Joe Verrengia, a Model of Public Service

The Newest Member of the CJIS Governing Board Shares His Thoughts on Information Sharing

State Representative Joe Verrengia is the newest member of the CJIS Governing Board. Verrengia has a long history as a servant of the state of Connecticut. Born and raised in West Hartford, CT, he attended public schools and went on to study at Northeastern University before accepting a position on the West Hartford Police Department. He was promoted to sergeant in 2012 after serving there for twenty-three years. Verrengia became involved in state politics early in his career on the police force while advocating for police issues. Encouraged by his successes, he served three terms on the West Hartford Town Council and five years as the Commissioner of the Metropolitan District Commission. Elected to the State House in a special election in 2011, Verrengia was named to the Legislature's Judiciary and Transportation committees. This year, besides being asked to serve on the CJIS Governing Board, he was appointed Vice Chair of the Public Safety and Security Committee.

State Representative Joe Verrengia.

Verrengia considers one of his greatest successes is his commitment while on the Town Council to the proposal, planning and establishment of Blue Back Square, a flourishing upscale shopping and entertainment complex in West Hartford. Verrengia also worked closely with representatives from the MDC's eight member towns on the Clean Water Project. The Clean Water Project is a two-billion dollar project that would separate sewage from storm water in the greater Hartford and surrounding areas.

Verrengia is a longtime advocate of CJIS and says that a shared information system is long overdue. As the newest member of the CJIS Governing Board and as a sergeant in the West Hartford Police Department, Verrengia sees the value of a comprehensive information sharing system, especially from an officer safety point of view. Not enough information is getting to the officer on the street. "We are currently behind the curve when it comes to officer safety," he said.

Besides officer safety, Verrengia sees CISS as a way to become more efficient. Currently, time is wasted looking for and rewriting misplaced paperwork

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

"Doing a lot more with lot less"

Mike Lawlor, Under Secretary, OPM

RMS Certification Guidelines

The CJIS team is in the process of developing data connections and software interfaces from CISS to state and local law enforcement agency Records Management Systems (RMS) and Computer Aided Dispatch (CAD) systems.

When connected, CISS will provide access to search sources and information exchanges with many state and local criminal justice agencies. To assist in this effort, CJIS has created a certification process using national and state standards for RMS and CAD systems participating in CISS.

Definition of RMS Certification

RMS certification is a collection of guidelines and processes intended to ensure law enforcement agencies and police departments can efficiently and effectively exchange criminal justice information between their RMS and CISS. Under the certification process, stakeholders, vendors, and the CJIS team will collaborate on data element names and clarify how they are used.

The RMS Certification Process

CJIS developed a baseline certification package that was presented for review by Judicial, DOC, LEA stakeholders and respective vendors. After this review is complete, the certification package will be assembled, codified and published as a standard reference for the community.

The RMS certification guidelines will address the following information exchange issues:

- Time management
- Error prevention
- Manual versus electronic exchange of information

Community Engagement

CJIS plans to notify all agencies and system vendors currently operating in the State of Connecticut about the RMS certification process. For the next step, the CJIS team has begun work to review the certification package with three RMS certification pilot agencies identified by the Connecticut Police Chiefs Association (CPCA). The documentation package will be updated using feedback collected from the pilot group and forwarded to the CJIS community for review.

Once reviewed, CJIS will meet with stakeholders, vendors, and CJIS team members to examine the mandatory data elements, information exchange packages and validation requirements. ■

PMO Perspective: Understanding CISS

Mark Tezaris, CJIS Program Manager

The CJIS team has been reaching out to the criminal justice community in the last few weeks for feedback on the CISS project. We have noticed that there are some misunderstandings about the components of CISS; specifically how they work and relate to one another and what they mean to our stakeholders. This article will provide a high level view of each major component of CISS, review some of the risks, and show the work that is being done to implement CISS.

CISS provides the CJIS stakeholder community with the ability to share information through two basic methods; information dissemination to agencies by way of Workflow Waves (W), and Search Releases (SR) as a by-product of information gathering. Workflow Waves are sequences of operations that automatically send specific information (for example, arrest details) directly to authorized users based on predefined business rules and security requirements. Search Releases provide a way for an authorized user to search through existing CJIS databases for information of interest.

Phase I of CISS began in January, 2012 and is targeted for completion in December, 2014. It will consist of several Waves and Search Releases.

