

# CJIS Workflow Update

The “workflow” portion of the CISS project refers to the flow of criminal justice data initially entered by law enforcement agencies into their RMS systems which interface with CISS. The data flows through the CISS application and is dispersed to, or can be accessed by several divisions within the Judicial Branch, the Division of Criminal Justice, the Department of Motor Vehicles, Court Support Services Division, the Department of Correction, and the Board of Pardons and Paroles. It also addresses rolling CISS out to CJIS communities and the impact it will have to their daily business procedures.



The Workflow Team has developed process maps for two Court Clerks’ offices, two Police Departments and a few Prosecutor offices. This phase is really “discovery,” where CJIS is learning what work goes on, what questions need to be asked, and “What to do next time”. Visits will continue to more offices with thorough documentation to really learn Stakeholder workflows.

CISS has been given a statewide “champion” to help with the implementation of the application in the Courts. A representative for the Prosecutors will follow shortly.

Later this year the Workflow Team will be convening a group of top-level Stakeholders to plan how CISS will be rolled out to Police, Courts, Prosecutors and other CJIS Stakeholders. From that group, it’ll be defined which Courts and Police Departments will be approached first, what the rollout plan will look like, and what change management tools will be required. Once Release 11 goes into production, CJIS will also begin to roll out CISS to these Police Departments, Courts, Prosecutors, Public Defenders and other Stakeholders.



### CJIS Governing Board

Revolutionary Technology Linking  
Connecticut's Criminal Justice &  
Law Enforcement Community  
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### ~ Meetings ~

#### CJIS Governing Board Quarterly Meeting

July 27, 2017 at 1:30 pm  
Office of the Chief State's Attorney  
300 Corporate Place in Rocky Hill

#### CISS Status Meeting

August 2, 2017, at 1:30 - 3:00 pm  
99 East River Drive, 7th floor, Room 707  
East Hartford

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

# 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.

## CISS Guiding Principles

1. Search sources should be delivered in a complete package to ensure the completeness of the data available to users.
2. Workflow data should be delivered as a whole, in order to minimize the impact of change to the current workflow thereby avoiding the possibility of additional work.
3. UAT testing expectations should be set up early enough to quantify Stakeholder's timeline.
4. Stakeholders should be allowed to see development process earlier to help identify any potential gaps in scope or defects before UAT to avoid costly changes.
5. CJIS Project Management will work with Superior Court Operations to understand their work process. They will then draft a new process with the assistance of Court Operations to allow a smooth migration to the new adjusted business process that includes the electronic abilities of CISS.
6. The CJIS PMO needs to recognize and account for the dependencies between Stakeholders who need work process changes now versus those who need to prepare for the impact to process changes in the future.

## Records Management System (RMS)

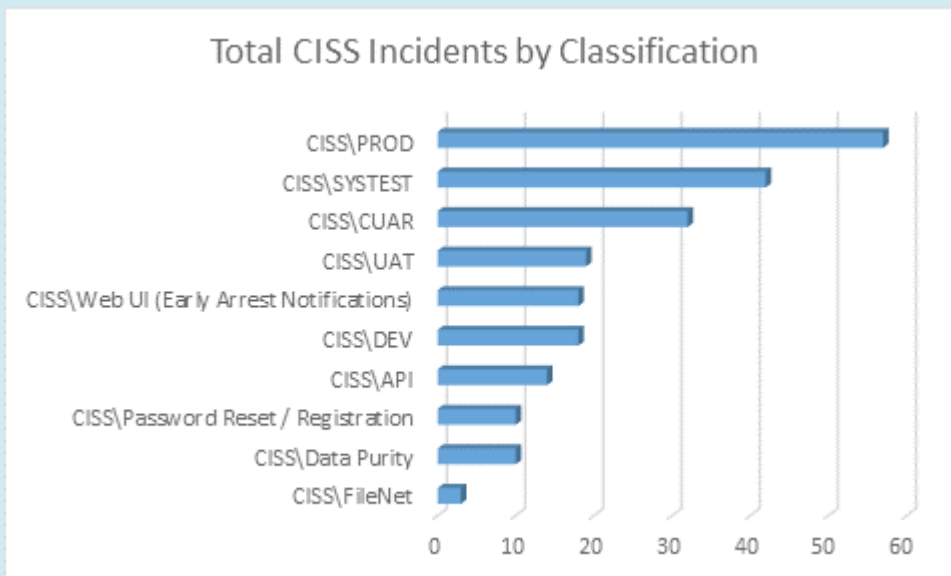
- CT: CHIEF and Accucom are the two current RMS vendors working with CJIS. New World, NexGen and TriTech, the vendors that responded to notifications from the CJIS Project Management team, are waiting for CISS documentation to start the next level of work. When the Application Program Interface (API) document was ready, Project Management reached out to the remaining vendors since all RMS vendors are needed for the success of the project.
- New World will not work with document management for CISS. This will cause impacts in moving forward with this vendor.
- Workflow requirements for Release 11 will be sent to the vendors for review and estimation of time and effort.
- Network connections are being set up for those Agencies and PDs ready for Early Arrest Notification capabilities with Accucom. Weston PD's network is ready and its production date is TBD, while Orange PD went live February 1, 2017.

