



CJIS Leadership

A Bright Outlook for CISS

[Connecticut Information Sharing System]

This month, the CJIS Roadmap Newsletter sat down with the Executive Director of the Criminal Justice Information System (CJIS), Humayun Beg, for an update on the Connecticut Information Sharing System (CISS) Project.

It has been a little over six months since the January 2018 Edition of CJIS Roadmap, where we introduced Mr. Beg to our readers in the article, [*A Word from Humayun Beg, CJIS Executive Director.*](#) At that time, Mr. Beg was very excited to join the CJIS team as the new Executive Director. He was looking forward to applying his extensive knowledge and experience in the field of Information Systems Management to achieve CISS Project goals. Mr. Beg also expressed his willingness to work with all agency stakeholders to ensure the program was successful.

Since January, we have followed the progress of the CISS Project under Mr. Beg's leadership. His enthusiasm and genuine commitment to the program has not wavered and his winning attitude continues to spark positive changes for the CISS Project.



Figure 1 - CJIS Executive Director, Humayun Beg

Mr. Beg's diplomatic leadership style has been a vital component to maintaining the open lines of communication and collaborative work efforts among project stakeholders.

In keeping his promise to work with all agency stakeholders, Mr. Beg has provided frequent status updates and regular communications about the progress of the CISS Project. Outreach efforts continue to propel the project forward and encourage stakeholder engagement.

With a bright outlook for the future of the CISS Project, let's turn the page for *A Word from Our Director...*

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Revolutionary Technology
Linking Connecticut's Criminal Justice &
Law Enforcement Community
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CJIS SENIOR MANAGEMENT

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~ Meetings ~
Save the Date Reminders!
CJIS QUARTERLY GOVERNING BOARD
July 26, 2018 at 1:30 pm
Office of the Chief State's Attorney
Division of Criminal Justice
300 Corporate Place, Rocky Hill, CT
CISS QUARTERLY STATUS
August 1, 2018 at 1:00 pm
Office of the Chief State's Attorney
Division of Criminal Justice
300 Corporate Place, Rocky Hill, CT

A Word from Our Director

Summer months are typically associated with vacations, relaxed days at the beach and time away from work. At CJIS, this summer has been anything but slow and relaxed. The CJIS team has been working hard and long to complete the initial phase of the CISS Project.

Together, our highly capable technical team and development partners have made significant progress in developing the CISS solution. All teams have been fully engaged in quality assurance initiatives



for the remaining software release deliverables and have been performing extensive testing for the CISS roll out.

The CISS project has encountered many challenges. Given the technical complexity, the integration of a variety of information systems, learning a new technology, and the custom code development required to build the comprehensive statewide information sharing solution, each step forward in this process has been a small victory. The CISS technology has been diligently tested, and any design defects found during the development process have been identified, corrected and retested. With a lot of hard work and many long hours the CJIS team has reached the cusp of Phase I rollout. I look forward to updating the Governing Board on our progress during the next Quarterly Governing Board Meeting on July 26, 2018.

Fall, synonymous with change, will herald long overdue information technology enhancements for the Criminal Justice Community in Connecticut. CISS user onboarding efforts will ramp up as summer beings to fade and will be a priority initiative throughout the fall and winter months. As CISS becomes available to a larger group of users, the full benefits will be realized. The CJIS team is looking forward to providing this powerful investigative tool with the ability to search multiple Criminal Justice Source Systems through a “Google-like” search engine to our CJIS Partner Agency Users.

CISS is currently focused on providing a single search solution for 14 source systems that are utilized by the State of Connecticut’s Criminal Justice Information System (CJIS) Partners. Its powerful Search application, combined with Workflow capabilities and intuitive data analytics, will establish Connecticut as the leader in statewide criminal justice information sharing technology. CISS will promote crime prevention, aid criminal investigations, supply the information necessary for better criminal justice decision-making, and reduce recidivism across the state.

Warm Regards,

Humayun Beg, Executive Director

Criminal Justice Information System Governing Board



Figure 2 - CJIS Executive Director, Humayun Beg

CISS in Production: Use Cases

Spotlight on Stakeholder Agency Usage

CJIS Roadmap is actively reaching out to the Criminal Justice Information System (CJIS) Partner Agencies for feedback on the CISS Project. Share your feedback with us by sending your comments to the [CJIS Help Desk](#) with "CISS Use Case Feedback" in the subject of the email.

