2013: The Year in Review

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

"Doing a lot more with lot less"

Mike Lawlor, Under Secretary, OPM

The CISS project quickly and steadily gained momentum in 2013. The first search source for CISS was launched and business and technical planning for Phase I began. The CJIS team collaborated with stakeholders and vendors to design and create a technically advanced system that will support CISS and the data exchanges.

With project milestone dates in place, CJIS management reviewed the current staff assignments. To help plan, design and execute CISS by the milestone dates, a small number of industry experts in technology and business were added.

Offender Based Tracking System (OBTS)

The year began with the launch of OBTS as the first Search source for CISS. Initially used by a small number of local Law Enforcement Agencies (LEAs), OBTS provides a comprehensive search of six different criminal justice agency sources. Once the current production system merges into the CISS infrastructure, it will extend its support to all statewide criminal justice users.

CJIS is also working on converting OBTS from an Oracle database management system to a SQL database management system to improve performance and significantly lower cost of ownership. Work on this is expected to be completed by the end of the second quarter, 2014, when OBTS is connected to CISS.

CISS Design and Planning

In early 2013, CJIS teams began working on plans, designs and requirements in preparation for development of the CISS system. Planning included defining the objectives and the scope of Wave 1 and Search Release 1. The CJIS business team met with stakeholders to determine the sequence priority of the

CISS Workflows. They also collaborated on the work breakdown structure for the upcoming CISS releases, including the specific tasks and the order of completion, the timeframe, and the dependencies. Requirements gathering continued throughout the year with stakeholders for the Workflow Waves.

The CJIS teams collaborated with Xerox and the stakeholders on CISS design and implementation. The Project

Charters for Wave 0, v. 1.5, Wave 1 and Search Release 1 were signed off and tentative project schedules were created.

Creating a State-of-the-Art Foundation

Beginning in early 2013, the CJIS technical team was busy preparing the

Special Thanks to the CJIS Community

Mark Tezaris, CJIS Program Manager

The past year has seen a lot of changes at CJIS. The workload has increased dramatically since the CISS project began. The CJIS team is wholly committed to ensuring that the appropriate project management, transparency, and accountability systems are in place to support the CISS project implementation successfully.

To accommodate the business and technical demands on the CISS project, CJIS added several technical and business experts. The business team was busy working with stakeholders to prepare for the first Workflow Waves and Search Releases. The technical team, Xerox, and DAS-BEST was busy working on the infrastructure that will support the first Search Release and Information Exchanges.

All of the CJIS teams worked closely with many members of the criminal justice community throughout the year. I want to thank all of you for your steadfast support and cooperation. Your considerable insights and willing participation in the planning, design, and implementation of CISS are very much appreciated.

Sean and I and everyone at CJIS would like to wish you and your family a wonderful holiday and a Happy New Year! ∎

In This Issue

Governing Board Meetings of 2013

Two thousand thirteen was a busy year for the CJIS Governing Board as work began on the CISS project. Besides the scheduled quarterly meetings, a Special Sessions and biweekly Governance meetings were added to the year's schedule.

The Quarterly Governing Board meetings were held in January, April, August, and October. A Special Session was held in September, which followed an intense summer meeting that exposed a number of unresolved issues. Bi-weekly Governance meetings were

held in September, October, and November to address some of the most critical of these concerns.

Of primary concern is the security of shared information, the CJIS Security Policy, and compliance with FBI standards. Jason Mull, a national security expert from Xerox, was appointed to research how other states in the US manage sensitive information sharing

and to evaluate and compare his results with the concerns of Connecticut criminal justice agencies. Mull presented his findings at the August Governing Board Meeting.

Top: Terry Schnure and Chief Richard Mulhall.
Bottom: Kevin Kane and Mark Raymond.

Top: Peter Smith and David Wright, John Russotto and Mark Raymond.
Middle: Mark Panaccione, Commissioner Reuben Bradford, John Russotto, and Bob Carona.
Bottom: Commissioner Leo Arnone and Erika Tindill.

