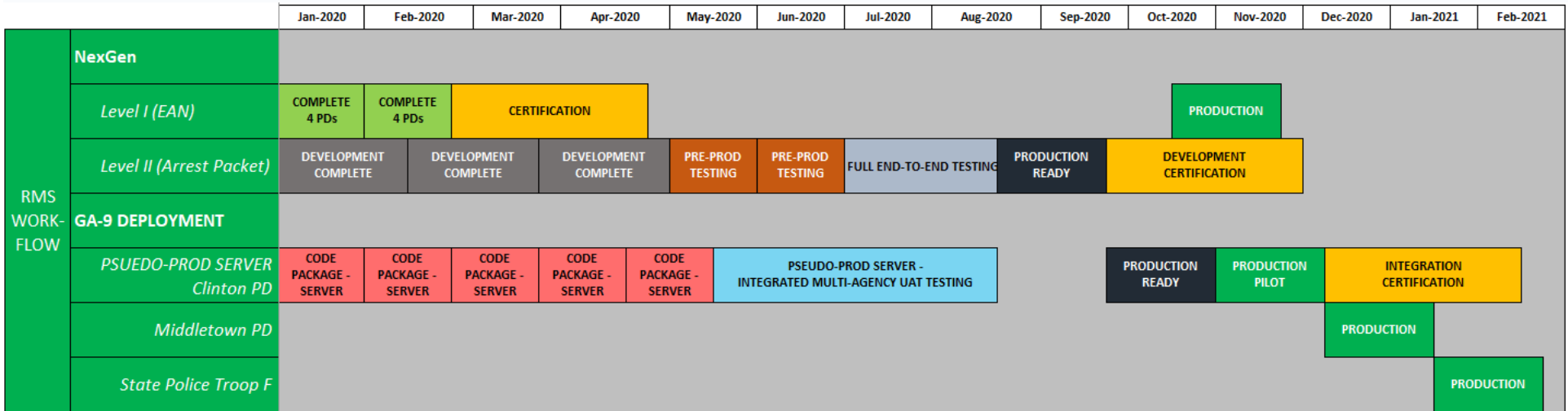




# RMS Vendor Development Progress

## NEXGEN

- ✓ Level 1 – Early Arrest Packet submission can resume deployment (26 PDs for new RMS Software)
- ✓ Level 2 - A full Arrest Package (Arrest Packet, Docs., Transmittal) sent through CISS unit testing in SysTest Env.
- ✓ Clinton Pseudo-Prod Server – Sending Live Arrest Packages and Receiving Agency Messages – Integrated Testing



## ACCUCOM

- ✓ Final Level 2 Arrest Packet submitted 10/9/2020 – CJIS Validation work is nearing completion

## CENTRAL SQUARE

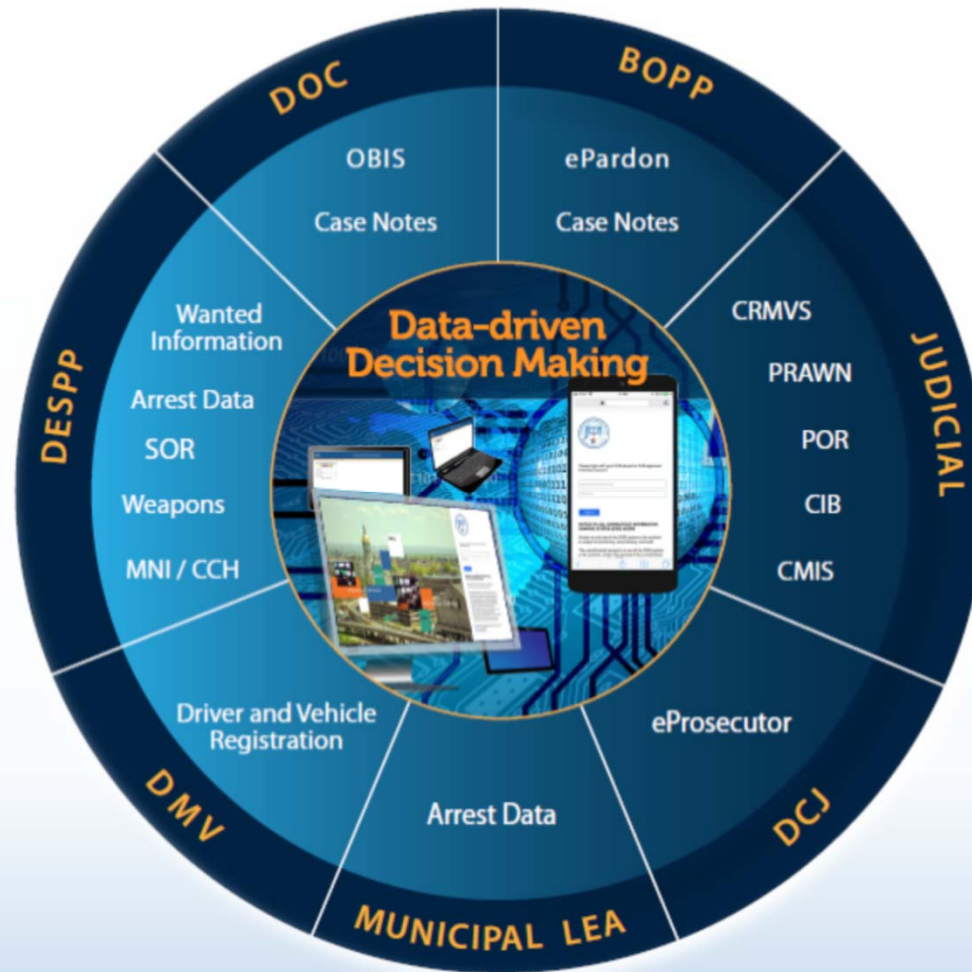
- ✓ IMC – Level I Kickoff was on Oct. 8<sup>th</sup>, 2020 – Development for Level 1 is now active, Target L1 completion 12/1/20
- INFORM – Initiated Contract Discussions

