

# *A Winning Partnership ... with NexGen!*

## NexGen Contract Signed ... CISS Moving Closer to Completion

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A small software startup business began in an East Haven home over 20 years ago. The business grew very slowly, while the team continually enhanced their product. National vendors had not yet pinpointed what type of IT solutions the State of Connecticut needed. But, Sal Annunziato and Lee Wezenski could see their niche.

Today, NexGen Public Safety Solutions serves communities throughout New England with innovative law enforcement software systems and solutions. Sal, remembers that early on, clients had been sold “vaporware” by other vendors for software solutions that never manifested into what was promised, which put NexGen’s application under much scrutiny. The NexGen team continued to develop an application that provides a turnkey solution without the need for additional modules and added costs. On their website, the company offers streamlined Computer Aided Dispatch (CAD), Records Management System (RMS), Mobile, Automatic Vehicle Location (AVL), E-Ticket and E-Commerce. Sal continues to describe that while other RMS vendors only provide a partial solution and then point to yet another vendor for the missing functionality, NexGen has it all in one solution. This gave NexGen the advantage. Their system also provides the simplicity of a police department being able to call just one vendor using one phone number. This has been the key to NexGen’s success and how the company has grown.



NexGen is proactive regarding what customers need. Lee was a programmer by trade and wanted to learn a new language; so, he built small systems testing his knowledge. Eventually he built systems for Branford and Hamden Police Departments. With a background in law enforcement as a supernumerary police officer, Lee continually talks with officers in the field to stay aware of what enhancements will help keep customers up to date in an ever-changing field.

Sal came on board in 2000. He’s been using his years of management experience to provide the vision that aims to position NexGen as the standard in law enforcement technology. The company went on to sign up local police departments in the East Haven area and eventually made inroads leading to Farmington and then to State agencies. In 2003, the Department of Mental Health gave NexGen sole source provider status. This was a huge milestone that was followed by a contract with the University of Connecticut (UCONN) Medical Center.

*(Continued on Page-13)*



### CJIS Governing Board

Revolutionary Technology Linking  
Connecticut's Criminal Justice &  
Law Enforcement Community  
December 2017 Vol. 6 No. 2  
[www.ct.gov/cjis](http://www.ct.gov/cjis)

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~  
CJIS SENIOR MANAGEMENT

Humayun Beg, *Executive Director*

Mark Tezaris, *Program Manager*

~  
Comments, corrections, and inquiries  
about this newsletter should be directed to:

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### ~ Meetings ~

#### **CJIS Quarterly Governing Board Meeting**

January 25, 2018 at 1:30 pm  
Office of the Chief State's Attorney  
Division of Criminal Justice  
300 Corporate Place in Rocky Hill

#### **CISS Quarterly Status Meeting**

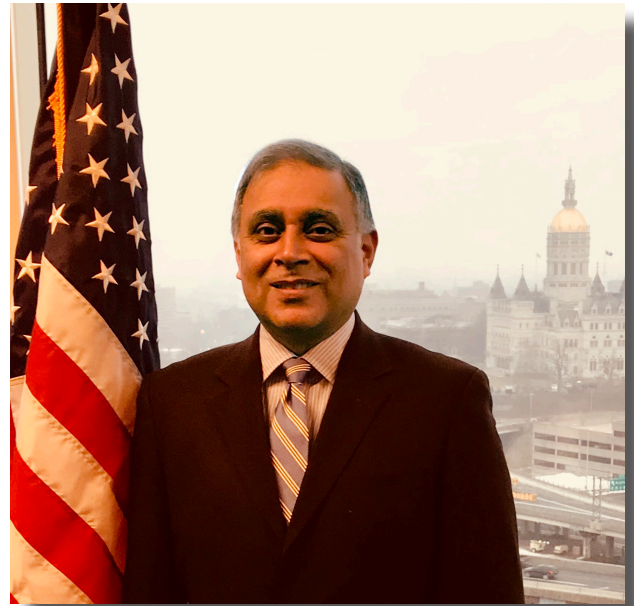
January 31, 2018 1:00 - 3:00 pm  
Office of the Chief State's Attorney  
Division of Criminal Justice  
300 Corporate Place in Rocky Hill

*For more information on CJIS and CJIS  
publications, go to [www.ct.gov/cjis](http://www.ct.gov/cjis)*

## *A Word from Humayun Beg, CJIS Executive Director*

I am very excited to be entrusted by the CJIS Governing Board, to lead the Connecticut Criminal Justice Information System to the next phase in its evolution. I strongly believe in the core principles of sharing and analyzing data within the criminal justice community to keep Connecticut residents and first responders safe. The CISS application will help in reducing recidivism by providing search and workflow tools for law enforcement to make sound decisions throughout the criminal justice process, while protecting privacy and rights.

