CJIS Governing Board Salutes Michael Pollard

Mike Lawlor, Michael Pollard, and Judge Patrick Carroll, III.

At the Quarterly Governing Board Meeting on October 17th, Judge Patrick Carroll, III announced that it would be the last Governing Board Meeting for Michael Pollard. After participating for just under four years as Designee for Senator Eric Coleman, Pollard will be stepping down from the CJIS Governing Board.

With a background in technology, business management, and municipal finance, Pollard proved himself to be a valuable advocate for the CISS project. After spending a great deal of time learning about CISS with the help of CJIS Executive Director Sean Thakkar, he feels confident that the archi-

tecture and workflow structure of CISS is strong and sustainable.

According to Pollard, there is strong support for the CISS project from Governor Malloy and the legislature. "Part of my job is the make sure that the legislature fully appreciates the kind of return that can be generated from this kind of project." Pollard prides himself as being someone who will ask the difficult questions that others may not know to ask. His participation in meetings helped to stimulate discussion and raise awareness.

Pollard is a partner at Optul Global Services, a management consultant firm, and will continue to serve on Connecticut's Board of Regents for Higher Education.

The CJIS team would

like to extend a warm thank you to Pollard for his enthusiastic commitment and generous contribution to the CISS project, and wishes him all the best. ∎

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

"Doing a lot more with lot less"

Mike Lawlor, Under Secretary, OPM

PMO Perspective
Looking Ahead: Supporting and Managing CISS

Mark Tezaris, CJIS Program Manager

As the second deployment of the CISS project (Search Release 1) approaches, the CJIS Operations team is working with Sean Thakkar, CJIS Executive Director, and Rick Hegwood, the CISS Durational Project Manager, to plan and implement the proper infrastructure needed to support CISS. The team will focus on several key areas to ensure that CISS has the proper level of support and management, including staffing reorganization and retention, system monitoring and administration, user training, user support, change management, and community feedback.

Reorganization Plans

Rick Hegwood and I will be working on a reorganization plan for the CISS project. The plan will restructure the staff assignments to meet the needs of the current development process. New staff assignments will also be necessary to implement the deployment and provide support for each CISS release. The key areas of focus in this reorganization will be in operations support (i.e., technical support for systems operations), technical development, business, training and 24/7 help desk support.

Open State Positions and Retain Knowledge Base

Currently, the CISS team has only two state employees to support and administer the large complex CISS system. CJIS is working with the Department of Administrative Services (DAS), Department of Administrative Services' Bureau of Enterprise Systems and Technology (DAS-BEST), Office of Policy and Management (OPM) and others to open state positions for the long term support of the production version of CISS and to continue the development of the remaining three hundred plus Information Exchanges envisioned for the entire project. To retain technical and product knowledge that was supplied and acquired in the past year by consultants, CJIS is encouraging them to apply for these new state positions.

Additionally, the CJIS Operations team is actively requiring documentation and knowledge transfer before any release is gated to production. This documentation will be edited and added to the Operations Support Repository.

The CISS Training Program

The CJIS team is working on a training program that can support the projected 23,000 users as CISS is deployed. The training program will consist of two options; an instructor-led program for those who need Police Officer Standards and Training (POST) credit and a Computer Based Training (CBT)

Project Manager Perspective

Rick Hegwood, Durational Project Manager

Rick Hegwood held several informal meetings with stakeholders in the month of October and will continue with additional meetings in November. One of the areas that he is focusing on is the stakeholder approval on the timelines for the CISS releases. Although timelines are dependent on vendor obligations, stakeholders must meet certain conditions before a release can be initiated. They will need to commit technical and administrative resources and arrange a schedule for their training and for product testing. Hegwood is in discussion with stakeholders to determine the impact a release will have on agency resources and to answer any questions.

To step up communication with stakeholders, Hegwood has scheduled several technical workshops with the CJIS technical team, and Court Operations and Judicial agencies. The workshops will help agency representatives to understand how the Information Exchanges will work from a technical point of view, i.e., how the software sends and receives information.

The Technology, Administrative, and Implementation Subcommittee meetings will be combined and incorportated into the CISS Monthly Status Meeting. Discussions will include updates on the CISS project and the CISS release strategy. CJIS representatives will also use this meeting time to help educate the stakeholders on CISS.

Hegwood is also seeking stakeholder approval of the RMS Certification document. Meetings are being held with stakeholders to inform them of the process and to obtain feedback.