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# CJIS Help Desk Update

The primary purpose of the Help Desk is to track and address incidents and service requests related to the various CJIS Governing Board applications; Connecticut Information Sharing System (CISS), Offender Based Tracking System (OBTS), Connecticut Impaired Driver Records Information System (CIDRIS), Connecticut Racial Profiling, CT: Chief hosting and stakeholder SharePoint sites. The Help Desk is designed to respond quickly and effectively to end user issues and keep customer satisfaction a top priority. The CJIS Help Desk can be reached via phone at 860-622-2000 or via email at [DOIT.CJIS.Support@ct.gov](mailto:DOIT.CJIS.Support@ct.gov)

- CISS\Prod = Any incidents or issues reported to the help desk regarding the CISS “Production” application and/or environment.
- CISS\Systest = Any incidents or issues reported to the help desk regarding the CISS “Systems Test” application and/or environment.
- CISS\CUAR = Any incidents or issues reported to the help desk regarding the CJIS User Access Request (CUAR) forms for CISS access.
- CISS\UAT = Any incidents or issues reported to the help desk regarding the CISS “User Acceptance Testing” application and/or environment.
- CISS\Web UI (Early Arrest Notifications) = Any incidents or issues reported to the help desk regarding the Message Viewer Portal, used to view early arrest notifications.
- CISS\DEV = Any incidents or issues reported to the help desk regarding the CISS “Development” application and/or environment.
- CISS\API = Any incidents or issues reported to the help desk regarding the CISS application program interface (API).
- CISS>Password Reset / Registration = Any incidents or issues reported to the help desk regarding the CISS password reset and registration processes.
- CISS\Data Purity = Any incidents or issues reported to the help desk regarding the CISS data purity.
- CISS\FileNet = Any incidents or issues reported to the help desk regarding the IBM FileNet component of CISS.



The bar graph to the left reflects all CISS Incidents reported from the project onset up to and including 03/03/17.



# 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.

The PSL has continued working with the Automation team in creating diagrams for the CISS User Authorization Request (CUAR) Portal and the CUAR process. The PSL also worked with the Automation Team on the Originating Agency Identification (ORI) issue to determine appropriate ORI for each agency.

The PSL has now become a new part of the CISS Testing Team assisting with executing test scripts for new releases.

Work continues with police departments (PDs) regarding their connectivity to CISS for Releases 2 and 4. The South Windsor PD has completed their final connectivity piece (I-SIM). Accucom has several PDs in the process of connection. Coventry PD connectivity has been in progress through February, along with Easton, Orange, Redding and Weston PDs that are also expected to have their connectivity completed this month.

The rollout of CT: CHIEF to PDs is continuing with

Plainville being the most recent department to be on-boarded.

A site visit was held at Orange PD to discuss Early Arrest Notification.

Attendance and work with TRCC (Traffic Records Coordinating Committee) for data sharing is continuing.

The PSL is continuing

work on CISS Training as it is impacted by new features and requirements including new materials on the CUAR Portal. Training is being arranged with PDs and Agencies for early users to have access to Computer Based Training (CBT) and Instructor Led Training (ILT). There will be more training dates set up once CISS is closer to Release 6, and the added source systems will have much value for a majority of the CISS communities and Law Enforcement Agencies (LEAs).

OBTS training is scheduled for July 3rd at New Britain Police Academy for new recruits.



# CJIS Infrastructure Update

The Infrastructure Team is responsible for 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.

