



Criminal Justice Information System
Governing Board
State of Connecticut
101 East River Drive, East Hartford, CT 06108 • www.ct.gov/cjis

**CJIS Governing Board Meeting – October 18, 2012, 1:30 p.m.
Division of Criminal Justice, 300 Corporate Place, Rocky Hill, CT 06067**

CJIS Governing Board members in attendance

Michael P. Lawlor, *Co-Chair, Under Secretary, Office of Policy and Management*; Judge Patrick L. Carroll, III, *Co-Chair, Deputy Chief Court Administrator, Judicial*; Hakima Bey-Coon, *Designee, Office of Victim Advocate*; Brian Carlow, *Designee, Office of Public Defender Services*; Cheryl Cepelak, *Designee, Department of Corrections*; Sharon Geanuracos, *Designee, Department of Motor Vehicles*; Kevin Kane, *Chief State's Attorney, Division of Criminal Justice*; Richard C. Mulhall, *Chief, Connecticut Police Chiefs Association*; Michael Pollard, *Designee, for Sen. Eric Coleman, Co-Chair of the Joint Standing Committee of the General Assembly on Judiciary*; Steven Spellman, *Designee, Department of Emergency Services & Public Protection*; and Erika Tindill, *Chair, Board of Pardons and Paroles*.

Other attendees

Brian Austin (DCJ), Sue Brown (DPDS), Bob Cosgrove (DOC), John Defeo (BOPP), Larry D'Orsi (Court Operations), Chris Duryea (Judicial), Darryl Hayes (DESPP), Joan Hilliard (DESPP), Karl Lewis (DOC), John Morrisson (DPDS), Jason Rosa (DESPP), Luis Rosa (DESPP), Terry Schnure, Richard Sparaco (BOPP), Steven Spellman (DESPP), Thomas Sutkowski (Judicial), Terry Walker (Judicial), and George White (DMV).

CJIS staff and contractors

John Blauvelt, John Cook, Rick Ladendecker, Nance McCauley, Shirley Medeiros, Margaret Painter, April Panzer, Kumara Subramanian, Mark Tezaris, Sean Thakkar, Elizabeth Ugolik, Steven Wallick, Phil Conen (Xerox), Bob Kaelin (MTG), and Norm Zeck (Xerox).

I. Welcome and Introduction

- Co-Chair Mike Lawlor brought the meeting to order at 1:40 and welcomed everyone.
- Mr. Lawlor referred to the July meeting when there was a demonstration of the initial capabilities of CISS and said that it was expected to be ready for initial deployment in December. He emphasized that it was going to start small, with a few police departments and then expanding after that.
- The planning process we have been a part of is going to become very relevant. "It is important for me to convey to you, on behalf of the Governor, the extraordinary importance of this project, and as the pace of events begins to accelerate, I want to ask you on behalf of the Governor to please cooperate with the needs of [Sean Thakkar's] team – getting access to data, etc. – so they can stay on schedule. Time will be of the essence."
- If there are any issues – statutory problems, etc. – that stakeholders have with CISS, please convey any concerns to Sean Thakkar, Mr. Lawlor, or as appropriate, to Judge Carroll, and they will attempt to resolve it expeditiously.
- Mr. Lawlor said CISS is an extraordinarily important project. "You have my commitment and I am sure the Judge feels the same way; it's an open invitation, if you see there's a problem, please let us know."

- Judge Carroll added when the Governing Board was initially set up, agency heads appointed designees and delegated responsibility. Those designees will need to notify the decision makers of any potential or pending decisions, so that we can move through these expeditiously.
- Moving through these processes now, it's more important than ever. Please look at your policies regarding delegation of authority and make any necessary changes to ensure efficiency.

II. **Minutes of previous meeting**

Mr. Lawlor asked if there were any additions or corrections to the minutes of the previous meeting, July 19, 2012. There being none, Mr. Lawlor asked for a motion to approve; Michael Pollard moved; Erika Tindill seconded, and the minutes were approved unanimously.