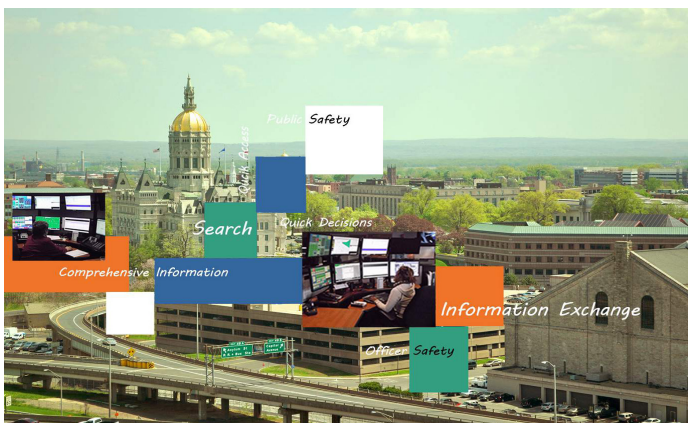
I come from an extensive career in Information System Management, leading key engagements while working with the Federal Government and Department of Defense. This work entailed the integration of data between various agencies, that had different approaches to handling data. I look forward to using some of these experiences in managing the success of CJIS program.



My immediate goals are to successfully complete several projects in flight, and as CJIS applications come on line, to put in place best in class operational processes. At the same time, we will look ahead for enhancement and develop future directions, which stay true to the core principles of CJIS, all with the able guidance and coordination of the Governance Committee and the CJIS Governing Board. As I have taken over the helm, I have found that CJIS has an extremely capable team, some of the best technical resources, outstanding business and operations analysts, development team, and program and project managers. I have reached out and met with several of our stakeholders, and will continue to work with everyone to make the program successful.

The strength of the program is in the power of data that the community holds. CJIS goals are to correlate, analyze and make this data easily available with managed workflows for the community, while respecting security and privacy policies. Once

these goals are realized, Connecticut will save significant costs. The State will stand out as a model for the country, in its ability to use data to develop a better and safer community, reducing and preventing repeat criminal activity and aid in better policing. I look forward to being a part of this transformation in Connecticut's Criminal Justice Information System.



# CJIS Project Management Update

*The Connecticut Information Sharing System (CISS) is designed to improve information sharing throughout the State's Criminal Justice Community. CISS, once implemented, will result in increased public and officer safety by providing additional and improved information faster to criminal justice staff and management when needed for better decisions. A key factor in the successful development, testing and implementation of CISS is the ability to be customer centric. The CJIS PMO must ensure that our Stakeholders are at the center of decision-making on how to best implement CISS. With this in mind, the CJIS PMO is working with each stakeholder to confirm the existing CISS schedule, scope, implementation and to define guiding principles for successful implementation of CISS. CJIS is expecting to re-optimize the schedule with Stakeholders', Conduent's (Xerox) and CJIS management's input shortly in order to realign and adjust the work for successful implementation of CISS Phase-1.*

All project requirements and designs for the remaining releases are complete. All releases are in either the building, testing or deploying stage. Federated access for Judicial to CISS has been completed and tested.

Search, Release 3, Judicial's Protection Order Registry (POR) and Criminal Motor Vehicle System (CRMVS) is complete and has been in production since July 31, 2017. Releases 1 and 2 have both been in production since in 2016.

Search, Release 5 includes the Wanted Persons File from the Department of Emergency Services and Public Protection (DESPP), CISS' Electronic Content Management (ECM) Search and Retrieval, the Portal, User Interface (UI) and Reporting. This release should be production ready in the third quarter of 2018.

Search, Release 6, contains Judicial's Centralized Infraction Bureau (CIB), along with the workflow ECM documents. It also includes search for the Department of Corrections' (DOC) Case Management, the Board of Pardons and Paroles' (BOPP) Case Management, and the Portal, UI, and Document Library from CISS. The release has been in system testing and is approaching production, which is expected in the first quarter of 2018.

Release 9, Search, which includes DESPP's Sex Offender Registry (SOR), Judicial's Case Management Information System (CMIS), the CISS Portal, UI and Agency Security,

will be in development through the first quarter of 2018.

Search, Release 10 contains the Department of Motor Vehicles' (DMV) Drivers and Vehicles data, DESPP's Master Name Index (MNI), Computerized Criminal History (CCH), Weapons, the CISS Portal, UI, Notification and Data Quality Management (DQM). This release has moved out of development into testing.

Workflow, Releases 4 and 8 have been combined into Release 11 and will be in development through the first quarter of 2018. This release contains workflows for the UAR, Misdemeanors, Post Arrest, Arraignment, Disposition and Post Judgement. A successful demonstration of the Workflow, Model Office was presented to the Division of Criminal Justice (DCJ) and the Judicial Branch.

The CT:CHIEF Memorandum of Understanding (MOU) for FY 2018 has been signed by two police departments, while two agreements are pending. Wethersfield, New Britain and Enfield departments are live. Data migration is taking place for Plainville, the last department to be on-boarded. CT:CHIEF has been shifted from KT International, Inc. to Telepartner International, Inc.