Agencies that will benefit from Phase I of the CISS Project include:

- Law Enforcement Agencies (LEAs)
- Department of Correction (DOC)
- Department of Motor Vehicles (DMV)
- Department of Criminal Justice (DCJ)
- Division of Public Defender Services (DPDS)
- Court Operations - JUD
- Court Support Services Division (CSSD) - JUD
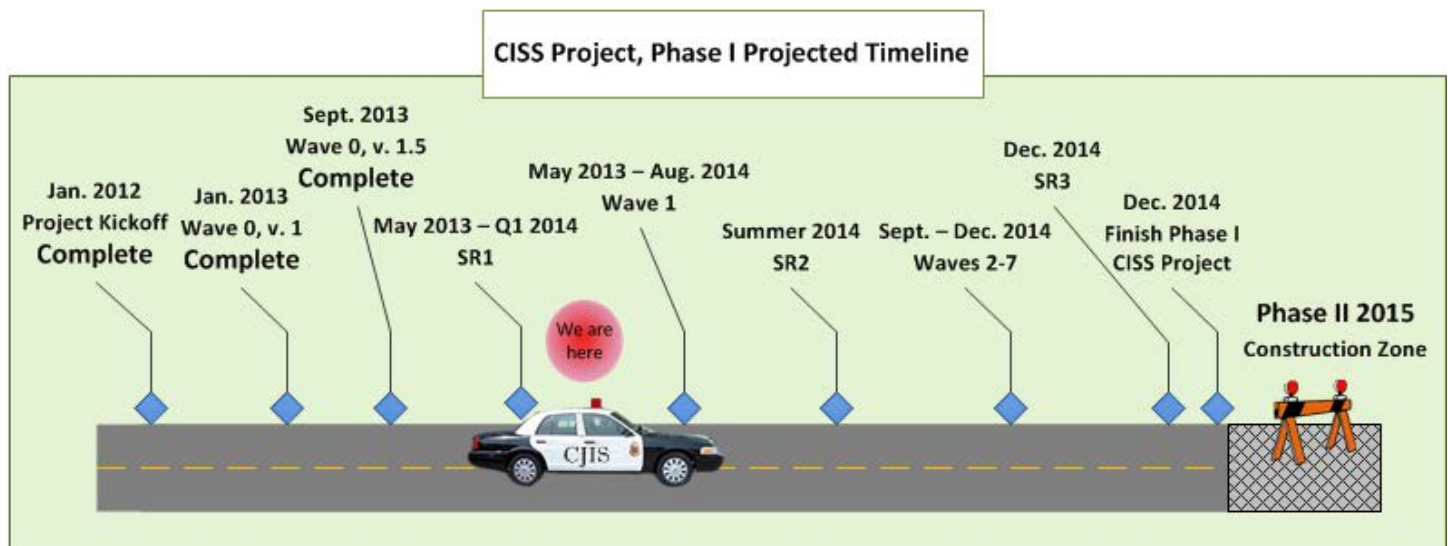- Board of Pardons and Paroles (BOPP)

Wave 0

Wave 0 establishes the technology foundation for the CISS application and will focus on the hardware and operating system software needed to support it.

Wave 1

Waves 1-7 consist of Information Exchanges that will replace much of the movement of the paper that occurs today.

Wave 1, the first of seven Workflow Waves for CISS Phase 1, sends arrest information from the police to each of the state agencies that need to receive it. This flow of information begins when an officer enters a Uniform Arrest Records (UAR) into his/her existing Records Management System (RMS). The RMS will automatically transmit that UAR to CISS. CISS stores the information and uses predefined business rules to automatically send some or all of the information to other criminal justice agencies (Department

CISS Project, Phase I Projected Timeline

Jan. 2012 Project Kickoff Complete

Jan. 2013 Wave 0, v. 1 Complete

Sept. 2013 Wave 0, v. 1.5 Complete

May 2013 – Q1 2014 SR1

We are here

May 2013 – Aug. 2014 Wave 1

Summer 2014 SR2

Sept. – Dec. 2014 Waves 2-7

Dec. 2014 SR3

Dec. 2014 Finish Phase I CISS Project

Phase II 2015 Construction Zone

CISS Project Management Updates

John Cook, James Harris, and Lucy Landry — Senior Project Managers

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 1.5

The CJIS technical team is finishing the construction of the User Acceptance Testing (UAT) framework for the Software Development Life Cycle (SDLC). The UAT environment, which is a copy of the System Test environment, is the third stage of the cloning project commonly known as Rapid Provisioning.

