



Criminal Justice Information System
Governing Board
State of Connecticut
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CJIS Governing Board Meeting

August 4, 2016, 1:30 pm

Division of Criminal Justice, 300 Corporate Place, Rocky Hill, CT 06067

CJIS Governing Board Members and Designees in attendance:

Judge Patrick L. Carroll, III, *Co-Chair, Chief Court Administrator, Judicial*; Mike Lawlor, *Co-Chair, Under Secretary, Office of Policy and Management*; Mark Raymond, *CIO, Department of Administrative Services/Bureau of Enterprise Systems and Technology (Designee)*; Dave Maiga, *Director of Offender Classification and Population Management, Department of Correction (Designee)*; John Russotto, *Esq., Deputy Chief State's Attorney, Office of the Chief State's Attorney (Designee)*; Cindy Zuerblis, *Division Manager, Department of Motor Vehicles, (Designee)*; Dora Schriro, *Commissioner, Department of Emergency Services and Public Protection*; James Cetran, *Chief, Connecticut Police Chiefs Association*; Brian Carlow, *Esq., Deputy Chief Public Defender, Division of Public Defender Services (Designee)* and Hakima Bey-Coon, *Esq., Staff Attorney, Office of Victim Advocate (Designee)*

Other attendees:

Richard Mulhall (CPCA), Brian Clonan (DESPP), Robert Cosgrove (DOC), Chris Duryea (JUD), Evelyn Godbout (DCJ), Darryl Hayes (DESPP), Terry Schnure, Terry Walker (JUD), and Antoinette Webster (DESPP)

CJIS staff and contractors:

Wayne Allen (CJIS), Phil Conen (Xerox), Theresa Czepiel (CJIS), Craig Holt (Qualis), Christopher Lovell (CJIS), Mark Morin (CJIS), Mark Tezaris (CJIS) and Steven Wallick (CJIS)

I. Welcome and Introduction

- Mr. Mike Lawlor brought the meeting to order at 1:50 PM and announced that the Operational Memorandum of Understanding (MOU) had been finalized. All parties have signed it, putting it into effect alongside the Administrative MOU. A thank you was extended to Dr. Dora Schriro, Commissioner of the Department of Emergency Services and Public Protection, for accepting the responsibility that accompanies the MOU.

II. Minutes Approval

- Mr. Lawlor asked for a review of the minutes from the April 28, 2016, Governing Board Meeting, after which a motion was presented to adopt. Mr. Mark Raymond moved to approve the minutes, and Chief James Cetran seconded the motion. The vote to approve was unanimous. Mr. Lawlor then turned the floor over to Mr. Raymond for the CISS presentation. Mr. Raymond then introduced Mr. Mark Morin for the slide deck presentation.

III. CISS Update

- Mr. Morin opened the presentation with a discussion of the CISS Phase 1 timeline, which was pushed out approximately two months from its original twenty-nine and a half month deadline. Slide #3 of the power point presentation indicates that the project will run past its original August 2017 date to November 2017, in order to produce a higher quality product. A new release plan will alert Stakeholder Agencies to the extension. Details of what caused the extension will follow.

Project Deliverables

- Mr. Morin continued with the introduction of a new format to track the CISS project beginning with slide #4. Going forward the presentation will include slides that will reflect what processes had been planned at the time of the last Governing Board Meeting compared to what has been accomplished to date and the reasons for any delays.
- Release 2 - Early Arrest Notification is currently in end User Acceptance Testing (UAT), and has experienced a two and a half month delay which has pushed its deployment date to August 22, 2016. In Release 2, vendors that have contracted with the State will send electronic transmissions to CISS to give the Department of Motor Vehicles (DMV), the Division of Criminal Justice (DCJ), Court Support Services Division (CSSD), Board of Pardons and Paroles (BOPP) and Department of Correction (DOC) an early notification that someone has been arrested who is of interest to their Agency. DCJ and CSSD will receive every arrest notification that comes in to the system. There will be a demonstration at the end of today's meeting that will show how the data is presented to the Users.
- Release 3 contains the Criminal Motor Vehicle System (CRMVS) and Protection Order Registry (POR), which will give Users the ability to search that data contained in those systems. There will also be a saved search capability added to the application which will give Agencies the ability to save useful searches that can be re-used over an extended period of time. Release 3 is scheduled to go into production on September 9th.
- Mr. Raymond explained that Release 1 and 2 will lay the foundation for later releases of the application. With the foundational releases in place additional functionality will be added to the application with the inclusion of subsequent data sources.
- Mr. Lawlor inquired who will be using this release when it goes live, and whether use is limited to a small number of Users. Mr. Morin explained that from an RMS perspective, early arrest notifications will be sent from Police Departments (PDs) that currently utilize the CT: Chief application from KTI or the standard RMS Application from Accucom. Wethersfield and Enfield PD's will deploy the early arrest notification via the CT: Chief application while Plymouth PD will deploy the application via Accucom. An agreement was made with Court Operations to initially limit the number of PDs included for thirty days since the DOC and BOPP currently don't get electronic erasure notifications. Manual notifications of the disposition of cases will have to be implemented. After an initial assessment and shakeout period a determination of the impact to Court Operations will be made. If the impact is judged to be nominal then the other fifteen PDs currently being serviced by Accucom will have the early arrest notification enabled in their PDs. At this point the value of the release to Bail Commissioners will be notable since phone inquiries will no longer be needed; the data will automatically be sent electronically from the PDs to CISS. DMV will also benefit as they will receive notifications of individuals with special endorsements who have been arrested for 140 different statutes including arrests for Operating under the Influence (OUIs) or Drinking under the Influence (DUIs).

