CISS Key Project Risks, Issues & Mitigation

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

Impact:

➢ CJIS-CT agencies will have to support both the CISS Digital workflows and a significant amount of the legacy paper-based workflows with the current resources. This outcome may not be supportable in the long term.

Mitigation and Contingency:

➢ This is a work in progress that is expected to be completed in the second half of 2024.

PROBABILITY

HIGH | |
LOW | | X

LOW | HIGH
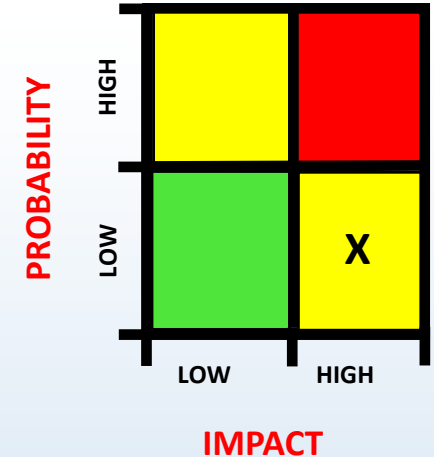
IMPACT

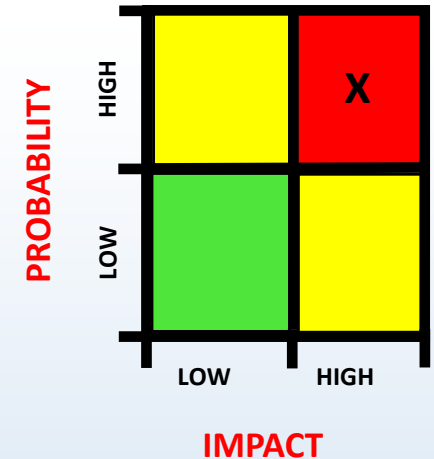# CISS Key Project Risks, Issues & Mitigation

#2 Risk - System Reliability/Up-time not meeting 99.9% requirement

Impact:
- If the up-time of the 99.9% is not reached by all CISS Workflow endpoints as we achieve 90% of the arrest information through CISS, we could negatively impact the planned efficiencies envisioned for this project.

Mitigation and Contingency:
- CJIS-CT has generated the high-level topographical map of desired endpoints to be monitored and will share with all stakeholders once the internal review has been completed. A full project plan to achieve the goals and scope has been developed and is in the process of being executed. This project will be done in partnership with all CJIS stakeholders.

PROBABILITY

HIGH — [yellow] | [red] X
LOW — [green] | [yellow]

LOW   HIGH

IMPACT

CISS Key Project Risks, Issues & Mitigation

#3 Risk - 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.

Impact:

➢ If proper planning is not done for onboarding new RMS vendors, CJIS-CT stakeholders will be negatively impacted financially and delays in reaching the 90% of arrest information in CISS could be realized.
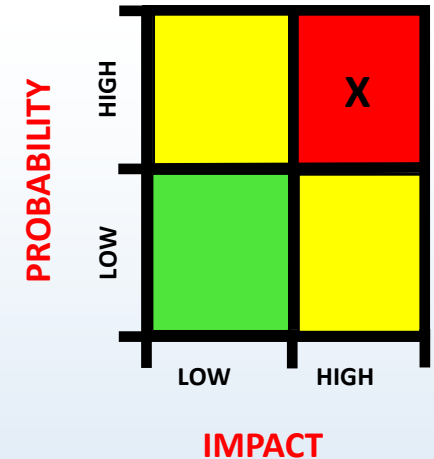
Mitigation and Contingency:

➢ Pro Phoenix is in the process of completing the security audit for them to participate in the integration effort for CISS Workflows. CJIS-CT is also pursuing adding one more vendor that has the Hartford PD as part of the CISS Workflows.

➢ CJIS-CT is exploring options to allow smaller PDs that do not have an RMS vendor connected to CISS to be able to send attached documents that can be processed for CISS Workflow

PROBABILITY — HIGH / LOW

X

LOW | HIGH

IMPACT

# CISS Key Project Risks, Issues & Mitigation

#1 Issue - Source Systems Not Available to CISS Search

Impact:

➢ **Weapons -** Weapons data is over two years old and decisions by law enforcement are potentially impacting law enforcement and public safety. CISS Search is the only system in Connecticut that provides indexing across 12 systems based on Person, Location, Event, and Property for better decision-making.

➢ **Wanted** – Wanted data is currently only available on COLLECT terminals at PD locations. These terminals are few and access for searches can be limited; and, therefore, limiting better decision-making.

