



Quarterly Program Status Report
to the
Criminal Justice Information System (CJIS)
Governing Board

October 18, 2012

Connecticut Information Sharing System (CISS)
Connecticut Impaired Driver Record Information System (CIDRIS)
Offender Based Tracking System (OBTS)

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Larry D'Orsi

Judicial Branch, Court Operations Division

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Connecticut Police Chiefs Association (CPCA)

Technology Committee

Evelyn Godbout

Information Technology Manager

Division of Criminal Justice

Executive Summary

Sean Thakkar, Executive Director

Governor's Vision for Technology:

The Governor's vision for technology provides the foundation upon which CJIS is working. This vision is predicated on the following:

- Implementation of efficient, modern business processes that result in cost-effective delivery of services;
- Open and transparent engagement with the citizens of the State;
- Development of accurate and timely data for policy making, service delivery, and results evaluation;
- Creation of a secure and cost effective IT infrastructure, including greater use of shared services and applications wherever possible;
- Provide services that are easily accessible for all constituents.

Business Goals and Objectives:

- Optimize our current investments in technology and leverage existing infrastructure and resources.
- Create a simple way to implement new technologies, so that agencies can implement them smoothly.
- Develop a secure environment which meets state and federal standards for security.
- Provide independent and objective opinions and recommendations to the CJIS Governing Board.
- Provide services that are "boringly predictable" and totally reliable.
- "Information any way you want it" — Provide all of our stakeholders with the data they need, on the platform they want, and in the most accessible format to suit their needs and business practices.

Summary of Accomplishments

Connecticut Information Sharing System (CISS):

- The Technical Architecture Documents have been created to support development, system testing, User Acceptance Testing (UAT), and production environments.
- All CJIS Agencies have chosen a security option for integration with CISS.
- Xerox high-level design documents have been approved for Wave 0 and the overall system.
- The servers and storage for CISS were acquired. Firewalls and fast switches are on order.
- The CJIS Business Team visited the New Britain, Derby, Meriden, Waterbury, and Hartford area courts to observe the Division of Public Defender Services business processes.
- The CISS Team met with the RMS vendors and their law enforcement counterparts in July to discuss connecting RMS systems to CISS.

- The CJIS Business Team and Collin Evans from the Xerox Team conducted GFIPM data source mapping sessions for the Judicial, DESPP, and DOC systems that currently send data to OBTS.
- The Xerox and state teams are detailing testing and training plans for Wave 0, version 1.
- CISS Help Desk and operations support plans are being developed.
- CISS technology workshops have been held for agency stakeholders.
- The first CISS monthly status meeting with stakeholders was held August 2012; these meetings will be held at the beginning of every month.
- An integrated project schedule has been created showing both Xerox and state activities in the plan.
- CISS hired a testing lead

Offender Based Tracking System (OBTS):

- Deployed the OBTS 7.3 release with inquiry performance enhancements.
- The third OBTS/CIDRIS/AFIS User Group Meeting was held on August 15.
- Completed the data purity technical review of the OBTS/Judicial systems.
- OBTS ‘Hands-on’ Certification Classes were held with 28 students; all received their certification.

Connecticut Impaired Driver Record Information System (CIDRIS):

- The CIDRIS team, DMV, DESPP, and Judicial completed deployment of CIDRIS for all State Troops.
- Judicial and DESPP developed a software program to automatically update surety bondsman and insurance data.
- DESPP made several updates to its CAD/RMS automation to improve data accuracy and verify document attachments.
- DESPP expanded the CIDRIS training program and installed additional technology for CIDRIS support.
- Judicial developed a new web-based CJIS Forms Viewer Tool to access and print CIDRIS document attachments.

Critical Enablers for Continued Success

The following are the critical enablers for the continued success of CJIS projects:

- Open the remaining 7 State employee positions requested for the current needs of the CJIS Operational Team working on CISS, OBTS, CIDRIS and other CJIS projects. These positions require the right skills and experience in order to successfully deliver a large, complicated, high visibility project like CISS.