## Springfield Disaster Recover Center

The Infrastructure team is proceeding with the establishment of the Disaster Recovery (DR) site in Springfield, Massachusetts. The intent is to provide an Active-Active Data Center Architecture that will allow for continuous availability of services provided. After all network configuration is done and all required hardware deployed (including network and additional storage) the team will implement four Hyper-V hosts along with half of the production servers as virtual servers. The Hyper-V server role in the Windows Server allows the creation of a virtualized server computing environment where virtual machines can be created and managed. The intent is that this will allow for a whole data center failure in Groton while still retaining full functionality in Springfield.

State	Name	Target Class	Instances
✖	Availability	CJIS CISS Application	1

*SERVICE LEVEL OBJECTIVES - This is a per-component availability breakdown that shows the availability of every component on every watcher node individually.*

- ▲ Name: CISS Application (1)
  - ✖ CJIS CISS Application
- ▲ Name: CISS Application Components (1)
  - ✖ CJIS Portal Production

*SERVICE LEVELS - Watcher nodes perform regular tests at five-minute intervals. Tests return the health state of all six application components. The application is considered unavailable if any of these components is in a critical state. The resulting availability is measured as a combination of per-node application availability based on a "best health" model.*



*SERVICE AVAILABILITY TARGETS - Service Availability Targets chart "search" and "record detail" components. Full availability is measured at 99.9%. Current availability is shown in the middle of the target.*

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# CJIS Application Programming Interface (API)

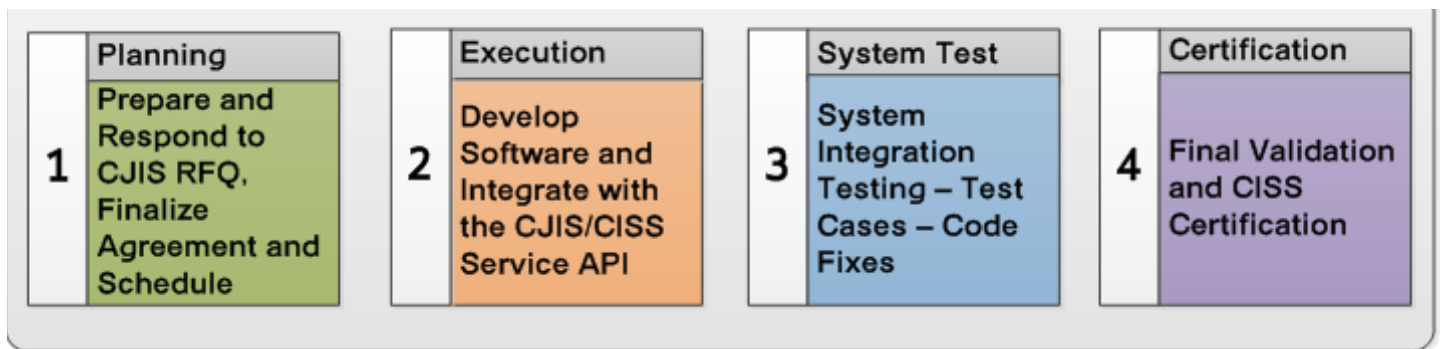
The CJIS Development Team designs and codes software components that augment the core CISS software developed by the Conduent (Xerox) CISS Development team. The team is staffed with software architects and developers.

## LEA/RMS VENDOR INTEGRATION PLANNING

- The final message mappings from Stakeholders and Conduent have been reviewed and accepted.
- The Development Team delivered the CISS Information Exchange (iEx) API documents for Law Enforcement Agency (LEA)/Records Management System (RMS) vendor integration for Releases 4 and 8.
- For the first agency integration – Superior Court Operations (SCO), the team developed client application software to submit Schedule Notification messages to the iEx Staging environment.
- The Development Team is also continuing production support for Workflow Release 2.
- Over the next month the team will develop internal service modules to support new Release 4 and 8 message types.
- An accomplishment is the development of the Request for Quote (RFQ) document to guide LEA/RMS vendors through the analysis and quoting process.

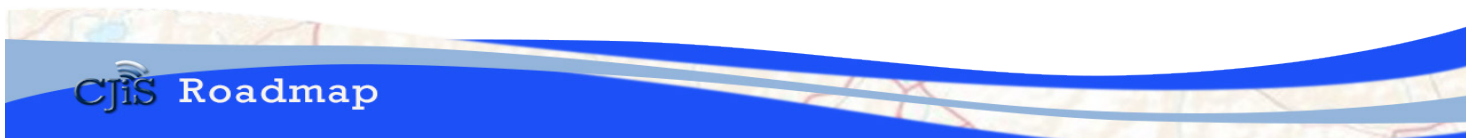
## ROADMAP: STEPS TO MEET CISS CERTIFICATION

The diagram below presents the four-step roadmap to guide the integration process from initial planning through final CISS certification.



