



State of Connecticut

Criminal Justice Information System (CJIS-CT) Governing Board

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CJIS-CT Governance Committee Meeting Minutes

April 12, 2024, 10:00AM
This was a virtual meeting.

Attendance

CJIS-CT Governing Board Members and Designees

Judge Patrick Carroll, Former Chief
Court Administrator, Co-Chair
Ronnell Higgins, Commissioner

Undersecretary Daniel Karpowitz

Chief Donald Melanson, Windsor PD
Director CPCA
Mark Raymond, Chief Information
Officer (CIO)

Organization

Judicial branch, Office of the Chief Court
Administrator (designee)
Department of Emergency Services and
Public Protection (DESPP)
Criminal Justice Policy and Planning
Division, Office of Policy and
Management (OPM)
Connecticut Police Chiefs Association
(CPCA)
Department of Administrative Services/
Bureau of Information technology
Solutions (DAS/BITS)

CJIS-CT GB Staff and Contractors

James McGennis, Executive Director
Mark Tezaris, Program Manager
Christopher Lovell, Senior Project
Manager
Tamika Potts, Technical
Writer/Communications Specialist

CJIS-CT
CJIS-CT
CJIS-CT
CJIS-CT

Guests

Glory Bulkley
Pradeep Ankaraju
Steven Mann
Naveen Prathikantam

DESPP
DESPP
DESPP
DCJ

1. Welcome

Criminal Justice Information System (CJIS-CT) Governing Board Co-Chair, Judge Patrick Carroll, called the meeting to order at 10:00 AM to welcome all attendees. Judge Carroll expressed gratitude for CIO Mark Raymond for recommending that everyone introduce themselves to recently appointed Undersecretary Karpowitz. CJIS-CT Executive Director,

James McGennis, welcomed and thanked all attendees to the meeting and suggested the meeting to start with Other Business topics to permit maximum time for discussion.

2. Approval of Minutes from March 8, 2024

Judge Carroll made a motion to approve the minutes and noted that the current version of the minutes will need to be amended to correct the agency name for DESPP. There were no other comments. Therefore, previous Governance Committee meeting minutes held March 8, 2024, were unanimously approved with the correction to be made.

3. CJIS-CT Business

a. CISS Workflow status updates –RMS, Supplemental Transmittal Testing Status

CJIS-CT Program Manager, Mark Tezaris, and CJIS-CT Senior Project Manager Chris Lovell provided updates on the CISS Electronic Workflow, RMS vendors' maintenance and support to achieve at least 99.9% uptime, and testing for the NexGen RMS software package and supplemental transmittals that will be moving into production. During the discussion, Tezaris emphasized the importance of standard operating procedures between CJIS agencies and the RMS vendors. He highlighted the need for better communication to ensure a seamless system deployment to various police departments. Additionally, Tezaris mentioned the implementation of an end point monitoring capability, like an alarm system, aimed at detecting problems and informing all stakeholders promptly of outages. He also discussed the formation of a public-private sector workgroup with RMS vendors to address technical issues collaboratively. The Committee raised several key points during the discussion, including:

- DESPP CSM Steve Mann asked about how the endpoints could be monitored - Mark Tezaris responded by explaining that the System Center monitoring application is in use at CJIS and can be leveraged for this. This application monitors communication by pinging known IP addresses.
- DCJ IT Director, Naveen Prathikantam, highlighted the best practice for testing with existing PDs before introducing any software to new PDs, highlighting the importance of ensuring that the existing PDs are comfortable with the new software before expanding its use. Chris Lovell followed up with additional details about ongoing testing, including new functionalities like the new bond tab and supplemental features being tested with current users before rolling out to new PDs.
- DESPP Commissioner Ronnell Higgins further emphasized the importance of having knowledgeable professionals to manage vendor relationships and mentioned his experience with a public safety IT team that handled these responsibilities effectively.
- DESPP CSO Glory Bulkley raised a question about whether there is a model agency that NexGen had a successful collaboration with in implementing their software. She also inquired about setting up a SharePoint to house information for all RMS vendors for easy access by State staff. Mark Tezaris responded by agreeing to coordinate with DESPP and provide SharePoint access for RMS

vendor information and updates. He also mentioned about facilitating meetings with CSP and other stakeholders to resolve any issues and ensure proper vendor management.

b. Upcoming Meeting for CJIS-CT Legal Committee

James McGennis provided an update on the meeting of the CJIS-CT Legal Committee and displayed the agenda which included a focus on a DEEP request for CISS access for its Environmental Conservation police, aka the EnCon law enforcement unit. Other topics to be covered (time permitting) included MOUs that are in work such as the Deadly Weapons and Offender Registry MOU and the JAG Grant Router MOU. McGennis noted that these updates will be shared with the committee.

4. Open Discussion

No other items were raised.

5. Risk and Issues

Prior to the meeting, a full documents package including a comprehensive Risks and Issues Register was distributed to the Committee. The highlighted risks and issues below were brought forward for discussion to the Governance Committee.

