



STATE OF CONNECTICUT
Criminal Justice Information System Governing Board
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CJIS Governing Board
Humayun Beg, Executive Director

January 1, 2018

To: Connecticut General Assembly
Joint Committee on Judiciary
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Subject: Report on the Status of the Design and Implementation of the Connecticut Information Sharing System (CISS)

In accordance with Section 54-142q of the Connecticut General Statutes, the Report on the Status of the Design and Implementation of the Connecticut Information Sharing System (CISS) is forwarded.

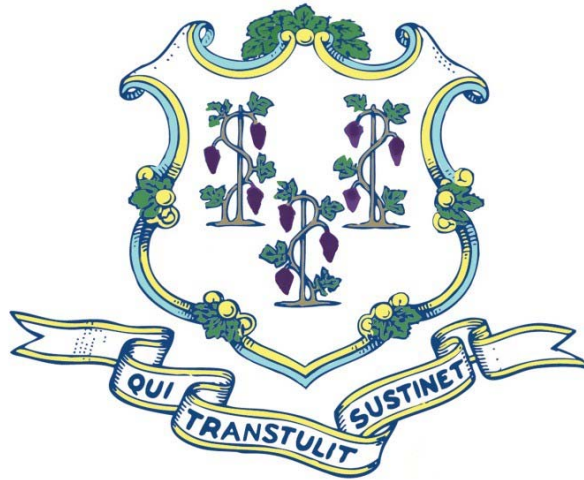
This report includes the status update of the expanded organization of the Criminal Justice Information System (CJIS) Governing Board, Governing Board initiatives taken in the last six months, and the significant next steps in the development of the Connecticut Information Sharing System (CISS) as specified by legislation.

The report was prepared by CJIS Executive Director, Humayun Beg. Should there be any questions, they may be directed to him at 860-622-2061.

Michael Lawlor
Under Secretary, OPM
Co-Chair

Patrick L. Carroll, III, Judge
Chief Court Administrator
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Report on the Status of the
Criminal Justice Information System (CJIS)
to the
Connecticut Legislature

Submitted by
The CJIS Governing Board

January 1, 2018

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CJIS Background

The Connecticut Criminal Justice Information System (CJIS) was established to design and implement an information technology system to be used by Connecticut Criminal Justice and Law Enforcement Agencies (LEAs) to share Criminal Justice information in a secure environment, thereby enhancing informed decision-making.

In 2007, influenced by the Cheshire home invasion, the State of Connecticut undertook a review of its Criminal Justice process. As a result of that review, State of Connecticut Public Act 08-01 (P.A. 08-01) was passed. P.A.08-01 not only provided for change to the penal code, it also provided for change to the current Criminal Justice information sharing process in an effort to provide for a safer community for the citizens of the State.

As part of the changes put forth by P.A. 08-01 (later codified as CGS 54-142s), the CJIS Governing Board was charged with designing and implementing a comprehensive, State-wide system to facilitate the sharing of information between all Criminal Justice Agencies. A plan for a new information sharing system, the Connecticut Information Sharing System (CISS), was established.

The CJIS Governing Board is statutorily authorized to develop plans, maintain policies and provide direction for the efficient operation and integration of Criminal Justice information systems, whether such systems service a single Agency or multiple Agencies (according to Connecticut General Statutes § 54-142q(f)).

Information that is shared will be accessed only by authorized personnel in Criminal Justice Agencies, according to federal laws and the laws of the State of Connecticut. CISS users accessing FBI data will be authorized by the CJIS Systems Officer (CSO) in accordance with a Management Control Agreement. Each user will sign an agreement pledging to honor the current security policy, and acknowledging the penalties that may be imposed for improper access, use or dissemination of FBI data. Users are required to complete a training program that includes instruction on the confidentiality of all shared information, the acceptable use of the information, and the penalties associated with misuse of the information as imposed by the CSO or his/her designee.

This report is prepared pursuant to Connecticut General Statutes (CGS), 54-142s. The CJIS Governing Board provides this report and directs the projects within this report in order to meet the CJIS goals.

