| **Office of Policy Management** | **Office of Chief Court Administrator** | **CJIS Governing Board** |
|---|---|---|
| Mike Lawlor, Under Secretary, Co-Chair | Judge Patrick L. Carroll, III, Chief Court Administrator Co-Chair | TBD |

July 1, 2017

To:     Connecticut General Assembly
         Joint Committee on Judiciary
             Senator Paul R. Doyle, Co-Chair
             Representative William Tong, Co-Chair
             Senator John A. Kissel, Co-Chair
             Representative Rosa Rebimbas, Ranking Member
         Joint Committee on Public Safety and Security
             Representative Joe Verrengia, Chair
             Senator Timothy D. Larson, Co-Chair
             Senator Anthony Guglielmo, Co-Chair
             Representative, J. P. Sredzinski, Ranking Member
         Joint Committee on Appropriations
             Senator Paul M. Formica, Co-Chair
             Senator Catherine A. Osten, Co-Chair
             Representative Toni E. Walker, Co-Chair
             Representative, Melissa Ziobron, Ranking Member

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 Program Manager, Mark Tezaris. Should there be any questions, they may be directed to him at 860-622-2140.


Michael Lawlor
Under Secretary OPM
Co-Chair

Patrick L. Carroll, III, Judge
Chief Court Administrator
Co-Chair

cc: Clerk of the Senate
Clerk of the House
Office of Legislative Research
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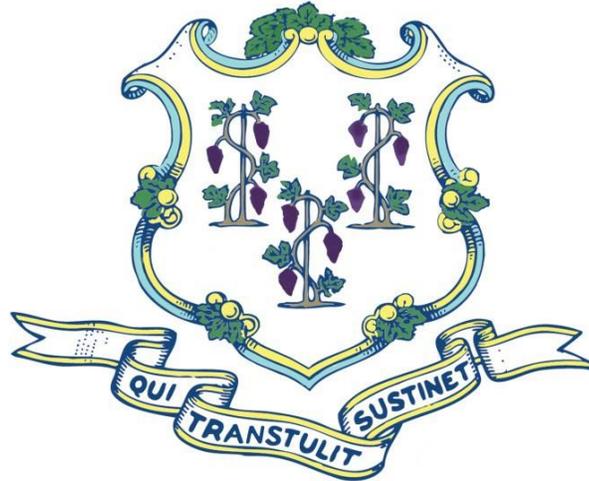
Report on the Status of the
Criminal Justice Information System (CJIS)
to the

# Connecticut Legislature

Submitted by
The CJIS Governing Board

July 1, 2017

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# Agencies and Members

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**Mike Lawlor, Under Secretary**
*Governor's Appointee and Co-Chair*
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**Melody Currey, Commissioner**
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Marc Montminy, Chief *(Designee)*

**Division of Public Defender Services**
**Susan O. Storey, Esq., Chief Public Defender**
Brian Carlow, Esq., Deputy Chief Public Defender *(Designee)*

**Office of Victim Advocate**
**Natasha M. Pierre, Esq., State Victim Advocate**
Hakima Bey-Coon, Esq., Staff Attorney *(Designee)*

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*Information Technology Manager*
*Division of Criminal Justice*

# 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 will provide 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 CJIS 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.

Change Request #119, which was approved by the CJIS Governing Board, extended the timeline for the completion of Phase 1 from November 2017 to February 2018. A review of the prior schedule revealed unrealistic expectations of Stakeholders' time and resources and a need for a deeper understanding of existing intricacies of agency and departmental workflows. Through the process of individual site visits and documentation of Stakeholder workflows, the creative redesign of some of the releases has been taking place to keep their deployment on target. Value to the application was added through changes to workflow requirements scope that were requested by Stakeholders as necessary elements to implement into CISS.

The screen designs for Release 3, Search, Judicial's Criminal Motor Vehicle System (CRMVS) has been restructured to compliment the presentation of CRMVS data. With UAT complete, the release is moving towards production in July, making this the third CISS release to be deployed. Releases 1 and 2 have both been in production since in 2016.

The Department of Motor Vehicles' (DMV) Driver and Vehicle information systems, which originally were in Release 6, are now in Release 10 because of the Department's need for time to implement their own system, Connecticut Integrated Vehicle and Licensing System (CIVLS). The Master Name Index/Computerized Criminal History (MNI/CCH) and Weapons files, which were originally in Release 9, were both moved to Release 10. Release 9 still contains the Court Support Services Division's (CSSD's) Case Management Information System (CMIS) and Department of Emergency and Public Protection's (DESPP's) Sex Offender Registry (SOR).

Release 11, a new release was created to contain the Uniform Arrest Report (UAR) and Misdemeanor Summons Documents, and the Post Arrest, Arraignment, Disposition and Post Judgement Workflows. This combination of Releases 4 and 8 will enter Systems Testing in September 2017 and is expected to be ready for User Acceptance Testing (UAT) in January 2018.

