

CJIS Governing Board Co-Chairs
Mike Lawlor,
Under Secretary, State of Connecticut OPM
and
Judge Patrick L. Carroll, III
Deputy Chief Court Administrator



Mike Lawlor, Under Secretary, OPM

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Informing Parole Board Decisions:

CISS Coming Closer to Reality for BOPP

“Doing our job well ultimately depends on relevant, quality information,” says Erika

Tindill, Chair of the Board of Pardons and Paroles (BOPP) and a member of the CJIS Governing Board, because justice and the process of balancing the risks inherent in parole decisions rely upon accurate and complete information.

Tindill is passionate about her job and has a uniquely broad perspective on the administration of justice from years of experience as a prosecutor in Dade County, Florida; a legal aid attorney in New Haven; an advocate for victims of domestic violence; and executive director of the Connecticut Coalition Against Domestic Violence, Inc.

Tindill says she has never shied away from a challenge, so when, in 2011, Governor Dannel P. Malloy selected Tindill for the post, she said, “it was as if the planets aligned.” Malloy cited Tindill’s breadth of experience. “Erika has shown extraordinary leadership skills in her roles as an accomplished defense attorney, prosecutor, executive director and victim advocate,” Malloy said. “She is highly respected within the criminal justice community for her ability to advocate on behalf of victims and their rights, for her sharp knowledge and un-

derstanding of the criminal justice system, and for her dedication to improving the services that protect the public and their safety.”

The fervor Tindill brings to her job comes in part from her 360-degree view of the criminal justice system and its impact on all the people it touches — victims, offenders, as well as the circle of family and friends around all. She speaks passionately about equal access to a safe environment for all members of society, because ultimately, when children are brought up in a safe, non-violent environment, they grow up to create the same. When children are abused, see violence within their homes, or have family members involved in crime or go to jail, they are far more likely to walk a crooked path themselves.

Making parole decisions requires accurate, comprehensive information. “The more information we have about the offender’s risk, the better. We anchor our decisions on risk.” Tindill says. “The main question is always, What is the likelihood that this offender will commit another crime?” Which is why Tindill has a particularly keen interest in the work of CJIS and the development of CISS (Connecticut Information Sharing System).

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CJIS Roadmap

Revolutionary Technology Linking
Connecticut's Criminal Justice &
Law Enforcement Agencies
August 2012 — Vol. 1, No. 4
www.ct.gov/cjis

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CJIS Technology Architect

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“This is not a game we’re playing. We are acutely aware of the impact of what we do... Our decisions can affect many lives, both negatively and positively.”

Tindill describes the evidence-based system upon which parole decisions are made. “Everything we do is based upon risk factors: both static and dynamic.”

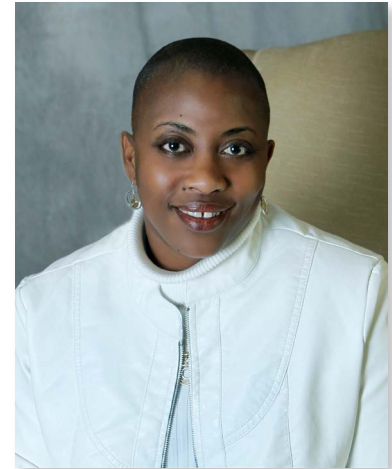
The static factors are things over which one has no control — gender, age, criminal history, etc. Dynamic factors include criminal thinking and attitudes, negative peers, and substance abuse. These risk factors are assessed as either mitigating, aggravating, or having no impact.

And she stresses, despite the calculations and assessment tools that are brought to bear on the decision to grant parole or not, “*It is still a human decision.* It is evidence-based, structured, professional judgment; it is *not* an actuarial tool.”

“Everything we do is a risk. I am interested in taking risks that can be justified within the structure of a sound a decision-making process. “Let me say for the record, we will make mistakes.”

As far as the public’s perception of the Board’s job, Tindill says there are issues. “It’s not our job to punish — I think we need to be clear about that.” And it’s important to realize that “there isn’t an assessment tool on the planet that is going to be 100 percent predictive of criminal behavior.”