At that time, the CJIS Governing Board decided to bring in Rick Hegwood, a durational senior project manager, to work on FBI and CJIS compliance issues and to perform general project management. Hegwood is working with Joan Hilliard, FBI CJIS System Officer (CSO), and a select group of CJIS Governing Board members to come to an agreement on the CJIS Security Policy and CJIS compliance.

Another concern was communication and alignment between agencies, CJIS, and Xerox. Hegwood is working with the stakeholders, vendors and key project managers to address their concerns and communicate them to the CJIS Governing Board.

Looking ahead to 2014 and be-

yond, Hegwood is planning the support for the CISS project when it goes into production, including stakeholder and CJIS roles. He constructed a draft schedule for all of the releases and a draft of the project plan, which he is presenting to the stakeholders for their approval.

Information sessions were held with the CISS technical and business teams. Additionally, a series of workshops to educate the community on CISS, including business and technical informative sessions, is underway.

Xerox representatives, members of the CJIS Governing Board, and Karen Buffkin, Deputy Secretary of OPM, are holding meetings to review the vendor contract with the state. Hegwood is working on finalizing a contract amendment with Xerox. Un-

Judge Patrick Carroll, III, Sean Thakkar and Mike Lawlor.

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hardware, software, and system environments that will support CISS. They began by designing and installing an infrastructure that will support CISS. In all, working with DAS-BEST and Xerox, the team assembled more than two hundred and fifty virtual machines and nine servers. Additionally, the decision was made to design and apply a High Availability Clustering (HAC) model for the system that will support CISS. A fairly new technology, HAC will provide reliability and stability to support large volumes of data.

The CJIS technical team was also busy planning and developing a new Software Development Model (SDM) environment. The team created three sets of separate environments for development, system testing, user acceptance testing, and production. Rapid Provisioning was employed to create and clone the environments.

Working with the business team, the CJIS technical team began documenting the RMS Certification requirements for Wave 1 – Workflow. Site visits with Law Enforcement Agencies (LEAs) helped to determine the current age and availability of equipment that will be used to interface with CISS. Information and technical aid is being provided to agencies to help upgrade routers and other necessary hardware.

Search Release 1

CJIS hosted a user interface (UI) design session with Law Enforcement Agencies (LEAs). The User Interface will provide LEAs a way to connect to CISS using a portal and to search for data using CISS. Xerox and CJIS are working together on the UI design, with information garnered from this session with the LEAs.

Work on Search Release 1 advanced with the completion of the replication of PRAWN and OBIS. Work is underway to provide training and support to authorized users of Search Release 1, which is targeted for release in early 2014.

Wave 1 Workflows

All requirements for Wave 1 are targeted to be completed in December 2013. The Wave 1 Workflow is based on arrest information that needs to travel between local Law Enforcement Agencies and other criminal justice agencies. The scope of Wave 1 was expanded to include a front end screen in CISS to submit arrest paperwork.

Connecticut Impaired Driver Records Information System (CIDRIS)

CIDRIS was implemented for eleven state troops in 2013. Work continues for 100 percent submissions of Operating Under the Influence (OUI) arrest reports. ∎

All CJIS newsletters and meeting minutes are posted on www.ct.gov/cjis

Happy Holidays

Technology: A Recap of 2013

Rick Ladendecker, CJIS Technology Architect

In the past year, the CJIS technology team has been very busy designing and constructing a strong and stable infrastructure to support CISS in the upcoming years. They have been working closely with DAS-BEST for assistance in racking and powering equipment, coordinating firewall and network access and facilitating connectivity to agency systems.

An activity of interest and one that is vital to the functionality of CISS is the build-out of the CJIS network with Law Enforcement Agencies (LEAs) using the State's Public Safety Data Network (PSDN). This network will become the backbone for CISS to communicate securely with Law Enforcement Agency dispatch and Computer Aided Dispatch/Records Management Systems (CAD/RMS).

The CJIS technology team created three sets of virtual environments that are made up of virtual machines allocated to deploy software and security updates and the installation and maintenance of applications. These environments consist of more than two hundred and fifty virtual machines on nine servers supporting all aspects of the CISS Software Development Model (SDM) which includes System Integration Testing, User Acceptance Testing and Production based on Xerox's System Design documents.