Given the CJIS Governing Board's approval of the expansion of the CT: CHIEF Pilot to a durable agreement, the New Britain Police Department (PD) went live at the end of May without its data migration. Plainville Police Department should be online with full migration of its data in late July. At present, there are four Departments online with CT: CHIEF including Wethersfield and Newington. To date there has been only one issue, a job fail with the Microsoft's Data Protection Manager (DPM) backup.

The Connecticut Impaired Driver Records Information System (CIDRIS) was intended to be Connecticut's clearing house for all Operating Under the Influence (OUI) arrests. CJIS arrest information makes CIDRIS redundant. CIDRIS will be shut down in 2017, saving the State approximately $27,000 per month in software maintenance costs.

# 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. They are discussed fully in the chart below.

- Consultants are used for critical business and technical positions.

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

- While the first two releases of CISS have been delivered successfully, further releases are subject to unanticipated delays beyond the projected schedule.

- The stability of the CISS budget is threatened by the summer cancellation of Bond Commission meetings.

# CJIS 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. <br><br> 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. |

### Risk 2

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

#### Impact

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

#### Mitigation

Stakeholder Agencies are invited to test 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.

CJIS and Agencies are working together to organize release testing in ways that maximize Stakeholders' time. For example, organizing testing at State Agencies, with a large group of Stakeholder testers, is a more efficient testing method.

### Risk 3

While the first two releases of CISS have been delivered successfully, further releases are subject to unanticipated delays beyond the projected schedule.

#### Impact

The original project timeline did not allow for the successful mitigation of unique issues, longer User Acceptance Testing, and Stakeholder dependencies that are causing delays.

#### Mitigation

Additional diligence is being placed on the project planning and estimating process to ensure future releases are delivered as scheduled.

### Risk 4

The stability of the CISS budget is threatened by the summer cancellation of Bond Commission meetings.

#### Impact

The delay in funding currently puts the project at risk.

#### Mitigation

CJIS executive staff are working with Bond Commission principals to ensure that CJIS's Bond requests are acted on at the earliest meeting opportunity

# Bond Fund Overview (as of 05/31/17)

Amendment 1 to the original contract between the State of Connecticut and Conduent was signed on February 20, 2015. As a consequence, CJIS Executives made the necessary changes to the CISS schedule, scope and budget. The current approved bond funds are $50,920,000.

This contract amendment added additional scope for CISS requirements gathering by Conduent and compensation to Conduent of $4,033,553 for delays. The original Bond Fund budget did 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 the General Fund Operational Expenses category.

The timeline of Phase 1 of the CISS project has been updated to be completed by February 2018. Amendment 2 to the Conduent contract provides this three-month extension given the size, complexity and dependencies on Stakeholders whose staff members have full time positions within their respective communities and those Agencies that are managing budget cuts.

| CISS PHASE-1 BOND FUND BUDGET SUMMARY TO 06/30/17 | | |
|---|---|---|
| **FUNDING** | | **TOTALS** |
| Bond Funds Provided from 2011 to 2016 Inclusive | $ 50,920,000 | |
| **CISS Budget Commitment*** | | **$50,920,000** |
| **CISS BOND EXPENDITURES** | | |
| **BUDGETED FISCAL YEAR** | | |
| FY 2012 - FY 2017 Inclusive | $ 42,955,399 | |
| **Total CISS Expenses from Bond Fund** | **$ 42,955,399** | |
| **CISS EXPECTED FUTURE BOND EXPENDITURES FROM 7/01/17 TO DATE 2/28/18** | | |
| Phase 1: | | |
| Expected costs for CJIS to February 28, 2018 | $ 4,914,911 | |
| Xerox Contract Remaining Costs | $ 5,933,706 | |
| High Risk Project Schedule 10% Contingency | $ 491,491 | |
| RMS Vendor Connectivity Budget | $ 3,020,000 | |
| CISS Hardware End of Life Refresh Budget | $ 1,178,144 | |
| SharePoint 2016 Upgrade Budget | $ 375,000 | |
| **Total Future Expected Cost** | **$ 15,913,252** | |
| **Total Expected Costs for CISS Phase -1**** | | **$58,868,652** |
| **Expected Additional Bond Funds Needed***** | | **($7,948,652)** |
| Remaining Bond Fund Approved Requests | $ 10,000,000 | |
| **Expected Bond Funds Remaining for CISS Phase-2** | | **$2,051,348** |
| **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 Planned | | |

# 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 Policy[1]. 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 June 30, 2017

- Release 1 – Search Sources are PRAWN and OBIS. This release, which provided the functionality upon which other Search Releases are being built, has continued in production over a 17–month period.