UAT is the third of four stages of the software development environment. The next and final stage is the Production environment. In UAT, technical and non-technical users are assigned to test the development environment for errors and system performance.

The cloning of the System Test environment was accomplished in two days, as compared with a manual construction that used to take approximately forty-eight days to complete.

The provisioning of one hundred and fifty virtual servers for CISS is complete. ∎

ACCOMPLISHMENTS

1. Designed cloning and Rapid Provisioning.
2. Cloned System Test virtual machines to the UAT environment.
3. Provisioned virtual machines in the UAT environment.
4. Introduced a new firewall to enhance system security.

NEXT MONTH

5. Complete Production environment.
6. Clone and provision virtual machines in the Production environment.
7. Begin environment testing.
8. Update documentation.
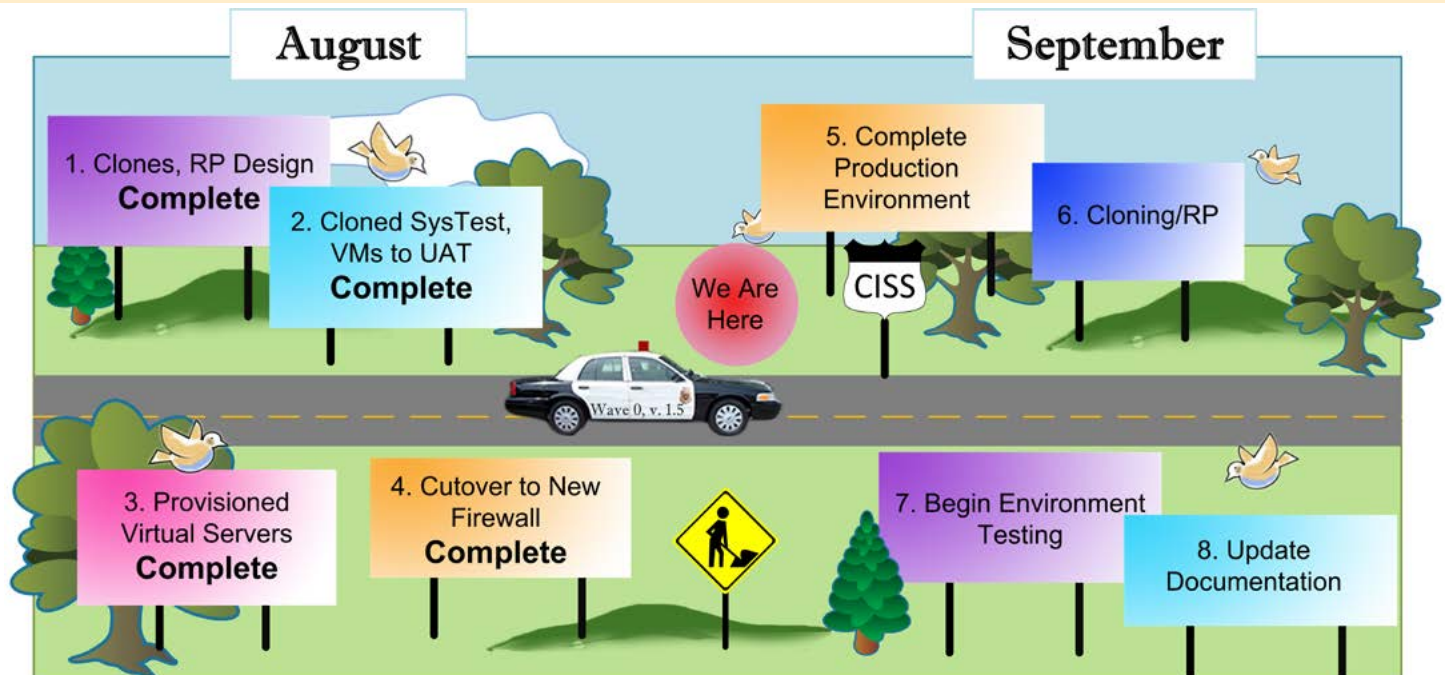
CISS Project Management Updates, continued from page 4

SEARCH RELEASE 1

The CJIS team completed data replication for Department of Correction's (DOC's) Offender Based Information System (OBIS) and for Paperless Re-Arrest Warrant Network (PRAWN), which is a copy of the information for the search sources. CJIS houses copies to avoid slowing down DOC'S or Judicial's production systems. Replications may run every fifteen minutes or as little as once a day. After creating new fields, the team will check the logs for errors.