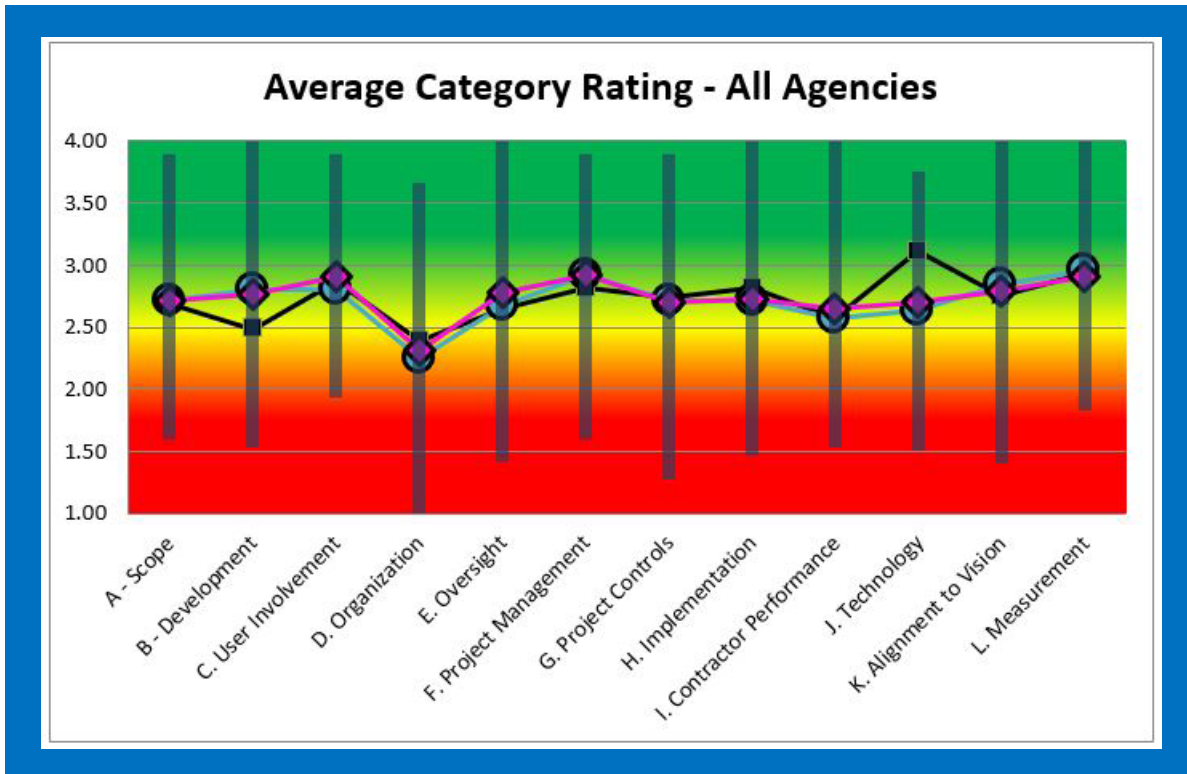
## CT LEA RMS VENDOR CISS CERTIFICATION

The State of Connecticut CJIS Governing Board has endorsed CISS as a pivotal standard for Connecticut State Criminal Justice Agency system integration. Selected RMS vendors are already integrated with CISS and received CISS Level 1 Certification in 2016. Remaining LEA RMS vendors in the State of Connecticut are encouraged to upgrade through CISS Level 2 Certification during the second half of 2017. CISS Level 1 requires RMS transmission of Early Arrest Notices that meet specified quality and robust metrics. CISS Level 2 requires additional Arrest Packet transmissions, criminal justice form attachments, and CISS Consumer Web Service integration. Certification validation will be carried out as an on-going process requiring collaboration among CJIS Technology, CJIS Quality Assurance, and RMS Vendor teams.



# Project Health Check Report

Qualis Health was contracted by the State of Connecticut to provide a Quarterly Project Health Check Report to the CJIS Governing Board concerning the implementation of the CISS project. Health check reports are the culmination of surveys and on-site interviews with Stakeholder Agencies, the CJIS Project Management, and Conduent (Xerox). The data is perception driven, based on how the Agency participants respond to the questions asked.