Impact: The critical element for success is to have talented, dedicated, and skilled personnel reporting directly to the Executive Director. The deadlines set for the hiring of key CISS employees in May and October were not met.

The Board unanimously voted to make 9 key CISS project positions *full-time State positions*; these are considered critical to initial phases of the project. This will allow the State to garner institutional knowledge for CISS application and business requirements of the project. Currently, only the CJIS Program Manager and the CJIS Business Manager have been made full-time State

employees. The updated remaining seven positions that need to be approved for full-time State employees are:

The consultant company hired to do the Independent Verification & Validation (IV&V), has repeatedly highlighted this as a critical CISS risk.

Recommendations:

We are working with DAS to open the required positions and change the job classifications for the Technical Architect, two Senior Project Managers, two Senior Java Developers, Application Data Base Administrator, and a SharePoint Developer.

We have had difficulty filling these positions due to relatively low starting salaries offered by the State compared to the private sector. We need to hire people with the right skill set and experience with large, complex, multi-million dollar, multi-year projects. We need to offer salaries close to market rates in order to be successful. Until this is done, the risk exists that the State will lose technical and domain knowledge when the consultants leave.

- The Legislature should amend Section 36 of PA-07-4 JSS and CGS Sec. 54-142q to define the Criminal Justice Information System Governing Board's purpose, authority, organization structure, and formal relationship to other agencies. In addition, the amendment should define reporting responsibilities for agencies where their efforts relate to CJIS Governing Board project(s) or funds.
- A mutually-supportable Service Level Agreement (SLA) needs to be developed and implemented between the Department of Administrative Services – Bureau of Enterprise Systems and Technology (DAS-BEST) and the CJIS Governing Board. This SLA should clarify roles, responsibilities, and service levels related to support CJIS. This SLA will require a Memorandum of Understanding (MOU) regarding funding that is predictable, reliable, and auditable, similar to the Pay-Phone Revenue Fund.
- Cooperation is needed from all CISS stakeholder agencies to share their information as agreed by all in the CISS requirements, and as spelled out in State statutes. The mission of CISS to share CJIS information to improve public and officer safety can only happen if *all* CJIS agencies fulfill their original commitment to sharing information specified in the requirements.

CJIS Governing Board's Business Goals and Objectives

Business Objectives	CISS ¹	CIDRIS	OBTS
Efficient modern business processes	✓	✓	✓
Open and transparent engagement	✓	✓	✓
Accurate and timely data for policy making, service delivery and results evaluation	✓	✓	✓
Secure and cost effective IT infrastructure	✓	✓	✓
Easily accessible services to all constituents	✓	✓	✓
Establish funding processes that will allow the State to measure and maximize its return on technology investments and to target funds to the agency and state priorities	✓	✓	✓
Ensure that the appropriate project management, transparency and accountability systems are in place for successful project implementation and completion	✓	✓	✓
Better align agency and state information technology plans and priorities with agency and state priority business and available resources	✓	✓	✓
Provide for agency autonomy so they can accomplish their missions	✓	✓	✓
Simplify implementation of new technologies	✓	✓	
Develop secure environment, meeting State and Federal standards	✓	✓	✓
Optimize current investments to leverage infrastructure and resources	✓	✓	✓

1.0. CISS — Background

The **Connecticut Information Sharing System (CISS)** project's overarching goal is to improve information sharing throughout the State's criminal justice community to comply with Public Act 08-01.

CISS will be a comprehensive, statewide system to promote the immediate and seamless sharing of information between all law enforcement and criminal justice agencies in Connecticut. Connecticut's criminal justice community consists of 11 justice agencies with over 23,000 staff members and utilizes 52 information systems to support its business needs.

CISS will provide the first statewide, unified information sharing system. This will allow the State to *do a lot more with a lot less* and provide this *information any way you want it*.

1.1. Key Accomplishments – Period Ending September 2012

The following is a synopsis of the program's noteworthy accomplishments over this reporting period:

- **CISS Hardware** — Identified, acquired, and installed the servers to support CISS databases and FileNet software. Firewalls and fast switches have been ordered.
- **Connecting to CISS** — All CJIS agencies have selected a security option for integration to CISS.