Executive Summary

CISS is providing both Search Releases and Workflow Releases. The Search Releases are designed to share CJIS information with authorized individuals in the Criminal Justice Community in the State of Connecticut. The Workflow Releases are designed to replace current paper-based workflows with electronic messages and documents. Both are designed to improve public and law enforcement safety, reduce recidivism and potentially save an estimated \$15 million a year once fully implemented.

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

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

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

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

Release 9, Search, which includes DESPP's Sex Offender Registry (SOR), Judicial's Case Management Information System (CMIS), the CISS Portal, UI and Agency Security, will be in development through the first quarter of 2018.

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

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

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

At a special meeting held in September a vote was taken by the CJIS Governing Board to hire Mr. Humayun Beg as the Executive Director. Chief Information Officer, Mr. Mark Raymond, has been Acting Executive Director for two years while the position has been open.

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

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

Summary of CISS Critical Risks

The value of the CISS project lies in its full implementation of all pertinent criminal justice data sources for search and workflows. The following risks will need to be addressed to maximize the full value of the CISS project in moving forward effectively:

- Consultants are used for critical business and technical positions.
- State budget cuts threaten the availability of stakeholder resources to work on their portions of implementing the CISS application.
- Unforeseen delays are pushing out the project schedule.
- An Operational Support plan is not yet in place.

CISS Risks and Mitigation Strategy

There are new and pre-existing risks that will need to be addressed in order for the CISS project to move forward effectively and in a timely manner.

Risk 1
Consultants are used for critical business and technical positions.
Impact
By definition, consultants are not long-term employees and move from position to position, driven by market conditions. As CJIS consultants leave the project, technical and business knowledge is lost, and the continuity of CISS development is impacted. As pointed out by Qualis, CISS' current Project Health Check vendor, not having qualified experienced State employees working on the CISS project poses significant risk to the long-term sustainability of the project. MTG Management Consultants, the original firm hired to advise management and perform health checks, indicated this same risk. Consultant turnover continues as expected on a project of this duration. Additionally, Conduent, the vendor working on the CISS solution, will train CJIS Operations personnel to support and maintain CISS. However, the Operations personnel are consultants, and not permanent State employees. CISS needs State-employed Operations personnel who will have the training to maintain CISS systems into the future.
Mitigation
The Conduent warranty period for Release 1 ended in March 2017. CJIS is working on various options for operational support including asking Conduent to support any defects found after the warranty period. At this writing, four critical positions were opened. Candidates have been interviewed for the IT Manager 2 position, and an offer will be made shortly. Applications for the SharePoint, SQL, and .Net positions are being reviewed. The RFP for managed services has been approved and will be posted until mid-January for responses.

Risk 2
State budget cuts threaten the availability of Stakeholder resources to work on their portions of implementing the CISS application.

Impact

With work being done concurrently on remaining releases, demand on stakeholder resources is increasing. Stakeholder agencies voiced concern that personnel cuts make it difficult to complete their CISS-related tasks.

Mitigation

CJIS Project Management is staying in close communication with stakeholder agencies to be aware of fluctuations in the resources who are working on CISS. Tiger team resources have successfully been engaged to carry the workload forward for Judicial, DESPP, DAS and DMV. Stakeholder agencies are also testing earlier in the release cycle. Using a smaller number of resources with expert business knowledge, and finding defects earlier than UAT, shortens the ultimate window needed for defect repair.

Risk 3

Unforeseen issues and stakeholder dependencies for CISS deployment have led to delays to the project schedule for the implementation of the remaining CISS releases. It is important to pursue only critical change requests at this time to keep within the project timeline.

Impact

The original project design timeline did not allow for the successful mitigation of unique issues, and stakeholder dependencies, all of which caused delays. Change requests have been used to realign stakeholder needs for implementation with the CISS application, causing further delays.

Mitigation

A total review of the work effort was done by CJIS project management to ensure that all arrest information in the State passes through CISS. The review exposed obsolete scope and what is essential to produce complete workflows. Only change requests that are critical to the implementation of CISS can be considered at this date for Phase 1. Enhancement requests and further development is being tracked for consideration for Phase 2.

