S t a t e o f C o n n e c t i c u t
Criminal Justice Information System (CJIS-CT)
Governing Board
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CJIS-CT Governing Board – Governance Committee – Meeting Minutes
September 8, 2023, 10:00 am
Microsoft Teams Virtual Meeting

CJIS-CT Governing Board Members and Designees in Attendance:

Judge Patrick Carroll, Former Chief Court Administrator, Office of the Chief Court Administrator, Co-Chair; John Day, Deputy Chief Public Defender, Esq., Designee, CPD; Marc Pelka, Undersecretary of Criminal Justice Policy and Planning, OPM, Co-Chair; Mark Raymond, Chief Information Officer, DAS/BEST; James Rovella, Commissioner, DESPP; John Russotto, Assistant Chief State's Attorney, Esq., Office of Chief State's Attorney

Other Attendees:

Glory Bulkley, CSO DESPP; Naveen Prathikantam, Director IT DCJ; LTC Mark Davison, DESPP; Steven Mann, BITS CSM for DESPP

CJIS-CT Staff and Contractors in Attendance:

James McGennis, CJIS GB Executive Director; Mark Tezaris, CJIS Program Manager; Tamika Potts, CJIS Technical Writer

I. **Welcome**

Criminal Justice Information System (CJIS-CT) Governing Board Co-Chair Judge Patrick Carroll called the meeting to order at 10:02AM and suggested the meeting start with the other business topics to permit maximum time for discussions.

II. **Approval of Minutes**

Previous Governance Committee meeting minutes held on August 11, 2023 were approved.

III. **Business Topics**

a. **Workflow Deployment – RMS Communication Improvements**
   - CJIS-CT Executive Director, James McGennis, led the discussion noting that CJIS-CT has encountered deployment delays due to slow issue resolution with an RMS vendor involved in Workflow deployment and coordination issues with MPDs, which is critical to activating the workflow across the state. McGennis noted that CJIS-CT is continuing to work on improving and refining communication and collaboration with the RMS Vendor. ED McGennis invited CJIS-CT Program Manager, Mark Tezaris, to highlight some of the improvements and additional details on this project with the CJIS-CT's stakeholders. Tezaris shared an update from the last Governance Committee meeting noting that the RMS Vendor has appointed an individual to handle the communication between the RMS Vendor and the CJIS-CT GB. Tezaris further noted that this individual will be responsible for completing a log that includes the status for each PD. Additionally, Tezaris shared a

lesson learned during this process which entails CJIS-CT completing testing for the router configuration application before involving end users. Another item that Tezaris addressed was the issue with testing and training PDs. Tezaris emphasized a concern to resolve this issue was due to a lack of having lower test environments at the PDs. Tezaris noted that CJIS-CT received good ideas from its stakeholders and will utilize those ideas to meet the requirements to the satisfaction of stakeholders.

- Co-chair, Judge Patrick Carroll, inquired about the conversation that took place between the RMS Vendor and CJIS-CT, and the concerns that the RMS Vendor had. Tezaris shared a high-level email that he sent to the RMS Vendor that included a list of key issues, their impacts, and mitigations, as well as next steps to improve the overall customer experience.

- Additionally, Assistant Chief State's Attorney, John Russotto, shared his concerns on whether the RMS Vendor has the capabilities to address the issues set forth in the email. In response to his concern, Tezaris mentioned that the RMS Vendor has the resources and the knowledge to overcome the current challenges, and that CJIS-CT and the RMS Vendor will continue to collaborate with all parties to achieve success.

- Co-chair, Marc Pelka, inquired about the unexpected costs that may potentially impact this project. These costs would pertain to establishment of lower test environments for each PD for testing and training of future software changes. A meeting will be scheduled to identify requirements and costs associated with this task.

b. Digital Evidence Study – Project Steering Committee
- In support of the Digital Evidence Study, ED McGennis provided a brief overview of the purpose and goals of the Project Steering Committee, while also noting a few benefits including stakeholder representation, decision support, and cross branch and cross agency collaboration. A chart of the suggested steering committee roles was distributed prior to the meeting and briefly reviewed for awareness. McGennis further noted that a monthly discussion will be held after each role has been identified.

- Co-Chair, Marc Pelka, praised the planning involved to have a steering committee for managing the project.

c. CSO Alternates for CISS Audits
- ED McGennis noted that CJIS-CT supports CSO Glory Bulkley's request to allow access to DESPP's six staff member alternates selected for the CISS CSO role to perform auditing capabilities. The concern was raised due to previous discussion that took place in the past to limit the CSO role to one individual and one alternate. There were no objections from the Governance Committee to onboarding these six alternates, who CSO Glory Buckley stated can also support investigations as well as auditing.

d. JAG Grant – Router Update
- ED McGennis raised awareness to the committee noting that CJIS-CT has been actively collaborating with MPDs to deploy CISS Workflow and as a part of this initiative, CJIS-CT has been supplying and replacing routers that have reached end-of-life and end-of-support. The effort to supply and replace the remaining routers has been targeted for funding through the Federal Government's JAG Grant program, administrated for the State of Connecticut by OPM. ED McGennis is working with the DESPP Grants unit to submit a proposal.