¹ As designed in the RFP released on October 2010.

- CISS Design — CJIS has reviewed and approved Xerox high-level design documents for Wave 0 and the overall system. The CISS team has signed off on the detailed design for the system administrator functionality.
- CISS Architecture — The Technical Architecture Documents to support development, system testing, User Acceptance Testing (UAT), and production environments are nearly complete.
- Field Observations in Courts— The CJIS Business Team visited the New Britain, Derby, Meriden, New Britain, Waterbury, and Hartford area courts to observe the Division of Public Defender Services business processes. The observations highlighted gaps in sentencing business processes, as well as areas that will benefit from electronic processing in the future through the CISS Project. It has been determined that the sentencing requirements will be included in Wave 1 of the CISS project.
- RMS Vendors — The CISS Team held a meeting with the RMS vendors and their law enforcement counterparts in July to discuss the CISS project. A high-level overview of the background and purpose of the project, along with a technical briefing of the architecture was presented to set the stage for the meeting. Expectations regarding RMS vendor involvement, technical needs, timing, and next steps were discussed. The RMS vendors were asked to share this information with the respective Connecticut law enforcement agencies that they support. Several RMS vendors and law enforcement agencies have expressed interest in assisting with the pilot for the CISS project. The CISS Team is currently working on the technical specifications for the RMS information exchange.
 - The business and technical teams will send out RMS vendor certification packages to all of the CAD-RMS vendors in November.
- Security and Data Mapping — The CJIS Business Team has been identifying scope and tasks for Wave 0 of CISS — OBTS Search. We attended a series of knowledge-transfer sessions led by the Xerox Team regarding GFIPM and claims-based security topics.
- The CJIS Business Team and Collin Evans from the Xerox Team conducted GFIPM data source mapping sessions for the Judicial, DESPP, and DOC systems that currently send data to OBTS to determine field-level security rules that apply to the data elements. The sessions were interactive and productive. Documentation is being sent out for review and to verify information that was gathered.
- CISS Screen Mock Ups — Screen mock-ups of the CISS application for Wave 0 – OBTS Search were reviewed with business stakeholders for consolidated feedback.
- Knowledge Transfer — Provisioning Xerox planned technologies to support knowledge transfers (WebMethods, Fast, SharePoint, ADFS, FIM).
- Testing and Training Plans— The Xerox and State teams are developing detailed testing and training plans for Wave 0.
- CISS Help Desk — Help Desk and operations support plan for CISS is being developed and will be in place for Wave 0 production.
- Software – Almost all the software needed for CISS has been acquired.
- CISS Workshops — Developed and held technology workshops for Agency stakeholders.
- CISS Monthly Status Meeting –CISS monthly status meeting with stakeholders began in the first week of August 2012. This is an open forum for any questions that the community may have on CISS. The second part of the meeting was a technology workshop with an in-depth discussion of security.
- Project Schedule — Created an integrated project schedule showing both Xerox and State of Connecticut activities to better coordinate our resources for successful implementation.
- New Hires — A testing lead was hired to coordinate all of CJIS’ testing activities. Four additional members of the technical team were hired in August and are up to speed.
- Policy — We are developing new policies to support CJIS Security and User Access.

- The CJIS Security Policy document will identify pertinent aspects of technology, security, audit, and compliance for CJIS stakeholders. This document is based on the Criminal Justice Information Services (CJIS) Security Policy V5.1 (CJISD-ITS-DOC-08140-5.1) and will be developed in cooperation with the CJIS Technical Committee. It covers security, connectivity, access, encryption, and audit.
- The CISS User Access Policy is being developed to support the certification of Users for CISS information. This document will evolve into the CJIS User Certification and will encompass user agreements regarding the access, usage, and dissemination of Criminal Justice Information.