Mitigation and Contingency :

➢ DESPP has advised CJIS-CT that the request sent to the AG's office for the review of the source system sharing and expects to have a response within the next few weeks.

➢ DESPP has provided a draft MOU for sharing DWOR source system data; this is with CJIS-CT for review.

➢ CJIS-CT is still waiting for access to a COLLECT terminal for testing. CJIS-CT suggests that DESPP use an existing COLLECT terminal from a local PD or State Troop Barrack to do the testing instead.

PROBABILITY (HIGH / LOW)
IMPACT (LOW / HIGH)
X (in High Probability, High Impact - red cell)
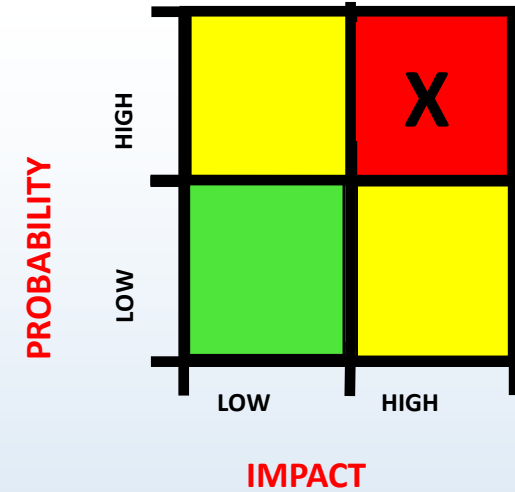
No change in risk level since last review.

4

CJIS-CT Project Risk and Issue Assessment Log - July 12, 2024

RISKS

Date Started	Risk Num	Risk Description	Impact	Last Reviewed:	Mitigation Strategy	Potential Impact (5) Very High (4) High (3) Medium (2) Low (1) Minimum	Likelihood (5) Almost Certain (4) Highly Likely (3) Somewhat Likely (2) Unlikely (1) Remote	Risk Mitigation Actions (should be specific and actionable)					Status / Comments
								Status	Actions	Assigned to	Date Due	Date Closed	
5/8/23	1	System Reliability/Up-time not meeting 99.9% requirement	If the up-time of the 99.9% is not reached by all CISS Workflow endpoints as we achieve 90% of the arrest information through CISS, we could negatively impact the planned efficiencies envisioned for this project.	3/8/2024	CJIS-CT is working with each stakeholder agency in order to provide up-time statistics in a scorecard to track adherence to 99.9% up-time. Also, CJIS-CT will be recommending to add System Center Monitoring for the overall CISS solution to be developed and shared in partnership with all CJIS-CT stakeholders. The CJIS-CT community already has in place a change control board for any changes both technical or legislative that can impact CISS.	4	4	16	CJIS-CT to coordinate on scorecard and shared monitoring solutions with stakeholders.	Mark Tezaris	12/31/2023		**07/12/2024:** CJIS-CT has formally started this project and has assigned it to a project manager. High-level requirements are being documented for review and approval. The technology tools are in place and CJIS-CT will be expanding the monitoring of the CISS statewide with all CJIS partners. **06/14/2024:** CJIS-CT has created a topographical map of the network endpoints for CISS. The team is reviewing the high-level requirements and will formally put a project manager to kick-off the project on June 10, 2024. We will provide updates periodically on this project.
5/31/23	2	CJIS-CT Community Fusion HelpDesk needed to coordinate workflow deployment without major issues.		3/8/2024	Evaluate various options to provide a fusion helpdesk for great customer experience with issues to the helpdesk.	4	5	20	CJIS-CT Internal Meeting	Mark Tezaris/Pat	TBD		**07/12/2024:** The CJIS fusion help desk had been in production for a couple of weeks and is working as expected. We will provide updates of any significant events. We are proposing to close this risk. **06/14/2024:** CJIS-CT has been working with the BITS Help Desk folks to review the SOP for the fusion help desk. We expect to start using the BITS after-hours team to answer calls and triage CJIS help desk events.