At a special meeting held in September a vote was taken by the CJIS Governing Board to hire Mr. Humayun Beg as the Executive Director. Chief Information Officer,

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# CJIS Infrastructure Update

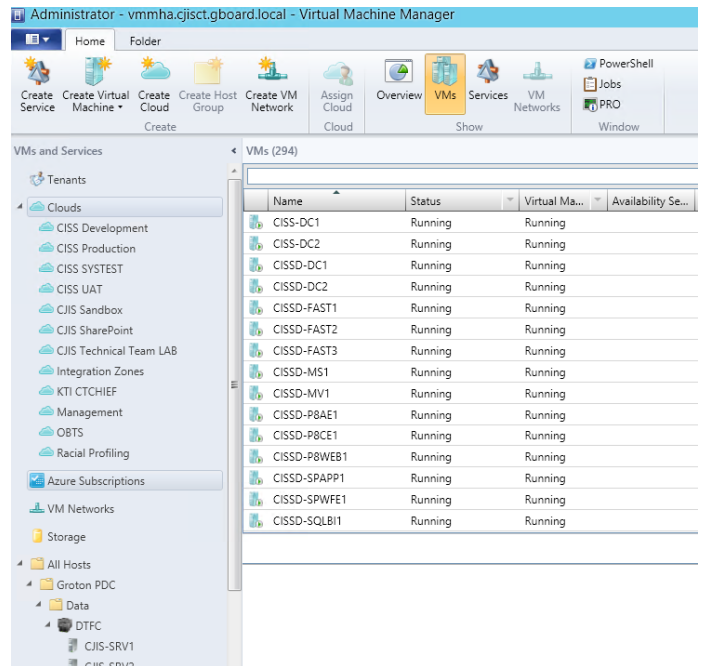
The Infrastructure Team is responsible for the design, architecture, engineering, monitoring and support of all layers of the Enterprise IT environment, which consists of physical and virtual resources, software applications and services. The Infrastructure Team's goal is to make sure industry standards and best practices are in place while managing the complex environment necessary to produce the high level of automation needed for the CISS application.

The Infrastructure team is in the final stage for establishing federation with Judicial (testing is undergoing). The team upgraded and configured the Active Directory Federation Services to 2016 which allows the team to selectively enable multi-factor authentication for different resources based on the security requirements and location.

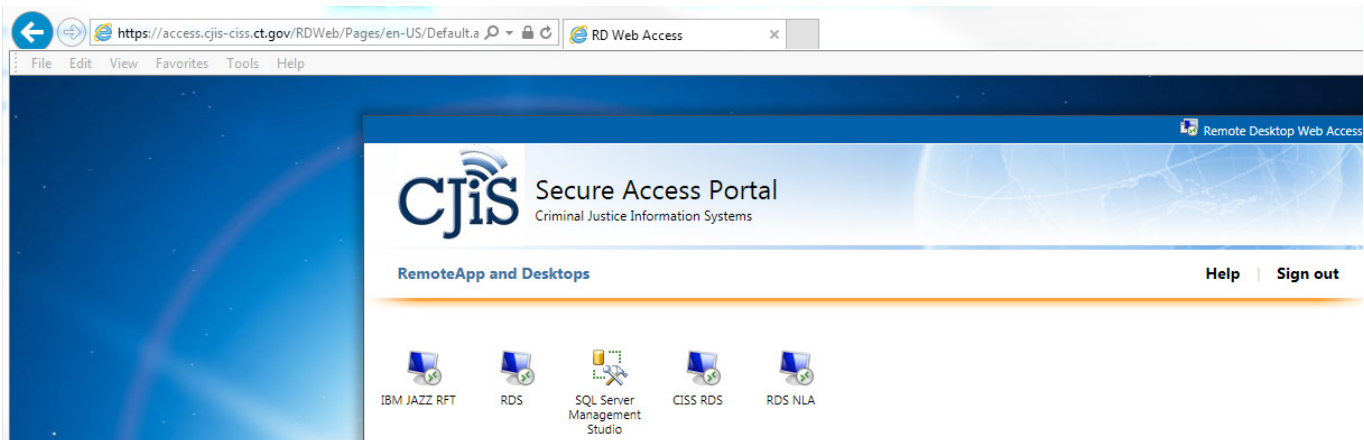
The team is in the process of performing a major CISS component upgrade – webMethods Suite, from Version 9.7 to Version 9.12.

Storage resources were provisioned in the Springfield data center and some of the virtual servers were moved there as a preparation step for physical servers migration. This will allow geographic separation of critical CJIS CISS system components.

The System Center Service Manager migration was completed successfully and CISS can operate with the new HTML5 self-service Portal. This enables end-users to be able to open incidents reports, service and change requests and to also monitor their activity and statuses.



Above is the System Center Virtual Machine Manager. Below is the Remote Desktop Services farm that was designed, built and configured for centralized secure access of CISS by the CJIS QA team.



# CJIS Training and Connectivity

Having both on-street experience in law enforcement and technical experience in the PD, the CJIS Public Safety Liaison (PSL) serves as the point of contact for CT police departments and the CISS project. The position requires site visits in tracking router acquisition and setup assistance for connectivity to CJIS applications via the PSDN. Additionally, the PSL is the voice of Law Enforcement at CJIS, bringing the Law Enforcement Officers' (LEAs) day-to-day operations perspective into the CJIS applications. The PSL is also the trainer who oversees and runs Offender Based Tracking System (OBTS) and CISS User Training classes.

- Eighty-four out of 93 police departments have purchased routers for the CISS project. Of the 84 departments, 79 departments are connected to the State network with initial connectivity.

- Twenty-five of the 79 departments that are connected have completed the police department tasks and are "Search Capable".

- Four police departments, New Haven, New Milford, Winchester and East Hampton have their routers ready for configuration.

- Five police departments, Ledyard, New London, West Haven, Windsor and Suffield have routers on order.