We recently received a use case statement about the implementation of CISS from State of Connecticut's Judicial Branch. What we learned from Court Operations Program Manager, Chris Pleasanton, is that CISS is providing the value-added benefits that were envisioned for the State of Connecticut's Criminal Justice Information System Partner Agencies. This valuable information from the the Judicial Branch got us thinking about overall usage of CISS Search.

With assistance from the CJIS Help Desk team, CJIS Roadmap was able to compile CISS Search usage statistics from the various stakeholder agencies. The data gathered represents the number of CISS Search Queries performed, per month, during the second quarter of 2018. A series of line graphs representing the monthly usage statistics are contained in this article on pp. 13- 14. Usage trends indicate CISS Search is being successfully integrated into the regular work routines of CISS users.

Here's what we learned from the State of Connecticut's Judicial Branch about the integration of CISS:

"As the Program Manager responsible for oversight of the Judicial Branch's Drug Intervention Programs, I have become an enthusiastic user of the CISS system. CISS allows me to monitor the case progress of program participants, and maintain important tracking statistics including case continuances, program completion and recidivism.

I have found CISS to be much more user friendly than prior systems. It is visually pleasing, easy to navigate, and contains a great deal of useful information in one place. Without a doubt, CISS has made my work faster, easier and more effective."

- Chris Pleasanton, Court Operations Program Manager

Continued on p. 13



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, and implementation and to define guiding principles for successful implementation of CISS. CJIS is working to re-optimize the schedule with Stakeholders, Conduent(Xerox) and CJIS management input in order to realign and adjust the work for successful implementation of CISS Phase-1.

Announcement:

CISS Search, Release 10 (R10) deployed to Production as of July 23, 2018. R10 contains DESPP's Master Name Index (MNI), Computerized Criminal History (CCH), Weapons, CISS Portal (UI), Notification Alerts and Data Quality Management (DQM).

CISS Releases 1 and 2 - in production since in 2016.

CISS Workflow, Release 2.1 (R2.1), *Data Integrity Enhancement*, is ready for deployment to User Acceptance Testing (UAT). Deployment to production is pending completion of enhanced testing by participating RMS vendors. Anticipated roll for R2.1 is July 2018.

CISS Search, Release 3 (R3), Judicial's Protection Order Registry (POR) and Criminal Motor Vehicle System (CRMVS) - in production since July 31, 2017.

CISS Search, Release 6 (R6), contains Judicial's Centralized Infraction Bureau (CIB) ticket data and ticket images, the Department of Correction (DOC) Case Notes, Board of Pardons and Paroles (BOPP) Case Management, CISS Portal UI, and Document Library from CISS. Release 6 has been in production since April of 2018.

CISS Search, Releases 5 and 9 (R5 and R9), were upgraded into a combined release that includes the Electronic Content Management (ECM) document repository, the Portal User Interface (UI), Reporting functionality, the Wanted Persons File, Sex Offender Registry (SOR), Case Management Information System (CMIS), and the Department of Motor Vehicles' (DMV) Drivers and Vehicles data, and Agency Based Security. This release also will provide ability to view Early Arrest Notification data through the CISS Search application. Combined release is currently being tested in the SYSTEST Environment.

CISS Workflow, Release 11 (R11), combines Releases 4 and 8 into one release and contains Uniform Arrest Report (UAR), Misdemeanor Summons, Full Arrest Data and Documents, Post Arrest, Arraignment, Disposition, and Post Judgement. R11 is in the SYSTEST Environment. Promotion to UAT testing will occur when participating RMS Vendors have completed their Level 2 certification requirements and have enabled workflow capability to transmit complete arrest packages to the UAT environment for workflow testing.



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.

SEARCH RELEASE 10 SYSTEM INTEGRATION

CISS Search was recently updated to include Search Release 10 (R10). The upgrade for this software release included the integration of the Department of Emergency Services & Public Protection's source systems: Master Name Index / Computerized Criminal History (MNI/CCH), and Weapons Registry data for CISS Search. Updates to the MultiVue Indexes containing data from OBIS, PRAWN, CRMVS, POR, CIB, DOC and BOPP Case Notes, and MNI/CCH were required for R10.

CISS SEARCH PORTAL SYSTEM OUTAGE

A system outage was scheduled from July 17, 2018 to July 22, 2018 for CISS Search Portal. This downtime was needed in order to complete the rollout of the R10 Search Release. Agency source systems that feed CISS were available to access during the system outage. CISS users were sent notice with instruction to refer to the specific agency source systems for search needs during this time. Early Arrest Notifications were not impacted.



CJIS Connectivity: Project Milestones

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.

Announcements:

A Project Plan for the next phase of connectivity for State Police and participating local Police Departments has been established.

