



State of Connecticut

Criminal Justice Information System (CJIS-CT)

Governing Board

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CJIS-CT Governing Board – Governance Committee – Meeting Minutes

February 09, 2024, 10:00AM
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; Chief Paul Melanson, Avon Chief of Police, Connecticut Police Chiefs Association; Mark Raymond, Chief Information Officer, Department of Administrative Services/ Bureau of Enterprise Systems and Technology; Maurice Reaves, Assistant Division Director, Criminal Justice Policy and Planning, OPM

Other Attendees (Guests):

Glory Bulkley, CSO, DESPP; Naveen Prathikantam, Director IT, DCJ; Steven Mann, BITS CSM for DESPP, Pradeep Ankaraju, IT Manager, DESPP

CJIS-CT Staff and Contractors in Attendance:

James McGennis, CJIS-CT GB Executive Director; Mark Tezaris, CJIS-CT Program Manager; Chris Lovell, CJIS-CT Senior Project Manager; Tamika Potts, CJIS-CT Technical Writer

I. Welcome

The Criminal Justice Information System (CJIS-CT) Governing Board Co-Chair Judge Patrick Carroll and Executive Director James McGennis opened the meeting at 10:00AM by thanking everyone for attending and suggesting the meeting start with the other business topics to allow for maximum discussion time. Judge Carroll addressed concerns about who is entitled to make motions during the meeting, stating that only members of the Governance Committee should move to accept the Minutes and make any other motions.

II. Approval of Minutes

Previous Governance Committee meeting minutes (for the meeting held on January 12, 2024) were approved by vote.

III. Business Topics

a. CISS Workflow – Level Set for 2024

- CJIS-CT Project Manager, Chris Lovell, detailed the efforts made since September, highlighting the collaboration with NexGen to reprioritize work towards Clean Slate notifications. He shared the achievement of increasing the number of Police Departments (PDs) sending Early Arrest Notifications (EANs) from 20 PDs to over 70 PDs, underlining the significance of these notifications in streamlining communication with downstream agencies. Lovell also pointed out the preparation of PDs for Level 2 communication, enabling bidirectional interactions and ensuring up-to-date statutory charges. He concluded by acknowledging the limited resources working on this project alongside the

Clean Slate efforts yet managing significant progress in enhancing EANs and preparing for the next steps in code deployment and functionality improvements.

- CJIS-CT Program Manager, Mark Tezaris, inquired about the target date for achieving complete arrest package deployment across all MPDs and CSP by August 2024. Lovell confirmed the date, explaining the impact of the Clean Slate project on timelines and discussed the challenges faced, particularly in connectivity issues at the PD level. He highlighted the partnership with BITS Networking team, specifically praising BITS Network Engineer Prince Cherian for assisting PDs in resolving local connectivity issues, which was essential for deployment readiness. Lovell reiterated the goal to finalize CISS Workflow Level 1 and Level 2 for approximately 70 PDs and CSP within the upcoming months. He wrapped up by celebrating successes and acknowledging the support from DCJ IT Director Naveen Prathikantam and Judicial Branch Operations IT Program Manager Karen Sandler emphasizing their role in facilitating PD engagement and ensuring the project's momentum through statewide meetings.

b. Clean Slate – Communication Plan

- ED McGennis raised concerns about the communication strategy for the Clean Slate project's paused erasures and sought advice on proceeding. Judge Patrick Carroll emphasized transparency and suggested a discussion with Patrick Hulin from OTG. CIO Mark Raymond advised on the importance of timely communication, focusing on the impact and expectations regarding the project's continuation, and agreed with the need for transparency highlighted by Judge Carroll. This will be discussed with Patrick Hulin at the February Clean Slate Project Progress Meeting.

c. CISS Search Statistics – February 2024

- ED McGennis noted an upward trend in application usage and growth in the number of enabled system users and searches over a four-month period. He compared the current average monthly searches of 7,000 to last year's 5,000, highlighting the increase in searches and the expansion of certified, enabled users. Despite these positive trends, McGennis acknowledged that there is still work to be done. He pointed out that the actual number of trained individuals exceeds those using the software and discussed insights from the recent CISS Search Users' Conference, particularly around barriers to connectivity and onboarding. He emphasized the need for robust remediation of any barriers to fully enable the user base, concluding with optimism about continuing to work towards improvement while acknowledging the positive direction of current trends.

d. Open Discussion – User Group Conference

- ED McGennis initiated the discussion by highlighting the goal to grow the CISS Search user base, since not all trained and certified users are regular users of the software. He welcomed input from CJIS-CT Program Manager, Mark Tezaris, to share insights from the recent CISS Search Users' Conference to drive this goal on enhancing user engagement and addressing system limitations to improve overall growth and utility of CISS Search.
- CJIS-CT Program Manager, Mark Tezaris, recounted a successful meeting attended by a significant portion of invited high-frequency CISS Search users. He emphasized the power of testimonials in showcasing the system's impact, from solving crimes to aiding in

administrative tasks. Despite positive feedback on CISS's ability to consolidate resources, Tezaris acknowledged barriers regarding its cumbersome onboarding and authentication processes. He announced the high-level planning for CISS Search 2.0, aimed at refining the system based on user feedback and extending its relevance to a broader audience through strategic partnerships and integrations with additional source systems. Please note that the components for this enhancement are not firm, but initial studies based on User feedback are underway.