The CJIS team hosted a user interface design session for law enforcement. As a result, stakeholders, Xerox and the CJIS team are moving forward on a user interface (menu and layout design) for the software that is responsive to target audiences in law enforcement. CJIS and Xerox will meet to develop a joint agreement on the user interface design.

The team reached an agreement with Xerox for the scope of contract requirements that will be included in SR2. For example, requirements for Alerts will be addressed.

Xerox and CJIS worked together on three different design specifications and signed the agreement documents.

The CJIS team completed data mapping, which consists of fields that CISS will use in searches of the Criminal and Motor Vehicle System (CRMVS), Protection Order Registry (POR), and Centralized Infraction Bureau (CIB).

A Search Release 2 project charter is under internal review. ∎

ACCOMPLISHMENTS

1. Completed data replication for DOC's OBIS and for PRAWN.
2. CJIS team hosted a user interface design session for law enforcement. Received stakeholder and CJIS support to design a user interface responsive to target audiences in law enforcement. CJIS, Xerox will meet to develop a joint agreement on the user interface design.
3. Xerox, CJIS agreement for contract requirements for Search Release 2.
4. Xerox, CJIS produce three different design specs, signaling agreement to design and develop search sources, and signed the documents.
5. Completed data mapping (fields for searches) for CRMVS, POR, and CIB.

NEXT MONTH

6. Work with DAS/BEST and Xerox to develop training materials.
7. Develop requirements for community portals for SR2.
8. Meet with Judicial to validate requirements for POR.
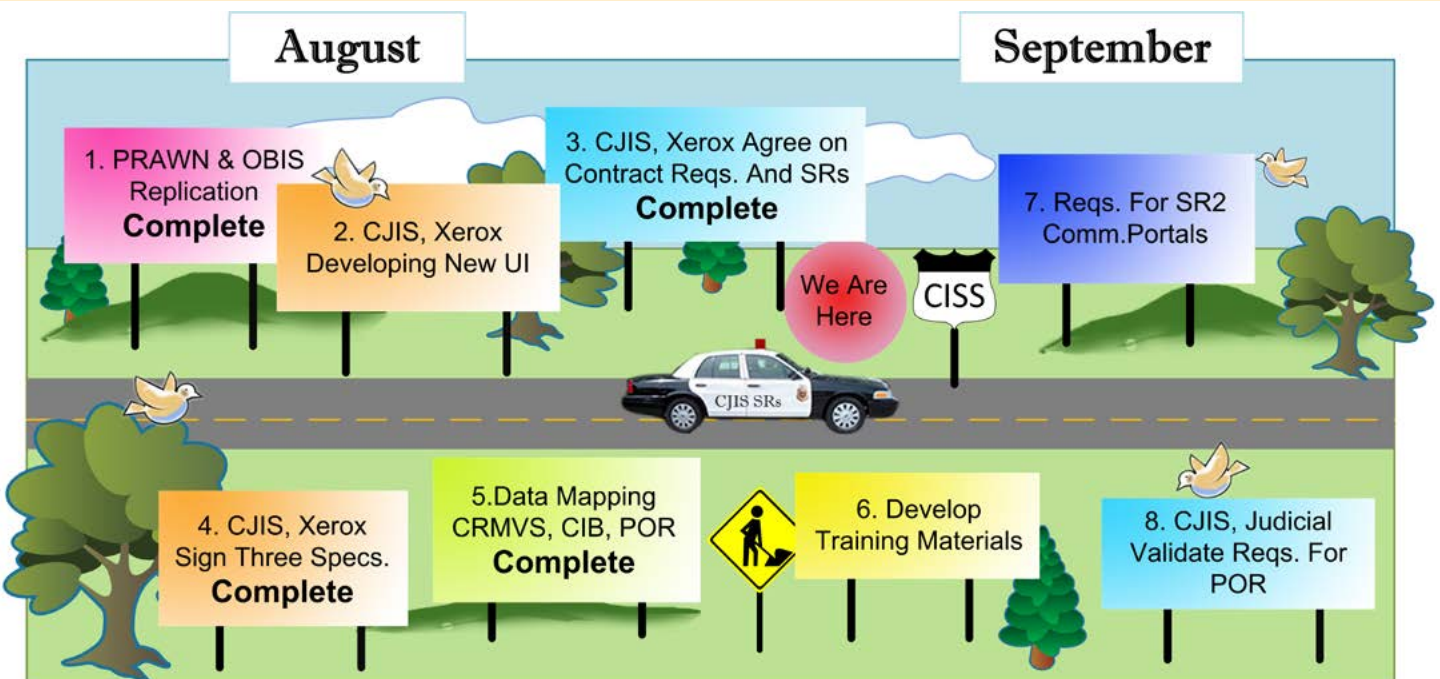
CISS Project Management Updates, continued from page 5