1.2. Anticipated Activity – Next 180 Days

The CJIS Operational Team is expected to accomplish the following objectives or milestones over the next 180 days:

- Field visits will be scheduled with the Department of Motor Vehicles in the month of October. Field visits with the Department of Corrections/Board of Pardons and Paroles and the Court Support Services Division will be scheduled over the next couple of months.
- Configure all hardware and software for CISS environments in preparation for Wave 0.
- Build Wave 0 CISS application and copy OBTS database for search, then test, fix bugs, and move to production.
- Once CISS is in production, we will train and connect the first Law Enforcement Agencies. Create roll-out schedule for the rest of the agencies for training and connection to CISS. The first deliverable is OBTS database search.
- Identify which CAD/RMS vendors will create interface into CISS and create schedule.
- Complete the transition of the entire CJIS team to IBM Jazz (collaboration Software Development Life Cycle, SDLC).
- Complete the detail scope and project schedule for Wave 1 and the high level scope and schedule for Waves 2–8 for project completion.

1.3. CISS Program Issues and Risks with Mitigation Strategy

Risk:

The late hiring of State positions, filling important positions with contractors, and not converting these to State positions, presents risk to the project plan and the long-term support and stability of CISS.

Mitigation:

We are hiring consultants to fill the current positions needed by the CISS team that have not been approved. This will allow us to get the work done that we are contractually required to produce and assure the successful implementation of CISS for the State.

We are working with DAS to open the required positions and change the job classifications for the Technical Architect and two Senior Project Managers. We have had difficulty filling these positions due to relatively low starting salaries offered by the State compared to the private sector. We need to hire people with the right skill set and experience with large, complex, multi-million dollar, multi-year projects. We need to offer salaries close to market rates in order to be successful. Until this is done, the risk exists that the State will lose technical and domain knowledge when the consultants leave.

Issues:

There is an issue concerning the Freedom of Information Act (FOIA) stemming from the fact that official state repositories are subject to FOIA. The CISS data store is a staging repository and not the official

repository of record; therefore, it needs legislation to exempt it from FOIA requests and to require those requests be submitted to the agencies that are the repository of record.

Mitigation:

The Administrative Committee has proposed language for the legislation to correct and clarify this, which the Governing Board approved at its July 2012 meeting. This will be brought to the next legislative session.

1.4. CISS — Conclusions

The CJIS team, the vendor Xerox, and the DAS-BEST supporting the teams are focused on building and deploying CISS Wave 0. Though the CJIS team is relatively new, with additional consultants coming on as needed, a genuine team is crystallizing. We see the tangible benefits of this in terms of efficiency, quality of work, improved processes, and the synergy that happens when the right people work on a project together. The entire team is completely committed to achieving our shared goal.

The teams are overcoming the many hurdles faced in this complex, large-scale project for successful implementation. Planning the rest of the Waves needed for project completion is in progress. The first deliverable will be a “Bing or Google-like” search of the OBTS database. Additional CJIS search data sources will be added according to the schedules that will be published.

The second major deliverable will be the data exchanges between the CJIS agencies, CAD/RMS vendors and CISS as indicated in the published requirements. The first data exchanges will be in Wave 1, which is targeted to start in 2013.

2.0. OBTS — Background

The **Offender Based Tracking System (OBTS)** is an integrated, information sharing system developed with all the state criminal justice agencies to respond to the growing demand for access to comprehensive information on offenders. Officially launched in 2004, OBTS is used daily by local, state, and federal law enforcement as well as select state agencies.

2.1. Key Accomplishments – Period Ending September 2012

The following is a synopsis of the program’s noteworthy accomplishments over this reporting period:

- The CJIS Operational Team successfully deployed the OBTS 7.3 release on schedule. Key changes were inquiry performance enhancements and general database maintenance.
- Started constructing the deliverables for OBTS Sprint Release 7.4.
- The third OBTS/CIDRIS/AFIS User Group Meeting was held on August 15.
- The team completed the data purity technical review of the OBTS/Judicial systems. At the same time, the team is performing a data comparison exercise and evaluation, and identified several data errors that will be corrected and implemented in the 7.4 Release.
- Two OBTS ‘Hands-on’ Certification Classes were held in August and September at the Judicial Learning Center. Twenty-eight students successfully passed the certification exam and have begun using OBTS.