## UPCOMING (RMS Vendors are looking for)

- Agency Response Messages from DCJ and Judicial Systems
- ✓ Judicial outbound publishing: Case Updates/Disp./Schedule Not. – Upcoming in CISS Production (DMV & DOC)

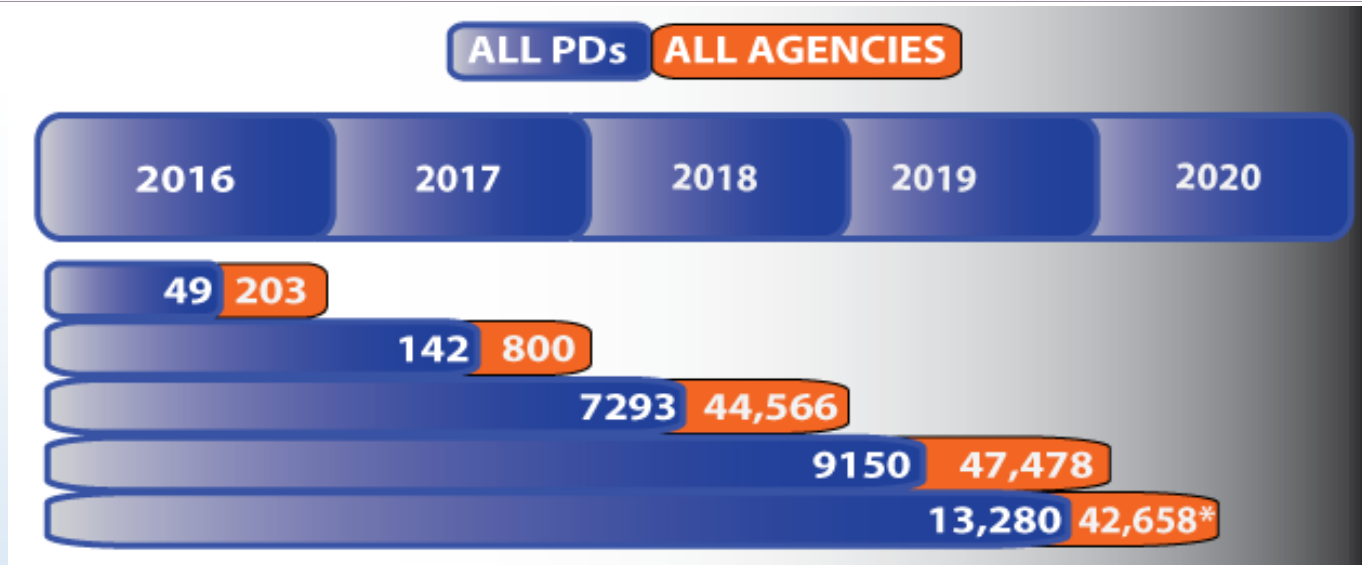


# Questions





# Historical Trend: Searches



## TOP 10 TOTAL AGENCY SEARCHES IN 1/2020-10/2020

Department of Corrections – 12,936\*

Board of Pardons and Parole – 6,663\*

Department of Emergency Services and Public Protection – 4,836\*

Department of Motor Vehicles – 3,148\*

Local Police Hartford – 1,720\*

Local Police Waterbury – 1,650\*

Local Police Torrington – 1,200\*

Local Police Orange – 1,127\*

Local Police South Windsor - 991\*

Superior Court Operations – 680\*

*\* Data from OCTOBER 6, 2020*



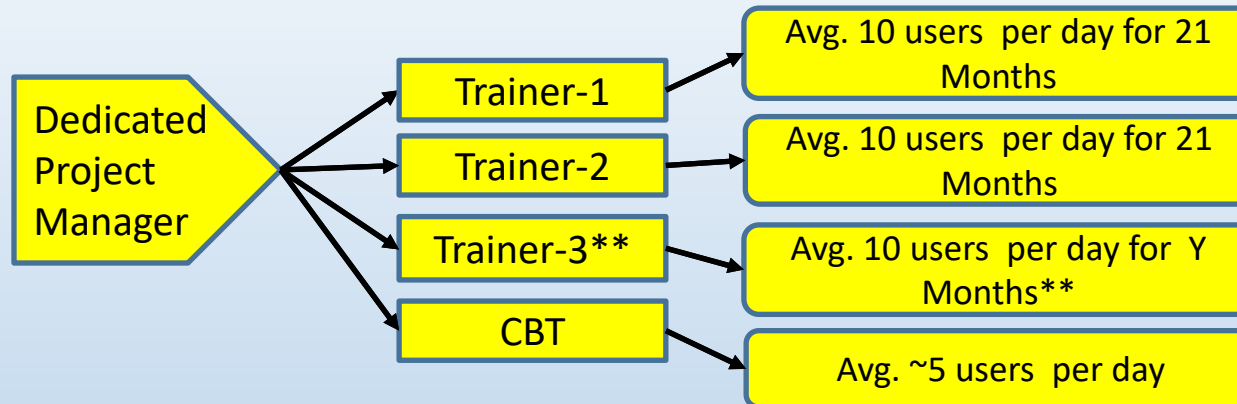
# CISS Training Deployment

## CISS SEARCH DEPLOYMENT USERS

**Expect Approx. 13,000\* Users - 2,764 Onboarded Users = 10,236 Users to Onboard**

### DEDICATED TEAM(S):

1. Dedicated Project Manager (Contact, marketing, connectivity, training follow-up)
2. Three or more dedicated trainers (in-person classes, webinars)
3. Computer Based Training online (CBT)



### ISSUES, RISKS, & MITIGATIONS

- Retirements and Vacations of Officers
- Transitions for New Recruits
- COVID-19
- Multi-Assigned vs. Dedicated Teams
- Additional Trainer to Meet FY Timeframe

*\* Pending current validation    \*\*Pending Future Hiring & Onboarding of Trainer 3*



# CISS Router Connectivity & Upgrades

## CONNECTIVITY

- Defining Connectivity for CISS Search
- CISS Search Connectivity
  - 52 sites have full connectivity
  - 25 sites have single terminal connectivity (COLLECT)
  - Total 77

## AGENCIES INTEGRATED EFFORTS FOR UPGRADING CONNECTIVITY HARDWARE

- CJIS | DAS BEST | PDs
- Full Customer Service Support
- Router Upgrade Efforts for Current EOL Season
  - Gradual Effort to Upgrade “Older” Routers
  - Challenge: PDs Working to Configure Upgraded Router for Minimal to No Interruption of Connectivity

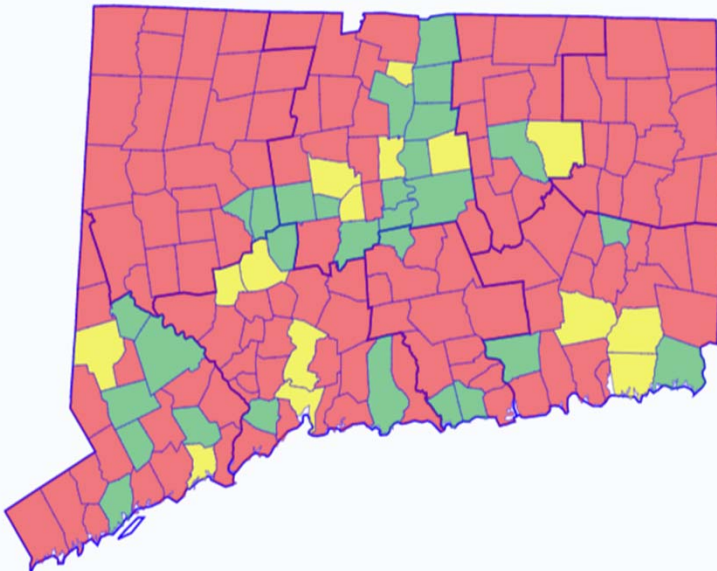
## CJIS COVID-19 RESPONSE

- Public Safety Liaisons (PSLs) were limited, then grounded, recently entered with DAS BEST
- Current Increase in CT COVID-19 Cases
- Potential Mitigation