III. **PowerPoint Presentation**—[The PowerPoint is in the appendix of these minutes.]

- Mr. Lawlor introduced Sean Thakkar, CJIS Executive Director. Mr. Thakkar made a few introductory remarks and reviewed the agenda for the presentation. He introduced Shirley Medeiros, CJIS Operations Manager.
- Ms. Medeiros reviewed the accomplishments of the OBTS project. [Slides 3-4] Highlights were:
 - Project initiatives have been on time and on budget.
 - Performance tuning and the data purity initiative are moving forward, resulting in more reliable data within OBTS.
 - There has been good demand for OBTS classes; 28 new students were certified.
 - Release 7.4 will be deployed within the next 90 days.
- Michael Pollard asked about “data purity,” and Ms. Medeiros briefly explained that this initiative involves correcting data errors within the system, as well as the identifying causes of erroneous data.
- Ms. Medeiros introduced John Cook, Senior Project Manager.
- Mr. Cook gave the CIDRIS (Connecticut Impaired Driver Records Information System) status update. [Slides 5-6] Highlights were:
 - Deployment of CIDRIS is complete to all State Police Troops.
 - The program is making steady progress improving accuracy of OUI (Operator Under the Influence) data between police (point of origin) and Judicial and DMV.
 - Mr. Cook recognized Lieutenant Mark Panaccione and Sergeant Chick Bistany of the DESPP for their assistance with the CIDRIS program.
- Judge Carroll asked about delivery with an error rate of 40 percent. Mr. Cook replied that the error rate was due to a combination of technical and human-error factors that are being transmitted from DESPP. He stated that one of the biggest error categories is missing information from the arrest report, which triggers an error in the system. This is being addressed with more training for officers, as well as electronic prompts that will prevent filing if certain fields are not completed.
- Mr. Thakkar assured Judge Carroll and others that the system will not “go paperless,” or fully electronic, until there is a near-100 percent accuracy rate. He introduced Mark Tezaris, CJIS Program Manager.
- Mr. Tezaris reviewed the overall status of the CISS program. He described the scope, timeline, methodology, and success metrics for CISS. [Slides 7-12] Highlights were:
 - Work on Wave 0, version 1 began in October. The design, development, and all testing will lead up to launch of the first OBTS search capability using CISS in December.
 - Work of Wave 0, version 2 will begin in January 2013. At this time, version 2 and Wave 1 will be planned in more detail and high level planning for remaining waves will begin.
 - Wave 0, v2 will include additional databases and more advanced search screen.
 - Additional indices will be added in v2.
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- Mr. Thakkar referred back to slide 10 to reiterate that the databases targeted for addition next year are: POR (Protective Order Registry), PRAWN (Paperless Re-Arrest Warrant Network), CRMVS (Criminal and Motor Vehicle System), and CMIS (Criminal Management Information System).
- Mr. Tezaris introduced Nance McCauley, CJIS Business Manager, who reviewed progress on CISS from the business team's perspective. [Slides 13-14]
- Highlights:
 - The business team conducted field observations with the Division of Public Defender Services and the Division of Criminal Justice to obtain the information needed to map their business processes. Ms. McCauley thanked DPDS and DCJ for their time assisting with those field observations to learn about business processes.
 - Met with CAD/RMS vendors.
 - Met with agency business experts; conducted field-by-field data mapping and reviewed security concerns.
 - Consolidated feedback and worked with Xerox to develop initial CISS search screens.
- Ms. McCauley introduced Rick Ladendecker, CJIS Technology Architect, who described the work of the technology team in the last quarter. Highlights: [Slides 15-16]
 - Acquired equipment and software to support development and production of CISS (storage, network, firewalls).
 - Acquired CONNX, a data access, integration, and replication tool – a powerful environment that replicated entire OBTS database in 3 hours when we first tested it.
 - Developing security policy (based on US DOJ Security Policy 5.1) and access policy.
 - Held technical workshops for stakeholders, and will have more in coming months.
 - Creating Service Level Agreement (SLA) with DAS-BEST.
 - Defined production environment that includes sub-second response time.
 - In summary, CISS is geared up for going into production in December.
- Mr. Ladendecker introduced Bob Kaelin, of MTG Consulting who was hired to conduct Independent Validation and Verification (IV&V).
- Mr. Kaelin referred to the chart [Slide 17] that depicts CISS project performance along 12 indices. He said that CISS has “hit some barriers that are typical in a project like this.”
 - The areas of biggest improvement are in the area of communications and project management (for instance, holding monthly status meetings with stakeholders).
 - One risk area that remains is that 13 key staff positions are currently held by contractors; these positions should be approved for full-time state employee status.
- Mr. Thakkar began the next portion of the presentation about the Nastel performance monitoring tool by stating that it is an important tool that “you will never see;” it is a powerful tool to monitor and enhance the performance of CISS. Mr. Thakkar emphasized the necessity of building a strong and resilient infrastructure for CISS. The goal is to make it resilient enough that it's available “99.999 percent of the time.” To put that in perspective, he said, it means our goal is to have this system go down no more than 5¼ minutes within the span of one year.
- Mr. Thakkar introduced Steve Wallick, CJIS Systems Administrator, who along with John Blauvelt, will be using this tool to monitor CISS. [Slides 18-25] Highlights:
 - Nastel software is first being used to monitor OBTS in production; it is being used as an application, as well as an enterprise, monitor.
 - Middleware used to maximize the effectiveness of OBTS, CIDRIS, and soon, CISS.
 - Works in real time, sifting through millions of messages and bits of information, in real time, to create reports; does operations forecasting; provides health check (dashboard).
 - Has automatic “stitching” ability – can track transactions across multiple technologies, web, and legacy tiers.