CISS onboarding tasks for Law Enforcement Agencies (LEAs) have been refined in the Project Plan under 4 Major Milestones with a list of detailed steps necessary to tackle each milestone contained within the plan. With the resources currently available for this effort, estimated duration to complete these milestones is between 18 and 24 months.

Onboarding all participating Law Enforcement Agencies and Records Management System (RMS) Vendors that have volunteered to upgrade their records management software to comply with Connecticut Information Sharing System (CISS) standards will take careful planning and consistent follow up to project stakeholders. The CJIS team has completed a comprehensive connectivity project plan for the next phase of the Connecticut Information Sharing System (CISS) project. During the remainder of 2018 the CJIS Roadmap will be updating readers on the progress of each milestone in an effort to encourage user onboarding participation and CJIS Router connectivity. Outreach efforts to our CJIS Partners at the 93 Local Police Departments that were

Police Records Management System (RMS) vendor, Accucom, has resumed bringing Police Departments (PDs) online to send Early Arrest Notifications (EAN) to CISS.

Thomaston Police Department will be the next department brought online by Accucom to send Early Arrest Notifications to CISS. Accucom is expected to bring a total of 15 Police Departments online for EANs during the projected connectivity timeline.

initially identified as priority stakeholders of Early Arrest data will be a high priority as the year progresses. Outreach and training, however, is just a small part of the major milestones that still need to be accomplished. In order to visualize the amount of participation that is needed, by many, to fully complete any one of the four major milestones, we've broken up the milestones steps into pie charts. Each pie represents 100% of the tasks needed to achieve the milestone with steps to complete the pie noted within the chart. (Continued on pp. 10-13)

- CJIS Router Connectivity Milestone
- CISS Search Training Milestone
- RMS Vendor Milestone(s) - 2 Stages
- Communication Milestone

CJIS Roadmap Exclusive
Get to Know Henry Lindgren



CJIS Roadmap is actively reaching out to the Criminal Justice Information System (CJIS) Partner Agencies in our "Get to Know" series and interviewing our stakeholders for their feedback on the CISS Project.

As the major push for law enforcement connectivity ramps up for the fall we thought it would be a great time to re-introduce our resident Public Safety Liaison (PSN), Ret. Sergeant, Henry "Hank" Lindgren, to our new law enforcement subscribers in our "Get to Know" series this month. We asked Hank the important questions about his work on the Connecticut Information Sharing System (CISS) Project and took a stroll down memory lane to learn a little more about our retired Guilford Police Sergeant, Mr. Lindgren, how he got his start in law enforcement, and how the job has changed over the 40 years he spent on the Guilford Police force.

Question: Hank how did you get your start in law enforcement?

Back when I was young, I was on the volunteer fire department in Guilford and I loved the emergency services stuff. And actually while I was working as a carpenter one of the guys I worked with said, "Have you ever thought about being a cop?" which I never had and that was the start. I actually found out three departments were testing and I did and I got hired...I got brought on by Branford police department in 1974 as a part-time officer and started training with Bradford

and nine months later got hired full-time in Guilford and I was there for almost 40 years. Something I never thought about being turned into a 40 year career.



Figure 3- Officer Henry "Hank" Lindgren, Guilford, CT Police Department, 1975

Question: What made you want to come to CJIS and start training?

I was involved in training with the police department almost from the time I started. After about four or five years I was doing firearms instruction and I was the Senior Accident Reconstructionist. I taught a number of different things. I taught at the police academy as an adjunct instructor and when I was doing work with the Public Safety Liaison here [at CJIS] for

connectivity and when she let me know that she was leaving for another position she asked if I might be interested in the job. I got touch with CJIS to find out, and after thinking about it, I said with almost 39 years on the job I wasn't going to be in a cruiser to push the button when this thing [CISS] went live but it was definitely something that the state and law-enforcement needed and I wanted to be a part of it.

Question: Could you tell us a little bit about how law enforcement has changed over the years and the investigative process before and now with CISS?

Everything for investigation has always been the gathering of information from different sources, witnesses, people, records, etc. it's been the same since the very beginning. It's the ability to gather information and put things together that has changed so much.

As an example, when I first started out at the police department in Guilford, when you wanted information about a person, or a case, or something that had happened, you needed to go back to the records room. In the records room there was, for lack of a better term, a Rolodex table about 4 feet wide and 6 feet long that contained I don't know how many thousands of 3 by 5 cards. So you alphabetically went through the 3 x 5 cards found the one you were looking for pulled it out and on there would be type written case numbers and information.