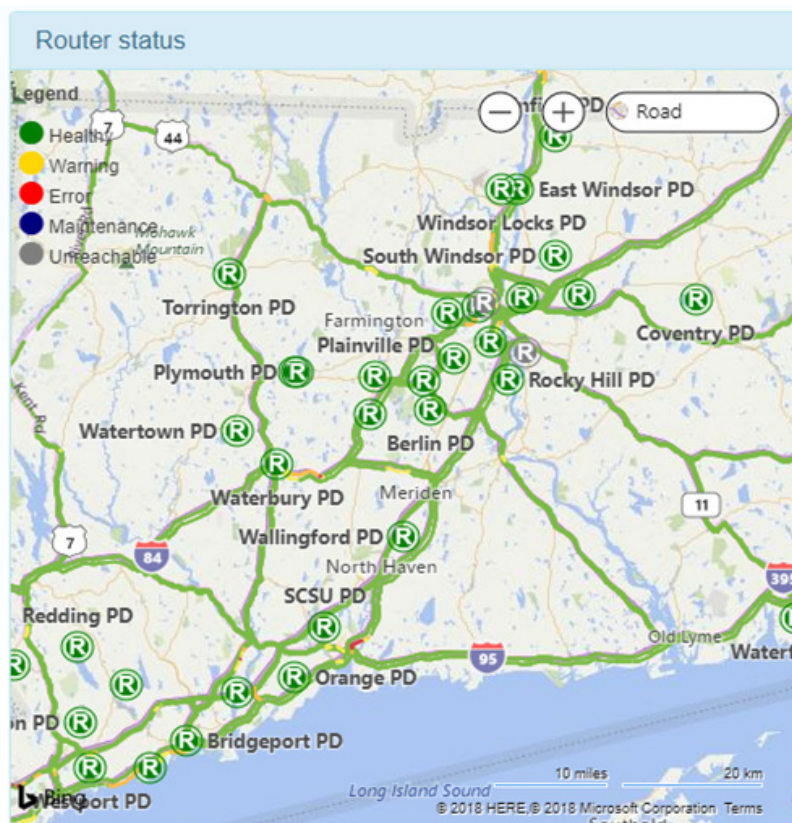
- An updated price quote was obtained for new CJIS routers at a considerable discount. This quote was passed on to the police departments waiting to purchase routers this fiscal year, which are Ansonia, Hamden, Plainfield, Seymour and Suffield, and to the four departments without a router commitment.

- CISS training for Police Officer Standards and Training Council (P.O.S.T.), which included familiarization on OBTS, has been transitioned to an Introduction to CISS.

Train the Trainer is in progress and the new course has been presented to Police Academy recruits at Bridgeport, Hartford and Waterbury. There is an effort to institutionalize this CISS training with User Authorization as part of the Police Academy for all new recruits.

Work will continue on the project plan execution to transition current active OBTS users to CISS search in anticipation of the December 31, 2017 shutdown date. The Public Safety Liaison (PSL) and Help Desk have initiated the transition for all the users before shutdown or have provided them alternative means to obtain the data until they can access CISS. As part of this initiative, CJIS has begun to establish connections to CISS over the COLLECT network as well as the CJIS network. COLLECT access will be phased in starting with the current OBTS users locations.

- Training efforts will be expanded through the first quarter of 2018, as Search 10 is prepared to be deployed.
- The PSL will continue to conduct site visits and surveys at local police departments to address issues, concerns, and questions regarding CISS and CJIS initiatives.



# CJIS Application Programming Interface (API)

The CJIS Development Team designs and codes software components that augment the core CISS software developed by the Conduent CISS Development Team. The team is staffed with software architects and developers.

## CISS Workflow Service Development

Release 11 is currently in the System Test Phase. CJIS and Conduent Quality Assurance (QA) and Development teams are continuing to work through test plans to find remaining issues and meet quality expectations. Testing of new Information Exchanges (IEs) including full Arrest Data with Attached Documents for Electronic Content Management (ECM) storage, retrieval and downstream distribution is in progress.

## RMS Vendor Integration

NexGen RMS is finalizing code integration to meet requirements for CISS Level One – Early Arrest Notifications. Testing and Certification processes are underway with CJIS technical teams working with NexGen to validate the integration software. Tri-Tech software has contracted with CT CJIS to integrate for both CISS Level One and Level Two during 2018. Telepartner and Accucom RMS have contracted to extend their CISS Level One integration to include Level Two

compliance.

## CISS Agency Integration

Judicial, Division of Criminal Justice (DCJ), and Department of Correction (DOC) agencies continue to work with the CJIS team to prepare both produce side and consumer side CISS messaging. Judicial/Superior Court Operations (SCO) is underway developing a CISS Endpoint application to support Court Clerks in their daily operations – using message data delivered electronically to courts from Law Enforcement RMS systems.

## Web Interface

The Web Interface is a key part of the Model Office and was built for Judicial by the Development Team to act as the electronic staging area for Judicial to preview the arrest packet prior to ingestion into CRMVS. The tool is a transmittal queue application, which contains an administrative queue (see below), for the initial review and release of data, and the clerk’s queue for acceptance of the arrest package. (See Page-10 for Clerk’s Queue.)