Efforts continue with select members of the CJIS Governing Board, DESPP and Joan Hilliard on the CJIS Security Policy. ■

RMS Certification Guidelines

Over the past month, CJIS business and technical teams completed an internal review of the RMS Certification documentation and scheduled meetings with the agency stakeholders. In the meetings, the CJIS teams and the stakeholders began work on the business and technical documentation content and the certification processes.

To review, RMS Certification is a collection of guidelines and processes intended to ensure that law enforcement agencies and police departments can efficiently and effectively exchange criminal justice information between their RMS systems and CISS.

The certification documentation is extensive and covers a variety of business and technology topics. The business section is designed to assist with identifying stakeholder business process rules that impact the development and use of local law enforcement agency Records Management Systems (RMS). The technology section will be used to assist RMS vendors with developing software interfaces to support CISS Information Exchanges.

The CJIS team sent out the draft copy of the RMS Certification business document and review process agenda to the agency stakeholders and began a series of certification review meetings with them. The objective of the meetings is to identify RMS business rule processes and corresponding technical guidelines necessary to support CISS Information Exchanges and workflows with RMS systems.

Meetings with the vendor community to review the technical documentation are scheduled for November and December. Through these processes, CJIS hopes to provide both groups with the opportunity to collaborate and agree on the certification guidelines and processes. ■

Happy Thanksgiving!

CISS Project Management Updates

The CISS project is moving forward with three separate but interrelated Waves; Wave 0, Version 1.5, Search Release 1, and Wave 1.

Wave 0, Version 1.6

Over the past month, the CJIS technical team created the fourth and last remaining software development environment, Production, and performed other work activities necessary to support the upcoming CISS software release for Search Release 1 (SR1).

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

To monitor the performance and availability of the CISS servers, CJIS installed Systems Center Operations Manager (SCOM) software. A cross-platform data center management system for operating systems, SCOM uses a single interface that shows state, health and performance information of computer systems. It also provides alerts generated according to some availability, performance, configuration or security situation being identified.

The CJIS technical team reviewed and completed the agreement with Xerox on the High Availability Server design build-outs.

In November, the focus of the CJIS technical team will be on preparation for the release of SR1. The team will execute system health checks and re-

Accomplishments

1. Prepared management servers
2. Designed and tested patch, backup and restore management strategies
3. Installed SCOM software
4. Reviewed and Sign-Off of Xerox High Availability Server design build-outs

Next Month

5. Define system health checks and alerts notifications
6. Perform High-Availability tests
7. Define performance baselines
8. Work with Xerox on knowledge transfer and document SOP
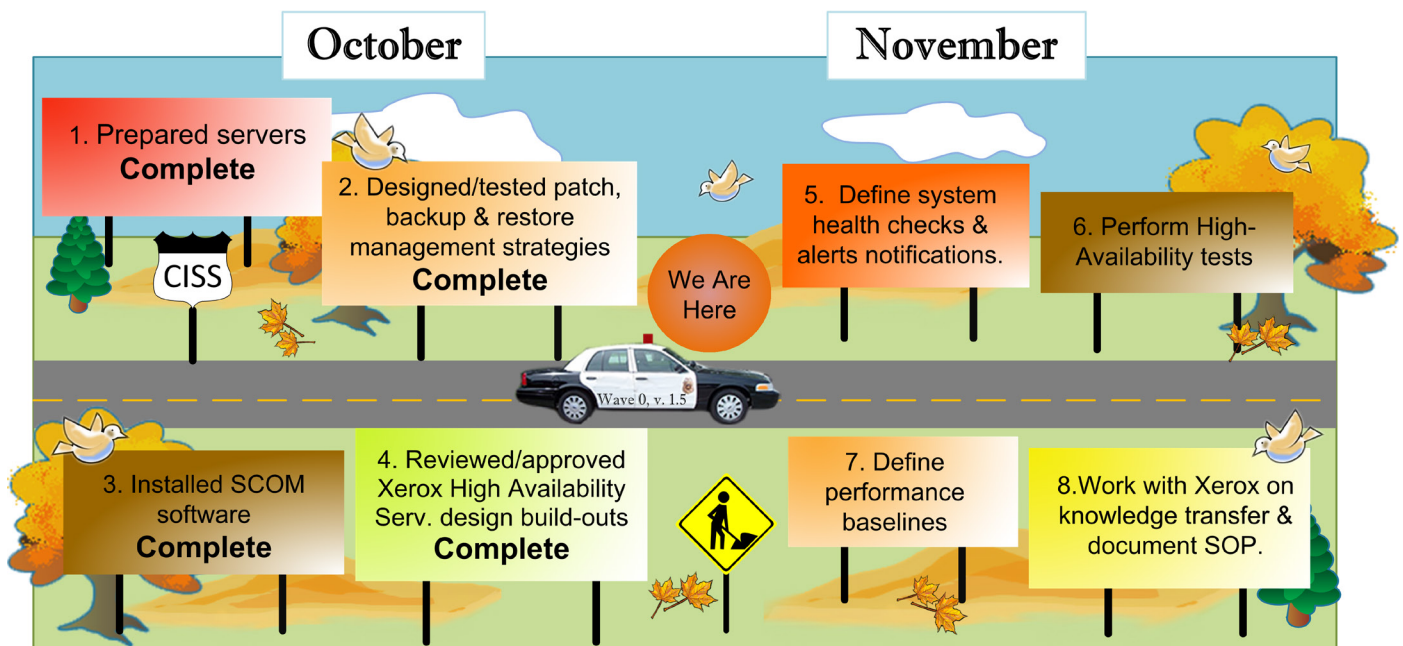
CISS Project Management Updates, continued from page 4