CJIS-CT Project Risk and Issue Assessment Log - July 12, 2024

RISKS

Date Started	Risk Num	Risk Description	Impact	Last Reviewed:	Mitigation Strategy	Potential Impact (5) Very High (4) High (3) Medium (2) Low (1) Minimum	Likelihood (5) Almost Certain (4) Highly Likely (3) Somewhat Likely (2) Unlikely (1) Remote	Risk Mitigation Actions (should be specific and actionable)					Status / Comments
								Status	Actions	Assigned to	Date Due	Date Closed	
7/10/23	3	CJIS-CT workflow schedule mis-alignment with MPDs delays overall Workflow deployment 1. MPDs may have other priorities which conflict with CJIS-CT schedules. 2. MPDs may have municipal IT human resource shortages. 3. Small MPDs may have lower volumes of arrests which impact CJIS-CT validation of workflow. 4. RMS vendor prioritization.		3/8/2024	1. Create alignment-based master schedule with frequent reviews with MPDs; adjust dates and move MPDs around in the deployment plan as schedules shift. 2. MPD IT resource shortages will be accounted for in CJIS-CT schedules 3. CJIS-CT schedule replan includes remediation time for affected PDs	4	5	20	Ongoing schedule management through CJIS-CT internal meetings (PMO, IPP)	Mark Tezaris	ongoing		**07/12/2024:** The remaining 15 Nexgen PDs from the 74 are are in the process of upgrading their infrastructure to support the CISS workflow and we have 1 NexGen PD, Old Saybrook, that currently does not want to connect to CISS workflow. CJIS-CT will continue to work with all 15 PDs until they all have CISS workflows working. **06/14/2024:** CJIS-CT and BITS network team have connected 69 out of 74 NexGen PDs. The NexGen code is adding the supplemental transmittal and new bond code functionality. Testing is expected to be completed by June 14, 2024 and put into production. This will allow for MPDs and CSP statewide deployment.
10/10/23	4	Given recent legal interpretation of Clean Slate Erasure language in the statute, DESPP will not be displaying erasure case or charge data to their sworn law enforcement. The risk is that CJIS-CT will have to change the CISS Search code before 1/1/2024 so that DESPP arrest data that was erased will not be displayed.		3/8/2024	CJIS-CT will have to work with CJIS-CT agencies to define erasure requirements as per DESPP policy and implement changes as quickly as possible to comply with Clean Slate Erasures for CISS Search and Workflow. This is a significant change request that cannot be completed by 1/1/2024.	5	5	25	CJIS-CT has met with Clean Slate project sponsors Marc Pelka and Patrick Hulin and has described this risk as we work with DESPP and others to find a mitigation.	Mark Tezaris	ongoing		**07/12/2024:** CJIS-CT is waiting for the sign-off for the requirements from DESPP. We have also started the technical work that is not dependent on the requirements and have mapped out the project plan as well. **06/14/2024:** High-level requirements have been developed by the CJIS stakeholders and are being reviewed by DESPP for signature. Upon sign-off, the coding work will begin and is expected to be in production by 12/2024.
6/29/15	5	One of the goals is that CISS will contain more than 90% of all state arrest records. There is a risk not all law enforcement record management vendors will connect to CISS. This would impact information necessary for the workflows for stakeholders.		3/8/2024	A formal plan for onboarding all vendors and /or getting all arrest information has been developed.	5	3	15	Work with additional vendors to sign contracts	Mark Tezaris	Ongoing		**07/12/2024:** CJIS-CT is working on a draft RMS policy for connectivity to CISS based on legislation 54-142s. When the draft is completed we will share with the CJIS Governance Committee and Governing Board for review, changes, and approval. Once approved we will share with the RMS community and help everybody move to comply with the CJIS Governing Board policy. **06/14/2024:** The CJIS-CT development team is scheduled to work on a proof-of-concept for a light version of RMS. This functionality will allow non-connected PDs to CISS Workflow to send arrest information to CISS.

CJIS-CT Project Risk and Issue Assessment Log - July 12, 2024

RISKS

Date Started	Risk Num	Risk Description	Impact	Last Reviewed:	Mitigation Strategy	Potential Impact (5) Very High (4) High (3) Medium (2) Low (1) Minimum	Likelihood (5) Almost Certain (4) Highly Likely (3) Somewhat Likely (2) Unlikely (1) Remote	Risk Mitigation Actions (should be specific and actionable)					Status / Comments
								Status	Actions	Assigned to	Date Due	Date Closed	
4/12/24	6	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.	If proper planning is not done for onboarding new RMS vendors, CJIS-CT stakeholders will be negatively impacted financially and delays in reaching the 90% of arrest information in CISS could be realized.	New	A draft formal plan is being developed by CJIS-CT to add additional RMS vendors to CISS to meet the 90% of arrest information. This plan will be developed, finalized, and shared with all CJIS agencies that are impacted so they can plan and allocate resources needed.	5	5	25	CJIS-CT is negotiating with new RMS vendors and will work with CJIS-CT partner agencies for a detailed plan and schedule to onboard new vendors.	Mark Tezaris	Ongoing		**07/12/2024:** The negotiations with Inform RMS are moving very slowly. CJIS-CT will escalate the communications above the project manager with the decision makers if no progress is made by 7/12/2024.