And she points out that while the public focuses on safety and keeping dangerous criminals in prison, the job of BOPP is to balance public safety with the very real need to reintegrate offenders back into society, ideally to become contributing members of their communities. When offenders reach the end of their sentences, they *will* go free. The



Erika Tindill, Chair of the Board of
Pardons and Paroles

question then becomes, *What is the best way to reintegrate people back into society? What can we do to minimize the risk that people will re-offend?*

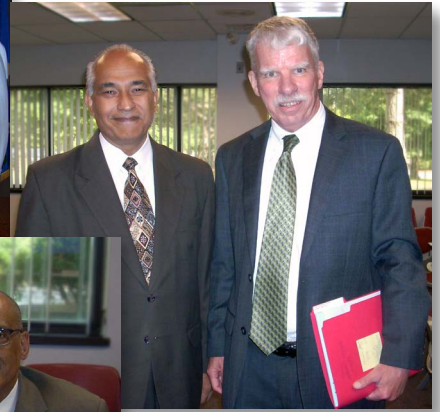
Tindill’s perspective includes another group of victims. “When a child loses a parent to imprisonment, that child is now at much higher risk. So we need to look at those kinds of factors as well.”

Tindill is looking forward to the day when CISS “will enable us to be more efficient. We know the type information we need; having fast, efficient access will streamline our work. Some of the obstacles we run into are not the lack of information — because usually the data exists — it’s the difficulty of getting access to it. CISS will break down the barriers between agency silos; we need to distribute and utilize the information we have with greater efficiency.

“I am impatient with the process, but I am committed to being part of the solution. I want the Board of Pardons and Paroles to play a significant role in making the system work better, and I am confident that we can.” ■

~ Margaret M. Painter

The July Quarterly Governing Board Meeting



Clockwise from above: 1) From left, Judge Carroll, Sean Thakkar, and OPM Under Secretary Mike Lawlor. 2) Steve Salaway (Microsoft), Phil Conen (Xerox), Mark Tezaris, and Farhat Saleem (Microsoft). 3) Sean Thakkar and Chief State's Attorney Kevin Kane. Inset Center: BOPP Chair Erika Tindill and DESPP Commissioner Bradford.

CJIS Program Overview

Mark Tezaris, CJIS Program Manager

The highlight of the CJIS Quarterly Governing Board meeting on July 19 was the first live demonstration of CISS (Connecticut Information Sharing System) FAST search demonstration of OBTS, which was very well received. (Details of the meeting are posted on our website: www.ct.gov/cjis.) As one board member remarked, "It's like Google on steroids." It searched through about 120 million records in 4/10 of a second.

A significant concern from our stakeholders is security. This is one of the primary concerns of CISS staff and programmers. The security we will employ for the system conforms to federal standards. (See details on security in FAQs on page 8.)

The CJIS Program Managers' main focus vis-a-vis CISS is to complete the project schedule for all of the waves and synchronize the deliverable touch points

with Xerox. The effort in person-hours needed by the CISS team to accurately define to sequential tasks, with time durations is significant. We will publish an accurate schedule by the end of August for Wave 0 (which is the Google-like search using OBTS data) and Wave 1 which will have the first data exchanges for most of our stakeholder agencies.

The second major focus is to properly and proactively communicate with the CJIS community concerning the CISS project. We have taken a multi-layer approach by using face-to-face meetings, the monthly newsletter, and various status reports. Close to 30 stakeholders attended the the first CISS monthly status meeting on Wednesday, August 1. We plan to do this every month; it will generally occur the first Wednesday of every month at our East Hartford location.

The meeting format will generally

allow for 30 minutes for a CISS project update by CJIS staff, and 30-60 minutes devoted to more in-depth discussion on subjects of interest (from stakeholder input) and hands-on user workshops. These workshops will to allow the CJIS community to get a "hands on" feel for the CISS technology and builds as it becomes available. We had some very productive discussions and great questions at our first meeting, which we will use to create our agenda for the September 5 meeting.

The CISS team has added many new people recently and is working to make sure that the on-boarding goes well to get everyone acclimated quickly and producing what is needed. We are working to continually improve our processes to help the team to "gel" and pull in the same direction at the same time toward our agreed-upon goals. ■

CISS Technology Workshops

Richard L. Ladendecker II, CJIS Technology Architect

As we proceed into the implementation of the initial phase of CISS, it is becoming crucial to keep our stakeholders informed and up to date with the progress of the project. To support this situation, the CJIS Technical Team will be developing Technology Workshops to disseminate knowledge of the technologies being instituted within the CISS environment. We invite our stakeholders, and particularly their technical staff, to attend these Workshops in order to familiarize them with CISS technology.