Risk 4

A plan for Operational Support for Phase 1 is in process but has still not been put into place. Ensuring that the project is fully funded through implementation and supported operationally is essential. The project suffers from instability without these.

Impact

Ensuring the project has the resources in place to complete Phase 1 will help provide project stability.

Mitigation

At the time of writing, an RFP has been completed and posted to receive itemized proposals for support services so that the project can create the most cost effective hybrid model with a mix of State employee support and vendor services support.

Bond Fund Overview (as of 11/30/2017)

After the amendment to the original contract between the State of Connecticut and Conduent was signed on February 20, 2015, there were necessary changes to the CISS schedule, scope and budget. The current approved bond funds are \$50,920,000.

Additionally, the amendment to the contract between the State and Conduent has added the additional scope for requirements gathering by Conduent for CISS and compensation of \$4,033,553 for delays to Conduent. The Original Bond Fund budget does not include incremental costs incurred by using consultants paid from the bond fund instead of the planned 18 state employees that would have been paid from the inmate pay phone revenue or Operational Costs that would have come from the General Fund. Phase 1 of the CISS project is scheduled to be completed by December 2017. Discussions are also underway with Conduent (formerly Xerox) that a three month extension may be needed given the size, complexity and dependencies on stakeholders who have full time jobs and are facing budget cuts.

CISS PHASE-1 BOND FUND BUDGET SUMMARY TO 11/31/17		
FUNDING		TOTALS
Bond Funds Provided from 2011 to 2017 Inclusive	\$ 50,920,000	
CISS Budget Commitment*		\$50,920,000
CISS BOND EXPENDITURES		
BUDGETED FISCAL YEAR		
FY 2012 - FY 2017 Inclusive	\$ 45,379,398	
Total CISS Expenses from Bond Fund	\$ 45,379,398	
CISS EXPECTED FUTURE BOND EXPENDITURES FROM 12/01/17 TO DATE 6/30/18		
<u>Phase 1:</u>		
Expected costs for CJIS to June 30, 2018	\$ 5,487,798	
Xerox Contract Remaining Costs	\$ 5,316,306	
High Risk Project Schedule 5% Contingency	\$ 274,390	
RMS Vendor Connectivity Budget	\$ 2,600,000	
CISS Budget for Hardware Infrastructure Completion	\$ 1,178,144	
SharePoint 2016 Upgrade Budget	\$ 375,000	
Total Future Expected Cost	\$ 15,231,638	
Total Expected Costs for CISS Phase -1**		\$60,611,036
Expected Additional Bond Funds Needed***		(\$9,691,036)
Remaining Bond Fund Approved Requests	\$ 10,000,000	
Expected Bond Funds Remaining for CISS Phase-2		\$308,964
Note:		
* Bond Funds received to date.		
** Planned 18 State Positions Not Filled and Budgeted to Be Paid from Inmate Phone Revenues. Consultants are Used Instead of State Employees Who Are Paid from Bond Funds.		
*** Additional Bond Funds for FY 18 of \$10 M Approved And Pending		

Connecticut Information Sharing System (CISS) Status Report

CISS — Background

The Connecticut Information Sharing System (CISS) provides an integrated solution for the sharing of criminal justice information (CJI) within the Connecticut criminal justice agencies, in full compliance with the current version of the FBI CJIS Security Policy¹. The State of Connecticut has commissioned the development of the CISS solution to enhance the information sharing capabilities of law enforcement and criminal justice agencies throughout the state.

The State of Connecticut's vision is to create a scalable, service oriented architecture for the exchange of criminal justice information between law enforcement and criminal justice agencies throughout Connecticut. This vision includes information searches across CJIS source systems from CISS and system-to-system information exchanges using standards-conformant message formats. This search will employ Global Federated Identity and Privilege Management (GFIPM) claims-based user authorization applied to control access to sensitive information as defined in federal and state statutes.

This consolidated environment will enable the State's criminal justice agency systems to interact seamlessly using a common framework to send and receive data and documents. The search solution will allow users to search for people, locations, events and property across all of the connected information sources from within a single common portal.