\*\*\* Administrators Only - Clerks will never see this page \*\*\*

Transmittals Awaiting Transmittal (Admin Only)

Filter Criteria

Location Agency: [Select] Court Date: [ ] UAR/Summons Ticket Number: [ ] [Search] [Clear]

Arrests

Attachments	Process	UAR/Summons/Ticket Number	Defendant	Docket Number	DOB	Bond Type	Arrest Date	Court Date
0	Awaiting Transmittal 8/1/2017 6:45:00 AM	00000000000001	George K Lewis	A05DCR1601234567S	12/12/1976	PS	7/31/2017	8/12/2017
1	Awaiting Transmittal 8/1/2017 7:35:00 AM	00000000000001	George K Lewis	A05DCR1601234567S	12/12/1976	PS	7/31/2017	8/12/2017

UNIFORM\_ARREST\_REPORT Uniform Arrest Report Awaiting\_Transmittal

TEST DATA!

SAMPLE UAR: 00000000000001

# CISS Model Office



The **Model Office** is a simulation of the CISS arrest workflow process.

## Current Arrest Process

The current arrest process begins with the police officer as he/she makes an arrest and enters the arrest data into the RMS system. The officer then prepares the paperwork for delivery, and drives it to the Court, where the clerk reviews the report. The Clerk then signs the transmittal list and returns it to the officer, who returns the paperwork to the department.

## The New Electronic CISS Process

The arrest process begins the same with the arresting officer entering data into the RMS system. In this process,

however, the RMS transmits the arrest packet to CISS. CISS then transmits it to Judicial and to the Prosecutors. The Clerk at the Courthouse receives the arrest packet on his/her work queue. (*See Page-10*). The Clerk then reviews and accepts the arrest packet. The submitting law enforcement agency receives a message from Judicial that the arrest packet has been processed.

The tangible benefits of the CISS implementation, resulting from the automated sharing of criminal justice information, includes the following: reduced data entry, reduced data entry errors, reduced processing time, reduced material and transportation costs for manually exchanging documents and reduced time spent manually seeking information.

(Continued on Page-10)



# Release 3, Search Deployed

## CRMVS, POR and Saved Searches

CISS users now have the ability to search data in Judicial's Criminal Motor Vehicle System (CRMVS) and Protection Order Registry (POR) with the July deployment of Release 3. An additional "saved search" feature was also introduced that gives users the capability to save useful searches that can be re-used and shared over an extended period of time.

### CRMVS

CRMVS, the most complex and strenuous to implement of the CISS searches, has been performing as an integrated data system for a large share of the State's criminal justice information. The legacy system is a statewide management application that contains criminal arrest, continuance and disposition data from Uniform Arrest Reports (UAR). CISS Stakeholder Agencies will continue to be able to access this CRMVS historical data.

CRMVS has been responsible for a large share of all CJIS events sent to OBTS daily and incorporates data from the following:

- Connecticut Impaired Driver Records Information System (CIDRIS)
- Paperless Re-Arrest Warrant Network (PRAWN)
- Protection Order Registry (POR)
- Case Management Information System (CMIS)
- Connecticut Sex Offender Registry (SOR)
- Department of Correction (DOC)
- Board of Pardons and Paroles (BOPP)
- Department of Motor Vehicles (DMV)
- Department of Environmental Protection (DEP)
- Department of Public Safety, Division of State Police (DPS)

As CISS application development continues RMS vendors will send all of their arrest forms through CISS which will in turn store them and feed CRMVS electronically. Fifty forms classified as law enforcement documents will be stored in CISS and will become available to downstream

Agencies for viewing electronically. Clerks will monitor what forms come in and assign the appropriate docket numbers, forming an electronic trail for arrests.

### POR

The POR is the Judicial Branch's integrated database and notification system for orders of individual protection issued or registered in the State of Connecticut. The electronic system, which has been implemented in all of the state's criminal and civil courts, allows information from orders of individual protection become available to criminal justice agencies and related service providers within the State and throughout the country.

This system includes data for the most common types of orders: civil restraining orders and criminal protective orders issued in family violence cases. The POR, which is now maintained in accordance with State law by the Judicial Branch's Office of the Chief Court Administrator, is programmed to automatically enter protection order records in the CT On-Line Law Enforcement Communications Teleprocessing network (COLLECT) Protection Order File. COLLECT supplies access to in-state criminal justice information and federal data from the National Crime Information Center (NCIC) and International Justice and Public Safety Information Sharing (NLETS). COLLECT data is maintained by the Department of Emergency Services and Public Protection (DESPP).

Development of the POR lead to notifications to specific law enforcement agencies based upon address information for parties to a protection order. It was also designed to accommodate manual entries from corrections, parole, and psychiatric security agencies, along with manual entries of orders of protection that are supervised by bail commissioners and probation officers.

*(Continued on Page-14)*

# OBTS Shutdown

The Offender Based Tracking System (OBTS) and Connecticut Impaired Driver Information System (CIDRIS) are currently in a state of transition. Two things are taking place that are affecting the costs associated with OBTS. Judicial is doing a re-write of CRMVS. There is a cost to build the functionality to continue to feed OBTS on the new system. Because the timing is very close between CISS replacing OBTS and Judicial's plan to complete their part of the project, discussions took place to switch over the existing users of OBTS to CISS. (CISS Search, Release 3, deployed in July, includes CRMVS.) This would negate the cost of adding functionality to the existing system and save approximately \$27,000 a month in maintenance support for CJIS.

CJIS Project Management has reached out to the 339 active OBTS users that have been identified to see how they have been using OBTS. These users have been trained to use CISS or given alternate access to data sources. Approval was given to shut down OBTS as it is no longer in use.