The Workshops will review in detail the architectures inherent in CISS. These scheduled workshops will begin in August and will continue into the foreseeable future (The dates for the first few are below; other details will follow.) Several of these technology topics will be divided into varying levels of proficiency to allow stakeholders with differing technical knowledge to absorb the content. They are intended to allow our stakeholders to get a hands-on feel for the technology and to ask questions of the CJIS technology staff and developers. They will include the following topics:

- ▶ **Agency Data Replication** — **Thursday, August 23** at 10 a.m.— Migration tools, data replication, ETL
- ▶ **CISS Security Overview** — **Wednesday, September 5** at 1 p.m.
- ▶ **CISS Security** — **Thursday, September 20** at 10 a.m. — for intermediate & advanced users with examples focusing on claim-based security, GFIPM, SAML, Active Directory (AD), federation, trusts, tokens, certificates
- ▶ **Service Oriented Architectures (SOA)** — including NIEM, LEXS, JIEM
- ▶ **SharePoint** — for new, intermediate and power users, including advanced & customization examples for administrators
- ▶ **SQL Server** — for new, intermediate & advanced users, covering object broker, SQL Server Integration Services (SSIS), SQL Server Reporting Services (SSRS), SQL Server Analysis Services (SSAS), security, performance
- ▶ **Enterprise Service Bus** — WebMethods — Integration for intermediate and advanced technical staff who are interested in using Software AG's WebMethods products in their agencies.

We will post workshop dates with background details in advance to allow stakeholders to schedule their attendance. If you have questions or are interested in specific aspects of the project, please contact Rick Ladendecker at Rick.Ladendecker@ct.gov. ■

CISS Business Update

Nance McCauley, CJIS Business Manager

CISS BUSINESS IN BRIEF

Just Finished

The CJIS Operational Team

- met with the Department of Criminal Justice to review the detailed list of reports and forms to be exchanged in CISS at an agency-wide level.
- presented the CISS Design for Search and Security functionality to the agency business stakeholders on June 13.
- completed an inventory of the RMS and CAD vendors for state & local law enforcement agencies in June.
- continued observing business processes in the agency field areas; in June, field work was done with the State Police.

The Next Three Months

- Field Visits to: Superior Court Operations, DPDS, and DCJ
- Define business rules
- Security restrictions for documents
- Define field-level security
- Define GFIPM user attributes for claims-based security
- Define Judicial agency source system requirements

RMS Vendor Meeting ■ The CISS Team held a meeting with the RMS vendors and their law enforcement counterparts on July 10 to discuss the CISS project. A high-level overview of the background and purpose of the project, along with a technical briefing of the architecture was provided in order to set the stage for the meeting. Expectations regarding RMS vendor involvement, technical needs, timing and next steps were discussed. The RMS vendors have been asked to share this information with their respective law enforcement agencies that they support in the State of CT. Several RMS vendors and law enforcement agencies have expressed interest in assisting with the pilot for the CISS project. The CISS Team is currently working on the technical specifications for the RMS information exchange. ■

Reducing Risk: Independent Verification & Validation

The CISS program is evaluated quarterly by an independent consultant in a process called Independent Verifications and Validation (IV&V). The evaluation focuses attention on risks that could negatively impact the project and provides recommendations for improvement. The intent is to help the team identify weak spots and address any problems while they are still manageable.

The IV&V covers all aspects of the project from start to end. It measures 60 individual assessment criteria such as scope, schedule, project management, technology, contractor performance, and user involvement. A score is assigned for each criterion based on the likelihood that the risk will be realized and the potential impact if the risk is realized. The lower the score, the lower the risk.

The baseline assessment was finalized in May 2012. At that time the overall risk score was 63 percent. The next assessment was performed in June and the risk score decreased slightly to 62 percent. That might not sound like a big change, but what's important is that we are now implementing processes to help us monitor ourselves and work actively to reduce our risk potential. What are the biggest risks?

Program Controls — Due to staffing shortages early in the project, program controls were a lower priority than operations and hiring critically-needed program staff. Now that staff are on board, controls such as change management, risk management, and status reporting are being put into action. Getting a work plan finalized is a high priority that will be finished before the next quarterly IV&V, thereby reducing that risk to the project.