After the case numbers and information you still have to locate the case file which was in the file cabinets that were along the wall, find them alphabetically and numerically and find that one. Then pull that particular case out and read the paperwork. And that was how we got information.



Figure 4 - Old Index Card File Cabinet

Then to gather information, you needed to do all the same things go with whatever available records were there doing interviews and talking to people and making notes. I had a stack of a little spiral notebooks that we used to carry all the notes were in them from day one and so that's how we gather information.

When you needed information from other officers they would go dig through their little spiral notebooks and flip back and try and figure out back in May what was I doing and who I talked to, then find out information and pass it on. Today, with the computers and information systems we have at our fingertips, I think people are spoiled by the Internet and Google because you ask somebody a question and they say, 'I'll

Google,' it because the information is all there.
We can gather it.

Law Enforcement is finally at the point where, if somebody asks a question about something they can go to a computer and find it. I'm hoping that someday, as a result of our efforts here, that when one cop asks another cop for some information he'll say, 'I don't know but I'll CISS it.'

Question: Why is CISS training so important to Law Enforcement?

Training is required to get access to the crime fighting technology of CISS. The speed that CISS gathers information and its logical presentation of all relevant matches is a huge benefit for officers in the field, dispatchers, and investigators.

Hank Lindgren, CJIS Public Safety Liaison, Sergeant Retired is available to give a twenty minute presentation on the Connecticut Information Sharing System (CISS) to those criminal justice agencies that would like to know more about the information sharing system. The presentation describes the background of CJIS and the reasons for the development of CISS as a comprehensive, state-wide information sharing system for Connecticut. It also outlines the major components of CISS, including Information Exchanges, Search Releases and Workflow Waves. Hank will also describe the CISS Community Portal, security and support plans, and CJIS Academy, the new CJIS educational and community outreach program. (Statement provided from the CJIS website Training Page, for more information go to www.ct.gov/cjis or contact the CJIS Help Desk at CJIS.HelpDesk@ct.gov .



Figure 5 - Hank Lindgren, CJIS Public Safety Liaison

(CJIS Connectivity...Cont. from p. 7)

Figure 6 – (Right) Pie Chart representing the participation needed by stakeholders to achieve the CJIS Router Milestone.