- One of its most important aspects is predictive analytics.
- Product is providing value already. This tool will save time and money and make the systems work better.
- Mr. Wallick gave a live demonstration of the Nastel tool monitoring OBTS, showing how sensors report into the Central Event Processor, and how it provides color-coded alerts. He showed how on any of the events shown, he can drill down to obtain a large amount of information (for instance to determine exactly why a database is reporting problems, or why a processor is taking a longer period of time to accomplish tasks).
- Mr. Thakkar said that all of these technologies are available to the CJIS community (stakeholders) if any of the agencies want to use them in their own environments. The agencies would have to purchase additional licenses.

IV. Committee reports

- Mr. Lawlor introduced Larry D’Orsi, Superior Court Operations, Chair of the Administrative Committee. Mr. D’Orsi stated that the committee had created the confidentiality agreement to be used by CISS end-users, employees, and vendors/contractors (which were sent to Governing Board members in advance).
- Mr. Lawlor asked for approval of the forms as submitted. The confidentiality forms were unanimously approved.
- There being no further business, Mr. Lawlor adjourned the meeting at 2:43 p.m.
- The next meeting will be January 17, 2013 at 1:30 p.m.

Respectfully submitted,
Margaret M. Painter



State of Connecticut
Criminal Justice Information System

Governing Board Meeting October 18, 2012



Agenda

- Introduction
- OBTS Status
- CIDRIS Status
- CISS Update
 - Program Management
 - Business
 - Technology
 - IV & V (Independent Validation & Verification)
- Nastel Demonstration



OBTS — Key Accomplishments

7.3 Quarterly Release

- Key changes were inquiry performance enhancements, data purity correction, and general database maintenance;
 - Exact name search redesign,
 - Smart name search fine tuning,
 - Event 18-Case Activity from CRMVS.

OBTS Certification Classes

- Two hands-on certification classes were held in August and September at Judicial's Learning Center; 28 students successfully passed the certification exam.

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OBTS — Where We Are Going

The Next 90 Days

- Test and deploy deliverables for Release 7.4.
- Finalize OBTS 7.5 Release deliverables and begin constructing it.
- Complete data comparison and evaluation effort of the Judicial branch's source systems and document findings.
- Kick off the data purity initiative for the OBIS system with the Department of Correction.

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CIDRIS – Key Accomplishments

Implementation Completed

- Six State Police Troops — G, H, D, C, K, and E – completed CIDRIS implementation in August. This completes the CIDRIS deployment to all troops.

Software Updates

- DESPP updated CAD/RMS to improve data accuracy and ensure all mandatory documents are attached.
- Judicial and DESPP developed new program to automatically update surety bondsman and insurance data .
- DMV and CJIS completed CIDRIS software updates including:
 - Support for a new case disposition type used to track suspended drivers' licenses & disqualified commercial drivers' licenses
 - A program to reduce duplicate document attachments & data storage resources.

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CIDRIS – Where We Are Going

The Next 90 Days

- Improve quality of OUI data to near-100% accuracy.
- Resolve delivery issues with electronic OUI data to Judicial & DMV.

New Activities

- Judicial will implement the CJIS Forms Viewer application.
- CIDRIS program will expand to support the Division of Criminal Justice.

Benefits to CJIS Community

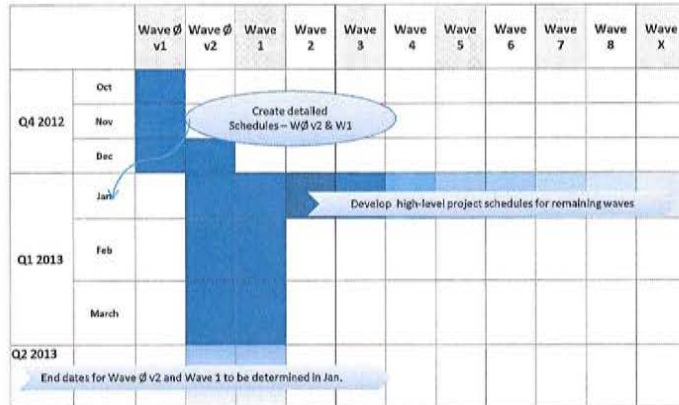
- CIDRIS makes electronic delivery of OUI information possible, which improves the efficiency and reliability of electronic information exchange between CJIS agencies.
- Improved efficiency improves service to end-users and lowers costs.