CISS Key Accomplishments – Period Ending December 31, 2017

The CJIS project management team and Conduent have worked diligently on the following processes:

- Release 3, POR and CRMVS, has been deployed and has been available in CISS as of July 2017. The POR is the Judicial Branch's integrated database and notification system for orders of individual protection issued or registered in the State of Connecticut. CRMVS, the most complex and strenuous to implement of the CISS searches, has been performing as an integrated data system for a large share of the State's criminal justice information. The legacy system is a statewide management application that contains criminal arrest, continuance and disposition data from Uniform Arrest Reports (UAR).
- All project requirements and designs for the remaining releases are complete. The CJIS team is building, testing or deploying.
- The CJIS Development team built an electronic staging area for Judicial that is referred to as the transmittal queue application. The tool, which contains an administrative queue and a clerk's queue, allows Judicial to preview the arrest packet prior to ingestion into CRMVS.
- Release 2.1, RMS Constraint Easement – Development and testing is complete. The Constraint Easement is an add-on software package implemented onto the front end of the arrest package. Referred to as the constraint validator, the software will interrogate the data to make sure it is correct, and if not, it will send a message back to the arresting police department.
- Software AG Upgrade (webMethods) - The Software AG upgrade to the latest version is currently taking place since the version that has been in use is at end of life.

¹ As of this writing the current FBI CJIS Security Policy is numbered 5.5:

<http://www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center/view>

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- The System Center Service Manager migration was completed successfully and CISS can operate with the new HTML5 self-service Portal. This enables end-users to be able to open incidents reports, service and change requests and to also monitor their activity and statuses.
 - Gap Analysis - CJIS hosted a series of meetings including statewide leaders and Judicial Information Technology Department (ITD) personnel. The following results were garnered from the study:
 - Gaps have been resolved by the CJIS development team, RMS coding and Judicial ITD development.
 - Development is underway and is planned to be completed within the existing schedule.
 - Release 11, the Workflow, Model Office has been presented to DCJ and the Judicial Branch. The process begins with the time of arrest and continues as the data makes its way into DCJ's case management system. The workflow will follow the data that continues into the Judicial system.
 - CISS training efforts have been increasing to include all OBTS users before December 31, 2017. Users will be ensured to have suitable alternative access to data sources if connection to CISS is not possible.
 - Statute Table Distribution has been added in order to replicate data from Judicial to distribute to RMS vendors, DESPP (MNI/CCH and the DOC).
 - NEXGEN Early Arrest Notification Development Progress - The contract with NexGen Public Safety Solutions has been executed after a month and a half of discussions. This vendor represents the majority of the police departments in the State of Connecticut. Their progress with level 1, Early Arrest Notification, is notable. Once they are on board, 70 percent of the police departments will be sending in Early Arrest Notifications.
 - Stakeholder Legal Council - CJIS statute allows the Governing Board to create ad hoc or standing sub-committees as required. The CJIS Governance Committee has discussed having a dedicated legal counsel to work through project issues that come up over time. Some of these are not single-agency issues, but are more community-based around how things are reflected within the information system. This applies to all stakeholders and not a single agency's policy. What has been discussed by the Committee is that a working committee be formed that can handle legal issues as they come up on behalf of the entire CJIS community. What has been asked of the stakeholders is for volunteers from each organization who can participate in that committee, and then for the Board itself to authorize the creation of a legal counsel to help guide the project. A charter needs to be created that outlines the purpose and expectations of the new legal committee.

CISS Anticipated Activities – Next 180 Days (January 1 – July 31, 2018)

- The CJIS Infrastructure team is currently working on the migration to System Center 2016, which will allow better monitoring and alerting performance, more efficient and robust infrastructure management and more efficient storage usage for the data protection system.