Stakeholder Communications and

Readiness — Implementing CISS information exchanges will depend upon close communication with our stakeholder agencies. To work effectively, each agency will need leadtime; to know when the CISS team will need its input and how much time we estimate it will take for CISS and agency staff to do its work. Hence the strong need for frequent communication with the agencies so that they can have the right resources in place when needed. We're addressing this on multiple fronts. We're creating a work plan so the stakeholder community will know when their involvement is projected, we will be holding monthly status meetings and workshops with stakeholders, and we're publishing this newsletter on a monthly basis.

Staffing — The process of authorizing State staff positions has been slow due to budget constraints. This delayed hiring and the startup of the program. The CISS management team is in place, but the positions are primarily consultants, rather than State employee positions. The risk is potential loss of domain knowledge for CISS that will be lost when the consultants leave. This is likely to cause transition issues when the permanent State positions are approved. An effort has been made for the State to re-classify several key positions to allow for the experience levels needed and salaries closer to market rates to attract the right people.

The next IV&V assessment will be conducted in September. Our goal is to proactively address our known risks and put processes in place that will help us identify new risks as they come up so that our overall risk score continues to decrease over time. ■

~ Lucy Landry

CISS “Waves”

CISS will be delivered in a series of incremental releases, called “Waves. The foundational Wave, Wave 0, will go into production in late 2012. Wave 0 will provide users with the ability to search data created by OBTS with greater speed and flexibility of search results and improved user interface screens. Additional searchable data sources will be added one agency at a time. Each agency's set of systems will be managed as a stand-alone “S” Wave, where “S” stands for “Search”. Judicial's systems will be first, in Wave S1. The other agencies will be added one S Wave at a time.

At the same time work will be underway to automate the exchange of data between agency systems. Wave 1 will exchange Uniform Arrest Report data between agencies and is expected to go into production in Spring 2013. After that, Waves 2 through 8 will provide the exchange of additional types of data between agencies. These waves are expected to go into production at the rate of one or two months between waves, from Spring 2013 to Spring 2014. The sequence is:

Wave 1 ~ Uniform Arrest Report, Spring 2013

Wave 2 ~ Infractions

Wave 3 ~ Judicial Common Exchanges

Wave 4 ~ Post Arrest

Wave 5 ~ Disposition

Wave 6 ~ Post Judgment

Wave 7 ~ Misdemeanors

Wave 8 ~ Arraignment, First Appearance – Spring 2014

Continued on page 8

OBTS ■ Nastel Performance Monitoring Tool

Shirley Medeiros, CJIS Operations Director

CJIS's IT organization provides its user community with Legacy and Java-based solutions that allow CJIS customers and internal staff to enter and update information persisted on backend applications that comprise the CJIS information system.

Understanding the flow and dependencies with the application environment is a challenge. The OBTS (Offender Based Tracking System) team worked with DAS/BEST staff and the vendor to install the Nastel AutoPilot product in the OBTS testing environments to perform a proof of concept. The mission of this Proof of Concept is to demonstrate the ability of AutoPilot to deliver a solution that will effectively monitor performance and availability of applications as they execute through the infrastructure. Through the use of

Nastel's AutoPilot CJIS technicians will be able to:

- Detect bottlenecks and application slowdowns in the Application, Middleware and Database tiers
- Predict application behavior prior to production commitment
- Create nodepoint benchmarks for "Continual Improvement" purposes
- Reduce the cost of managing core applications and business transactions
- Identify and fix problems quickly to avoid service interruptions
- Anticipate and prevent application performance problems before they impact the business
- Implement performance management rules without programming (wizard driven)
- Provide real-time Business Activity Monitoring dashboards to IT and Line-of-Business users.

OBTS IN BRIEF

Just Finished

- Completed constructing Release 7.3 deliverables

Next Month

- Complete Release 7.3 testing & deploy to production environment
- Finalize Release 7.4 deliverables
- Continue data mappings of the judicial branch's source systems
- Use the Nastel performance tool to identify problem areas
- Conduct OBTS Certification Class at Judicial's Learning Center 8/2

Next Three Months

- Begin constructing deliverables for Release 7.4
- Continue gathering & analyzing requirements for Release 7.5
- Continue data mappings of the Judicial Branch's source systems
- Begin comparison of OBTS data & Judicial's source systems data; process includes creating data dictionary, writing code & documenting data required