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CISS Project Waves



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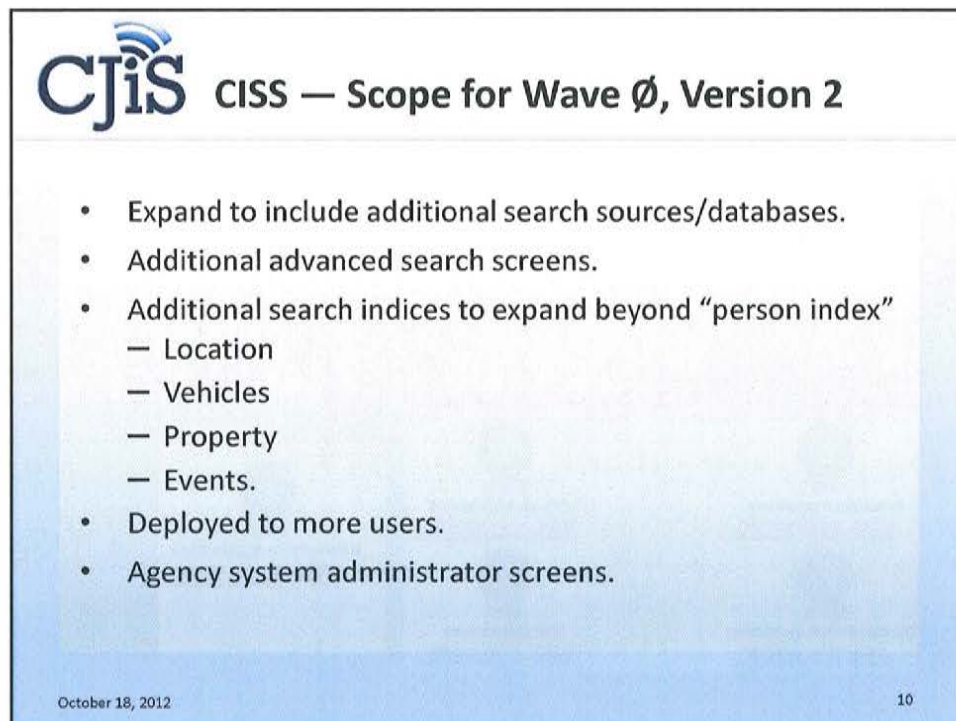
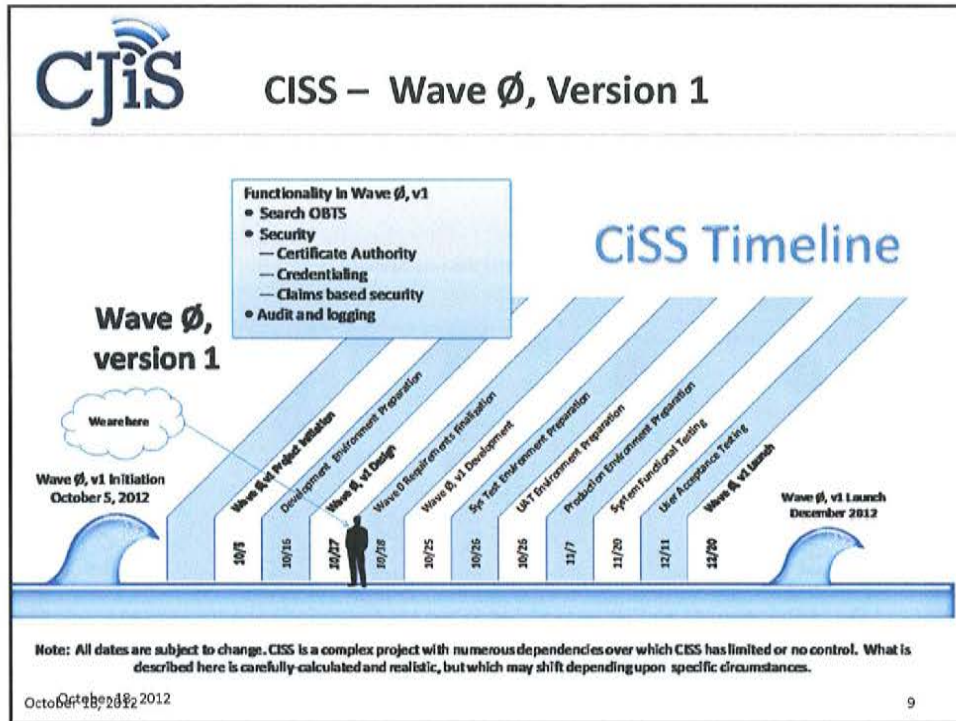


CISS — Scope for Wave Ø, Version 1

- Significantly improved search performance of OBTS.
- Multiple methods for searching CJIS information:
 - Internet-style natural language search with progressively narrowed search results similar to e-commerce applications,
 - Advanced Search screens and detailed data retrieval based on stakeholder input.
- Dept. of Justice GFIPM standards for data security.
- Two-factor authentication (like secure online banking).
- CISS SharePoint portal version 1 with search and login screens
 - Logon / logoff
 - First-time logon / security questions setup
 - Forgot password / password reset
- Initial audit and logging features.