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- The Infrastructure team continues to work with the BEST Network team on the Groton/Springfield Data Centers.
 - An important CJIS initiative continuing is the Automated CISS User Authorization Request (CUAR) project, which will be built upon the State of Connecticut owned IBM SIM/SAM platform. In the future SIM/SAM will allow different participating agencies to use their local login credentials to access various resources available to them via federation concept.
 - Review and contact suitable respondents to the request for proposal (RFP) for operational support.
 - Review applications and establish interview times for qualified operational support candidates for the SQL, .Net, SharePoint, and IT Manager 2 positions. The hiring and onboarding process will continue once those final candidates are in place.
 - Determine the best users for each CISS search release deployment, (dispatchers, detectives and/or Mobile Data Terminals (MDTs)). Identify department staff (Community Agency Administrator) who will manage the CISS users within each police department.
 - Develop the process of securing claim assignment by agency in Release 9
 - Continue to work with local IT support to help determine options to meet the requirements for connection and communication with CISS.
 - Prepare Accucom and CT: CHIEF police departments for Early Arrest Notification capabilities. These include Plainville, Weston and Thomaston Police Departments.
 - Continue data collection for Phase 2 planning, which thus far includes:
 - Completion of all RMS vendor connectivity and CISS certification
 - Complete all CISS CJIS agency workflow integration
 - Complete all CISS user training and CISS access
 - Add any additional required information exchanges
 - Enhance CISS available data based on stakeholder needs
 - Formation of CISS user group
 - Continuation of CISS planned releases
 - Implementation of technology enhancements
 - Hardware refresh
 - Implement Center of Excellence
 - Enhance the support model for CJIS infrastructure

RMS Certification

RMS Certification — Background

Records Management System (RMS) Certification is a collection of guidelines, programming, and processes intended to ensure law enforcement agencies (LEAs) can efficiently, securely, and effectively exchange criminal justice information between their RMS systems and other CT law enforcement and criminal justice agencies using CISS.

Key Accomplishments – Period Ending December 31, 2017

- Negotiations were completed and a contract signed with NexGen Public Safety Solutions for level 1 certification. With NexGen, CISS will be receiving 70 percent of Early Arrest Notifications coming into the State. This represents all of State Police and approximately 36 police departments.
- Discussions with TriTech Software Systems have advanced and an agreement is expected shortly.
- CISS Application Program Interface (API) documentation reviews have been completed.

Anticipated Activities – Next 180 Days (January 1 – July 31, 2018)

- Prepare Plainville, Weston and Thomaston Police Departments for Early Arrest Notification capabilities for Accucom and CT: CHIEF
- Continue contract and technical sessions with RMS vendors, TriTech, New World and SunGard
- Continue work with law enforcement agencies (LEAs) on deployment strategies for moving forward and for bringing RMS systems online with CISS.
- Complete the integration for level 1 and level 2 certification of all RMS vendors that are remaining, including onsite testing of vendor systems in preparation for level 1 (Early Arrest Notifications)
- Continue development with CT: CHIEF

RMS Network

RMS Network – Background

The CJIS team has been working with DAS/BEST towards the successful installation of a secure data communications network that would support the exchange of information between local LEAs.

Key Accomplishments – Period Ending December 31, 2017

- Federated access for Judicial to CISS has been completed.
- Eighty-three out of 93 police departments have purchased routers for the CISS project. Of the 83 departments, 79 departments are connected to the State network with initial connectivity.
- Fifteen of the 79 departments that are connected have completed the police department tasks and are “Search Capable”.
- Four police departments, New Haven, New Milford, Winchester and East Hampton have their routers ready for configuration.
- Six police departments, Canton, Ledyard, New London, West Haven, Windsor and Suffield have routers on order.
- An updated price quote was obtained for new CJIS routers at a considerable discount. This quote was passed on to the police departments waiting to purchase routers this fiscal year, which are Ansonia, Hamden, Plainfield, Seymour and Suffield, and to the four departments without a router commitment.

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- CISS training for Police Officer Standards and Training Council (P.O.S.T.), which included familiarization on OBTS, has been transitioned to an Introduction to CISS. *Train the Trainer* is in progress and the new course has been presented to Police Academy recruits at Bridgeport (two classes), Hartford and Waterbury along with two additional POST classes.