Current OBTS users have included:

- Various CT Police Departments (DPs)
- Judicial's Court Support Services Division (CSSD)
- Judicial's Superior Court Operation (SCO)
- Board of Parole (BOP)
- Department of Consumer Protection (DCP)
- Department of Correction (DOC)
- Department of Motor Vehicles (DMV)
- Division of Public Defender Services (DPDS)
- Connecticut State Police
- Office of the Victim Advocate (OVA)

In relation to training OBTS users, are the LMS courses in the Computer Based Training (CBT) system. Modifications of the LMS course modules will be in place as Release 6 goes into production. System enhancements include a help menu, narration of slides, screen casts and video tutorials.

The following are benefits of connecting to the Connecti-

cut Information Sharing System (CISS):

- CISS is a comprehensive, statewide criminal justice information technology system that provides the ability to electronically share offender information within the state's criminal justice community. It will facilitate immediate, seamless information sharing between Connecticut justice agencies, leading to improved public safety in the State, while improving the efficiency of justice agencies as they carry out their business processes.
- CISS will take data input from criminal justice databases and make it searchable to authorized law enforcement and justice officials. The key point here is that CISS shares information from various data sources. The information cannot be changed by CISS; it is only viewable.
- Information Exchanges, replacing much of the manual processes currently in place, automatically send specific information directly to authorized users based on pre-defined business rules and security requirements. The CISS environment will be accessible by two methods: the State of Connecticut's internal network and the CISS Community Portal. In order to be effective, CISS users must be confident that the information they are seeing has not been altered in any material way from how it is represented in the source system. CISS will always reflect information as it exists in the agency data source.
- CISS is replacing the current functionality of the Offender Based Tracking System (OBTS) with the same functions and additional capabilities and sources systems.
- CISS is a state-of-the-art public safety system that provides the first unified information sharing system for all of its authorized users and systems. Once users are certified, they will have access to information that they are authorized to look at when needed.

# CIDRIS Shutdown

Related to the OBTS shutdown is the planned decommission of CIDRIS, which was intended to be Connecticut's clearing house for all Operating Under the Influence (OUI) arrests. Early arrest notifications in CISS have started with several police departments and will expand out in the next year. These notifications provide more OUI arrest information to the Department of Motor Vehicles (DMV) today than CIDRIS. Since CISS Early Arrest Notifications now render CIDRIS redundant, it has been under review to be shut down. CIDRIS has provided automation and electronic exchange of OUI arrest data and documents among local law enforcement, the Department of Emergency Services and Public Protection (DESPP), the DMV, the Division of Criminal Justice (DCJ) and the Judicial Branch Superior Court Operations Division. The project was funded by a federal grant from the U.S. Department of Transportation and the National Highway Traffic Safety Administration (NHTSA).

The request from Judicial to shut down CIDRIS, which has been discussed at the most recent Governing Board meetings has been approved. Judicial officially ceased to support the CJIS side of the CIDRIS application and shut off the feeds at their end in October 2017 .

Currently, CJIS is in the process of working with the State's Judicial Branch, the DMV and NexGen Public Safety Solutions in supplying the information through NexGen Public Safety Solution's record management system (RMS). Initial notice of the shutdown was sent to State stakeholder agencies that have been involved. After a complete review, and closer to the sunset date, a formal announcement of the shutdown was issued.

The shutdown of OBTS and CIDRIS is saving the State of Connecticut at least \$27,000 in monthly maintenance fees with Sierra-Cedar, Inc., the company contracted to provide application development and production support services.

The screenshot shows a web application interface with the following components:

- Header:** "Criminal Arrest Queue" on the left and "Hello, JUDICIAL\rdu" on the right.
- Transmittals:** A section titled "Awaiting Transmittal (Admin Only)" containing a "Filter Criteria" area with dropdowns for "Location Agency" and "Court Date Transmittal Date", and a "UAR/Summons Ticket Number" search field with "Search" and "Clear" buttons.
- Transmittals Table:**

Select	Transmittal date/time	Submitting Agency	Items	Pending Items	Today's Items
<a href="#">Review</a>	8/7/2017 9:54:06 AM	Department of Justice - CT0004900	2	2	0
- Arrests:** A section titled "Arrests" containing a table of records:

Attachments	Process	UAR/Summons/Ticket Number	Defendant	Docket Number	DOB	Bond Type	Arrest Date	Court Date
<a href="#">1</a>	<a href="#">Process</a>	00000000000001	George K Lewis	A05DCR1601234567S	12/12/1976	PS	7/31/2017	8/12/2017
UNIFORM_ARREST_REPORT		Uniform Arrest Report			Ready_To_Process			
<a href="#">2</a>	<a href="#">Process</a>	00000000000002	Minnie Disney Mouse		1/1/1975		7/31/2017	8/18/2017
UNIFORM_ARREST_REPORT		Uniform Arrest Report			Ready_To_Process			
OUI_ARREST_ALCOHOL		OUI Arrest and Alcohol Test Refusal or Failure Report			Ready_To_Process			
- TEST DATA!:** A large banner at the bottom of the interface with navigation icons (back, forward, search, etc.).