- Release 2 – This Workflow Release, has been in production over an 11-month period. The Early Arrest Notification tool is a user interface that serves as the access point for all UAR and Misdemeanor Summons Notices. The following is an assessment of the progress of the electronic interfacing of Criminal Justice data between CISS and Stakeholder Agencies:

  o The Judicial Branch – As Police Departments begin using the CISS application, the Court Support Services Division (CSSD) is using the Message Viewer Portal (MVP) to view Early Arrest Notifications for those arrested who may need a Bail interview. There are currently seven Police Departments using the system.

  o The Department of Correction (DOC) and the Board of Pardons and Paroles (BOPP) are using the MVP to view the Early Arrest Notifications for those people on conditional release and parole supervision.

  o The Department of Motor Vehicles (DMV) is using the MVP to view the Early Arrest Notifications for immediate notification of arrests for any individual who holds a Public Passenger Endorsement.

  o The Division of Criminal Justice (DCJ) is using the MVP to view all the Early Arrest Notifications.

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1 As of this writing the current FBI CJIS Security Policy is numbered 5.6:

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

- o Law Enforcement - RMS vendors, CT: CHIEF and Accucom, have been pushing Early Arrest information from the seven Police Departments listed below:
  - Wethersfield
  - Enfield
  - Plymouth
  - New Britain
  - Coventry
  - Redding
  - Orange Police Departments
  - Easton, Weston, Windsor Locks and Plainville Police Departments are expected to onboard soon.

- Release 3 – This release features the Judicial Branch Search Sources, CRMVS, POR and the CISS feature, Saved Searches. This release had been extended approximately 14 months for revisions to the CRMVS screens to provide better viewing for Stakeholders who were accustomed to seeing CRMVS data in certain fashions. The Project Management team took a step back to decide with Stakeholders what changes needed to be made through the Change Control process. Although change requests were still in progress, Stakeholders agreed on July 10, to move the release forward from UAT into production.

- Release 5 – The Search Sources for this release are the Police Departments' RMS systems, the National Crime Information Center (NCIC)/COLLECT Wanted Persons File, the storehouse of all documents, the Electronic Content Management (ECM) system, Analytics Reporting and Events. (*Events* refers to the capability in the CISS application for users to send notifications on any activity of a person, or any information on a place or property that passes through CISS.) This release has been progressing in development. A design session has been held for the Wanted data. The Web Services Description Language (WSDL) is complete. Further progress is contingent on Release 11. Release 5 is expected to be production ready in March 2018.

- Release 6 – The Search Sources are the Centralized Infraction Bureau (CIB) with Documents and the DOC and BOPP Case Management. The release was delayed, but is underway in System Testing. To offset the Department of Motor Vehicles' (DMV's) decision to switch to their new CIVL System, the DMV's information will be put in, in a later release. Release 7 documents were moved into Release 6. The delay for CISS will push the release out a few months, but the outcome will be beneficial for all parties – e.g., more information is going to Stakeholders much sooner than originally planned. The release has moved from development into system testing and should be production ready by mid-September.

- Release 9 – The Search Sources for this release are SOR, CMIS and Reporting. Requirements for Reporting and full data replication for SOR have been completed, along with the design approval for CMIS. The release is expected to deploy at the end of December.

- Release 10 – The Sources for this Search Release are DMV, MNI/CCH and Weapons. The data replication from the vendor for Weapons is complete. Deployment is expected at the end of October.

- Release 11 – This release consists entirely of Workflow and includes the Post Arrest, Arraignment, Post Judgement, Case Setup, RMS, UAR and Misdemeanor Summons Information Exchanges. Electronic Data will continue in development through November, and the expectation is that the release will go into production in February 2018. Following is a status of the progress made by Stakeholder Agencies working with CISS on their electronic interfacing for the Release 11 data:
  - o Judicial

- The Judicial Branch technical teams have started reviewing Application Program Interface (API) documentation and designing the related infrastructure for the UAR and Misdemeanor Summons data exchanges, which will allow CRMVS to consume the arrest information electronically.

- The CISS and Judicial Branch technical teams have successfully completed the proof of concept for the data exchange infrastructure for the schedule notification to CISS.

- The Case Disposition, Case Update, Schedule Notification and Continuance Mittimus Information Exchanges will all ride on this same infrastructure.

- The Judicial developers created the SQL extracts to generate the Schedule Notification and have begun creating the SQL extract for the Case Update.

- Error Handling and System Administration processes are being designed for this exchange. They will need to be in place prior to the production release.

- For quality assurance, Gap sessions to discuss and identify process changes that could have been missed are ongoing. A summary of the findings with solutions is being developed.