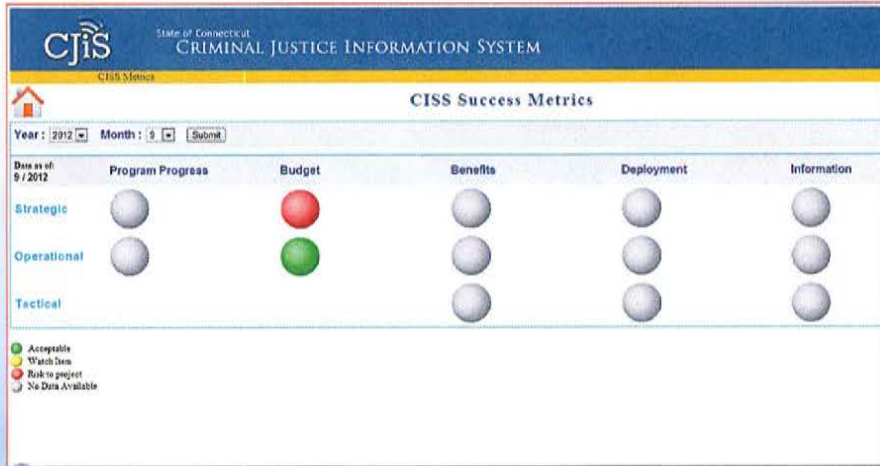
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CISS – Success Metrics

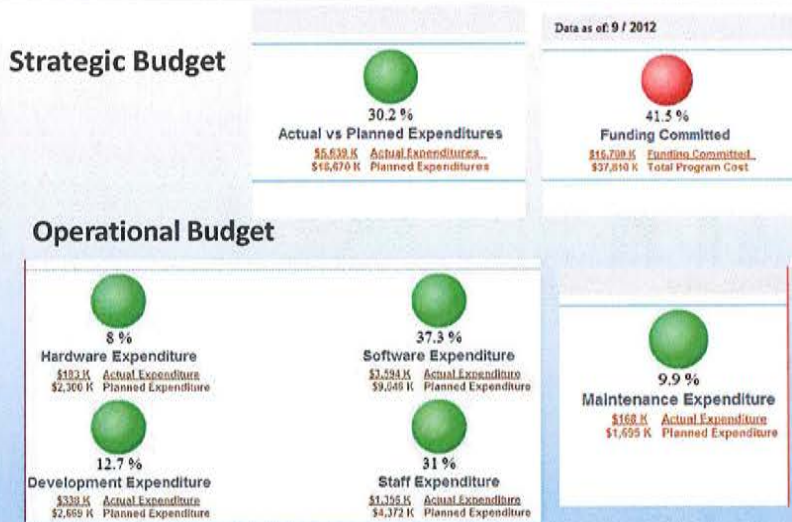


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CISS — Success Metrics



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CISS — Business Management

Field Visits to Observe Agency Business Processes

- Division of Public Defender Services: New Britain, Derby & Hartford courts.
- Division of Criminal Justice: New Britain, Meriden & Waterbury courts.
- To be scheduled: DMV, DOC, BOPP, CSSD.

RMS Vendors

- Validated CT RMS & CAD contract end dates.

Data Mapping Security for Agency Source System Fields

- Data mapping security was defined based on GFIPM model.
- Meetings were held with Agencies to clarify GFIPM security questions.

CISS Screen Mock-Ups Review

- Consolidated feedback on basic search & advanced search screens.

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CISS — Business Milestones

Business Tasks	October				November					December			
	5	12	19	26	2	9	16	23	30	7	14	21	28
Data Mapping Security	█	█											
Field Observation: DMV		█	█	█									
Field Observation: DOC					█	█	█						
Field Observation: BOPP													
Field Observation: CSSD								█	█	█			
CISS Wave 0, v1: OBTS Search – Business Acceptance Testing											█	█	
CISS Wave 0, v1: OBTS Search – User Acceptance Training & Testing												█	█

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CISS — Technology

- Agencies selected security models to integrate with CISS.
- Acquired equipment supporting development and production (storage, network, firewalls).
- Initiated development of CJIS Security, CJIS Access and FileNet (Electronic Content Management) Policies
 - DOJ/FBI CJIS 5.1, FEA, FIPS 140-2
- Acquired CONNX for data replication and integration.
- Replicated OBTS database via CONNX.
- Evaluated methodologies to integrate Agency data with CISS.
- Developed workshops for Agency stakeholders: Data Replication and Security; more to be scheduled.