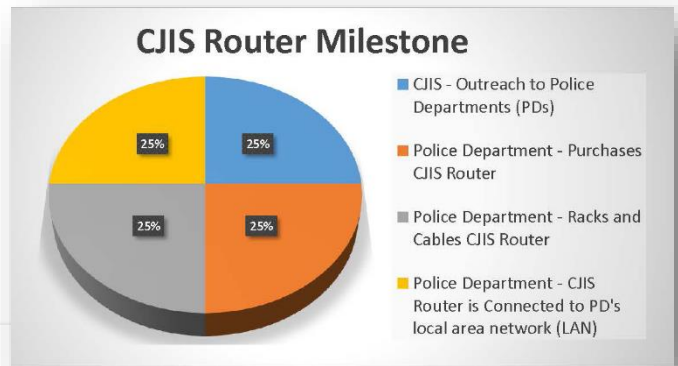
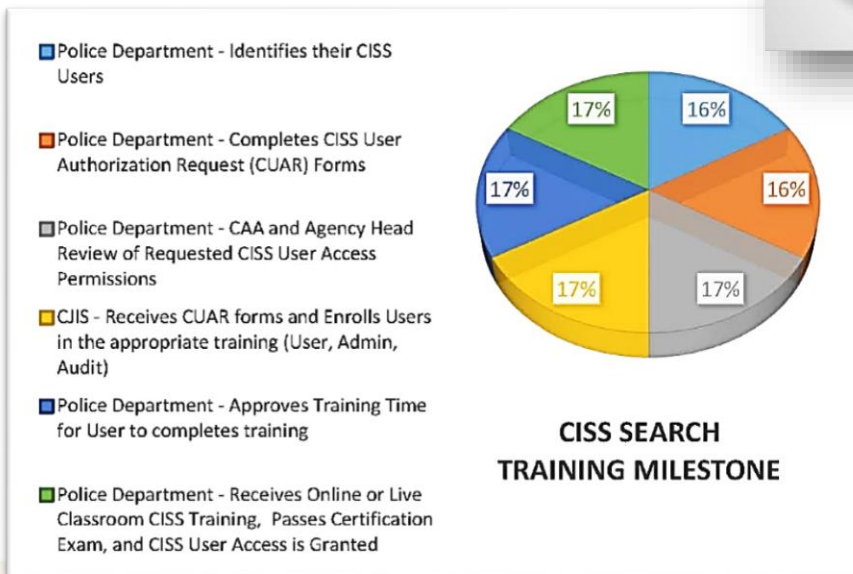
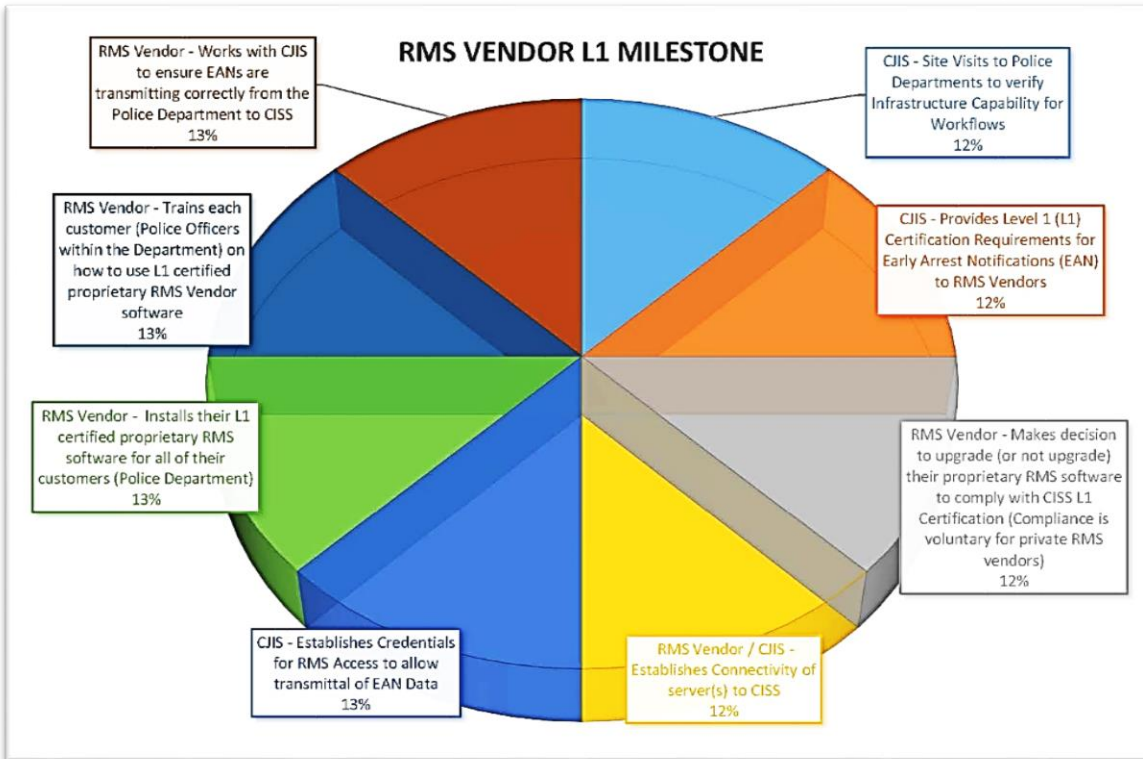


Figure 7 - (Left) Pie Chart representing the participation needed by stakeholders to achieve the CISS Search Training Milestone.





RMS Vendor Milestone(s) – There are 2 levels of certification, L1 and L2, which Records Management Software (RMS) vendors must pass to complete the RMS Vendor Milestone.

Figure 8 - (Left) Pie Chart representing all tasks to achieve part 1 of the RMS Vendor Milestone - L1 Certification