### Overall Project Health

- The reporting period reflects October 8, 2016 to December 14, 2016. There was a slight increase in the overall score for the last quarter of 2016 from 2.72 to 2.74.
- Agencies are still engaged as the project continues to move forward since they reported seeing delivered progress. CISS functionality has been implemented that is important to some Agencies.
- Some Stakeholders were impressed with the level of understanding of their Agency's needs and appreciated the willingness to work to find appropriate solutions to issues.

*Overall Project Health (+.02)*

*Last Year Score ..... 2.74*

*Last Quarter Score ..... 2.72*

*Current Quarter Score ..... 2.74*

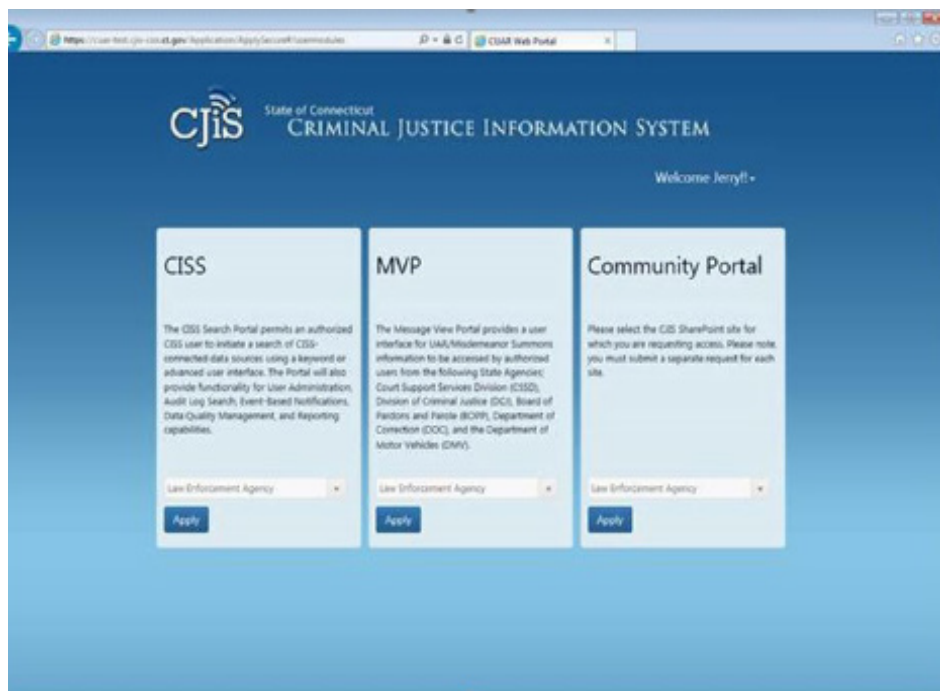
*This score is calculated by averaging Agency responses across all categories.*

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## *We're Listening! ... The Evolution of the CISS User Authorization Request*

Waaaay back, even before CISS' first release went into production, our customers were complaining about the CJIS User Authorization Request (CUAR) form. It's long, it's paper-based, it made users chase down both their managers and someone who could approve "for the agency," and it took a long time to process. CJIS people



also complained: signatures couldn't be authenticated, staff couldn't confirm that the person requesting access was really the person showing up for training, there was no easy way to audit the process as the CJIS Security Policy requires, and the number of file cabinets needed for CUAR storage was growing larger than the number of employees! Something had to change! And it is....

An agency-wide group from Business Analysis, Infrastructure, the Help Desk, Development, Operations and

other areas has:

- Written the requirements for an automated CUAR process which will address all the complaints listed above;
- The Infrastructure, Development and Operations teams designed a system to meet the requirements AND use the State's Identity Management system;
- The Development team and BEST's IBM Identity Management team coded a concept system;
- The team presented the concept to a wide group of Stakeholders to solicit feedback – "Will this work for you?"
- Using Stakeholder's comments, the teams updated the CUAR's design and began coding; and
- The Test Team has developed hundreds of Test Cases to make sure the application meets its requirements.