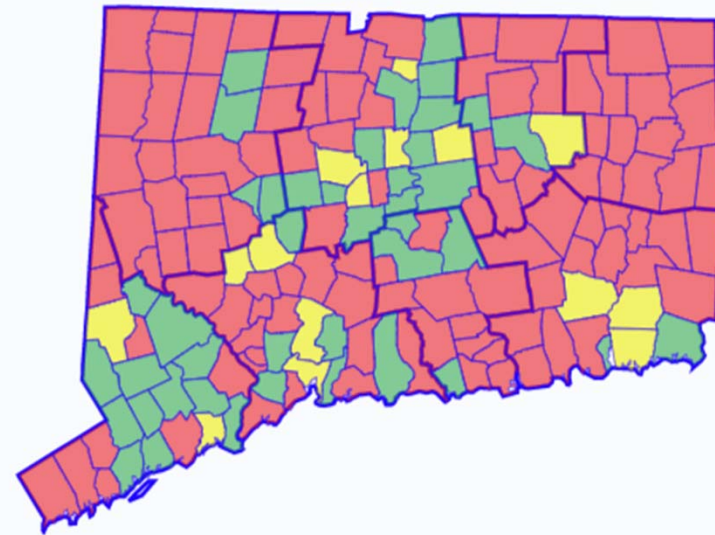


# CJIS Reports, KPIs and Dashboards

July 2020



October 2020



- PSDN Connected Routers – 95 (↑11)
- PD LAN Connectivity – 52 (↑ 15)