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

- Mark Tezaris stated that the key objective was to transition from paper-based workflows to digital workflows, aiming to have at least 90% of arrest information processed through CISS. He acknowledged the need for some paper-based processes but emphasized the importance of achieving the 90% target. Tezaris highlighted that CJIS-CT had successfully onboarded NexGen, now serving 76 PDs. He also discussed planned negotiations with vendors like Inform and Pro Phoenix to expand CISS connectivity for digital workflows. He expressed optimism about reaching agreements and acknowledged the low probability but high impact of potential risks. Additionally, it was noted RMS vendors IMC and Accucom were expected to contribute around 15% of the arrest data.

2. Risk #2 – Two new RMS vendors are required to onboard into CISS Workflow. Adding these two RMS Systems will bring at least 90% of the arrest information into CISS as planned. The challenge lies with cross-branch/cross agency resource capacity to support the onboarding. This work will require resources and hence agency funding will be required for each new vendor integrated into CISS.

- Mark Tezaris raised this as a new risk related to the deployment of CISS Workflow. He mentioned the impact on resources for connectivity to RMS vendors including new entrants such as Inform and Pro Phoenix, highlighting the involvement of not only CJIS-CT, but also judicial, DCJ, CSP, and municipal police departments. Tezaris also mentioned the need to assess the capacity within CJIS-CT for handling multiple vendor integration project

simultaneously. He suggested that CJIS could handle up to three RMS vendors at a time.

- Chris Lovell expressed concerns regarding the significant integration costs associated with RMS vendors, emphasizing the potential financial impact on the State of Connecticut. He specifically questioned the cost-benefit analysis for integrating with smaller vendors, particularly those with low monthly arrest volumes. Lovell emphasized the importance for police chiefs to conduct a thorough cost-benefit analysis for each vendor and to re-evaluate the integration process for smaller entities. This comprehensive approach would ensure that chiefs fully consider the overall impact on departmental resources before making vendor selection decisions. The Committee raised several key points during the discussion, including:
 - Judge Carroll queried what would happen if it was deemed too costly and inefficient to integrate with smaller vendors. He asked whether they would have to rely on a paper-based system or reconsider their choice of vendors for better integration into the system.
 - Ronnell Higgins expressed concerns about the lack of awareness among chiefs regarding the background linkages and State costs associated with vendor decisions. He emphasized the need to educate chiefs on the implications of selecting vendors based on operational needs without understanding the broader impact on costs and state resources.
 - James McGennis recommended compiling a list of CISS certified RMS vendors and conducting a cost-benefit analysis to communicate the advantages of using digital workflows over paper-based systems to small, medium, and large municipal police departments.
 - Chief Donald Melanson echoed the sentiment that adding new vendors could complicate the system and emphasized the importance of chiefs understanding the broader picture and the implications of vendor changes on resources and operational workflow.
 - Mark Raymond emphasized the need for solutions to accommodate electronic data exchanges and workflows for vendors unable to provide electronic formats. He highlighted the importance of defining testing criteria and interfaces for new entrants to ensure compatibility with existing systems. CIO Raymond suggested solutions such as converting paper-based documentation to electronic formats but with associated costs per request.

3. Issue #1 – Source Systems Not Available to CISS Search

- Mark Tezaris noted that a letter was put together by DESPP Legal to be sent to the AG's office to describe the issue regarding the Weapons source system and request a legal opinion.

- There is a plan to conduct CJIS-CT testing for the WANTED source system/CISS integration. This plan requires DESPP support. Glory Bulkley and her team are actively working on this initiative, and they are waiting to gain access to the required COLLECT terminals to support testing.

6. Action Items

1. CJIS SharePoint Access for DESPP: CJIS-CT will create a SharePoint folder accessible to DESPP project team members.
2. Meeting between CJIS-CT/DESPP/RMS Vendor: CJIS-CT will convene a meeting with DESPP and NexGen to discuss the reported issues. Commissioner Higgins will be invited to attend. The meeting will aim to establish clear expectations and alignment on project goals.
3. Vendor Management: Mark Raymond will share the BITS Vendor Management Discipline document, including best practices, with DESPP CSM Steve Mann.

7. Correspondence/ Handouts

- [03-08-2024 Governance Committee Meeting Minutes – Draft](#) (Final uploaded)
- [04-12-2024 CJIS-CT Governance Committee Meeting Agenda](#)
- [04-12-2024 CJIS-CT Governance Committee Documents Package](#)

8. Next Meeting Date

Friday, May 10, 2024, at 11:00AM – 11:00 AM, via MS Teams

9. Closing comments and Adjournment

In his closing remarks Judge Carroll introduced himself to Daniel Karpowitz as the Co-chair of the body and shared his experience of 18 years in the Chief Court Administrator's Office. He mentioned providing advice and guidance when necessary and expressed his anticipation to meet Karpowitz in person.

Daniel Karpowitz reflected on last 6 weeks with the State and expressed his deep appreciation for the well-designed system and the committee's efforts in building it. He expressed gratitude for the opportunity to contribute and acknowledged the exceptional talent he encountered, recognizing their achievements despite the challenges they face.

Judge Carroll motioned to adjourn the meeting; Mark Raymond seconded. The meeting was adjourned at 11:02 AM.