- DOC and BOPP

  - The DOC and BOPP are in the midst of a new system upgrade and will not be consuming data from CISS until the new application is in its early development cycle around January 2018. In the meantime, CISS will have the data on the off-ramp waiting for the interface development to start.

  - The Web User Interface (WebUI) will be available for DOC and BOPP to view the erasure notifications from CRMVS. This tool will be used until the data can be consumed.

  - The BOPP Pardons database will be sending pardons information to CISS.

  - Release and Parole notifications to CISS still need to be discussed.

- DMV

  - The DMV will use the Message Viewer Portal (MVP) to view the erasures sent from CRMVS. A State of Connecticut statute requires any Agency getting arrest information to be notified of disposition.

- DCJ

  - The Division of Criminal Justice (DCJ) has started the design and setup of their new Case Management tool to consume data from CISS. Data will reside on the endpoint for future use when DCJ is ready to release the new Case Management application.

  - The MVP will be available for DCJ to view the following dispositions and notifications from other Agencies. This tool will be used until the data can be consumed.

    - Schedule Notification
    - Parole Decision
    - Pardon Decision
    - Release Notification

- The Tiger Team concept has been implemented with resources to assist the following Stakeholders:

  o DESPP – This resource is contributing to the development of Releases 5 and 10, NCIS Wanted, CT Wanted and DMV Photos. The Tiger Team person is housed at DESPP, and the work includes the following:

    - Requirements definition and analysis for NCIS Wanted data, CT Wanted data and DMV Photos
    - System Design
    - System prototyping and refining designs
    - Coding and unit testing all required development scope to integrate COLLECT Requirements with CISS Search
    - System Test development support and code fix
    - User Acceptance Test (UAT) support and code fix
    - Production Support Documentation

  o DMV – The DMV Tiger Team resource, which was housed at the DMV created the daily extracts from DMV Vehicle and Driver tables, along with creating the schedule to feed this information to CISS on a daily basis. This work has been completed.

  o Judicial – The CJIS resource with Superior Court Operations (SCO) is contributing to complete lifecycle development of software to support agency integration with CISS. The person is housed at Judicial and the workload includes the following:

    - Requirements definition and analysis
    - System Design
    - System prototyping and refining designs
    - Coding and unit testing all required development scope to integrate with CISS and automate intra and inter agency processes supported by CISS (including, but not limited to CRMVS case creation, and RMS feedback loop messaging).
    - System Test development support and code fix
    - User Acceptance Test (UAT) support and code fix
    - Production Support Documentation

  o DAS/BEST – This Tiger Team position has not yet been filled but is designed to help DAS/BEST support the network set-up between CISS, Local Police Departments and DESPP. Additionally, this person will be configuring hardware for offsite disaster recovery at the Springfield data center (SDC). The person will be housed at DAS/BEST.

- Stakeholder Champions have been delegated to take on communication roles within their respective Agencies in contributing to the awareness of changes taking place within the CISS project. The following Champions are in place:

  o Judicial – Judy Lee
  o Prosecutors – John Russotto and Evelyn Godbout
  o Law Enforcement –
    - CT State Police - Sgt. Jason Carrier
    - CT Police Chiefs Association (CPCA) - Lt. Andy Powers

- Change Request #119, which has been approved, is a basic modification of the extension of the scope development end date within the contract to February 2018. There is a contingency in the budget to help Agencies meet that date. In actuality and based on the current schedule, the contract

goes out to April 2019, since Conduent maintenance support starts 30 days from production of Releases 5 and 11 in March 2018, and goes out 12 months.

- Stakeholder Legal Counsel - Because of the interrelated nature of CISS issues, the Governance Committee has given its approval to assemble a committee of legal counsel. Attorneys from Stakeholder Agencies will be engaged to prepare for any event in the project that needs legal review or intervention

    - Workflows - In order to understand the intricacies of how CISS will affect existing systems, CJIS Business Analysts and a Project Manager have been dispersed to Local and State Police Departments, Court Clerks' offices, State's Attorneys and others in the work stream that are involved in the CISS initiative. Charting of each office's work processes has begun to distinguish where CISS is usable, and to detect the issues that will have to be resolved to best use CISS' electronic information capabilities. The workflow rollout stage of Phase 1 is deployment to every Police Department, State Police Barracks, GA Court and every State's Attorney's office in CT. There are 169 towns, some of which have Resident Troopers, and some of which are covered by Connecticut State Police Barracks. Roughly, 93 towns have Police Departments. There are 20 Geographical Area (GA) Courts, a State's Attorney's office and a Public Defender's office in each of those Courts.