Connectivity Map URL - <https://dashboard.cjis-ciss.ct.gov/Map>





# CJIS Reports, KPIs and Dashboards

## HELP DESK

TOTAL ACTIVE  
792

ACTIVE W/O SCOM  
359

SCOM  
433

NEW  
7

IN PROGRESS  
83

PENDING  
1

AWAITING CUSTOMER  
0

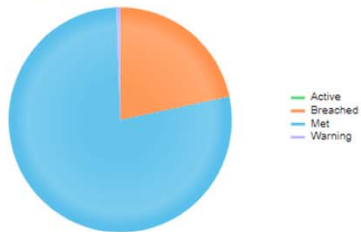
AWAITING VENDOR  
8

AWAITING PARTS  
0

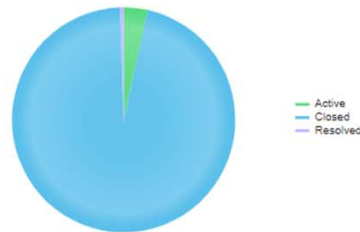
AWAITING APPROVAL  
52

TNT %  
14.29

ALL INCIDENTS BY SLA STATUS



ALL INCIDENTS BY STATUS



ALL INCIDENTS BY SOURCE



ALL ACTIVE INCIDENTS BY SUPPORT GROUP



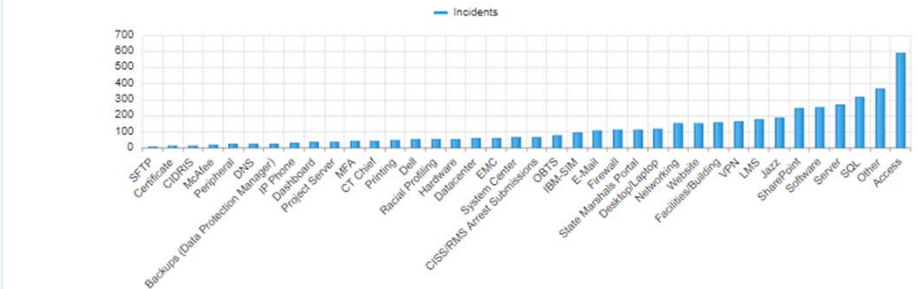
WEEKLY INCIDENTS BY CREATED DATE



WEEKLY INCIDENTS BY RESOLVED DATE



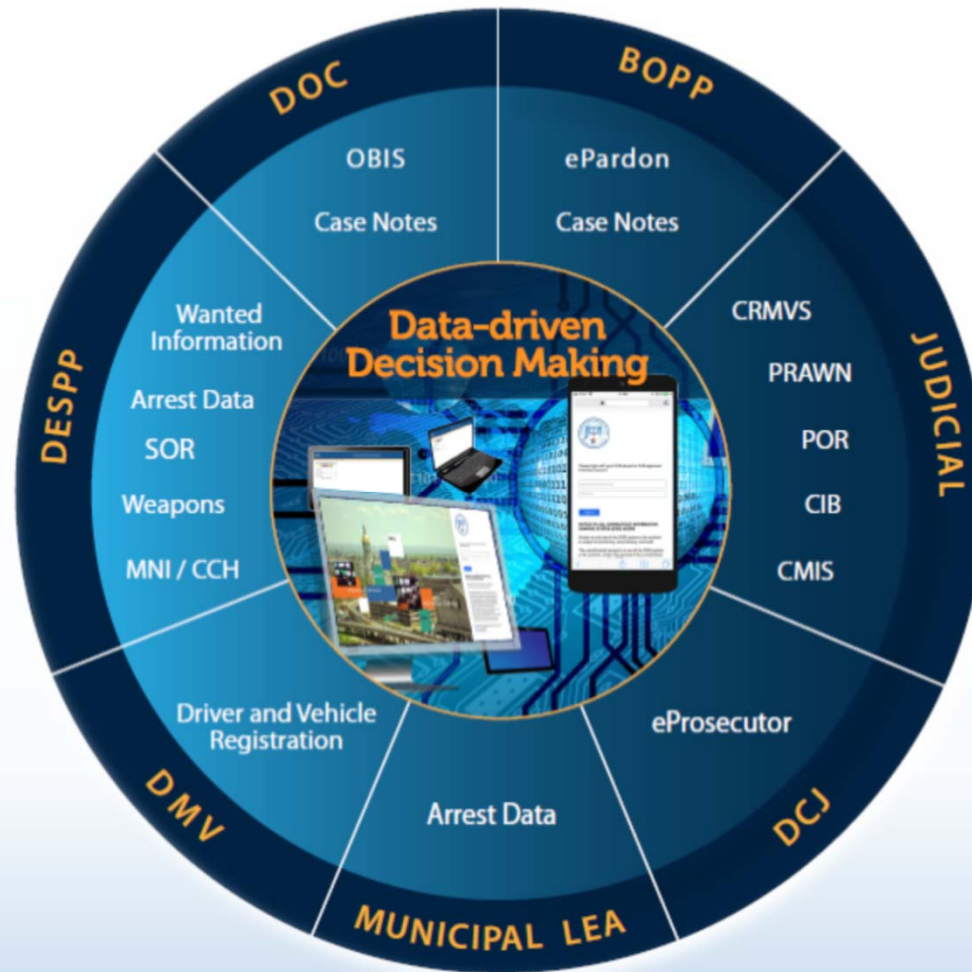
INCIDENTS BY CLASSIFICATION CATEGORY



Help Desk Dashboard URL - <https://dashboard.cjis-ciss.ct.gov/Help>



# Questions





# CJIS Special Projects & Analytics

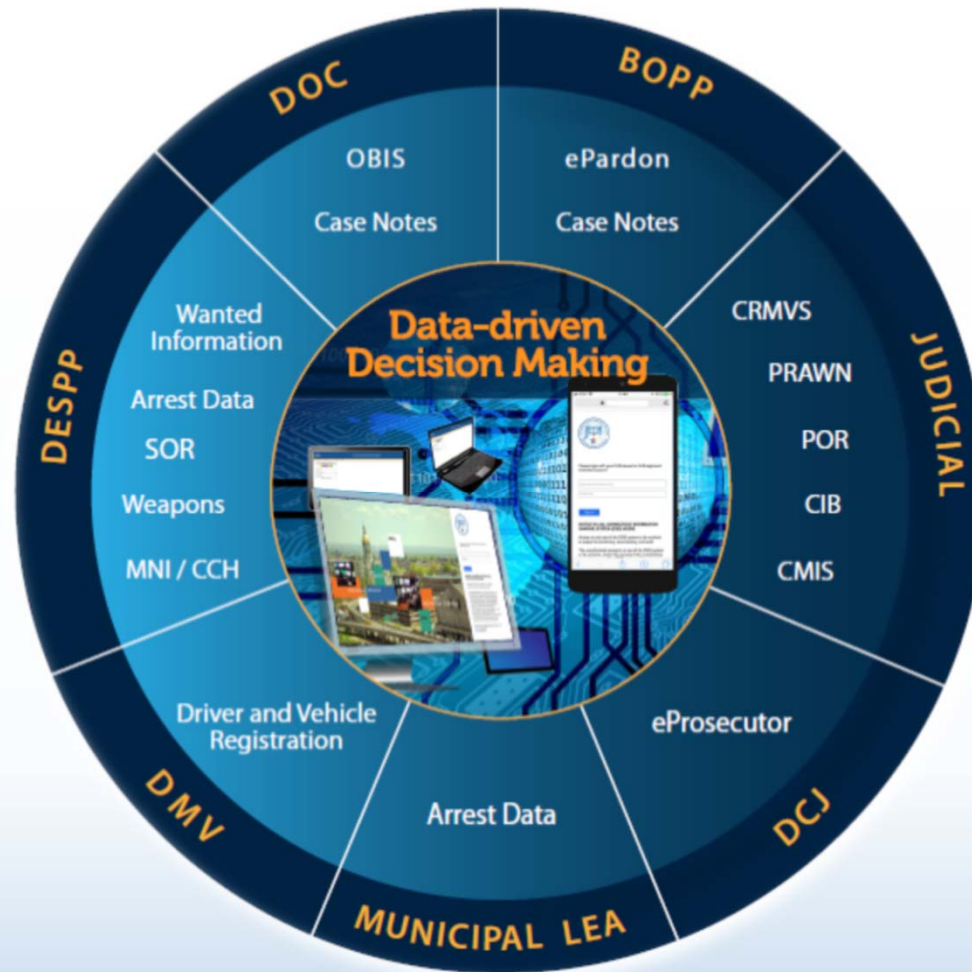


Agency Name	CISS Search	CISS Workflow	CJIS Analytics	Current Status
Department of Consumer Protection	✓			Planning – OU Stage
Department Social Services	✓			Planning – OU Stage
Department of Revenue Services	✓			Planning – OU Stage
Combined CJIS/COLLECT Routers	✓	✓		Deployment
DOC & DMV MVP Dispositions		✓		Complete
Docket Reports			✓	Complete
CT Sentencing Commission			✓	Part 1 Complete
State Marshals Self Service Portal			✓	LIVE
Clean Slate Reporting			✓	Initiation
PA 19-90 Police Use of Force Transparency			✓	Development

\* Other Notables: Racial Profiling, OPM Prison Stats Reports, DOC & DMV MVP Arrest Doc. Viewer, DESPP Data Exchange, DMV - CIB Access