- Mr. Lawlor asked how the process takes place currently; whether it is a paper process. Ms. Cindy Zuerblis noted that PDs should be sending arrest information by fax, but in many cases DMV becomes aware of MV arrests via the Hartford Courant.
- Mr. Morin reported that DOC and BOPP will receive early arrest notifications of individuals who have been arrested and are currently under conditional release.
- Mr. Morin continued that Release 4 will allow RMS vendors to send all of their arrest forms through CISS which will in turn store them and feed CRMVS electronically. Fifty forms classified as law enforcement documents will be stored in CISS and will become available to downstream Agencies for viewing electronically. Clerks will monitor what forms come in and assign the appropriate docket numbers, forming an electronic trail for arrests. Development on this release began a month ago and will be deployed in May of 2017.
- Mr. John Russotto commented that this is an important step in the project since it will affect the workflow for many Agencies. It's important to recognize that Clerks, Prosecutors and Police Departments continue to get what they need to perform their duties. It was acknowledged that the work effort to accomplish this will take some time.
- Mr. Morin communicated that Jim Harris has been brought back as project manager to gauge the impact on workflows that will be altered due to the enhanced automation available in release 4. He will be working with all Agencies but especially with Court Operations to document how the Courts currently conduct business and begin to assess how implementation of CISS will impact their current workflow. Prior to release 4 going into production there will be a clear understanding of what workflows will need to be altered to make the transition as seamless as possible. Clerks will have a special challenge in handling both electronic files and the paper forms that will still be coming in. The process of implanting CISS in all of the GA's will be a lengthy one as each GA will be migrated individually and an assessment will be made before the next GA is migrated.
- Release 5, which will give the ability to search the RMS data coming into CISS, is currently in development and is contingent on release 4 to provide RMS data to search.
- Release 6, which is currently in development, begins to deliver the real the value of CISS to the participating State Agencies by including data from the Centralized Infraction Bureau (CIB), DOC/BOPP Case Management (CM) and DMV driver and registration systems. The number of Users actually using this system will increase at this time.
- Mr. Lawlor questioned whether it was possible to assign dates to the releases. Mr. Morin affirmed that this is possible, and he redirected the presentation back to slide #3, which reflects the project update and timeline. A meeting every ninety days with Xerox will take place for the purpose of reviewing the project status and dates attached to milestones in the timeline.
- Mr. Raymond brought everyone's attention to the five releases which are currently slated to move into production during the last 2 quarters of 2017. Mr. Raymond noted that this is a tremendous amount of activity with training running at the same time. Thought should be given to the fact that Users and Systems will be going through a tremendous amount of change during this period and that individual efforts will be needed to ensure that the project milestones are completed.
- Mr. Morin, in referring back to Release 4, said that there will no longer be the need for manual dispositions as they will be transmitted electronically.
- The Gap Analysis for Releases 7 and 8 has been completed. The Gap Analysis was conducted to eliminate CISS workflows that were already completed by the Agencies prior to the CISS project

restarting in 2015. The exercise allowed for the project to focus on exchanges that will drive real value for the Agencies.