Anticipated Activities – Next 180 Days (January 1 – July 31, 2018)

- Work will continue on the project plan execution to transition current active OBTS users to CISS search in anticipation of the December 31, 2017 shutdown date. The Public Safety Liaison (PSL) and Help Desk have initiated the transition for all the users before shutdown or have provided them alternative means to obtain the data until they can access CISS. As part of this initiative, CJIS has begun to establish connections to CISS over the COLLECT network as well as the CJIS network. COLLECT access will be phased in starting with the current OBTS users locations.
- Training efforts will be expanded through the first quarter of 2018, as Search 10 is prepared to be deployed.
- The PSL will continue to conduct site visits and surveys at local police departments to address issues, concerns, and questions regarding CISS and CJIS initiatives.

CISS - Conclusion

The CISS application has reached a milestone in that all requirements are complete and all releases are in the building, testing or deployment phase. Federation access to Judicial has also been achieved. The following is a status on the development of the project, thus far.

Seventy percent of the State's police departments' arrest data will now be coming into the CISS application through the recent contract execution with NexGen Public Safety Solutions. An agreement has been reached with TriTech with a contract ending review.

OBTS has shut down as of December 31, 2017, prompting a push towards CISS training for stakeholders who are OBTS users. Users have access to CISS or alternative access to data sources. Training will be continuous with specific attention to Release 10, which will be highly valuable to the CJIS Community.

Previews of the Workflow, Model Office took place for Judicial and DCJ with a formal demonstration to be executed at the January 2018, Quarterly Governing Board Meeting.

The administrative queue constructed by the CJIS Development team will give Judicial the ability to view arrest packets prior to ingesting them into their systems.

CISS end-users will be able to monitor their activity and statuses, open incident reports, service requests and change requests with the Infrastructure team's development of the System Center Service Manager.

The Software AG (webMethods) upgrade is underway, which will offer run times that are ten times faster.

The gaps that were uncovered during the Gap Analysis have been resolved. Development is underway with completion expected within the existing schedule. Only critical change requests will be considered at this point. Development and enhancement requests from stakeholders will be tracked and included in the data collection for high-level scope for Phase 2.

CJIS Governing Board discussions have begun regarding a comprehensive strategy for the management of digital media evidence. Also involved are Freedom of Information ACT (FOIA) requests resulting from video recordings from body cameras or other static mobile cameras used in law enforcement.

Qualis Project Health Check Services

Project Health Check Services - Background

Project health checks are independent snapshots of the status of a project at a point in time and are typically performed at key milestones or when issues are noted. A project health check offers an objective assessment of how well the project is performing against stated objectives and in accordance with relevant processes and standards. The Qualis project health check is performed quarterly, and the findings are presented at the quarterly CJIS Governing Board meetings. Data compiled in health check reports is gathered from stakeholder agency surveys and interviews. This report, which contains the most recent data collected, reflects the current status of stakeholder input on the CISS project.

Overall Project Health (+.02)

- *Last Year Score* **2.72**
- *First Quarter Score, 2016* **2.79**
- *Current Quarter Score, 2016* **2.80**

This score is calculated by averaging agency responses across all categories, which are: Scope, Development, User Involvement, Organization, Oversight, Project Management, Project Controls, Implementation, Contractor Performance, Technology, Alignment to Vision and Measurement.

Project Health Check Services – Report

Though the scores had little variation, there were several items of note:

- Development decreased the most of any category this quarter. The answers with the largest decreases in the Development section were related to the Release Plan. Agencies would like to see more timely updates to the Release Plan dates when issues like those in Release 6 are discovered. *CJIS PMO are discussing increasing the frequency of stakeholder meetings to increase transparency.*
- Project Management was the second largest decrease this quarter. The loss of two critical project managers worries stakeholders that important institutional knowledge was also lost. *One Project Manager Position has been filled and work has been successfully dispersed between existing personnel.*
- Project Controls, Implementation and Technology increased the most this quarter. Agencies are pleased with the outcome from the Workflow Gap Analysis. This being completed has given stakeholders more confidence that the final product will not be missing essential pieces and will make more operational sense.

Risks, Issues and Mitigations

The Critical Risk Register contains four risks:

- Risk #1 – The loss of CJIS PMO staff will impact the project.