Search Release 1

During October, tasks for the final stages of Search Release 1 (SR1) were completed, while work continued on the early stages of Search Release 2 (SR2).

For SR1, Xerox and CJIS confirmed the release plan (including dates and responsibilities), outlined the training strategy and allocated responsibilities. The CISS team completed their design work for the User Interface (UI), delivering it to Xerox on schedule. Xerox will use the model as a reference when creating the User Interface and begin the development phase in November.

CJIS business analysts completed their drafts for the thirty-four contract requirements that will be addressed in SR2. The detailed review, feedback, update and acceptance cycle for these requirements is scheduled to start in November 2013.

Judicial branch stakeholders completed their review of the Criminal and Motor Vehicle System (CRMVS), Protection Order Registry (POR) and Centralized Infraction Bureau (CIB) search source requirements for SR2. Xerox will review the requirements and compare the written requirements to the data, make any changes and start the formal design.

Also next month, CJIS and Xerox will work on a detailed agreement for Xerox to test certain contract requirements. Xerox and CJIS are also working out the details for a joint testing exercise.

Accomplishments

1. Aligned milestones for Search Releases with Xerox.
2. Organized training requirements with Xerox and assigned training tasks.
3. Design work on the UI completed by CJIS and sent to Xerox.
4. Completed the draft requirements for the thirty-four contract requirements to be satisfied in SR2.
5. ncorporated Judicial Branch feedback on CRMVS, POR and CIB search source requirements.