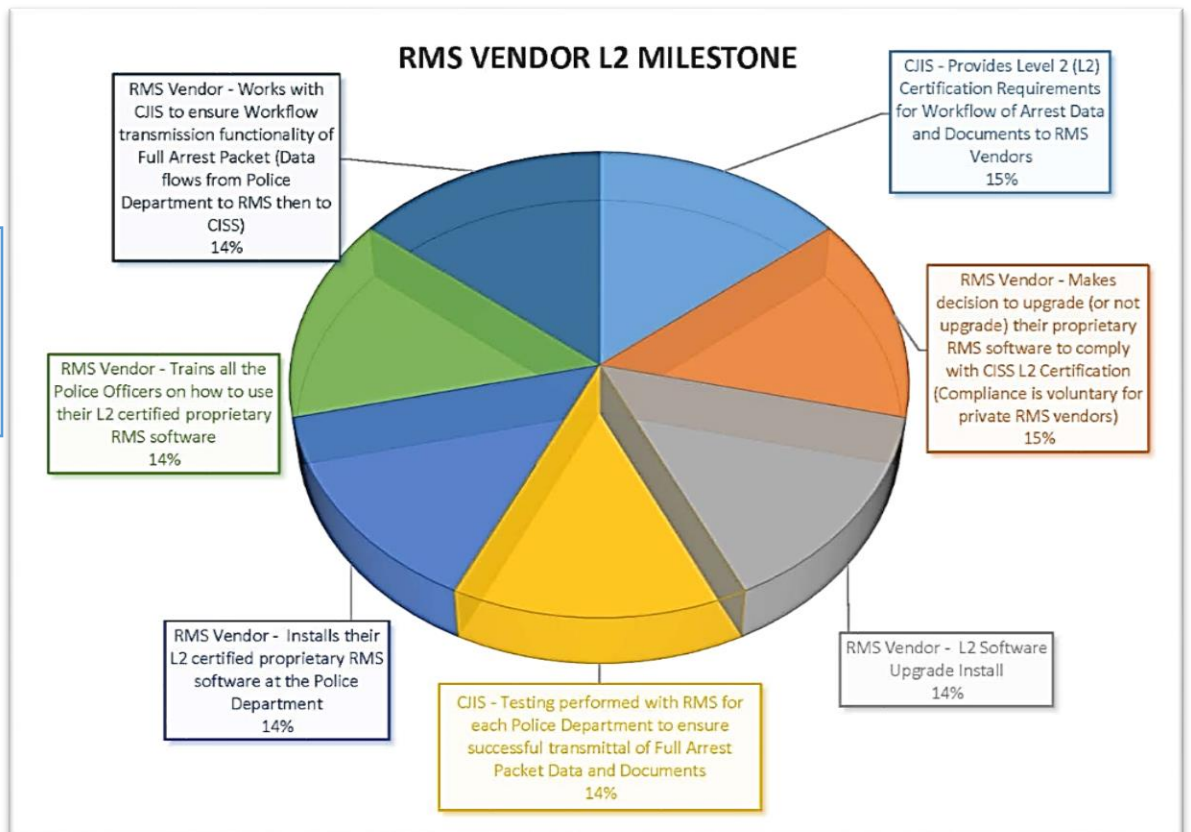


Figure 9 - (Right) Pie Chart representing all tasks to achieve part 2 of the RMS Vendor Milestone - L2 Certification

Communication Milestone

Defined as “Change Management Tasks related to overall impact of CISS”.