# Questions





# CJIS Workflow Message Tracking & Delivery

## **Issue:**

CJIS Workflow integration with CJIS stakeholders' systems and RMS systems requires:

- Additional monitoring, data exchange veracity , automated data recovery, and reconciliation
- Guaranty of 100% message delivery to destinations on time
- Tuning for greater speed and throughput for batch jobs

## **Solution:**

### **Shared Dashboard for Workflow Messages Tracking and Reconciliation**

- Additional automated data validations, reconciliation, and auto recovery
- Additional tracking to existing capabilities from initiation to all end points
- Reporting and Notification of success and failures
- CJIS team will fix any issues in partnership with stakeholders for guaranteed delivery
- Service Level Agreement with Stakeholders for each message delivery
- Share this Dashboard with Stakeholders
- Code changes to significantly speed up throughput



# CJIS Capital Budget

<b>CISS FY21 CAPITAL BUDGET SUMMARY</b>		
<b>CAPITAL INVESTMENT</b>	<b>Amounts</b>	<b>Totals</b>
Bond Funds Provided from 2011 to May 2020 Inclusive	\$ 60,920,000	
<b>Total Expected Costs for CISS Phase -1</b>		<b>\$60,920,000</b>
<b>PHASE 2 CAPITAL FUNDING</b>		
CJIS Approved Bond Funds for CISS Phase-2	\$ 8,924,328	
CJIS Appropriated Bond Funds Received for CISS Phase-2 out of the \$8.9M	\$ 4,998,000	
Available Original Bond Funds	\$ 19,981	
<b>Total Overall Bonds Appropriated*</b>	<b>\$ 5,017,981</b>	
<b>Total Capital Costs for Build and Deployment as of September 2020*</b>		<b>\$60,900,019</b>
Note: *Amounts are close approximations based on latest Financial Reports		