- CJIS Executive Director – This position was reopened in 2017 for OPM approval after it was closed due to State budget cuts. DESPP Legal Counsel moved forward with securing the first three levels of approvals, identifying viable recruiting firms. The Governance Committee confirmed the Lucas Group as the executive firm to conduct the search, while the Selection Committee was reconstituted. The position was opened on April 4, and closed on May 1. A review of resumes took place, and interviews were conducted with eligible candidates on June 22 and 23. The CJIS Governing Board Co-Chairs will conduct the final round of interviews with selected candidates in August.

- Alternative Staffing Model – A transfer of knowledge from Conduent to State employees needs to take place before Conduent exits the project in February 2018. Time is needed prior to the transfer to ensure that employees are brought up to speed. A Request for Proposal (RFP) has been drafted for managed support. The RFP is similar to the vendor support for CT Impaired Driver Records Information System (CIDRIS) and OBTS, in which a vendor can support CISS completely or a just a portion of it. The RFP draft, which was received from DAS Procurement, has been reviewed by CJIS Project Management, DESPP and DAS Legal Counsel. It is currently under review by the CJIS Acting Executive Director.

    - The CISS Training Team has begun work to improve its Computer Based Training courses by incorporating more multimedia elements; new features such as audio-narrated slides and video screencasts will be included in the upcoming revision. In addition to these enhancements, there will be modifications to the content to reflect the Release 6 updates to CISS Search. The Training Team has also been working diligently on CISS Search rollout efforts by identifying its user base, ensuring connectivity, user provisioning, and training. OBTS training is also continuing.

    - The CJIS Help Desk Team, along with the CJIS Database Team, has successfully maintained several Business Intelligence Dashboards and Reports to help with CISS Incident Management. The dashboards provide near real-time updates on the status of predefined metrics and Key Performance Indicators (KPIs). Among some of the KPIs being reported are: Service Level Agreement (SLA) Percentages, Incident Classification Category, Same Day Resolution Percentages, and Weekly Incident Volume Trends.

- The SharePoint Community site and Agency CISS interface sites have been maintained and are accessible to Agencies for documents and diagrams, which are uploaded as they are created for Stakeholder access. Documents shared are specific to communities and vendors that are working together. CISS application related release, testing and technical documentation are being uploaded on an ongoing basis. Dashboards track router statistics, Help Desk reports, technical team and project manager tasks. SharePoint also houses the Technical Development Project Plans, LMS training manual, training videos and other training documentation. Currently, DCJ is storing and sharing data for ongoing investigations for a Stamford cold case and a Norwalk jury case through DCJ SharePoint sites hosted by CJIS. At this time, CISS is being developed under SharePoint 2010. Mainstream support will end for this version as of October 2017. An upgrade to SharePoint 2016 will take place in Phase 2 of the project.

## CISS Anticipated Activities – Next 180 Days (July 1 – December 31, 2017)

- Release 3 – Go live for production

- Release 5 – Continue development
    - COLLECT (Wanted File) – Continue replication and access setup to the NCIC and CT Wanted data

- Release 6 – Enter User Acceptance Testing (UAT)

- Release 9 – Continue development
    - SOR -
        - Complete full data replication
        - Complete development
        - Enter systems testing
        - Enter UAT

- Release 10 – Continue development
    - MNI/CCH
    - DMV
    - COLLECT (Weapons)
    - Enter systems testing
    - Enter UAT

- User Training - Since Release 10 is the high value area of the application, 1,000 CISS users are expected to be trained at the time of its deployment. Three thousand users are expected to be trained 3 months later. CJIS is continuing the work on training as impacted by new features and requirements in the CISS User Authorization Request (CUAR) Portal, along with the creation of training materials for inclusion on the CISS Portal. A detailed internal deployment plan is being vetted out with various Stakeholders, and a schedule will be produced.

    - CJIS Academy – Will provide training through the CT Distance Learning Consortium (CTDLC). The course is set up similar to software used for State security training. Trainees can register to take the following online training modules:
        - Search
        - System Administration

- System Audit

- Release 11 –
  - Continue development
  - Enter systems testing

- Continue developing a workflow process to identify changes based on the new electronic transfer of data:
  - Continue to identify gaps
  - Continue to document current workflows
  - Continue to develop a Model Office practice to help identify changes to process:
    - Continued feedback from Agency leaders will be produced using the Model Office concept. The process involves participants to go through various existing procedures from the initial point when a Police Officer brings an Arrest Package to a Clerk to the final point where a case is created. By the time the Model Office is in place in late-summer, a prototype of the Judicial interface to CISS is expected to be ready. Likewise, DCJ Champions will be working with the DCJ team whose system will be interacting directly with CISS. These teams will be looking at existing workflow procedures and comparing them to the changes that the CISS application will bring into their offices. Outlines of workflow designs that will complement the new electronic process will be tracked to identify gaps.