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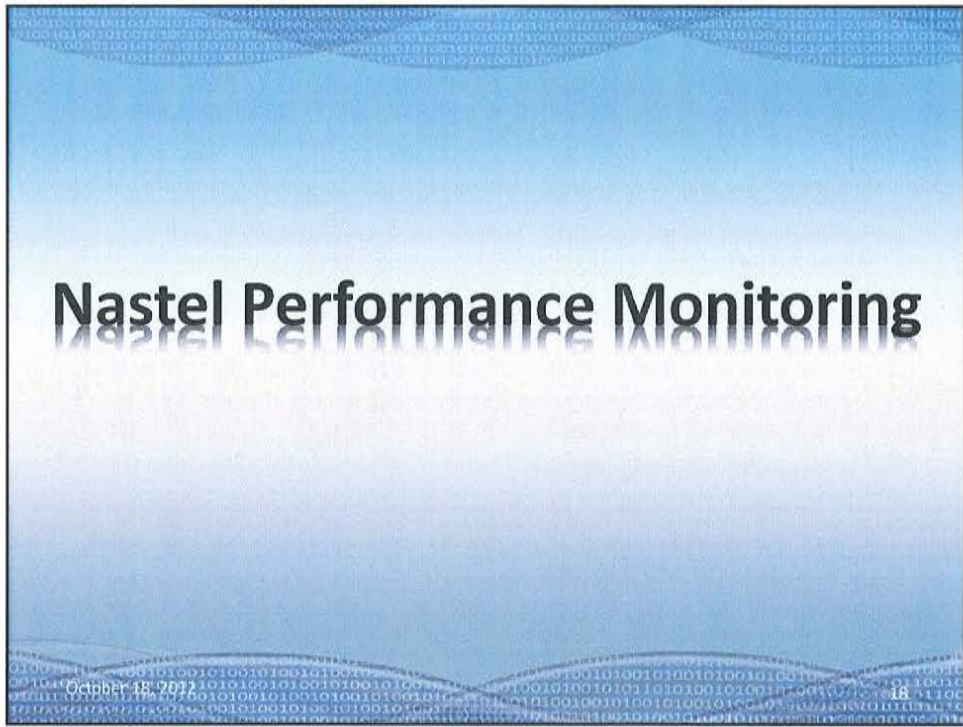
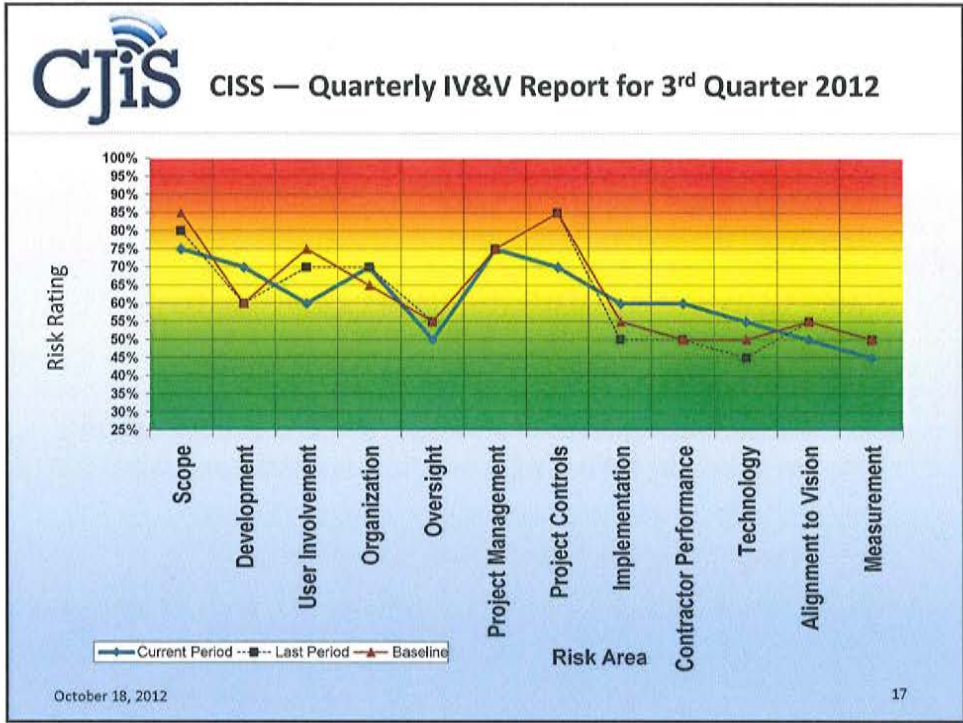