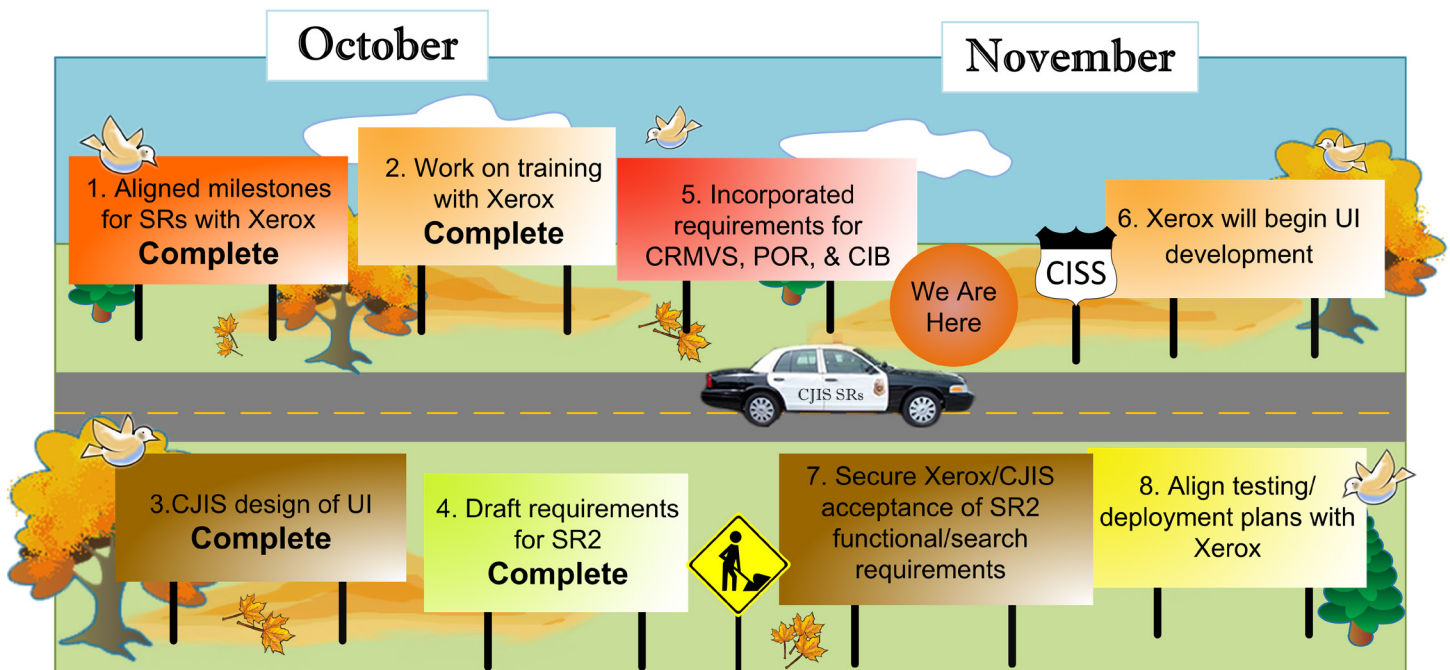### Next Month

6. Xerox development of the UI will

Next Month (contin.)

begin.
7. Secure joint Xerox/CJIS acceptance of the completed SR2 functional and search sources requirements.
8. Align testing and deployment plans between Xerox and CJIS.

CISS Project Management Updates, continued from page 5

Wave 1

In October, work continued with stakeholders on finalizing the Wave 1 requirements. The Wave 1 workflow is based on arrest information that needs to travel between local Law Enforcement Agencies and other criminal justice agencies. Stakeholders spent time with the CJIS business team to review and finalize the rules for each agency that determine when information should be transmitted, what information should be transmitted, and who is allowed access to it.

As each set of requirements is finalized with stakeholders, they are submitted to Xerox for their review and acceptance. All requirements for Wave 1 will be finalized and signed off by Xerox by November 22, 2013. Xerox will then begin the design work for Wave 1.

The CJIS business team also began reviewing Wave 2 requirements with stakeholders and will continue to work with them through November and beyond. The Wave 2 workflow is for Misdemeanor Summons.

In November, the focus is to match agency authorized persons to Wave 1 forms using Global Federated Identity and Privilege Management (GFIPM), a program funded jointly by the U.S. Department of Justice (DOJ) and the U.S. Department of Homeland Security (DHS), under the direction of the Global Justice Information Sharing Initiative. The GFIPM program uses a federated model that is secure, scalable, and cost-effective to enable

Accomplishments

1. Continued to work with stakeholders to finalize W1 requirements.
2. Submitted additional finalized W1 requirements to Xerox.
3. Began reviewing W2 requirements with stakeholders.
4. Determine security mappings for W1 forms.

Next Month

5. Work with agencies to determine how their systems will interface with CISS.
6. Complete all Wave 1 requirements by Nov. 22.
7. Continue work on W2 require-

Next Month (contin.)