- The CJIS Help Desk and Infrastructure teams are working on configuring a new platform for Change Management. The objective is to take CJIS' existing change management processes and integrate them into its enterprise-level service platform, System Center Service Manager. The effort will provide the following benefits:
  - Centralization of requests: changes, incidents, and service requests
  - Granular reporting and analytics of changes requests
  - Provide repeatable, predictable, and measured processes to implement change

- Simultaneously, the Help Desk and Infrastructure teams are working on upgrading the CJIS Self-Service (Help Desk) Portal. The upgrade will provide a friendlier, easy-to-use interface, allowing its customers to choose from an array of service offerings. Some of the portal's new features include:
  - Announcements regarding the various CJIS Governing Board Applications: information regarding system outages, new features, updates, etc.
  - Access to search, view and share Knowledge Base articles
    - Ability to create, view, and update tickets (incidents/service requests/changes). Also giving the user the ability to reactivate resolved tickets.

- The Connecticut Impaired Driver Records Information System (CIDRIS), was intended to be the clearinghouse for all Operating Under the Influence (OUI) arrests. Since CISS Early Arrest Notifications now render CIDRIS redundant, it is under review to be shut down. CIDRIS has provided automation and electronic exchange of OUI arrest data and documents among Local Law Enforcement, DESPP, DMV, DCJ and the Judicial Branch Superior Court Operations Division. The project was funded by a federal grant from the U.S. Department of Transportation and the National Highway Traffic Safety Administration (NHTSA).

  - Judicial officially will be ceasing to support the CJIS side of the CIDRIS application and will be shutting off the feeds at their end.

- Initial notice of the shutdown was sent to State Stakeholder Agencies that have been involved. After a complete review, and closer to the sunset date, a formal announcement of the shutdown date will be issued.
- Early arrest notifications in CISS have started with several PDs and will expand out in the next year. These notifications provide more OUI arrest information to DMV today than CIDRIS.
- The shutdown will save the State of Connecticut at least $27,000 in monthly fees with Sierra-Cedar, Inc., the company contracted to provide application development and production support services for OBTS and CIDRIS.

# 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 Connecticut Law Enforcement and Criminal Justice Agencies using CISS.

## RMS Certification -  Key Accomplishments – Period Ending June 30, 2017

- CT: CHIEF - This RMS owned by Capitol Region Council of Governments (CRCOG), has been hosted in the CJIS environment as a centralized State-wide system. The strategic direction of this project is to have as much arrest information centralized for sharing among other Law Enforcement Agencies within the State of Connecticut.  The system also introduces a significant software and hardware cost savings to municipalities.

  - Given the successful implementation and production of the CT: CHIEF Pilot within the Wethersfield Police Department in May 2016, the CJIS Governing Board approved the CT: CHIEF's expansion during its August 2016 quarterly meeting.  A contract was signed by the Board, the Connecticut Police Chiefs Association (CPCA) and CRCOG to onboard nine additional Police Departments based on a two-year schedule.

  - The Groton and Springfield data centers are prepared with backup capabilities against data loss.

  - State work has been tracked during CT: CHIEF deployments of the Enfield Police Department in December 2016, and New Britain Police Department in May 2017.  Currently, RMS data migration is ongoing for the Plainville Police Department.  Progress is being made towards a durable agreement between CRCOG, the CJIS Governing Board and the Police Departments to be onboarded.  Costs have been tracked based on carrying four Departments. This figure will be prorated according to the point within the year that a Department signs on.  A change in payment will be addressed once a year so that Departments will always know the cost going into the year.

- Accucom - A verbal understanding for price and schedule has been reached between CJIS and Accucom for Level 2 (workflows) scope.  Accucom has submitted a quotation, which is currently being reviewed by the CJIS Project Management team.

- RMS vendors have started to review the API documentation to publish and receive the following information:

- UAR, Misdemeanor Summons data and supporting documents to CISS
- Case erasure information available to the RMS/LEA for consumption
- Schedule Notification
- Pardon Decision
- Release Notification

### RMS Certification - Anticipated Activities – Next 180 Days (July 1– December 31, 2017)

- The CJIS PMO will continue Contract and Technical sessions with TriTech, NexGen and New World for RMS Certification.

  - NexGen – Meetings with NexGen have progressed, including Q&A sessions to address coding and other requirements to complete scope for the Application Program Interface (API). A contract package with deliverables, dates and costs is under review by NexGen. A justification has been sent to the Standardization Committee for sole sourcing. The approval from this committee is needed to move forward.

  - After discussions with TriTech, a proposal is expected from the vendor in the near future. TriTech - Since TriTech has three systems, meetings are focused on the possibility of CISS passing arrest information through one system, thereby reducing costs.

  - New World - A meeting will take place with New World next week regarding connectivity to CISS.

  - The project is currently within budget for these vendors. When these RMS vendors begin to supply Police Department data, CJIS will be receiving arrest information from approximately 95% of the Connecticut Police Departments.