CISS — Technology Milestones

Phase Task	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Order hardware/software	█	█						
Staffed technical development team	█	█						
Staffing Application Manager & Microsoft Engineer			█	█				
Developing software development life cycle	█	█	█					
Developing Service Level Agreement (SLA)			█	█				
Designed and developed CISS success metrics			█	█				
Developing API Publishing Interface standards				█	█			
Gather IEPD data elements from agencies	█	█	█					
Defined production architecture			█	█				
Defined storage requirements			█	█				
Defined network/security requirements			█	█				
Install storage and network equipment			█	█				
Acquired Public Certificate (WildCard SSL)			█					
Configure production environment			█	█				
Implement workshops for Agency stakeholders	█	█	█					
Develop CJIS Security Policy				█	█			
Develop CJIS Access Policy				█	█			

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Nastel Performance Monitoring Tool

- What is Nastel? A performance monitoring software tool known as “middleware”
- How is CJIS using Nastel software? To maximize the effectiveness of our applications (OBTS, CIDRIS, and soon, CISS)
- What does it do?
 - Sifts through millions of messages and bits of information
 - Processes the information to detect potential problems
 - Performs proactive monitoring and notification
 - Recognizes and analyzes issues in real-time

What is Nastel?

- Nastel is an **Application Performance Monitoring tool**. It measures, monitors, and reports on business processes, applications, and IT infrastructure.
- It provides:
 - **Detailed transaction** performance information
 - **Real-time analytics** through a built-in Complex Event Processing (CEP) engine that supports de-duplication, suppression of alerts, and avoidance of false-positives;
 - **In-depth reporting** abilities;
 - **Automatic “stitching” capability** – it can track business transactions across multiple technologies, end-to-end across Web and legacy tiers: Java, .NET, WMQ and CICS.

How Is CJIS Using Nastel?

- **Health-Check Dashboard**
 - Rules-based business views.
 - Display information based on criminal justice use activities.
- **Automated Monitoring**
 - Monitors events and metrics in real-time.
 - Provides customizable notifications, alerts, and automated actions.
- **Operations Forecasting**
 - Analyzes trends in performance thresholds and baselines.
 - Improves visibility and capacity planning.

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What does Nastel do?

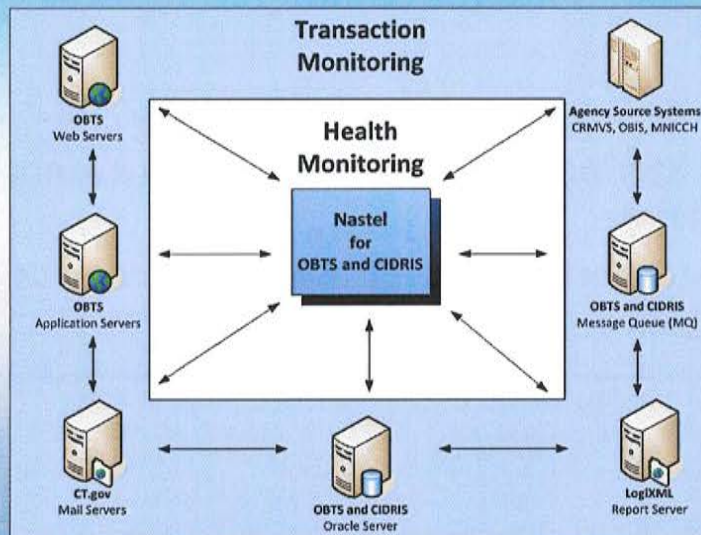
- Nastel creates reports by collecting and monitoring application and system events in real time.
- Nastel performs *Predictive Analytics* by using Statistical Forecasting.
- *Predictive Analytics* allows the operations team to prevent problems from occurring.