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- *The Executive Director position has been filled, and although greatly needed, the loss of PMO staff is putting a strain on the remaining resources. Stable staffing on the CJIS team is needed for the remainder of Phase 1 implementation.*
 - Risk #2 – The eighteen unfilled State full time employee positions for the project are not filled.
 - *Although there is some progress in developing a State employee/vendor hybrid solution for operational support, it is not in place at the time of this report's writing. This has been carried as a project risk since March 2015. These positions need to be filled and trained with as much overlap with Conduent as possible to ensure a smooth transition.*
 - *As presented earlier in this report, four critical positions have been opened and are currently being filled as State positions.*
 - Risk #3 – Changes to requirements are not addressed quickly enough causing the system to be developed and implemented with a backlog of known issues.
 - *Although the number of new change requests decreased this quarter, there are still enough to potentially impact project progress. This risk is trending towards not being tracked as critical. The coming quarter should demonstrate if this is indeed improving.*
 - *Only those changes that are critical to the success of Phase 1 are being considered. Further change requests are being tracked for inclusion in Phase 2.*
 - Risk #4 – State budget cuts will impact the project directly, or stakeholder agencies indirectly, impacting the resources available to successfully implement the project.
 - *The project needs to ensure it has funding to fully implement and support Phase 1 and continue work towards Phase 2. Ensuring that funding continues is essential to project success.*
 - *The tiger team concept has been implemented and has been successful in working within the DESPP, DAS, Judicial and DMV environments towards the completion of Phase 1.*

Project Balance Tracking

Interactions with the CISS project varied greatly by agency this past quarter. Many agencies had little to no involvement and noted minimal communication. These stakeholders stated that little had changed for them on the project this past quarter other than a new Executive Director had been hired, two key project managers left the project for other full time opportunities, and release plan dates became less realistic or impossible. Most of these agencies were frustrated by the lack of perceived progress. For the agencies with minimal involvement this quarter, the responses to the CISS Project Health Check survey mostly stayed the same or dipped slightly.

Though some agencies had little interaction with the project this past quarter, some agencies were very engaged. Agencies directly involved with Release 6 were frustrated by the slow progress but are hopeful that these issues have been resolved and that the project can now move past this

complicated release. The workflow gap analysis completed this quarter has helped many agencies feel more comfortable that the project's solutions logically flows and will meet their operational needs. Agencies working on other future releases this quarter noted significant progress and are optimistic that those releases will get through user acceptance testing without significant delays. For most of the agencies with heavy involvement this quarter, scores were about the same or slightly higher on the survey.

Appendix A – CJIS Open Positions

The CJIS Governing Board approved all ranked 19 positions as full-time state employees, one of which was filled. For the remaining 18 positions, DAS is working to align the CJIS job requirements with their job classification system and compensation package.

These positions need to be filled as soon as possible given that the third production release of CISS occurred in the third quarter of CY 2017.

Hiring Needed	Position Name	Needed Start Date	Status
1	Help Desk Lead	1/12/14	Hired
2	Senior Microsoft Certified System Engineer (MCSE) Administrator	2/17/14	On Hold
3	Senior SQL Database Administrator (DBA) (1 of 2 positions)	2/17/14	On Hold
4	Lead Senior .NET Developer (1 of 2 positions)	2/17/14	On Hold
5	CISS Application Trainer / Help Desk Support	2/17/14	On Hold
6	Enterprise Architect	2/17/14	On Hold
7	Senior SharePoint Developer (1 of 2 positions)	2/17/14	On Hold
8	Senior Project Manager	2/17/14	On Hold
9	Senior Test Lead	2/17/14	On Hold
10	Help Desk Analyst (1 of 3 positions)	2/17/14	On Hold
11	Senior .NET Developer (2 of 2 positions)	2/17/14	On Hold
12	Technical Writer	2/17/14	On Hold
13	Senior SQL Database Administrator (DBA) (2 of 2 positions)	6/16/14	On Hold
14	Technical Business Analyst	6/16/14	On Hold
15	Help Desk Analyst (2 of 3 positions)	10/20/14	On Hold
16	Help Desk Analyst (3 of 3 positions)	10/20/14	On Hold
17	Senior SharePoint Developer (2 of 2 positions)	11/03/14	On Hold
18	Business Analyst (1 of 2 positions)	11/03/14	On Hold
19	Business Analyst (2 of 2 positions)	11/03/14	On Hold