- Judge Patrick Carroll agreed with Tezaris by emphasizing the impact of testimonials and the necessity of engaging police departments more effectively. Tezaris also shared an example from the Users' Conference where a Connecticut police chief used CISS to uncover undisclosed information pertaining to a pistol permit application, demonstrating the system's potential administrative utility. Judge Carroll suggested that promoting such capabilities could increase adoption among Law Enforcement Officers (LEOs) who are currently unaware of CISS Search's benefits.
- CIO Mark Raymond advised caution and thoughtfulness before positioning CISS Search to accommodate additional source systems, stressing the importance of adhering to the system's original value proposition while acknowledging the identification of additional needs. He emphasized the necessity of broad consensus with stakeholders before expanding CISS Search's scope and advocates for research and engagement with law enforcement to ensure any new direction aligns with community interests and is sustainable both fiscally and operationally. CPCA was identified as a key resource.
- CSO Glory Bulkley and Tezaris further advise on the prudence of public communications and the necessity of aligning with legal and protocol requirements before implementing new CISS features or data integrations. The discussion closed with ED McGennis advocating for a focus on enhancing the current system's usability and value to law enforcement before pursuing additional functionalities, emphasizing a slower, strategic approach to growth and development.

IV. Risk/Issues/Tasks and Project Portfolio

- ED James McGennis introduced an improved 'Risks' section to the presentation, noting a change in approach to focus on key risks of interest to the committee that have seen updates. He mentioned retaining the full risk register in the documents package but creating highlight charts to summarize these key risks for the committee's attention. A copy of all documents was distributed to the attendees prior to the meeting.
 - **Risk 1 – Source Systems not available to CISS Search.**
 - CJIS-CT Program Manager, Mark Tezaris, spoke to a critical issue of outdated CISS WEAPONS data, which has not been updated for almost two years due to DESPP technical and later, legal concerns. He emphasized the need for collaborative efforts with CSP and DESPP to resolve this, highlighting the importance of this data for law enforcement, officer safety and public safety. CSO Bulkley reassured that the DESPP legal department and Commissioner's office is aware of previous information exchange agreements and concerns raised that this is non-offender data and issues with sharing it via CISS. A decision from the Commissioner's office is pending.

- CSO Bulkley shared her update regarding CJIS request for DESPP test support for changes for access to WANTED source system, noting the current lack of a DESPP COLLECT test terminal but expressed optimism about setting one up, with necessary approvals, soon.
- **Risk 2 – CJIS-CT Workflow schedule misalignment with MPDs delays overall Workflow deployment.**
 - ED McGennis highlighted the progress and challenges in implementing the CISS Electronic Workflow across jurisdictions, crediting strong vendor engagement, particularly from NexGen, and the use of past lessons to refine the process. He aims for NexGen PD's completion by August 2024 and noted risk reduction with the progress cited by Lovell, despite Clean Slate resource challenges.
 - CJIS-CT Program Manager, Christopher Lovell, shared with the group his observations on Connecticut RMS market consolidation with the apparent shift towards NexGen. He expressed concerns about market concentration and the risks of PD's integrating with new RMS vendors, which creates work for the State of Connecticut to connect the PD and it's new RMS to CISS.
 - DCJ IT Director, Naveen Prathikantam, echoed concerns about PD's moving to NexGen and resource challenges at the vendor to support the increasing workload. He expressed risk regarding the August 2024 projected completion date for CISS Workflow deployment for NexGen PDs and would like to see the vendor's staffing plans to attain this result. ED McGennis mentioned that we could invited NexGen to appear again at the April Governing Board meeting to provide this information to the Governing Board and interested guests.
 - CSO Glory Bulkley emphasized the importance of prioritizing technical standards over deadlines in project management, advocating for focusing on quality and early stakeholder involvement to identify needs and risks for more successful project outcomes. Mark Tezaris emphasized CJIS use of a requirements gathering phase in its SDLC process.
- **New Project Intake Requests/Project Portfolio Summary**
 - CJIS-CT Program Manager, Mark Tezaris discussed several key points related to project initiatives and governance, noting the decision to share new project initiatives with the Governance Committee for strategic input on resource allocation. He reviewed new project intake requests from stakeholders, outlining the need for changes in bond codes and legislative updates, improvement in internet access for CISS Search, updates on the JAG grant for router replacements, and standardizing vehicle description codes for better data interoperability. Tezaris emphasized the importance of community-driven requirements and the role of the program in facilitating these changes, not dictating them.

- DESPP IT Manager, Pradeep Ankaraju, suggested considering the technical implementation for bond changes and other similar legislatively driven changes as configurable items rather than hardcoding them, to avoid frequent system changes. He advocated for a more flexible approach to system updates in response to new legislation. Mark Tezaris indicated that this is the approach used already in CISS, but will make sure the best practice is embedded in our standard work.
- CSO Glory Bulkley sought clarification on existing data standards, especially concerning DMV vehicle descriptions. She stressed the need for compatibility between the systems and the importance of stakeholder involvement in setting requirements. Mark Tezaris clarified that CJIS-CT does not change any data standards with the source systems shared with CISS, and that the system owners set their own standards and maintain full control over their data.
- During the CJIS-CT portfolio review, Program Manager Mark Tezaris highlighted the 45 projects currently in flight listed by priority, with Clean Slate, Message Viewer Portal (MVP) training, and CISS Electronic Workflow identified as the top priorities.

V.2023 Monthly Meeting Schedule

Date: Friday, March 8, 2024

Time: 10:00am

VI. Adjournment

In his closing remarks, Co-Chair Judge Patrick Carroll expressed that he had no additional comments or input and invited OPM Assistant Division Director Maurice Reaves to share any closing remarks. Reaves thanked the CJIS-CT team for their work on the JAG grant, which is being managed through OPM, and commended the team's efforts. He also mentioned the proactive steps taken by the CJIS-CT team in addressing communication issues, highlighting the options provided for correspondence with critical stakeholders. Reaves shared the Clean Slate communication update information with the OPM communications team and noted that Patrick Hulin was coordinating with the OTG's Communication Department, expressing optimism for a prompt resolution. The meeting adjourned at 10:55am.