- Mr. Lawlor asked for a definition of “Infractions” and what was included; all cases that are not criminal, i.e. speeding tickets? Mr. Morin responded that whatever data that is currently available in CIB is being replicated in Release 6.
- Mr. Lawlor queried as to whether it would include simple trespass. Mr. Morin responded that, yes, this would be included. The release was originally scheduled to send a lot more information into CISS and distribute the data out to multiple agencies. It was found during the requirements phase that Stakeholders were already receiving this information. The new requirement is for CISS to query CIB’s Electronic Content Management (ECM) and pull out documents upon request. With this change in requirements, Release 7 will shift from a workflow release to search release.
- Mr. Lovell offered that the online narratives contained in CIB are very important to the Stakeholders, especially the Prosecutors.
- Mr. Lawlor said that in speaking earlier with Mr. John Russotto regarding motor vehicle cases, that apparently the vast majority of times Prosecutors are making decisions without the benefit of seeing the full driver or motor vehicle history. He asked whether that element would be added with this release. Mr. Morin stated that access to DMV driver and motor vehicle history will be available with the replication of DMV data in release 6. The ability to see the actual infraction in CIB will bring a lot of value to all of the Stakeholders.
- Mr. Morin reported that Release 8 will be sending a large data file from Judicial to the new DCJ Case Management system which will allow them to populate their system with the most up to date court information. Additionally DOC will send out notification of release information to DCJ, Judicial, and local law enforcement.
- Mr. Morin stated that Release 9’s value lies in its ability to pull together data from multiple law enforcement Agencies to assist in the investigatory process. Requirements gathering is complete while requirements documentation is being completed for Sex Offender Registry (SOR), Master Name Index (MNI)/Computerized Criminal History (CCH), and Case Management Information System (CMIS). Weapons and Wanted are slated for later on this month. Clarification from the FBI is still pending regarding the use of data, but Release 9 is on target as indicated in the CISS High Level Release Status document in today’s Governing Board Meeting packet.
- Although there was an original FBI request made last year, Mr. Raymond indicated that a decision was made to send an additional request to the FBI to request more clarity on the use of FBI data by CISS.

Projections

- Mr. Morin reported that Release 2 will be going into production within the next few weeks. Release 3 will go live on September 9th. Release 4 is slated for May 2017. Release 5 is in development and scheduled to go into production between May and July of 2017. Requirements are now starting after the Gap Analysis for Release 7. Development on Release 8 will begin this month, while Release 9 is moving into design phase.

RMS and PSDN

- The currently engaged vendors are KTI and Accucom with discussions continuing with New World and TriTech. Eight PDs have routers on order, while five PDs are waiting to see how the CISS

project moves along before committing to ordering routers. Presentations will be made again this year at the Regional CT Police Chiefs Association (CPCA).

CISS Project Risks

- Stakeholders, although concerned about State budget cuts, are continuing to work with the project managers, delivering what is needed and keeping the project alive. As of this date the budget cuts have not impacted the project.
- Mr. Morin referred to the need for clarification around the Wanted Persons File, and the fact that Mr. Raymond reported earlier that the Governance Committee is seeking this approval from the FBI.

IV. CT: Chief Pilot – Summary, Proposal and Vote

- Mr. Morin reported that fifty percent of the Wethersfield officers are trained and actively using the CT: Chief system. Eighty percent of the department's data has been converted. Expectation is that every officer will be trained and the last twenty percent of the data will be converted by the end of September. CJIS has not been called for any support for this application. Improvements have been made, however, such as a staging area to test new releases, along with firewalls that will be opened up. Only a twentieth of the storage allocation will be used. The vision is to have multiple PDs in the system.
- Chief Richard Mulhall reported that to improve the product for line officers a component called Crime View, an Omega Group search engine, was added. An interface was written into the CT: Chief's project. This enables access to the live data in the system as it is added and the ability to display it out into dashboards, hot zones and into different search engines making it possible to analyze the data in a very complex manor. A three-hour information session with twenty line officers in attendance covered approximately ten percent of the capabilities of the web-based system.
- Mr. Raymond described the CT: Chief Summary document as a picture of where the project stands today, while the second Proposal document is a request to continue bringing on nine police departments into the hosted environment over a period of seventeen months. He then asked for a motion to approve the expansion of CT: Chief as outlined in the request. Mr. Lawlor moved to approve, and Commissioner Schriro seconded the motion.
- Mr. Lawlor then requested a discussion of the initial concern over the project cost.
- Mr. Raymond said that storage costs and system efforts are being tracked which are the prime costs related to the project. CISS infrastructure that has already been put in place is being leveraged. An agreement with CPCA says that as the project expands out, and if requirements exceed out past beyond what has been put into place for CISS, the towns will share in additional costs. The benefit for the towns is that they are not establishing individual infrastructures. It's saving them money even if they have to pay for additional support from the CISS team along the way.
- Mr. Lawlor asked what the projected timeline is that would show evidence of any additional cost to the State.
- Mr. Raymond responded that if by the end of the calendar year, the four PDs come aboard, New Britain, Plainfield, Enfield and Manchester, the picture provided would be a good indication of costs. The picture provided by Wethersfield is that the effort is very small to support it. Each PD is

different, however. Adding the fifth PD will give a good indication whether support is minimal or whether cost-recovery needs to be initiated.

- Mr. Lawlor asked whether the State might become liable for costs if there is a point when towns no longer wanted to contribute.
- Mr. Raymond responded that agreements are in place in terms of using the system. In that scenario the data accumulated in the system provided by the PD would be returned, but the State would not incur any cost.
- Mr. Lawlor continued his query in asking that if the project imploded at some point, would the State be committed to carry the cost. Mr. Raymond responded that the most likely scenario is that since towns are getting value out of the system, they would most likely want to pick up their data and move it to another host system with no cost to the State being incurred.
- With no further questions, Mr. Raymond then called for a vote for the Governing Board to approve the expansion of the CT: Chief Pilot. The vote was unanimous. None opposed. None abstained.