CIDRIS ■ In Brief

John Cook, Senior Project Manager, Connecticut Impaired Driver's Record Information System

Just Finished

- Five Troops have been deployed including Troops B, L, A, I, and F. The implementation for remaining troops was placed on hold during July to help improve data accuracy.
- To improve data accuracy errors, stakeholders worked to implement update source agency computer systems. Updates include additional software validation upon data entry to verify bad or missing data before its sent to CIDRIS.
- DESPP expanded training program for troops by increasing number of trainers and number of people trained at local barracks.
- DESPP also added additional technology to barracks including desktop computers and printers.
- CJIS staff continue review of DESPP & Judicial work processes to ensure timely delivery of e-messages to Judicial & DMV.

Next Month

- DESPP and Judicial to continue training and implementation program for remaining Troops.
- Implementation team is scheduled to complete roll-out of six remaining troops G, H,D,C,K and E by mid-September.

Next Three Months

- Implementation team to continue increasing data quality sent through CIDRISS

CIDRIS: Data Issues & Progress

The rate of implementation for CIDRIS has picked up in the last two months, and expectations are increasing right along with the pace. Data quality has been a subject of some frustration.

CIDRIS statistics for the first reporting period, from January through March 2012, showed a success rate for initial message submissions at 49 percent. However, the rate rose to 58 percent for June and 65 percent for July.

It's important to remember, says John Cook, CJIS Project Manager for the CIDRIS system, that it is a *messaging system*. The data it transmits will only be as good as the data flowing into it. Cook finds himself answering questions about "data quality" based on the first quarter statistics.

Everyone involved with the project acknowledges it has been moving slowly. CIDRIS got its start from \$1.6 million in grants in 2004 from the federal government and the DOT. However, a contractor wasn't signed to begin development work until 2008. Everyone involved with OUI (Operating Under the Influence) offenses — from arresting officers to clerks processing "paperwork" — agree that CIDRIS will dramatically improve the process when it reaches its potential.

For Lynn Payne, Administrative Hearings Division Manager, Department of Motor Vehicles, a proponent of CIDRIS from the start, the transition to electronic OUI data can't happen fast enough. The DMV is one of the recipient units for OUI data; Superior Court Operations is the other. Although Payne is frustrated with the lengthy development timeframe, she is all too aware of the multiple factors that have delayed CIDRIS. "To begin with, it's a really complex project. There have been periods when the project has been stalled due to budget, personnel, or legislative issues.

Larry D'Orsi, Deputy Director for Criminal Matters with the Superior Court, is responsible for all the criminal

court clerks' offices, which receive OUI data also. "It's a cool system, but still a work in progress. The biggest issue is the error rate, but we are still in a 'shakedown period,' says D'Orsi. "We're working through training processes and so are the State Police."

CIDRIS began actual implementation in January with State Police Troop B. Data problems are primarily rooted in a few things, says Sergeant Chick Bistany, of the DESPP's Bureau of Communications & Technology. First, it's a new system and "no matter how carefully you try to design a system like this, all kinds of anomalies are going to crop up,"

The "human element" can make timely filing difficult. OUI offenders have been known to smash equipment, kick, punch, and bite.

and they did, which resulted in errors.

The CIDRIS process starts with the police when someone is arrested for an OUI; there are numerous forms the arresting officer must complete. These forms were previously filled out by hand. Now, the forms are electronically processed on the laptop in every police cruiser; they use a system called CAD/RMS (Computer-Aided Dispatch and Records Management System).

As on any e-form, many fields need to be completed before the form is submitted to CIDRIS. CIDRIS then validates the information and acts as the bridge to deliver the OUI messages to the Judicial Branch and DMV.

"There are many cases where the information doesn't fit the electronic schema (e.g., no license plate)," Bistany says. What might have been acceptable on paper (like an extra space) is no longer acceptable electronically, and will come

up as an error. Bistany says they have been making programming changes to prompt officers to make corrections.

There are also time constraints throughout the process. When someone is charged with an OUI, the arresting officer has a certain amount of time to complete the "paperwork" (in either paper or electronic format); the human and environmental factors are inherently difficult. "It comes with the territory. When you make an arrest for an OUI, the person is sometimes belligerent," Bistany says. Uncooperative defendants have been known to kick, punch, and bite officers, and have occasionally damaged equipment. These human factors account for some filings with missing information, because given the choice between letting a defendant walk away and submitting incomplete electronic filings, the officer is going to choose the latter, Bistany explained. "We are not going to jeopardize a DWI case because of an e-filing issue."