# CJIS Operational Budget for FY21 - FY23

## **CISS GENERAL FUND OPERATIONAL BUDGET SUMMARY**

<u>FISCAL YEAR</u>	<u>FY21</u>	<u>FY22 REQUESTED</u>	<u>FY23 REQUESTED</u>
General Fund Budget	\$ 2,684,610	\$3,662,002	\$3,676,661
Requested Recission	(\$134,230)		
General Fund FY19 Rollover Funds for FY21 Requested	\$ 906,000		
<b>Total Funding for General Funds<sup>1</sup></b>	<b>\$3,456,380</b>		
Inmate Phone Revenue Budget for State Positions and Maint. & Support	\$ 5,097,152	\$ 5,097,152	\$ 5,097,152
<b>Total Expected Annual Operational Budget</b>	<b>\$8,553,532</b>	<b>\$8,759,154</b>	<b>\$8,773,813</b>
<b>Notes: 1 - CJIS is working to reduce annual costs. Software AG Costs Reduced from \$520K to \$180K Annually for FY22 and FY23</b>			



# CISS Scope Completion & Deployment Phase

## Key Success Factors

### Secure CJIS Funding

Funding for Operational Support and Implementation of Phase 2

### Status



### Notes

Working with OPM and Co-Chairs for funding budgets. FY21 budget in place. FY22 and FY23 budgets requested. Plan in place for General Fund with FY19 Rollover to cover FY21, FY22 and FY23 gaps. Bond funds of \$8.9M received and used for deployment of CISS.

### CISS Operational Support

State Employee Hiring



Hiring effort on hold due to potential changes to Inmate Phone Revenue funding. Consultants used for operational support.

Maintenance and Support Vendor



Contract for support started July 1, 2019. Funded from Inmate Phone Revenue.

CJIS Consultants



Bond Funding in place. Plan being executed to complete CISS state-wide deployment.