WAVE 1

The CJIS team met with stakeholder agencies, including the Department of Emergency Services & Public Protection (DESPP), Connecticut Police Chiefs Association (CPCA), Division of Criminal Justice (DCJ), Department of Correction (DOC), Board of Pardons and Paroles (BOPP), Department of Motor Vehicles (DMV) and Judicial (JUD), to finalize numerous requirements for Wave 1. The team also submitted requirements to Xerox for transmitting Uniform Arrest Records (UARs) from Law Enforcement to CISS.

Requirements are being finalized with stakeholders for redactions and restrictions.

Work has begun with Court Support Services Division (CSSD) to define how Case Management Information System (CMIS) will interface with CISS. Meetings have begun with stakeholders to define requirements for the CJIS Community Portals for Wave 1.

For future Waves, work on requirements for notifications for misdemeanors has begun.

The CJIS team will be working on requirements for the remaining Workflow Waves, and will work with stakeholders and Xerox to develop a detailed schedule for completing all requirements by Feb 2014. ∎

ACCOMPLISHMENTS
For Wave 1

1. Met with stakeholder agencies (DESPP, CPCA, DCJ, DOC, BOPP, DMV and JUD) to finalize numerous requirements.
2. Submitted requirements to Xerox for transmitting UARs from Law Enforcement to CISS.

For Waves 2-7

3. Began work on requirements for notifications for misdemeanors.

NEXT MONTH
For Wave 1

4. Work with stakeholders to finalize requirements for redactions and restrictions.
5. Begin working with CSSD to define how CMIS will interface with CISS.
6. Begin working with stakeholders to define requirements for CJIS Community Portals.

NEXT MONTH (CONTINUED)
For Waves 2-7

7. Work with stakeholders and Xerox to develop detailed schedule for completing all requirements by Feb 2014.
8. Prioritize requirements for remaining Workflow Waves.
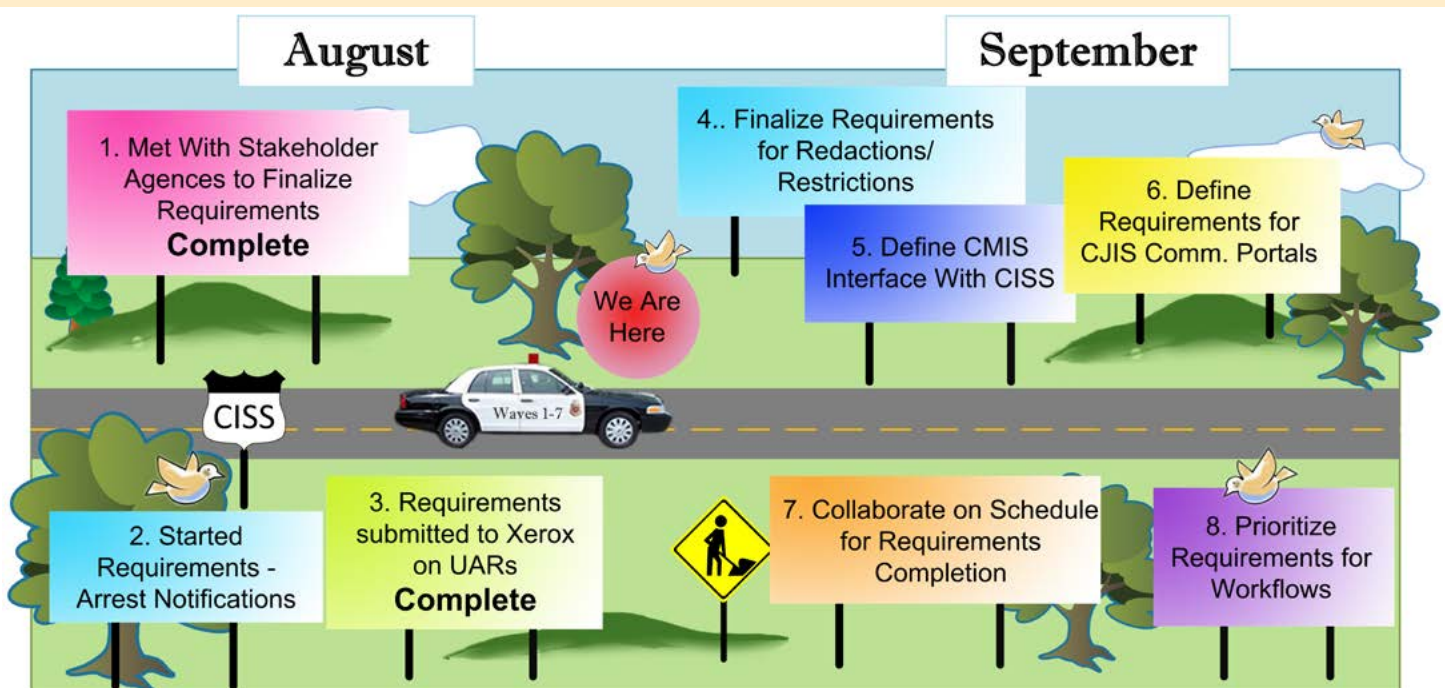
CJIS Governing Board Meeting Highlights