2.2. Anticipated Activity – Next 180 Days

The OBTS Program is expected to accomplish the following objectives or milestones over the next 180 days:

- Build, test, and deploy OBTS Release 7.4.
- Finalize OBTS Release 7.5 requirements.
- Continue the data comparison evaluation exercise of the Judicial branch’s source systems, and document the findings.
- Initiate the OBTS data purity effort for the Offender Based Information System (OBIS) with the Department of Corrections.
- Use Nastel report data to identify system performance problem areas in the production environment.

2.3. OBTS Application Release Schedule

The following release schedule is planned over the coming 12 months. To provide a more stable and predictable product upgrade cycle for OBTS, the content of each maintenance release will be guided by the priorities identified by the OBTS/CIDRIS User Group. This group will meet quarterly to review program accomplishments, re-assess program priorities and approve proposed release schedules.

Release Dates	Release Objectives
OBTS R7.4 November 2012	Maintenance Release – Defect corrections, reporting enhancements, and data purity efforts.
OBTS R7.5 February 2013	Maintenance Release – Final release content to be determined based on the priorities of the OBTS community.
OBTS R7.6 May 2013	Maintenance Release – Final release content to be determined based on the priorities of the OBTS community.
OBTS R7.7 August 2013	Maintenance Release – Final release content to be determined based on the priorities of the OBTS community.

2.4. Program Issues and Risks with Mitigation Strategy

Issues:

The Project Team is dependent on access and cooperation of subject matter experts residing in source agencies. Due to current workload activities and changing priorities, subject matter experts may not be available as needed.

Mitigation:

The mitigation strategy is to closely monitor work efforts and take prompt corrective action as necessary.

2.5. OBTS — Conclusions

With the new platform in place and the User Group engaged, the OBTS Operational Team will focus future application maintenance releases on improving performance and data quality in OBTS.

2.6. OBTS — Recommendations for the Board

We recommend that a Service Level Agreement (SLA) be developed and implemented between DAS-BEST and the CJIS Governing Board. This SLA would clarify roles, responsibilities, and agreed-upon service levels vis-à-vis support of OBTS and CIDRIS by DAS-BEST.

3.0. CIDRIS — Background

The **Connecticut Impaired Driver Records Information System (CIDRIS)** is an integrated information-sharing system designed to automate the collection and delivery of Operating Under the Influence (OUI) information among State Agency Criminal Justice Stakeholders. CIDRIS was developed in cooperation with local law enforcement, the Department of Emergency Services and Public Protection (DESPP), the Department of Motor Vehicles (DMV), the Division of Criminal Justice (DCJ), and the Judicial Branch, as well as the Department of Transportation (DOT) and the National Highway Traffic Safety Administration (NHTSA). Development of CIDRIS was completed in 2010. Interfaces to DESPP, DMV and Judicial agency source systems were created in 2011. Implementation for roll-out to DESPP troops started in mid-December 2011 and was completed in August 2012.

3.1. Key Accomplishments – Period Ending September 2012

- The CIDRIS team, DMV, DESPP and Judicial have completed the CIDRIS deployment.
- The last deployments — Troop E/Montville, K/Colchester, D/Danielson, H/Hartford, C/Tolland, and G/Bridgeport — were completed by August 17.
- Judicial and DESPP developed software programs to automatically update Surety Bondsman and Insurance data. The new system provides state police with the most up-to-date information to help troopers conveniently and quickly determine bondsman eligibility status.
- DESPP made several updates to their CAD-RMS automation. One update improves data accuracy and reduces errors through enhanced data validation software routines. Specifically, the new software verifies bad or missing OUI data before it is electronically transmitted to CIDRIS. The other update enhances the OUI (Operating Under the Influence) document submission process by ensuring that all mandatory documents and optional attachments are included in the electronic CIDRIS XML message package.
- DMV and CJIS completed two CIDRIS software updates. One update supports a new case disposition type used to track suspended drivers' licenses and disqualified commercial drivers' licenses. The other update reduces duplicate document attachments and data storage resources.
- To improve quality of CIDRIS submissions, DESPP expanded training programs for troops by increasing the number of trainers and the number of people trained at local barracks.
- To increase access to the CIDRIS program, DESPP added additional computer hardware technology in some barracks, including desktop computers and printers.