NEW - Cost Reduction and Right Sizing

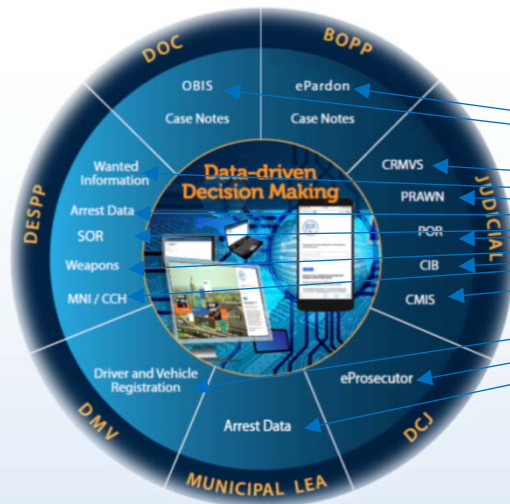


CJIS is negotiating with vendors to reduce costs significantly. We are also updating our “end state” organizational needs for more efficiency, effectiveness and stakeholder satisfaction.



# CISS Search Capability Leap

## CJIS Data Sharing BEFORE CISS



14 separate systems to search individually

## CJIS Data Sharing AFTER CISS



Connecticut  
Information  
Sharing  
System  
(CISS)

1 Place to search same systems with Indexed  
"Google Like Search"



# CISS Workflows Efficiency Leap

## CISS Paper Based Manual Workflows BEFORE CISS



**Paper Uniform Arrest Report (UAR)**



**Future Requests:  
Cam Video & Digital Evidence**



**UAR Physically Driven Multiple Times a Week to Courts**



## CISS Digital Workflow AFTER CISS



**Digital UAR**



**UAR Electronically Sent to CISS in Seconds.**



**CISS Electronically Sends UAR to Agencies**



**CISS Agencies Receive Digital Workflow Messages**



# CISS Expected Benefits

## Key Benefits

### Current Actual Benefits

1. DMV - Early arrest Actionable Information for Operating Under the Influence (OUI)
2. DMV and DAS – State Marshals Self Service Portal provides Person and Vehicle Address. Saved cost of 1 FT Position.
3. DOC, DESPP, CPCA and Other Agencies Using CISS Search as a One Stop Search.
4. One Version of Updated Statute Table available and used state-wide.
5. Judicial - CIB information available in CISS. Also, Sending Case Update/Schedule Notification /Disposition through CISS.
6. CT Sentencing Commission – Data from CISS.
7. Many other CISS initiatives currently underway to benefit stakeholders and public.

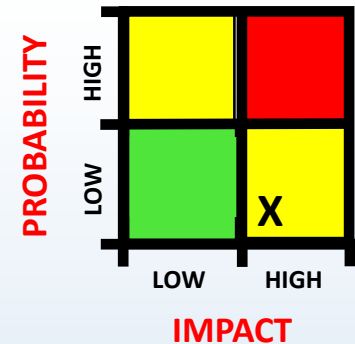


# CISS Key Project Risks & Mitigation

## #1 RMS Vendor Participation Does Not Provide 90% + of All Arrests to CISS

### Mitigation:

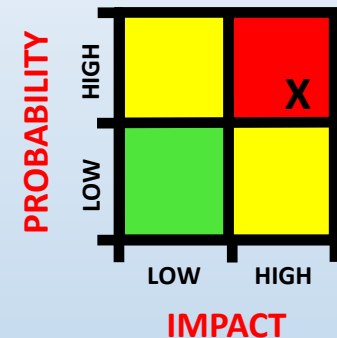
- Contract largest RMS vendors with CISS to get 90%+ arrest information in the state. NexGen, Accucom and now IMC started connectivity work as well. INFORM is next RMS we are working with for connectivity agreement.
- Support Law Enforcement Agencies (LEAs) to migrate to RMS vendors connected to CISS.
- CISS Connectivity as required Standards in CT Contracts and add in new legislation.
- Provide solution(s) for LEAs with non-CISS connected RMS.



## #2 Stakeholder Support. Current CJIS Agency state budgets do not include funding for resources to implement the CISS.

### Mitigation:

- Tiger Teams - CJIS will continue to provide technical and logistical resources support to Agencies for CISS implementation.





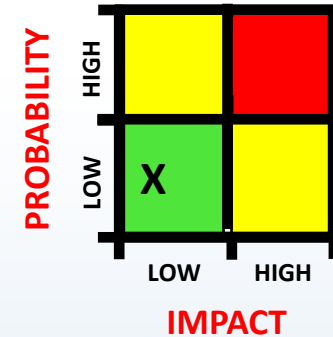


# CISS Key Project Risks & Mitigation

## #3 COVID-19 pandemic will cause delays and increase costs in the deployment of CISS Workflows and Search.

### Mitigation:

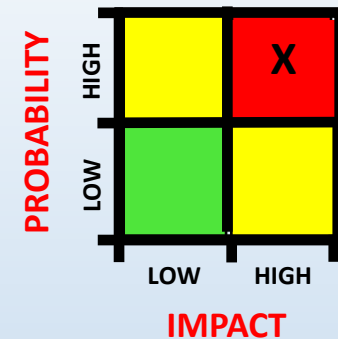
- CJIS is working with each Stakeholder impacted by the COVID-19 to help with any CISS deployment work by offering resources that may be needed.
- We are also moving CISS scope from the future to the present that must be completed in order to successfully deploy CISS with the funding and schedule planned.