IV.**Risk/Issues/Tasks and Project Portfolio**

- ED James McGennis reviewed the Risk/Issue/Task matrix. A copy was distributed to the attendees prior to the meeting.

  o **Risk 1 – Source Systems not available to CISS Search.**

    ▪ It was discussed that CJIS-CT has encountered issues with the current Weapons, limited Wanted, and current Criminal History Data not being available in CISS Search. Collaboration efforts continue to progress with CJIS-CT, DESPP, their vendor, and BITS to put together a solid project plan with dates to re-activate these data feeds. Ongoing project meetings are being held with good engagement from the partner agencies. Management attention from DESPP on a timeline completion is requested to keep visibility on these important projects. DESPP legal and administration is also reviewing previous information exchange agreements with CJIS-CT for both source systems. This is a dependence to moving forward on the project.

  o **Risk 2 – CISS System Reliability/Up-time not meeting 99.9% requirement.**

    ▪ ED McGennis noted that CJIS-CT is looking to collaborate with its partner agencies to track CISS system and source subsystem up-time which will provide visibility to where improvements need to be made. McGennis further noted that CJIS-CT plans to assign resources to a scorecard project to track CISS system and source system up time and provide visibility to where improvements need to be made. The mitigation efforts are in the early stages of development and once implemented will be critical for CISS steady state operation.

  o **Risk 3 – CJIS-CT Community Fusion Helpdesk needed to coordinate workflow deployment without major issues.**

    ▪ ED McGennis noted that as CISS scales by adding additional GAs, PDs, and other agencies to workflow and more CISS Search users (especially once internet access becomes available), CJIS service desk support requests are expected to increase. To mitigate this risk, CJIS-CT is working with CIO Mark Raymond on how to leverage the statewide enterprise to support an integrated fusion helpdesk concept. A meeting is planned for late September to start the initial planning process.

  o **Risk 4 – CJIS-CT Workflow schedule misalignment with MPDs delays overall Workflow deployment.**

    ▪ Discussion around this risk was addressed during the 'Other Business' portion of the meeting. Additionally, McGennis further noted that the RMS Vendor has supported the daily stand-up meetings and additional steps have been included for the testing and validation. There will be further discussions to mitigate and resolve any uncertainty and concerns around this topic. A meeting will also be scheduled to discuss UAT environments at the PDs.

- o **Issue 1 – CJIS-CT resources are heavily dependent on consultants with critical domain knowledge.**

    - During the discussion, ED McGennis emphasized the importance of resolving this issue to ensure that CJIS-CT has a stable core of state employees to support CISS steady state operation. McGennis noted that good discussions were made with OPM Fiscal and Labor Relations that provided clarity on the next step, which is to identify the CJIS-CT positions to be funded under DAS BITS IT Optimization CIO Mark Raymond. A meeting was held with Mark Raymond's lead to discuss coordinating budget inputs for the midterm budget adjustment cycle. OPM Fiscal recommended to get the budget information in for FY25, to allow for OSC planning for new State employees. A follow-up meeting will be held with Matt Lafayette to discuss the timing for when those positions can be posted in the State's Position Request System.

- o **Issue 2 – Request Governance Committee to modify CJIS-CT legislation requiring all RMS vendors to adhere to new CISS standards and require connectivity to CISS.**

    - Now that the legislation is law, ED McGennis emphasized the importance of interoperability among the different PD environments in regard to sharing information and minimizing disruption when new vendors enter the market. ED McGennis noted that CJIS-CT is focusing on PD outreach and education including updating the CJIS-CT website to provide information on how RMS vendors can become CISS Certified. Additional information concerning this new legislation will also be included in the next newsletter later in September.

- o **Issue 3 - DESPP Livescan/RMS Interface Issue**

    - ED McGennis emphasized the importance of reducing error rates and discrepancies between the RMS data and the LiveScan data, which would ultimately become a CISS data quality issue. The RMS vendor, Idemia, has agreed to provide backward compatibility on the inbound arrest data from the RMS to LiveScan, but it is still looking for a solution on the outbound exchange data back to the RMS. Mitigation efforts are still in progress, but are impacted from the scale of the change and Clean Slate priorities. Note: this is a DESPP-managed project.

- o **Task 1 – Discontinuing Judicial's CIB interface and Friday File.**

    - ED McGennis emphasized the importance of automating the distribution of CIB information through CISS. Currently, Judicial generates a report every Friday for distribution to other agencies by utilizing a mainframe system, and the goal is to replace that with an automated delivery through CISS. CJIS-CT started a round of validation testing last week and is working with its Judicial partners to complete implementation in the near future.

- o **Project Portfolio Summary**
  - ▪ ED McGennis gave an overview of the current CJIS-CT projects, emphasizing that the primary goal of CISS is public safety and to serve as a tool for law enforcement officers. Currently, 48 projects are in scope listed by priority, with CISS Search, Workflow, and Clean Slate as the top priorities, along with supportive CISS projects such as infrastructure, compliance, and security project. Other projects include those requested by other agencies. McGennis also shared that three projects have been completed since the last meeting.

V. 2023 Monthly Meeting Schedule

Date: Friday, October 13, 2023

Time: 10:00am

VI. Adjournment

In his Closing remarks, Co-Chair, Judge Patrick Carroll stated that the meeting was informative and expressed his appreciation for all who participated. Undersecretary Marc Pelka commented that the meeting was helpful and that the participation in the earlier part of the meeting was encouraging. He expressed his optimism for the committee's ability to discuss and support the resolution of any remaining issues in the future. The meeting adjourned at 10:48am.

Note: A customer Satisfaction survey was introduced after the meeting to gather feedback for continuous improvement. This survey will be utilized after each Governance and Governing Board meeting.