# Thank You, Mark Raymond

## *CJIS Acting Executive Director Completes Task*

In light of the Governing Board's approval to hire a new Executive Director, the CJIS team would like to recognize the work of the Acting Executive Director, Mr. Mark Raymond. Mr. Raymond has been the State's Chief Information Officer since his appointment by Governor Dannel Malloy in 2011. While in this position at the Department of Administrative Services, he also temporarily stepped in when CJIS lost its Executive Director approximately two years ago.

Mr. Raymond took over the helm and has steadfastly guided the CISS project and other CJIS endeavors since 2015. This additional post as Acting Executive Director added to his numerous duties at DAS/BEST along with being an active member of the statewide Health Advisory IT Council, Chair of the Information and Telecommunications Executive Steering Committee, and Chair of Connecticut's Commission for Educational Technology.

In his service for the State of CT, he raised the visibility of IT as a necessity and a priority for all of the agency business leaders. The impressive list of accomplishments that were completed under his leadership were sited in State Scoop Online Magazine by Jake Williams (April 7, 2016):

- An agreement was made with the Commonwealth of Massachusetts to share its Springfield Data Center. This arrangement improved CT's disaster recovery capability in a cost-effective manner, while reducing data recovery times from weeks to days and hours.
- The implementation of a new network brought 30 new next-generation 911 sites into production on the Public Safety Data Network (PSDN).
- The state education network was opened to municipi-



pal use, providing 50 new fiber-optic connections to towns on the Connecticut Education Network.

- The first electronic regulations process in the country was launched that tracks new and changed regulations from creation through approval and publishing to the public. This includes the conversion of over 27,000 pages of regulation content for which there were no centralized, editable sources.
- The new mobile friendly CT.gov website was launched, which helps users find content more quickly without needing to know the agency that provides the service.
- A citizen survey was conducted to understand how citizens view electronic government services.
- 42,000 executive branch accounts and 500 million-plus exchange items were migrated from Exchange 2007 to Exchange 2014 in a four-month period to a new version that offers new features and services, including new eDiscovery capabilities.

In his time at CJIS, Mr. Raymond oversaw the development and production of the first three CISS releases: Release 1: Search PRAWN & OBIS, Release 2: Uniform Arrest Report (UAR) & Misdemeanor Summons – Early Arrest Notifications and Release 3: Search Protection Order Registry (POR) and Criminal Motor Vehicle System (CRMVS).

He supervised the implementation of the CJIS hosting of the CT: CHIEF RMS system with KT International, and promoted the expansion of the system into a durable agreement with CRCOG and local police departments.

The CJIS team would like to thank him for his time, his guidance to the implementation of CISS and his support to the team.

# Saying Goodbye to Suzy Storey

## *Chief Public Defender, Advocate for Those in Need*

After 20 years of leading the Division of Public Defender Services as Deputy and Chief, Susan O. Storey retired in October. Her list of professional achievements is long and impressive, while a good portion of her legal career was spent advocating for those in need. Suzy began her advocacy with the Greater Hartford Legal Aid Society, representing clients in housing, child welfare and other types of civil cases. In her public defender career as Chief at the Hartford Juvenile Court, she worked to ensure quality of representation for children.



She worked as an attorney in the Hartford JD and then as a lawyer at the DPDS Capital Defense Unit. Suzy secured federal and foundation grant funding to enhance the agency's social worker program, which supplies critical services to clients. She also created the Psychiatric Defense Unit and led agency participation in programs that addressed human trafficking. She was active in promoting offender reentry programs believing that it was a lawyers obligation to improve a client's chances of successfully leaving the criminal justice system.

As Deputy Chief Public Defender, she supported the Connecticut Innocence Project, which has exonerated individuals wrongly incarcerated. As Chief, Suzy received the Paul McQuillan award for her substantial contribution to the repeal of the death penalty in the State. In June of this year Suzy was nominated by her staff for the Connecticut Law

Tribune Lifetime Achievement Award. In October, she stepped down from her post and left her work in the capable hands of Deputy Chief Christine Rapillo.

*(CJIS Project Management Update, continued from Page-3)*

Mark Raymond, has been Acting Executive Director for two years while the position has been open.

During the October meeting of the CJIS Governing Board, Board Members agreed to the shutdown of the Offender Based Tracking System (OBTS) contingent on OBTS users having acceptable alternatives to continue their work. The planned decommission is due to the Judicial rewrite of CRMVS and the cost of feeds to OBTS. This cost is deemed unnecessary since it was planned that OBTS be replaced by CISS. The shutdown took place December 31, 2017 contingent on OBTS users having acceptable access

to source data to continue their work.

Also, during the fall Governing Board meeting, Executive Director Beg introduced the CJIS Community's need for a comprehensive management strategy for digital media evidence, as well as for Freedom of Information Act (FOIA) requests. This evidence results from video recordings from body cameras, other static and mobile cameras in law enforcement. Research will be done involving interested parties, with the engagement of industry experts, national law enforcement agencies and others to develop an approach to managing digital data that will be cost effective, efficient and that will meet the needs of the CJIS Community.

# Salute to Mark Morin ~

## *CJIS Team Says Goodbye to Senior Project Manager*

The CJIS Community would like to send best wishes to Mark Morin, who has been serving as the lead Senior Project Manager on the building and rollout of the CISS application for the past four years. Mark's presence in the project was recognized at the Quarterly CJIS Governing Board meeting in July by the Co-Chairs as a professional, stabilizing component. His work with the CJIS team spanned several transitions, and he was well recognized by frontline folks as the person keeping the "train on the rails". He was able to impact and guide the deployment of the first three CISS releases. In 2016, Search, Release 1 – Paperless Re-Arrest Warrant Network (PRAWN) and Offender Based Information System (OBIS) and Workflow, Release 2 – Uniform Arrest Report (UAR) and Misdemeanor Summons Notices went into production, and most recently in July, Search, Release 3 – Protection Order Registry (POR) and Criminal Motor Vehicle System (CRMVS).