## #4 Contract closure with Conduent, (vendor who built part of CISS) will require some negotiation for open defect not resolved.

### Mitigation:

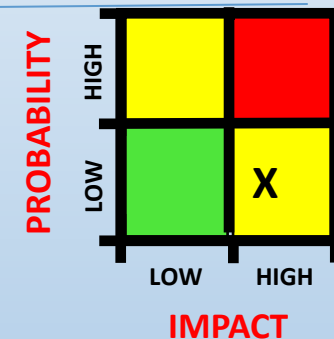
- CJIS is working with Conduent and Software AG to solve the issue.
- Second, we are getting a proposal for Software AG to solve the issue if Conduent cannot.
- Third, we have started meetings with Conduent to negotiate a resolution to fix the defect.



## #5 SharePoint, Software AG, MultiVue and Other Key Applications in CISS need to be upgraded over the next 12 months or significant issues will occur.

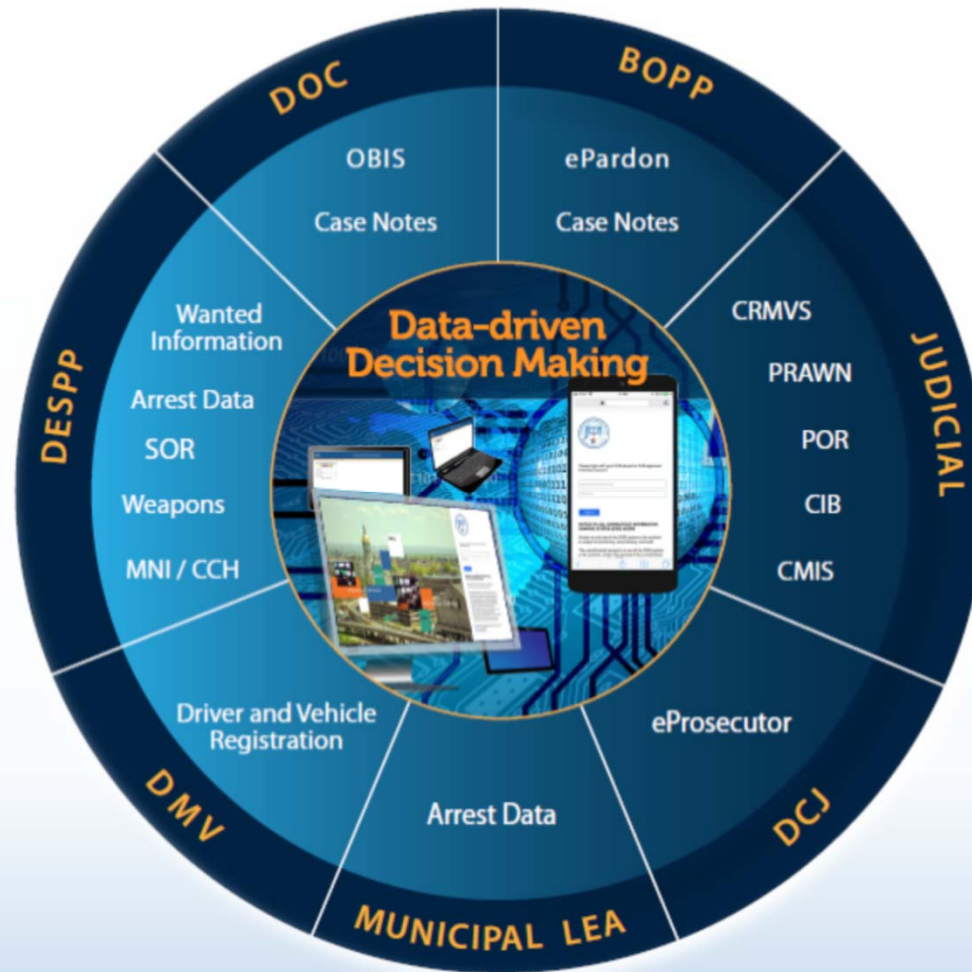
### Mitigation:

- Plans are in place to do the upgrades but this will add some delays to the deployment phase.





# Questions





# CJIS Governing Board 2020 Meeting Schedule

## Next Meeting

**January 21, 2021**

**To be determined**

**For questions and comments email**

**[CJIS.HelpDesk@ct.gov](mailto:CJIS.HelpDesk@ct.gov)**

**CISS Dashboard**

**<https://dashboard.cjis-ciss.ct.gov>**