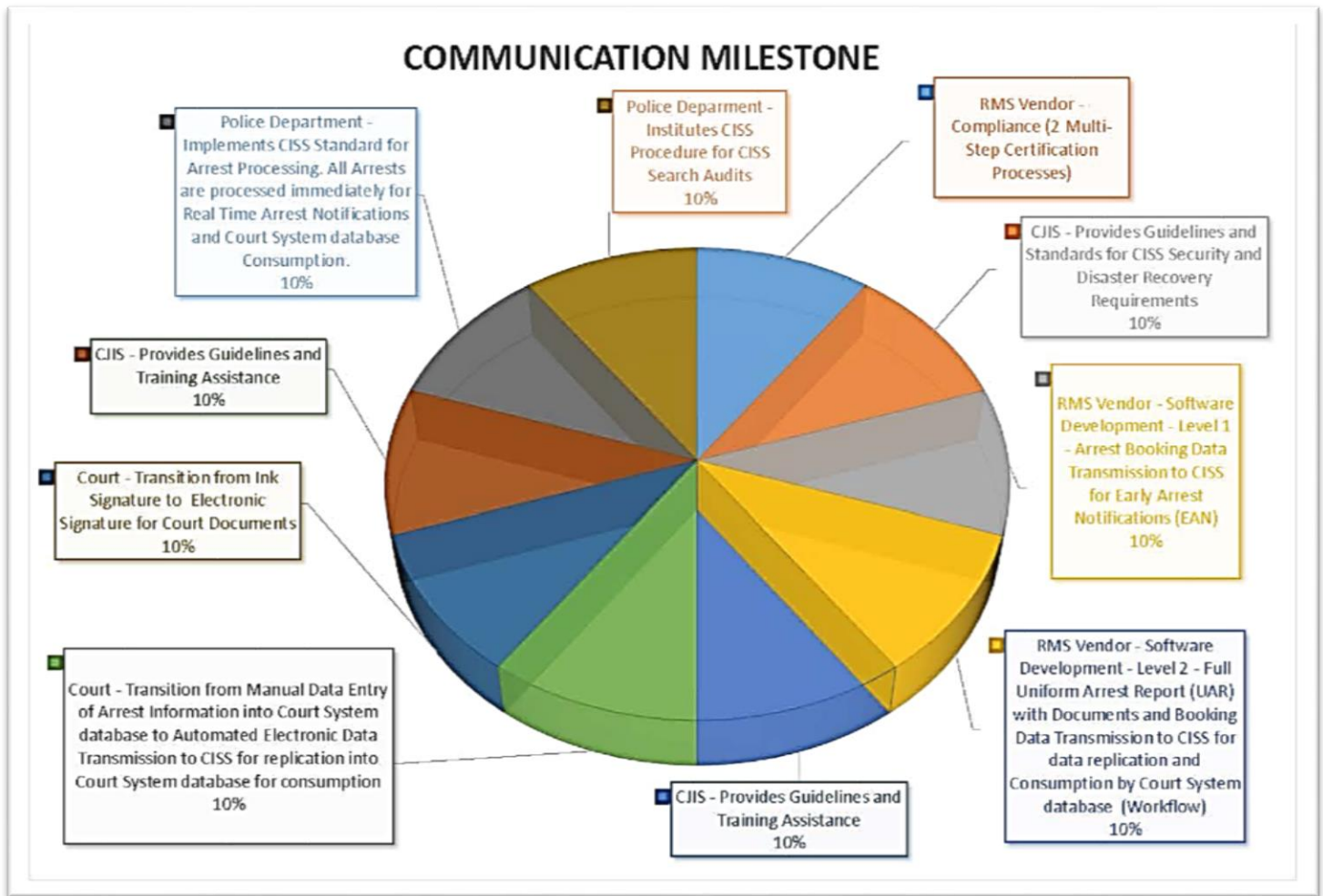


Figure 10 - (Above) Pie Chart representing all participation necessary to achieve the Communication Milestone for Connectivity

(CISS in Production Cont. from p. 4)

The following statistical analysis tracks the usage of the CISS Search application. Our most frequent users from our CJIS Partner Agencies have been identified first. Usage statistics for the 2nd Quarter of 2018 represent measurement for the period of April 1, 2018 to June 30, 2018. “Usage” measurements for the CISS Search application represent the cumulative number of Search Queries performed, per month, by the CJIS Partner Agency.

Figure 11 - (Right) 2nd Quarter CISS Usage Statistics. Number of Search Queries per month represented for the most frequent CISS Search User Agency in the State of Connecticut, the Department of Correction (DOC).

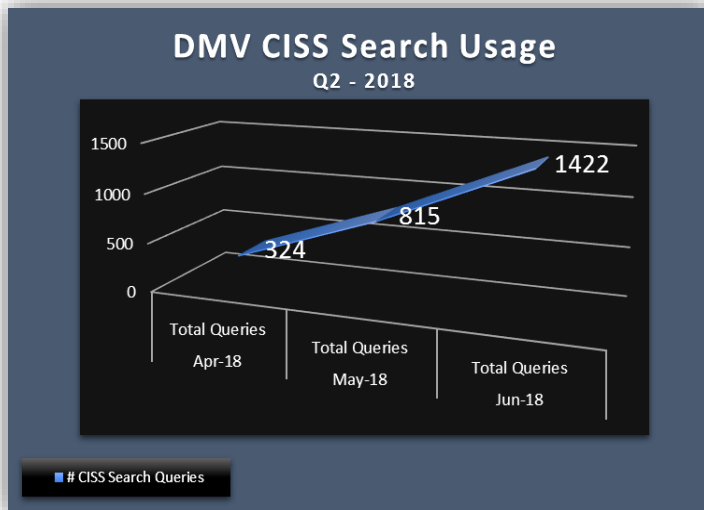
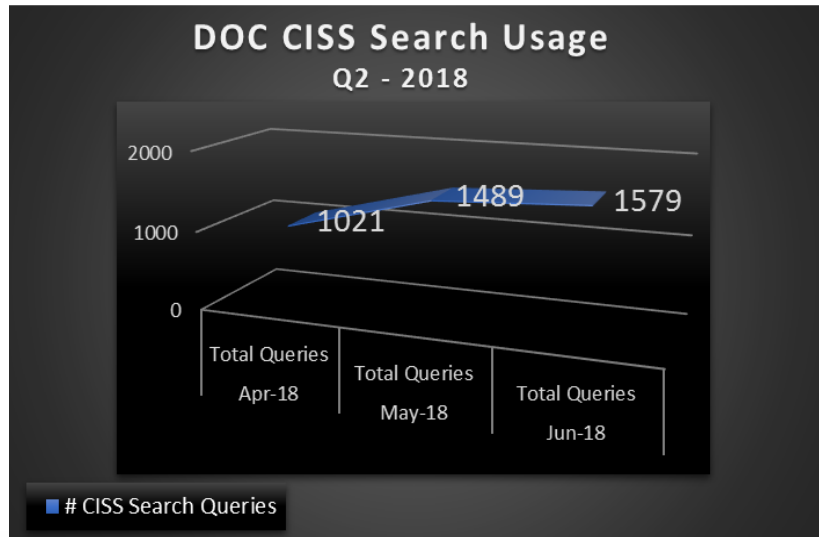
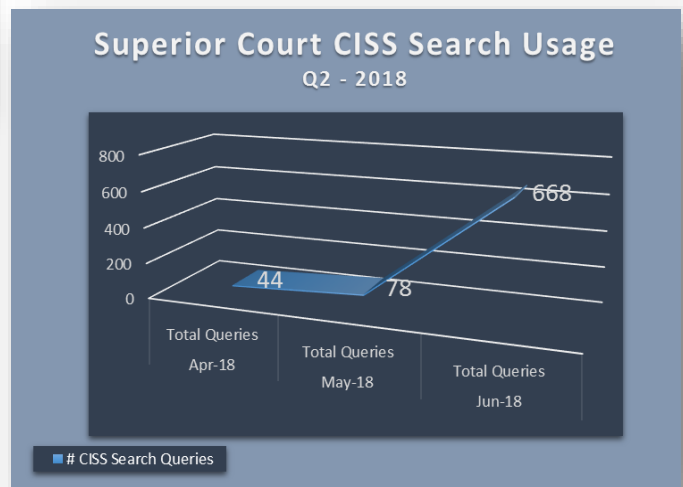