Progress has been made with Pro Phoenix and we have a meeting in mind to proceed with a DAS agreement and a procurement process as the next steps. New Haven PD has agreed to sponsor the RMS connectivity work using their contract with Pro Phoenix.

06/14/2024: CJIS-CT is communicating with Inform RMS to set up a meeting to discuss connecting to CISS. We expect to have more information about timing by June 14, 2024, and will communicate with our stakeholders.

The process to create an agreement with Pro Phoenix to connect to CISS Workflow is work in progress. As we get an agreement, we will share that information with |

CJIS-CT Project Risk and Issue Assessment Log - July 12, 2024

ISSUES

Date Started	Issue Num	Issue Description	Impact	Mitigation Strategy	Impact Rating	Urgency	Issue Resolution Actions (should be specific and actionable)	Actions	Date Due	Date Closed	Status / Comments
					Very High Medium Low None	Critical Serious Moderate Minimal None	Status/Owner				
9/13/16	1	• CJIS-CT resources are heavily dependent on consultants with critical domain knowledge. • As consultants leave for better opportunities, CJIS-CT will lose critical knowledge from the consultants who built the system.	Without adequate staffing, CJIS-CT will not be able to meet 99.9% of CISS availability.	CJIS-CT has put together a support strategy with state employees, consultants, and vendor maintenance and support	Very High	Critical	Mark Tezaris	• CJIS-CT contracted with AIC and is continuing to hire additional consultants. • CJIS-CT will work with DAS to hire state employees where possible to maintain domain knowledge for large complicated systems.	Ongoing		**07/12/2024:** CJIS-CT is onboarding a curriculum training manager state employee as of 7/12/2024. A second requisition for CJIS staff is currently in process. **06/14/2024:** CJIS-CT has extended an offer which was accepted for the ITM position. The second position is pending approval. Other positions will follow soon after the second position is approved.
2/7/23	2	DESPP LiveScan/RMS Interface Issue	Lack of integration between fingerprinting system and CISS leads to addiitonal workload on police officers	• Complete programming application interface for NexGen and other RMS vendors. • Build, test, deploy Central Server to provide near real-time statute table for all law enforcement in the state.	5	5	25	Build the interface and the server.	TBD	8/31/2023	**07/12/2024:** No change. This project is expected to move forward once DESPP resources are made available from other projects. **06/14/2024:** The LiveScan RMS interface is progressing slowly given other priorities. One of the key areas that is still pending development is the LiveScan code to update the new UAR form, which has the updated 7% Cash Bond and Variable Gun Violence Bond. A workaround is in place until this code development is completed.
11/9/23	3	CJIS-CT is getting an increase in requests from non-criminal justice agencies for access for CISS Search data to help them make better decisions involving public safety. This includes academic institutions, DSS, Department of Consumer Protection, and the Department of Revenue Services.	Additional demand for CJIS-CT resources.	Requests Governance Committee support on onboarding process for Non-Criminal Justice Agencies (NCJA).	4	4	16	CJIS-CT to review process and recommend changes to Governance Committee.	Ongoing	TBD	**07/12/2024:** CJIS-CT has created and received Governance Committee approval for a new agency onboarding process for CISS. In addition, CJIS-CT has reactivated the CJIS Legal Committee process where new agency requests will be reviewed. Recommend this issue be closed. **06/14/2024:** CJIS-CT is continuing to make progress with the onboarding process and is currently focused on user access agreements.