The three sets of virtual environments were created using a method called Rapid Provisioning. Rapid Provisioning is the cloning of virtual machines using the Storage Area Network (SAN) infrastructure. Rapid provisioning provides a method for duplicating and deploying new virtual machines within the storage arrays. Because the files which make up the virtual machine are cloned within the SAN, they are quickly available to be used in the various SDM hierarchies. Once the sixty virtual machines that make up the System Integration Testing virtual machines were created and configured, the SAN was used to "clone" all of the storage groups that made up these virtual machines. The cloned copies will then be used to provision the User Acceptance Testing (UAT) and the Production environments, thus eliminating the necessity to manually build the 120 virtual machines needed to make up UAT and Production (60 ea.).

May the peace and joy of the season be with you!

Rapid provisioning methodologies place a significant emphasis on using technology to enhance our ability to support frequent releases, coordinate Business Continuity Planning (Disaster Recovery Planning) and provide the framework to manage large scale systems with minimum staffing.

One aspect of finalizing the build-out of the CISS environments was designing a framework to support failover redundancy for systems. To accommodate continuous operations of virtual machines, the CISS framework was designed using High Availability Clustering. High Availability clusters (also known as HA clusters or failover clusters) are groups of computers that support server applications that can be reliably put into action with a minimum of down time and, in most cases, are "always available." CISS will incorporate multiple types of technologies to accommodate continuous availability, including SAN functionality, application configurations, database mirroring and network load-balancers. Together, the implementation of these technologies will ensure that CISS be available to its stakeholders without interruption, even during updates.

Leveraging new technology, the benefits for the new HA design for CISS include:

- Minimization of system down time in the event of hardware/software failure or updates

- Secure data synchronization and timely restoration

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Sean Thakkar and Garvin Ambrose.

til the contract amendment is approved by all parties, Xerox is working on the development of CISS with a reduced staff.

The CJIS Governing Board welcomed some new participants, and said goodbye to some as well. Representative Joe Verrengia became the Designee for Gerald Fox, James Dzurenda replaced Leo Arnone as Interim Commissioner, Representative Rosa Rebimbas replaced Representative John Hetherington, and Garvin Ambrose joined the Board and replaced Board member Michelle Cruz. Michael Pollard, Designee for Eric Coleman, left the Board in October and has not yet been replaced. ■

Joe Verenggia.

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- Ability to maintain the environment with greater precision

- Fewer resources needed to maintain the system

- The formation of a secure and efficient disaster recovery plan

To assist with providing operational support, the team designed strategies for a collection of administrative and management server systems. One of those systems that the team implemented, Microsoft System Center's Data Protection Manager (DPM), provides disk-based and tape-based data protection and recovery for a variety of CISS application servers, including SQL Server, SharePoint and other virtual servers. DPM provides advance backup and recovery functionality and allows for extensive protection of virtual and physical machines.

To monitor the performance and availability of the CISS servers, CJIS installed Microsoft's Systems Center Operations Manager (SCOM) software. A cross-platform data center management system for operating systems, SCOM uses interfaces that shows state, health and performance information of computer systems. SCOM will send alerts generated according to a predefined availability, performance, configuration or security event.

In August and September, the CJIS technical team collaborated with Fairfax Data Systems to install and configure IBM's FileNet environment. FileNet is the Electronic Content Management (ECM) environment that will be used to store documents sent to CISS by Information Exchange. The ECM environment will enable authorized CISS stakeholders to retrieve and redact documents through SharePoint controls on the CISS Portal.

In December and continuing into 2014, the team will be performing system health checks and High Availability tests, reviewing alerts notifications, creating Standard Operating Procedures (SOPs) and defining performance baselines. ■

❧ Meetings ❧

The next **CISS Monthly Status Meeting** will be held on December 11, at 1:00 PM at 101 East River Drive, East Hartford.

The next **CJIS Governing Board Quarterly Meeting** will be held on January 16, 2014 at 1:30 PM at Office of Chief State's Attorney, 300 Corporate Place in Rocky Hill.