ments.
8. Work with Xerox to finalize milestone dates for W2-7.
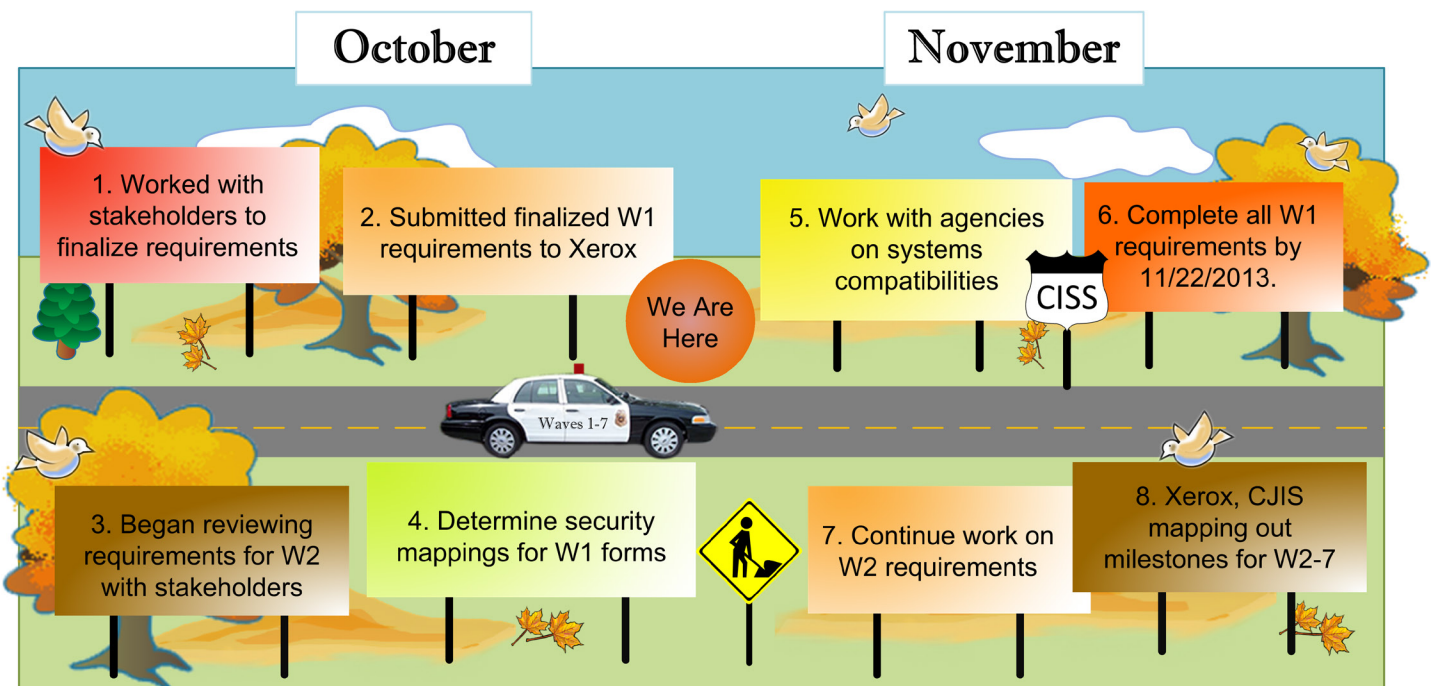
October Governing Board Meeting Highlights

The third quarter Governing Board Meeting was held on Thursday, October 17, 2013, at the Division of Criminal Justice in Rocky Hill, CT. Judge Patrick Carroll, III, and Mike Lawlor presided over a crowd of over forty Governing Board members and guests. Before the presentation began, Judge Carroll and Mike Lawlor announced that Michael Pollard would be leaving the Governing Board, and that this meeting would be his last as Designee for Senator Eric Coleman. He was thanked for his contributions by all in attendance.

Top: Peter Smith and David Wright, John Russotto and Mark Raymond.
Bottom: Joan Hilliard and Joe Verrengia.

Executive Director, Sean Thakkar then presented the agenda and introduced Rick Hegwood, CISS Durational Project Manager. Hegwood said that he is focusing on three things from the last Governing Board Meeting; Stakeholder management, CJIS Security Policy, and CISS project planning.

Hegwood is considering the support needs for the project when it goes into production, including stakeholder and CJIS roles, and for all Information Exchanges. He also created a draft sched-

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Wave 0, continued from page 4

view alerts notifications, perform High Availability tests, and define performance baselines. Xerox representatives will work with the team to provide technical documentation and knowledge transfer. The team will work on creating Standard Operating Procedures (SOPs) for the support of CISS applications. ■

SR1, continued from page 5

Planning will begin on the installation of the first Search Release software on CJIS servers. Xerox and the CJIS will work out the scheduling, server selection, validation, and future installation process details.

Xerox will complete its development of the PRAWN search source code in November. They plan on completing their own testing of this code in December. ■

Wave 1, continued from page 6

information sharing for state and local agencies. One of the guiding principles of GFIPM is to seek to understand and meet the needs of state and local agencies through a collaborative, consensus-based process between major stakeholders of those agencies and the federal government.

Currently, there is no single statewide system for criminal justice agencies, and while some systems are in the process of being updated, others are very old. The CJIS business team will work with each agency to determine how to interface their computer systems with CISS.

Additionally, the CJIS business team and Xerox will work together to finalize the milestone dates for Waves 2-7. ■

PMO Perspective, continued from page 2

program (for those who do not need POST credit). The CBT will be accessible online and will allow a user to learn at their own pace. A POST Certified Instructor will provide instructor-led training to authorized users as CISS software becomes available to their agency, either at the agency site or at a CJIS selected site. Both programs offer certification, which is required before an authorized user can access CISS.