Figure 12 - (Left) 2nd Quarter CISS Usage Statistics. Number of Search Queries per month represented for the State of Connecticut's Department of Motor Vehicles.

Figure 13 - (Right) 2nd Quarter CISS Usage Statistics. Number of Search Queries per month represented for the State of Connecticut's Judicial Branch's Superior Court Users.



Continued on p. 14

Law Enforcement Agency usage stats were grouped together in two categories: 1) Department of Emergency Services and Public Protection [DESPP] includes all State Police Troop Users and DESPP Administrative Personnel; 2) All Local Police Department Users from the 93 Municipal Police Agencies identified as priority stakeholders of Early Arrest data.

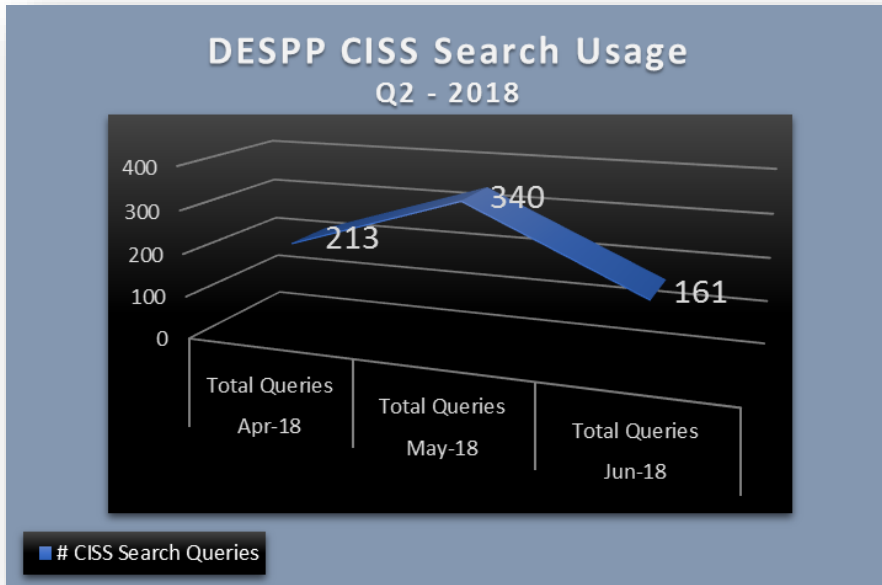


Figure 14 – (Left) CISS Search Usage Statistics for 2nd Quarter of 2018. Number of Search Queries per month represented for the State of Connecticut's Department of Emergency Services and Public Protection (DESPP) including State Police users.

Figure 15- (Right) CISS Search Usage Statistics for 2nd Quarter of 2018. Number of Search Queries per month represented for all CISS users from the State of Connecticut's Municipal Police Departments.