Appendix B - Acronyms

AFIS = Automated Fingerprint Identification System
AST = Application Support System
BEST = Bureau of Enterprise Systems and Technology
BICE = Bureau of Immigration and Customs Enforcement
BOPP = Board of Pardons and Paroles
CAA = Community Agency Administrator
CAD = Computer Aided Dispatch
CBT = Computer Based Training
CCH = Computerized Criminal History (DESPP)
CIB = Centralized Infraction Bureau (Judicial)
CIDRIS = CT Impaired Driver Records Information System
C-ISO = CJIS Information Officer
CISS = CT Information Sharing System
CIVLS = CT Integrated Vehicle & Licensing System
CJIS = Criminal Justice Information System
CJPPD = Criminal Justice Policy Development and Planning Division
CMIS = Case Management Information System (Judicial - CSSD)
COLLECT = CT On-Line Law Enforcement Communications Teleprocessing Network (DESPP)
CPCA = CT Police Chiefs Association
CRCOG = Capital Region of Council of Governments
CRMVS = Criminal Motor Vehicle System (Judicial)
CSO = CT Information Security Officer
CSSD = Court Support Services Division (Judicial)
CUAR = CISS User Authorization Request
DCJ = Division of Criminal Justice
DAS = Dept. of Administrative Services
DESPP = Dept. of Emergency Services and Public Protection
DEMHS = Dept. of Emergency Management and Homeland Security
DMV = Dept. of Motor Vehicles
DMV LOBS = Dept. of Motor Vehicles / Line of Business
DOC = Department of Correction
DOIT = Dept. of Information Technology
DPDS = Div. of Public Defender Services
Enhanced CBT = Instructor Led CBT (POST)
FOIA = Freedom of Information Act
GFIPM = Global Federated Identity and Privilege Management (security standard used by FBI)
JMI = Jail Management System
JUD = Judicial Branch
LASO = Local Agency Security Officer
LEA = Law Enforcement Agency
LIMS = State Crime Laboratory Database
MNI = Master Name Index (DESPP)
OBIS = Offender Based Information System (DOC)
OBTS = Offender Based Tracking System
OCPD = Office of Chief Public Defender
OVA = Office of the Victim Advocate
OVS = Office of Victim Services
OSET = Office of Statewide Emergency Telecommunications
POR = Protection Order Registry (DESPP)

PRAWN = Paperless Re-Arrest Warrant Network (Judicial)
PSDN = Public Safety Data Network
RMS = Records Management System
SCO = Superior Court Operations Div. (Judicial)
SLEO = Sworn Law Enforcement Officer
SOR = Sex Offender Registry (DESPP)
SPBI = State Police Bureau of Identification (DESPP)
SLFU = Special Licensing of Firearms Unit (DESPP)
TAC = Terminal Access Coordinator
UAR = Uniform Arrest Report

Technology Related

ADFS = Active Directory Federated Services
API = Application Program Interface
COTS = Computer Off The Shelf (e.g., software)
DNS = Domain Name System
ECM = Electronic Content Management
ETL = Extraction, Transformation, and Load
FIM = Forefront Identity Manager (Microsoft)
GUI = Graphical User Interface
HAC = High Availability Clusters
IAFIS = Integrated Automated Identification System
IEPD = Information Exchange Package Document
IExUI = Information Exchange User Interface
IST = Infrastructure Support Team
I-SIM = IBM Secure Identity Manager
IST = Infrastructure Support Team
LAN = Local Area Network
LMS = Learning Management System
MFA = Multi-Factor Authentication
NAT = Network Address Translation
ORI = Originating Agency Identification
PCDN = Private Content Delivery Network
POC = Proof of Concept
RDB = Relational Database
SAN = Storage Area Network
SCOM = Systems Center Operations Manager
SDLC = Software Development Life Cycle
SDM = Software Development Model
SME = Subject Matter Expert
SOA = Service Oriented Architecture
SQL = Structured Query Language