Using Software to Leverage Support Resources

In support of the CISS system, the CJIS Operations and Development teams work together to ensure that the CISS applications and system hardware are managed and running smoothly. If problems occur, they must be able to resolve any issues quickly with as little down time as possible. To aid in this endeavor and to capitalize on the significant leverage that properly used technologies can bring, the CJIS team will employ a combination of two monitoring applications, Microsoft System Center and Nastel,

as well as a few other tools. These applications will provide real time monitoring on the CISS system for both hardware and software components. Programmed with the built-in ability to predict problems in a system before a system failure occurs, the monitoring applications will alert the support teams if there are any issues that need immediate attention. The teams can make adjustments to the system as needed, thereby avoiding a possible serious malfunction.

24x7 Help Desk Support

Support for the more than 23,000 users will be in the form of a twenty-four hour, seven days a week help desk system. Under consideration for help desk services are either a third party outsourcing solution or a CJIS operated help desk solution. All help desk support personnel will undergo security background checks. To track and record incidents, the CJIS team is exploring two types of tracking software; Microsoft System Center and Footprints, which is currently being deployed by DAS-BEST. Written reference materials available to support the help desk

team will include Standard Operating Procedures (SOPs), online documentation, and online-based Frequently Asked Questions.

Governing Change Management in the CISS Project

As we all know, the one certainty is change. The CJIS Operations team is working on the Change Management process for internal CISS changes, criminal justice agency changes and Legislative changes. This will include a Change Advisory Board (CAB) to approve requested changes.

CISS User Group

We plan to re-initiate the CISS User Group next year as we roll out additional users and deploy new releases for CISS. This will allow CISS users to give us the feedback needed to improve the value of CISS to the CJIS community.

As we move forward with this planning, we will also reach out to the CJIS community for their valuable input in the formation of the plans and implementation of CISS. ∎

CJIS Transitions

CJIS's John Cook and Lucy Landry

Lucy Landry, Senior Project Manager for Wave 1, is leaving CJIS to pursue other avenues. Landry began work on Wave 1 in June of 2012 and contributed to the preparation and launch of the CISS project in January of 2013.

John Cook, Senior Project Manager for Wave 0, will be assuming Landry's duties as Senior Project Manager for Wave 1. The CJIS team wishes Landry success in her future endeavors. ∎

October Governing Board, continued from page 7

ule for all of the releases and has sent out the document for review. CJIS is trying to improve their relationships

Rich Sparaco, Bob Cosgrove and Erika Tindill.

with stakeholders, obtain their feedback, and get them more involved in the decision making process. Hegwood proposed that they meet more often than quarterly to discuss issues. It was decided that the three subcommittees (Administrative, Technology, and Implementation) should be united for a single community meeting.

Hegwood talked about the CJIS Security Policy and about the FBI docu-

ment that was sent in March of 2013. He mentioned that there are a few points in that document that he and the CSO, Joan Hilliard, are trying to address. At the Governance Meetings, Hegwood, Hilliard and a select number of the Governing Board members discussed the FBI's Management Control Agreement (MCA), and will continue to have discussions on the CJIS Security Policy and the MCA. To aid in the decision making process on the security issues and to help Hilliard and the FBI to better understand how CISS operates, Hegwood will be sending a security information presentation that he and Xerox representatives are working on that describes CISS security in greater detail.

Hegwood is working on finalizing agreements with Xerox on the contract amendment. There is a risk that the contract amendment will not be settled quickly and it will slow down the project. CJIS is looking to the Governing Board for their guidance and decision on this issue.

Information sessions were held with the CISS team to educate them on the correct technical terminology of CISS. A series of workshops to educate the community on CISS, including business and technical informative sessions, is also being

planned.

In April, 2014, CJIS will be sending an Information Exchange to a group of stakeholder technology experts. These experts will need to work with CJIS to test the Information Exchange and offer their feedback.

Bob Kaelin of MTG wrapped up the presentation with his Independent Verification & Validation report. Though two areas of risks increased (Contractor Performance and Technology), two areas improved (User Involvement and Project Management). The overall risk for the project went up only slightly.

Lawlor said that the Governing Board has a responsibility to work on the issues sooner than the next scheduled

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

Governing Board meeting. Judge Carroll agreed and suggested that they meet and work out the issues in the bi-weekly Governance meetings and target a date for a Special Governing Board Session in the first week of December. ∎

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

～ Meetings ～

The next **CISS Monthly Status Meeting** will be held on November 15, at 1:00 PM at 101 East River Drive, East Hartford.

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