Here are the improvements the automated CUAR will bring:

- It's automated – no paper, no chasing people for signatures, no waits for action;
- It will provide access not only to CISS, but also to the CJIS Message Viewer Portal (formerly the Web-UI) and the CJIS Community Portal;
- GFIPM claims are explained, and users can select the claims that they need for their jobs from a checklist;

*(Continued on Page-10)*

*(We're Listening! ...The Evolution of the CISS Authorization Request, continued from Page-9)*

- Agency and managerial approvers will be loaded into the system, and a user's request for access will electronically move from approver to approver to CJIS (or circle back to the user for update).
- Once the CUAR is approved within the agency, a user is provided credentials for online training. If needed, additional instructor-led training that qualifies for POST certification can be scheduled.
- When users successfully complete training, they will be given access to CISS, or the other applications as requested.
- The entire process fully complies with the FBI's CJIS Security Policy, and is fully auditable.

Coding will complete in late Spring of this year. Once done, the system will be introduced to Stakeholders.

When the new CUAR is in production, both Stakeholders and CJIS personnel

will have an electronic system that minimizes the annoyances of a paper system, yet provides a robust and secure vehicle to gain approved access to CISS' variety of criminal justice information.



*(Infrastructure Update, continued from Page-6)*

### ***SharePoint Cold Case Site Expansion***

The DCJ Cold Case Unit has requested that an additional external Sharepoint site be created for Norwalk Cold Cases that are currently active. The external site will allow staff from the Chief State's Attorneys' Office, the Cold Case Unit, the Stamford State's Attorney, and the Norwalk Police Department to investigate and collaborate on cases together. This will save significant time and money on travel, while providing immediate access to data for

critical cases that might otherwise be unavailable to the team.

Some of these cases will be grand jury cases. Staff working on grand jury information may be required to be sworn in by the Grand Jury so that they have the authority to work with the Grand Jury data. Once the cases are disposed, they will be removed from the site and the CJIS server.

While DCJ will be responsible for developing, managing, and maintaining the site, CJIS welcomes the opportunity for collaboration among all of Connecticut's Criminal Justice Agencies.

(Project Health Check Report, continued from Page-8)

- Most Agencies are pleased with the release plan changes that will implement complete workflows instead of partial functionality.
- Many agencies noted more direct interactions with Conduent (Xerox) this past quarter and reported that the meetings went well.

### ***Concerns and Mitigation***

- There is some concern that the full project scope may not be implemented in the time remaining. Agencies are worried that key workflow functionality is in later releases where it is more vulnerable to future scope cuts.
- There is no intention to reduce the scope of the project but to work intimately with Agencies to understand their needs, limitations and daily business processes. This will enable the reworking of the project plan to successfully realign releases in such a way that they produce the most value to Stakeholders.
- Stakeholders are concerned that their Agencies won't be able to meet the project's demands because of limited resources and that other issues will have a significant impact on the project schedule, such as the SharePoint upgrade.
- Microsoft will be conducting the SharePoint upgrade analysis. Currently, the timeline to complete the upgrade is an unknown. The project schedule is being impacted by the adjustment of the release plan and the possible extension of the Conduent (Xerox) contract. Having this much uncertainty, this late in the project, makes the SharePoint upgrade a critical risk. Therefore, the risk is being mitigated by moving the upgrade to the latter part of the project.
- Agency Leadership is being encouraged to work with the Governance Committee to ensure that the CISS project is prioritized appropriately since budget cuts are reducing resources in some departments. While CJIS Project Management continues communication with Stakeholders, CISS Tiger Teams are being put in place, as needed, to help fill Agency resource gaps.

## **CJIS Academy**



### ***OBTS Classes***

CJIS offers certification classes three times a year for the Offender Based Tracking System (OBTS). The classes for 2017 will be conducted at 99 East River Drive, 7th floor, East Hartford, CT 06108. For more information and to sign up, visit the **CJIS Academy Website**

CISS training will increase closer to the deployment of Release 6 when the added source systems, CIB, DOC/BOPP, Case Management and DMV, will present a high value to a majority of Stakeholder Agencies. The classes will be posted through CJIS Academy. The Learning Management System (LMS) and Computer Based Training (CBT) systems are in place.

OBTS classes will continue until all of OBTS functionality is incorporated into CISS. Until then, CJIS will be conducting an OBTS Certification class on the date below. Upon request, CJIS will hold OBTS Certification classes for Law Enforcement Agencies that can sign up a minimum of ten students. The classroom must have computer work stations.

### ***OBTS Certification 2017 Class Schedule***

- July 3, 2017 at New Britain Police Academy  
(for new recruits)