The second Quarterly Governing Board Meeting took place on August 15, 2013 at the Division of Criminal Justice in Rocky Hill, CT. Mike Lawlor, Co-Chair, Under Secretary, Office of Policy and Management, and Judge Patrick L. Carroll III, Co-Chair, Deputy Chief Court Administrator, presided over the heavily attended two-hour-long meeting, which was rescheduled twice from the original date of July 15. Lawlor opened the meeting with the introduction of Joe Verrengia, who is the Designee for State Representative Gerald Fox III, as the newest member of the CJIS Governing Board.

Judge Patrick L. Carroll III talking with Sean Thakkar.

One of the reasons that the meeting was rescheduled was to include Bob Kaelin, a consultant from MTG Management Consultants, who provides independent verification and validation of the CISS project. Kaelin gave a presentation that outlined the risks to the project and presented some solutions that would address the issues. Kaelin said that risk increased since the last Governing Board meeting in April, from a sixty-one to sixty-eight risk assesment number. Issues that led to a jump in risk are the use of FBI data in CISS and the determination of the types of data that will be shared using CISS. Discussion between Board members and Kaelin revealed that there was a misunderstanding as to what was needed from the FBI and the reasons for it. Kaelin added that CISS will not compete with COLLECT as a source of FBI data, and that CISS does not need any information from the FBI other than the FBI number, if it exists.

> *"...concerns of the stake-holders, vendors, and key project managers need to be regularly communicated."*

Mr. Lawlor mentioned that the most significant item that occurred is that Xerox volunteered a national expert, Jason Mull, as the CJIS Security expert who engaged with Commissioner Bradford's group (DESPP) and the Chief State's Attorney Office to review concerns, proposal, FBI security standards, and what other states do. As a result, there's a better understanding of the CJIS project, including how it will comply with FBI standards.

Concerns about miscommunication and alignment between interested parties were expressed by several members of the Governing Board. For this reason, the Board, with approval by OPM, decided to bring in a durational senior project manager that would work on CJIS project issues and on stakeholder relations. Processes are underway to identify someone for this position.

On the vendor side, Xerox has concerns about the billing process, standards expectations, and benchmarks. Recently, a series of meetings with Xerox representatives and Karen Buffkin, Deputy Secretary of OPM, took place. Buffkin spoke with Xerox about their expectations concerning the project and reviewed the contract. Buffkin will sort

Commissioner Reuben Bradford, Mark Panaccione, John Rusotto, and Bob Corona.

through the changes, if necessary, that may potentially affect the contract.

August CJIS Governing Board Meeting, continued from page 7

Sean Thakkar and Garvin Ambrose.

Kaelin reminded everyone that the program is twelve months overdue, which significantly impacts Xerox's work effort. The project team is larger and accomplishing work at the expected pace, but delays may potentially raise the cost of the project. Kaelin recommended that the project continue with the Uniform Arrest Records (UAR) component. He also recommended that the project team be refocused and the stakeholders become more engaged.