Mark came to CJIS after serving in the Marines, after which he began a career as an IT Programmer at the Hartford Insurance Company. Transitioning from IT Programmer to team leader to Project Manager, Mark gained experience in business process projects including business continuity/disaster recovery systems, data warehousing, infrastructure, and mergers and acquisitions. His sixteen years as a Project Manager also includes working on large enterprise programs, such as the development of offshore facilities in India and the Philippines and vendor management.

While Mark's team members recognize their loss, they wish him well in his new career opportunity in the insurance industry. The CJIS team will continue their work on the CISS project with leadership and support from Chris Lovell, the CJIS new lead Senior Project Manager.

*(A Winning Partnership with NexGen, continued from Page-1)*

In 2016, NBC CT News Live aired a story on how the State Police is benefiting from their new accident tracking software that collects crash data. The system developed by NexGen, collects accident data not only by location, but by day, time of day and road conditions. Data accumulated on these dangerous hot spots can be studied with more precision to understand causes of accidents and create solutions.

For over 20 years, as their website indicates, Nexgen Public Safety Solutions has been providing Computer-Aided Dispatch (CAD), Records Management Systems (RMS) and mobile systems for CT police departments, fire departments, and EMS providers to serve the public. Because these functions are combined in an integrated system, data entry is reduced and data is shared throughout the system.

Currently, Sal indicates that NexGen employs over 20 people ... a high energy team that is very nimble and can turn on a dime. They have learned from experience how to embrace new technology, to get the job done and to be able to click the "go live" switch. Their clients are often surprised by their timeline, taking only 90 to 120 days to design and implement a system. They know how to drive the process because they found that just as important as the technology, is the energy of the team behind it.

NexGen's recent contract with CJIS and the State of Connecticut is adding them to the Connecticut Information Sharing System (CISS) as an RMS vendor who will be sending early arrest information. NexGen represents all of the State Police and 36 local police departments. Their progress with Level 1 Certification for Early Arrest Noti-

*(Continued on Page-14)*

*(Release 3, Search Deployed, continued from Page-8)*

The Judicial Branch has continued to implement various quality assurance measures to ensure that POR has been the best source for all orders of protection imposed by the courts including conducting annual field audits to review the data quality, procedures, and system integrity in each court location. Since its inception, the system has been enhanced in a number of areas to improve data quality, the timeliness of entries, and communication with service providers and parties to protection orders. The milestones achieved by Judicial below track the development of POR thus far.

- Automatic notification to victims of impending termination of PORs or restraining orders by mail through Judicial Branch's Office of Victim Services (OVA).
- Civil court integration with POR to expedite the POR data entry process for ex parte restraining orders.
- Computer generated fax notifications to law enforcement of orders issued, modified or terminated.
- Automatic notification to the Offender Based Tracking System (OBTS) of POR data being issued, modified, or terminated.
- POR data access to pertinent child welfare officials and automatic fax notifications of protection order information to corresponding Department of Children and Families (DCF) field offices when applicable.
- The addition of data fields to accommodate information about guardians and caseworkers who may be involved in orders of protection issued in juvenile court matters.
- The addition of the ability of state marshals to record the service of process in civil restraining order cases with

the POR accordingly updating state and national protection order files, and immediate fax notifications to corresponding police departments.

- The integration of POR with Judicial's family services case management system, which allows printed reports for the court's review along with immediate transmittal of the terms of the protective order to family counselors.
- The ability to store electronic images of standing criminal protective orders (SCPO), enabling their reproduction decades after the original court documents were prepared.
- The utilization of a standardized court form referred to as a passport, to support a nationwide initiative to improve the enforcement of protection orders across all jurisdictions for all orders of protection. The passport has been faxed to all corresponding law enforcement agencies across the country whenever an order of protection record is activated in the POR.
- Civil court integration with POR to expedite the POR data entry process for ex parte restraining orders.

In regard to possession of firearms, the development of the POR reduced revocation time by transmitting protection orders immediately to DESPP's Special Licensing and Firearms Unit (SLFU) database, which contains firearm registrations and applications for permits. This has offered critical support to the State, which serves as a point of contact (POC) for background investigations concerning long guns, hand guns, and explosives for the U.S. Department of Justice (DOJ), Federal Bureau of Investigation, National Instant Criminal Background Check System (NICS).

*(A Winning Partnership with NexGen!, continued from Page-13)*

fications is on schedule and will represent seventy percent of all arrests in the State. CJIS expects that about ninety percent of the arrest information in Connecticut will be captured through contracts with NexGen, Accucom, Telepartner (CT: Chief) and pending contracts with other RMS vendors for CISS. This is an important milestone

since arrest information feeds the criminal justice agencies' workflows and pushes the progress of the CISS project toward its mission dramatically. CJIS and NexGen are both glad to be bringing their experienced teams together to create an innovative and robust public safety enterprise application for Connecticut's law enforcement and criminal justice agencies.