- Continue Contract and Technical sessions with KTI (CT: CHIEF) and Accucom for Release 11 RMS Certification.
  - Accucom's quotation is being reviewed for Level 2 scope (workflows).

# RMS Network

## RMS Network – Background

The CJIS team has been working with DAS/BEST towards the successful configuration of a secure router network that would support the exchange of information among local Law Enforcement Agencies (LEAs). The router network establishes the gates that allow communication between State Police, Local Police Departments and CISS.

## Key Network - Accomplishments – Period Ending June 30, 2017

- Router Update:

  - 87 of 93 local Police Departments now have CJIS routers

  - 2 Police Departments have their routers ready for configuration:

- New Haven
- Windsor

- o 4 Police Departments have routers on order:
  - Canton
  - Ledyard
  - New London
  - West Haven

## RMS Network - Anticipated Activities – Next 180 Days (July 1 – December 31, 2017)

- Work with DAS/BEST and local Police Departments on the following:
  - o 5 Police Departments have not yet ordered routers:
    - Ansonia
    - Hamden
    - Plainfield
    - Seymour
    - Suffield
      - These Police Departments have been asked to hold off as new pricing is coming out due to a new model router.

- Continue federated access for Judicial to CISS:
  - o Access to the following CJIS Sites:
    - Community Portal – Completed
    - WebUI – Waiting on Active Directory Federated Services (ADFS) updates
    - CISS – Will be dependent on CISS application changes

- Continue an approved schedule of adding additional Police Departments to the centralized RMS application, CT: CHIEF, for 2017:
  - o Plainville Police Department – Ongoing RMS migration efforts

- Continue developing a workflow process to identify changes based on the new electronic transfer of data:
  - o Complete the Gap Analysis document for review and approval
  - o Continue to develop a Model Office practice to help identify changes to process

- Continue to meet the following target dates to add additional Police Departments with the Accucom RMS to the Early Arrest Notifications:
  - o Windsor Locks – 7/13/17
  - o Weston – 7/27/17
  - o Easton – 8/10/17
  - o Torrington – 8/24/17
  - o Winchester – 9/7/17
  - o Thomaston – 9/21/17
  - o Wolcott – 10/5/17
  - o Seymour – 11/2/17
  - o Derby – 11/16/17
  - o Naugatuck – 11/30/17
  - o Middlebury – 12/4/17

# CISS - Conclusion

Change Request #119 extended the project timeline from November 2017 to February 2018. The re-baseline of the schedule has produced an expanded understanding of Stakeholder office workflows and the creative redesign of some releases. Details regarding Agency resource needs including IT requirements, testing timelines and State budget cut impacts, have produced more realistic timelines for the new schedule. Much time has been spent with Judicial Branch personnel to understand the unique circumstances in their various offices to ensure complete workflows are delivered and redundant work is not necessary. The changes being generated by the implementation of the CISS application for electronic workflows has the potential to save the State an estimated $15 million.

The redesign includes the following releases:

- CISS Release 3, which contains CRMVS, POR and Saved Searches, will be deployed in July with restructures to its screen designs for better viewing.

- The DMV's Driver and Vehicle information is moved to Release 10 to compensate for time needed for the Department's implementation of CIVLS.

- Master Name Index/Computerized Criminal History (MNI/CCH) and Weapons, which were originally in Release 9, were both moved to Release 10 since this data from DESPP was not yet available.

- Releases 4 and 8 were combined into Release 11, to save time and reduce duplication of effort in testing and deployment. Gaps from obsolete scope were identified, and the release now contains Uniform Arrest Report (UAR) and Misdemeanor Summons Documents and Post Arrest, Arraignment, Disposition and Post Judgement Information Exchanges.

The CJIS Executive Director position was reopened and a search firm was identified. Qualified candidates went through the initial interview process with the Governing Board Selection Committee. The Co-Chairs will conduct final interviews in August.

CT: CHIEF has advanced from a pilot to a durable agreement with four Police Departments currently live with the RMS. A formal cost agreement between CRCOG, CT Police Departments and CJIS has been drafted and is in circulation for review and final approval.

Affected Stakeholders have received an initial notification that a plan to sunset CIDRIS is under review, resulting in a savings to the State of approximately $27,000 in monthly service fees.

Tiger Team members are in place to support DESPP and the Judicial Branch. A resource will be identified for DAS/BEST, and the initial DMV Tiger Team work is complete.

CJIS Executives are working to secure already-approved Bond Fund dollars. This release of funds is necessary to prevent project delays.

# Qualis Project Health Check Services

## Project Health Check Services - Background

Project health checks are independent point-in-time snapshots of a project's status. They are typically performed at key milestones or when issues arise. 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 each quarterly CJIS Governing Board meeting. Data compiled in health check reports is gathered from Stakeholder Agency surveys and interviews. This report, which contains the most recently collected data, reflects the current status of Stakeholder input on the CISS project.