These are just some of the issues that need to be worked out. Much of the work centers around use of the Internet's XML programming language. "A big part of the work is to get all of the agencies talking the same [XML] language and getting the data consistent." Training is a big part of the process — more than 1,000 personnel in the 11 State Troops need to be trained to use the CAD/RMS e-forms for use in CIDRIS. Five Troops have implemented the system, and six more are scheduled to be deployed by mid-September. And, last but not least, there is the "human difficulty of transitioning to a new process from one that has been used for several decades," Cook says.

"We're in the process of aligning our old business processes with the new system. We're identifying the issues and breaking them down, and we're making serious progress," says Bistany. "When this is operating the way it was designed to, it will save a huge amount of time and money — for the police, judicial, and the DMV." In the meantime, there's work to do. ■ ~ Margaret M. Painter

FAQs

Q I have highly sensitive information that will be included in CISS. Who will be allowed to view these documents/information in CISS?

The simple answer is that CISS will implement the same security restrictions that are now used for any documents — paper or electronic. Documents included in the Information Exchanges (IEs) will be assigned claims based on the policies or legislative constraints of the agency that owns that information. Only those individual with claims that match the level set by the agency will be allowed to view documents/information.

The first building block of the CISS system is the user sign-on and authentication process. The system will be programmed to authenticate users when they log-in, and once logged in, will only allow users to access information for which they are properly credentialed. The system will also audit all use of the system, creating a virtual trail of breadcrumbs for all actions. The key concept in all of this is a token.

A token is an object within which are claims, telling the system about the credentials of the person logging in. These “claims” are based on one’s credentials (i.e., sworn law-enforcement officer – regardless of actual role or work location) and organizational affiliation. The claims are individualized, so the system will give specific access rights to someone, for instance, who works in the court system, but also has specific police credentials.

Q Who will control the security credentials for a set of information?

Simple answer: The owner of the information will control access to any and all information or documents within CISS. Again, the restriction to information/documents will be set by the owning agency and are required to be identified by agency policy or legislation. This control is typically set by the agency’s business staff.

The owner of the information will provide the governance for access to any of their information or documents accessible through CISS. Again, as noted, the restriction to information/documents will be set by the owning agency and are required to be identified by agency policy or legislation. This control is typically set by the agency’s business staff.

Q Isn’t there the potential for data owners to lose control of the data, with multiple administrators and access points? How will CISS ensure that only the users authorized to view and use the information will have access?

There is only one entry point into CISS for searching which is via the Search Portal. Access to the Search Portal is restricted to authentication of the user which is audited and logged. The Search Portal allows users to select a simple or structured search and allows them to refine their search results as necessary. The only other method of entry into or out of CISS is via IEs and these are restricted, contain only data/documents and are limited to system-to-system interaction. There are no other methods of entry into CISS or the data contained within.

In terms of general security standards, CISS will employ FIPS 140-2 (Federal Information Processing Standard) the computer security and encryption standards used by the CIA and FBI.

Although there is security, defined by the data owner and executed with the CISS environment, there is always potential for abuse; for instance, a user giving information to unauthorized users. CISS will audit and log every transaction to ensure any abuse will be detected and appropriate action taken. The claims defined for the information/documents will support restricting users from viewing information only at their level. ■

cont'd from page 5

CISS Waves

To ensure a successful launch of these two important components, we need your help. Based on the CJIS project plan as of this date, monthly collaboration between Agency technical representatives from DCJ, BOPP, DESPP, DMV, SCO, CSSD and DOC and the CJIS technical team is described below:

August

- Determine which CISS security model is most appropriate for each agency.
- Flesh out details about CISS System Administration needs.

September

- Map out each agency’s application and data schema.
- Determine how systems will be integrated.

October

- Review application integration designs.
- Review CISS System Administration prototype.

November

- Train to use CISS Search for OBTS data.

December – February 2013

- Participate with CJIS Technical Team in the development of software to integrate CISS and the agency application.

March – April

- Participate with CJIS Technical Team & Xerox in the testing of software to integrate CISS and the agency application.

May

- Train to use CISS Uniform Arrest Record Workflow. ■

~ April Panzer