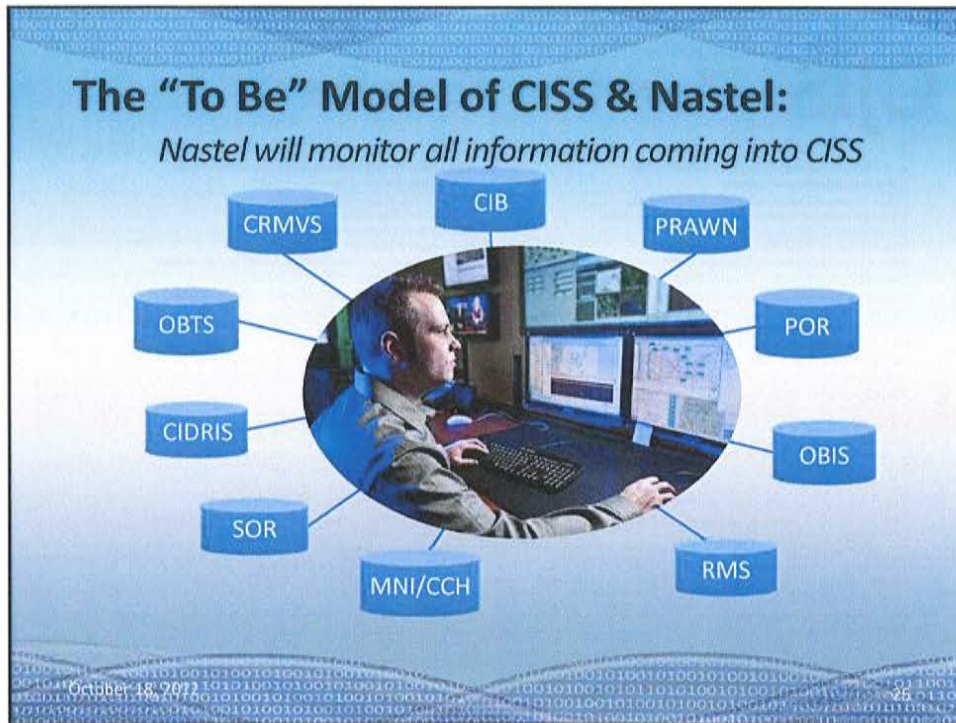
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The Value of Nastel

- Improve Public Safety: Nastel will be a vital partner in maximizing the performance of OBTS, CIDRIS, and CISS to identify *potential* problems before users do.
- Maximize our ROI: Nastel will amplify the benefits of CISS, as it will be deployed as CISS is *being built*.
- Save \$\$: Using Nastel will reduce costs by:
 - Eliminating the need for more technical support staff
 - Preventing costly downtime issues.

Current Nastel Monitors





Nastel Demonstration

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Appendix: 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
 CAD = Computer Aided Dispatch
 CCH = Computerized Criminal History (DESPP)
 CIB = Centralized Infraction Bureau (Judicial)
 CIDRIS = Conn. Impaired Driver Records Information System
 CISS = Conn. 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 (CSSD)
 COLLECT = Connecticut On-Line Law Enforcement Communications Teleprocessing network
 CPCA = Conn. Police Chiefs Association
 CRMVS = Criminal and Motor Vehicle System (Judicial)
 CSSD = Court Support Services Division (Judicial)
 DCJ = Division of Criminal Justice
 DAS = Dept. of Administrative Services
 DESPP = Dept. of Emergency Services & Public Protection
 DEMHS = Dept. of Emergency Management & Homeland Security
 DMV = Dept. of Motor Vehicles
 DOC = Department of Correction
 DOIT = Dept. of Information Technology
 DPDS = Div. of Public Defender Services
 IST = Infrastructure Support Team
 JMI = Jail Management System
 JUD = Judicial Branch
 LEA = Law Enforcement Agency
 LAW = Local Law Enforcement (e.g., DPS, CPCA)
 LIMS = State Crime Laboratory Database
 MNI = Master Name Index (DESPP)

OBIS = Offender Based Information System (Corrections)
 OBTS = Offender Based Tracking System
 OCPD = Office of Chief Public Defender
 OVA = Office of the Victim Advocate
 OVS = Office of Victim Services
 RMS = Records Management System
 OSET = Office of Statewide Emergency Telecommunications
 POR = Protection Order Registry (Judicial)
 PRAWN = Paperless Re-Arrest Warrant Network (Judicial)
 PSDN = Public Safety Data Network
 SCO = Superior Court Operations Div. (Judicial)
 SOR = Sex Offender Registry (DESPP)
 SPBI = State Police Bureau of Identification (DESPP)
 SLFU = Special Licensing of Firearms Unit (DESPP)

Technology Related

ADFS = Active Directory Federated Services
 COTS = Computer Off The Shelf (e.g., software)
 ETL = Extraction, Transformation, and Load
 FE = Federal Enterprise Architecture
 FIM = Forefront Identity Manager (Microsoft)
 FIPS = Federated Information Processing Standard
 GFIPM = Global Federated Identity & Privilege Management
 IEPD = Information Exchange Package Document
 LAN = Local Area Network
 PCDN = Private Content Delivery Network
 POC = Proof of Concept
 RDB = Relational Database
 SAN = Storage Area Network
 SDLC = Software Development Life Cycle
 SOA = Service Oriented Architecture
 SQL = Structured Query Language