## Overall Project Health  (+.06 from last quarter; +.10 from last year))

> **Last Year Score (03/18/2016 – 05/19/16)**                     **2.69**

> **Last Quarter Score (12/15/2016 – 03/22/2016)**                     **2.73**

> **Current Quarter Score (03/23/2017 – 06/14/2017)**                     **2.79**

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

Scores increased this quarter (03/23/2017 – 06/14/2017). Many Agencies are feeling comfortable with the system, and although there are issues, most believe the issues can be overcome. Agencies are hopeful, but are concerned about the funding for Phase 1 and beyond; the ability to get the operational support in place while Conduent is still available to train staff; and keeping the project on schedule. Some of the positives noted are:

- While agencies are feeling better about system security, testing MultiVue in Releases 6 and 10 will be key.
- Communication across the project between Agencies, the PMO and Conduent continues to be noted as a strong point.
- Agencies currently using the system have positive reviews.

### *Risks, Issues and Mitigations*

The Health Check Critical Risk Register currently contains five risks. One risk was added this quarter, Risk #8.

> *Risk #4 – The lack of a fulltime Executive Director has negatively impact the project.*

>> Although some steps have occurred to mitigate Risks 4 and 5, until the Executive Director position and operational support positions are filled, these will remain critical.

Mitigation: This State position, which had been closed, was resubmitted and approved by OPM. The Lucas Group, an executive search firm was hired by the State to identify and submit viable candidates. The Governance Committee reinstituted the Selection Committee. Candidates that had been selected were interviewed in June. Final candidates will meet with the CJIS Governing Board Co-Chairs in August for final interviews.

➢ *Risk #5 – A plan to operationally support the system is critical to implement well before Conduent's contract ends.*

The operational support of the system should be a focus of the Governing Board and CJIS PMO. It is essential to have these positions filled well in advance of Conduent's contract period ending so the staff can be trained and made ready to take control.

Mitigation: An RFP for managed services has been drafted and is in its final review. The project might be supported by a hybrid of State employees, consultants and managed services.

➢ *Risk #7 - Interfaces with the RMS vendors are needed for full implementation*

There has been some progress with the RMS vendors, but until agreements are in place, this will remain a critical risk.

Mitigation*:* Successful meetings with NexGen and TriTech are moving towards formal contractual agreements. These vendors, plus, Accucom and CT: CHIEF, will represent approximately 95 percent of Connecticut Police Departments.

➢ *Risk # 8 - Change Requests continue to impact project progress*

This risk was added to the critical risk register this quarter due to the number of change requests that are still being brought forward this late in the project. Risk #8's recommendation was updated this quarter to stress the importance of moving the project forward and not letting change requests constantly move the target.

Mitigation: An agreement was made with Stakeholder Agencies to sign off on all change requests to ensure that only critical work is being considered and implemented for each release.

➢ *Risk #11 – Ensure that the project has funding in place.*

Risk #11's recommendation was also updated this quarter. It is essential that the funding needed to complete Phase 1 and operationally support it are in place. For obvious reasons, this is the most critical risk to the project.

Mitigation: CJIS Management has prepared an application package for funds and requested support in having this request placed on the agenda for the next Bond Commission meeting.

## Project Balance Tracking

Scores increased this quarter (03/23/2017 – 06/14/2017). Many Agencies are excited with the progress they are seeing, though they are frustrated by the Release 6 slippage. Stakeholders noted concerns for their resource availability, the feasibility of the project schedule, the funding of the project, and its operational support. The following scores were affected:

- *Implementation* was the only category to decrease this quarter. This is the second consecutive quarter it decreased. Agencies believe in the project but worry that the full scope of Phase 1 will not be possible in the currently scheduled timeframe.
- *User Involvement* had a large increase this quarter. Most Agencies are extremely involved in the project and have stressed that it is a struggle to keep up with the project's pace.
- *Technology* increased, as more Agencies have become comfortable with the system and its security through testing.

## Appendix A – CJIS Open Positions

The CJIS Governing Board approved 19 positions for full-time State employees, one of which was filled.  Knowledge transfer must occur between Conduent and State employees prior to Conduent's exit from the project as of February 2018.  Given the critical nature of preserving the work done thus far on the CISS application and to meet its timeline, a request has been submitted to OPM to open the four positions below:

- o Senior Microsoft Certified System Engineer (MCSE) Administrator
- o Senior SQL Database Administrator (DBA) (1 of 2 positions)
- o Lead Senior .NET Developer (1 of 2 positions)
- o Senior SharePoint Developer (1 of  2 positions)

| 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 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 (Judicial)
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 = Commercial 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