3.2. Anticipated Activity – Next 180 Days

- Judicial will be implementing the CJIS Forms Viewer application. CJIS Forms Viewer is a new web-based application that allows authorized CIDRIS stakeholders to view, retrieve, and print agency

documents. By implementing CJIS Forms Viewer, DESPP and Judicial can begin preparations to discontinue delivery of paper (OUI Case Documents) to DMV and Judicial. Preparation activities include review and testing efforts to ensure all electronic OUI document attachments submitted by DESPP match with corresponding paper document copy. After implementation and testing phases are complete, the CIDRIS implementation team will continue work to expand the application to support additional stakeholders.

- The CIDRIS implementation team will continue work to expand the collection of electronically-submitted OUI documents. For the initial Implementation roll-out, DESPP focused on electronic submission of mandatory forms including the Officers' OUI Arrest and Alcohol Test, Notice of Rights, Appearance Bond and Initializer Slip. As success rates for initial submissions increase to nearly-perfect levels, DESPP will broaden electronic document submissions to include the Blood and Urine Test Report, Misdemeanor Summons and Complaint, Officer Written Statement and other Judicial Arrest forms as determined by Warrant or without Warrant.

3.3. Program Issues and Risks with Mitigation Strategy

Issues:

CIDRIS validates all messages received by DESPP, DMV, and Judicial. Messages that have bad or missing data will not pass validation and will be rejected (to prevent passing bad information along to other stakeholders). If the quantity of messages rejected by CIDRIS continues to remain at higher than acceptable levels, CJIS stakeholders won't be able to fully leverage system capabilities, such as automatic data entry into agency source systems and continued delivery of paper documents.

Mitigation:

To help reduce the OUI submission errors, the CIDRIS team — including DESPP, DMV and Judicial — will continue to be vigilant in isolating and fixing operational and technical problems; solutions to the spectrum of problems range from additional technical and training resources to developing additional software programs.

3.4. CIDRIS — Conclusions

DESPP, DMV, Judicial, and the CJIS Operational Team have committed to expanding use of the CIDRIS system. The CIDRIS implementation of the State Troop Barracks is complete. CJIS is now working with assisting the stakeholders for OUIs to go paperless using CIDRIS. All stakeholders will have to agree on the solution.

4.0. OBTS/CIDRIS Application User Group

The OBTS / CIDRIS Application User Group is charged with the responsibility to provide the Executive Director with program guidance and application governance that reflect the highest priorities of the OBTS user community. The CJIS team conducted the third User Group meeting on August 15; the team presented OBTS, CIDRIS and CISS status updates. After the presentations, an open forum discussion with the group was initiated to solicit feedback for continuous improvement.

Chairperson

Chief Douglas S. Fuchs

OBTS Data Consumers

Chief Richard Mulhall – Connecticut Police Chiefs Association (CPCA)

Michelle Cruz – Office of the Victim Advocate (OVA)

Andrew Mosley – Board of Pardons and Paroles (BOPP)

John Morrison – Office of the Public Defender (OPD)

Evelyn Godbout – Division of Criminal Justice (DCJ)

OBTS Data Suppliers

Offender Based Information System (OBIS)

Robert Cosgrove – Department of Correction (DOC)

Lynn Milling – Department of Correction (DOC)

Master Name Index / Computerized Criminal History (MNI/CCH)

Captain David E. Rice – Department of Emergency Services and Public Protection

Joan Hilliard – Department of Public Safety

Judicial Information Systems (CRMVS, CIB, PRAWN, POR)

Terry Walker – Judicial Branch

Larry D’Orsi – Judicial Branch



5.0. Appendix — CISS Wave 0, General Timeframe