CJIS-CT Project Risk and Issue Assessment Log - July 12, 2024

ISSUES

Date Started	Issue Num	Issue Description	Impact	Mitigation Strategy	Impact Rating	Urgency	Issue Resolution Actions (should be specific and actionable)	Actions	Date Due	Date Closed	Status / Comments
					Very High Medium Low None	Critical Serious Moderate Minimal None	Status/Owner				
2/7/23	4	Source Systems Not Available to CISS Search: • WEAPONS • WANTED This is primarily due to limited human resources.	• Weapons - Weapons data is over two years old and decisions by law enforcement are potentially impacting law enforcement and public safety. CISS Search is the only system in Connecticut that provides indexing across 12 systems based on Person, Location, Event, and Property for better decision-making. • Wanted – Wanted data is currently only available on COLLECT terminals at PD locations. These terminals are few and access for searches can be limited; and, therefore, limiting better decision-making.	CJIS-CT will create a draft MOU for sharing the Deadly Weapons Data with CISS as proposed by DESPP. CJIS-CT will send the draft MOU to DESPP for next steps. CJIS-CT understands that the non-offender Weapons data will not be shared until there is an internal review within DESPP. DESPP has indicated that they are in the process of recreating their testing lab with the COLLECT terminals needed for testing. Once this work is completed, CJIS-CT will schedule testing for the Wanted data.	5	5	25	CJIS-CT is working with DESPP to create an MOU for deadly weapons sharing to CISS. CJIS-CT is also working to complete testing for Wanted. The Weapons sharing of information in pending legal review from DESPP for sharing with CISS.	TBD	3/31/2023	**07/12/2024:** DESPP has sent a letter to the AG's office requesting a review of the CISS legislation pertaining to WEAPONS offender/non-offender data to be shared with CISS. We are waiting for the AG's response. CJIS-CT is still waiting to get access to a COLLECT terminal with DESPP supervision to test the WANTED data connectivity. **06/14/2024:** No substantive change since the last review. DESPP has action items pertaining to both the WEAPONS and WANTED source systems.

CJIS-CT Project Risk and Issue Assessment Log - July 12, 2024

TASKS

Date Started	Task Num	Task Description	Assigned to	Status	Approach	Potential Impact	Date Due	Date Closed	Status / Comments
10/6/20	1	Discontinuing Judicial's CIB interface	Sean Bucher	Active	Assist Judicial as per their request to eliminate the Centralized Infraction Bureau Interface.		TBD		**07/12/2024:** NexGen is finishing the consumer side UAT testing with includes reconciliation of message counts and cthe software should be ready for Production in the next several weeks. **06/14/2024:** Judicial has completed their reconcialtion on the source system side and on the consumer side, NexGen is currently completing their reconciliation. Once complete, the process will be certified for production to have all adjudication and CIB messages delivered through CISS and the Judicial main frame can start to be taken offline.

CJIS-CT PMO Portfolio as of July 1, 2024

Name	2	2022	2023	2024	2025	2026
	C	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4	Q1 Q2

Name	Progress
Clean Slate Automation Project	85.00%
Migration to Cloud MFA	1.00%
CISS Search - RMS Records Clean Slate Erasure	48.00%
CJIS-CT System Center CISS Endpoint Monitoring	0.00%
Clean Slate MVP Onboarding (Municipal & Local PDs)	97.00%
MVP Onboarding for State Agencies (Judicial-Sponsored)	25.00%
Digital Media and Evidence Study	65.00%
Clean Slate Reversal	0.00%
Workflow Deployment	79.00%
JAG Grant for Telecommunications Equipment-Router deployed	37.00%
CJIS Resources Vacation Information	18.00%
NexGen_RMS-Vendor_Certification_Level-1_and_Level-2	81.00%
CISS Search Internet Access – Readiness, Onboarding and Rollout	97.00%
CT State Police CISS UAT L2 Pilot - Troop C and Troop F	50.00%
Accucom-RMS-Vendor_Certification_Level-1_and_Level-2	85.00%
RMS Level 2 Workflow GA Integrated Multi Agency Testing (DCJ-Judicial-DESPP-CJIS)	61.00%
CISS 11-5	0.00
IMC-RMS-Vendor_Certification_Level-1_and_Level-2	
CISS - SharePoint 2019 Migration - CJIS and AIC	88.00%
CISS Workflow Databases Migration to SQL 2022	58.00%
CJIS SP Farm Consolidation	80.00%
CISS Workflow Dashboard_Phase1	55.00%
Benefits - Score Card	17.00%
CISS - FileNet Upgrade	89.00%
CISS Search Onboarding Process-1	85.00%
Project-X - Expected Legislative Changes - Management Reserve	0.00%
eCUAR	60.00%
Weapons Interface with CISS	26.00%
CISS - MultiVue Upgrade	60.00%
Automating CISS-JUD Code Tables	79.00%
DEEP EnCon Unit Integration with CISS	47.00%
Information security policy gap assessment and update	87.00%
Internal Audit Assessments	85.00%
Network Topology Documents	19.00%
Judicial Federation with CISS AD	31.00%
Update GFIPM Claims	93.00%
CJIS CISS Agency Based Security	37.00%
CISS Dashboard Project_Rev3	29.00%
DAS Marshal Self-Service Portal	58.00%
Police Use of Force Form - Phase 3	79.00%
Racial Profile Application Phase 2 Changes	32.00%
CJIS Community Data dictionary	20.00%
Data Center HA & Business Continuity	27.00%
Business Continuity Planning	31.00%
Purchase Request Application Phase 1 A	18.00%