Lawlor stated that concerns of the stakeholders, vendors and key project managers need to be regularly communicated and the CJIS Governing Board should act as facilitators of the project. Several Governing Board members agreed they should meet on a weekly basis to work out some of the major issues that need immediate attention. A special meeting will also be scheduled for Governing Board members to provide updates on the moving forward strategy and determine solutions to outstanding issues. ∎

Kevin Kane and Mark Raymond.

Joe Verrengia, continued from page 1

on a daily basis. This takes officers away from their most important work, which is guarding the safety of our citizens. He also said that there is a general disconnect between police departments and the court system. Critical information is often lost or is never shared with agency officials. Verrengia hopes that the new system will eliminate a lot of paperwork and streamline information sharing through electronic exchanges of information, and bridge the gap between the police department and the court system.

Verrengia is impressed with the progress of CJIS and is looking forward to working with other board members in support of CISS. He is still learning about how CISS works and what still needs to be done, and plans to meet with the stakeholders in the near future to get a better understanding of the project. In doing so, Verrengia sees his role as intermediary between officials of municipalities and the state.

Verrengia likes CJIS Executive Director Sean Thakkar's approach, which is to take it slowly, in small increments. His focus will be to help CJIS move forward with the project and to make sure that it stays on track and on budget. ∎

> *"We are currently behind the curve when it comes to officer safety."*

⚬ Meetings ⚬

The next **CJIS Governing Board Quarterly Meeting** will be held on October 17, 2013 at 1:30 PM at Office of Chief State's Attorney, 300 Corporate Place in Rocky Hill.

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

of Criminal Justice (DCJ), Court Operations, Court Support Services Division (CSSD), Board of Pardons and Paroles (BOPP), Department of Correction (DOC), and Department of Motor Vehicles (DMV)).

Waves 2-7 will include workflows for Misdemeanor Summons, Infractions, Arraignment/First Appearance, Post Arrest, Disposition, and Post Judgement.

Search Release 1 (SR1)

Search Releases 1-3 add criminal justice agency data sources for searching in CISS.

Search Release 1 will include the Paperless Re-Arrest Warrant System (PRAWN) from the Judicial branch and the Offender Based Information System (OBIS) from DOC.

In each Search Release, CISS will provide authorized users the ability to search for information from participating Connecticut criminal justice agencies based on business rules and security requirements using one system, rather than multiple searches in multiple systems. The people who see the information today on paper will be able to see it electronically in seconds. For example, if a law enforcement officer enters a vehicle's license plate number into the CISS search screen, the officer will learn whether the car's registration is current and whether the registered

owner is wanted by any agency. Through this or a follow-up search, the officer could learn whether the owner was recently arrested or released from prison, is the subject of a protective order, is registered as a sex offender, has court cases pending, has bail release conditions, is on parole or probation, has a history of violence against police officers, and a myriad of other pertinent information.

Fourteen criminal justice systems will be available for search once the CISS project is completed. Because of both the technical complexity and the need to provide information to users as soon as it becomes available, CJIS will provide search capability in "releases." Each release is distinguished by their assigned data systems and their customized user features.

Search Release 2 (SR2) search sources will include Criminal & Motor Vehicle System (CRMVS), Centralized Infraction Bureau (CIB), Protection Order Registry (POR), and Department of Correction (DOC). Master Name Index/Computerized Criminal History (MNI/CCH) will be in either SR2 or SR3.

Search Release 3 will include Department of Emergency Services & Public Protection (DESPP), Case Management Information System (CMIS), and Board of Pardons & Paroles (BOPP).

CISS Project Risks

In our communication with the CJIS community, some risks to the project were brought to the Board's attention that may delay the project, compromise data and increase costs.

To mitigate these concerns, the cochairs have recommended the following CISS Moving Foward Strategy:

- Work with Xerox to remediate the project scope and implementation schedule.

- Review staff assignments in accordance with project changes.

- Hire a durational senior project manager to manage the CISS project.

- Implement a governance process to manage project and stakeholder issues effectively.

Summary

In Phase I, Wave 0 will provide the technology foundation for the CISS application, Search Release 1 will provide data sources, and Wave 1 will enable criminal justice agencies to interact with CISS and automatically send information to other Connecticut criminal justice agencies. Once all phases are completed, the CISS project is expected to provide information securely and quickly to authorized users in the CJIS community. This will aid in improving public and law enforcement safety, save approximately $15 million per year in time and resources, and open the door to new business intelligence information for predictive analysis and capacity planning for CJIS agencies and the state. ∎

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