SharePoint

- Mr. Mark Tezaris reminded the Board that in order to help the CJIS community do more with less that a Division of Criminal Justice (DCJ) SharePoint site was put together for a large homicide case by CJIS. As per the data on slide #15, all the work has been done using CJIS technology, and the SharePoint site is in production and is being fully utilized. A few Users still need credentials but are equipped to do so according to their schedule.
- Mr. Raymond added another context point that SharePoint is part of the underlying CISS solution. Licenses are in place for use of the SharePoint site, and that is what enabled the DCJ SharePoint project to come to fruition. The use of the existing infrastructure is being leveraged to meet a new and emerging business need.

CISS Search User Deployment Plan

- Mr. Tezaris introduced this section of the presentation by reporting that around the second half of 2017 the project will be bringing in most of the value of CISS Search. At the same time training roll-out for approximately 13,000 Users will occur.
- The strategy behind User Deployment is not to add the bulk of the Users until the application is closer to its full potential. The deployment of the majority of the Users will be synchronized with adding Release 6 during June of 2017. At this point most of the value of the search sources will have been implemented.
- Router connectivity for this large number of Users is a priority also. The CJIS team is working to make this happen. Once the Users are identified, Administrators will be trained first in order to help Users with training certification. Slide #17 indicates that approximately eight source systems will be in place when CISS Search User deployment will begin in full force.
- A new technology product called MultiVue, not yet widely used, is being implemented in Release 6. MultiVue contains an algorithm which has the capability to look through all the data bases and pull out specific information.
- Training has started for Release 1. The value of these ninety trained Users is that they are giving feedback and in this way are helping to de-bug the system. They are helping to fine tune the system for the time when training is ramped up so that usability meets the expectations.

- Slide #19 indicates the expected number of Users for Phase 1. The figures are based on the number of Agency SharePoint licenses which are necessary to access CISS. The CISS Training and Help Desk Managers are reaching out to each Agency to validate these numbers and also document the names and contact information for each expected User. This information will populate the list for each Agency, while the CJIS Managers will help Agencies in deciding how to assign roles, authenticate credentials, security and so forth.
- Slide #20 is a snapshot of what the nine-month training period might look like to bring on the 13,000 Users. The plan will be refined, but today the plan dictates that three months prior to Release 6 deployment, Administrators and Auditors will be trained. Administrators are the people who will add Users to CISS, while the Auditors will make sure that the system is being used properly and that their people are conforming to the security policies that are in place. Approximately 1,305 Users need to be trained per month, translating into 66 Users per day. CJIS has the capacity to do that through Computer-based training. An agreement with CT Distance Learning Consortium (CTDLC) is in place for training and testing. The course will be approximately six hours long. The CISS Training and Help Desk Managers, working with the Administrators from each Agency and using the list of expected Users, will schedule Agency staff to take the course. The course can be taken in modules, with Users choosing their own dates and times. Most likely things will change moving forward, but the expectation is that things will change for the better with improved information. CJIS will work with each individual Agency to customize the training that's needed to suit their particular needs and circumstances to get the job done.

Governance Committee Update

- Mr. Tezaris explained that one of the key reasons that the CISS project has been able to overcome many issues not solvable on the project management level is through the process of escalation to the Governance Committee. One item that has been escalated is the need for clarification of the FBI data pertaining to the Wanted Persons File. DESPP has put a strategy in place to put the fields in, have Xerox built it, and to populate the fields based on the clarification when it comes. This allows the project to move forward.

Expenditures – April, May, June

- Mr. Tezaris continued with an explanation of slide #22 in which April, May and June expenditures are listed for each line item. Figures based on historical expenditures appear under the Planned for Quarter category. Each category shows that Total Project Expenditures through 06/30/16 are less than the Anticipated Project Expenditures through 06/30/16.
- A request to provide fiscal end 2016 expenditures for CISS was made. This has been worked out with DESP fiscal and is being reviewed by management. The report will be distributed to the Governing Board when finalized.
- Mr. Raymond said that this is one aspect of fiscal management, but there is another piece. He explained that an effort in determining future projections around the entire project cost is valuable. More is being spent out of the project dollars and less out of the staff budget. There is a need to demonstrate that fiscal view as well to the Governing Board at the next meeting.
- Mr. John Russotto asked if overall the project is under budget.
- Mr. Raymond explained that it depends on the pot of money it comes from. If the project is under budget on the staff money, that money goes away. It may create a longer term issue because money is being spent out of different buckets than anticipated.

- Mr. Tezaris explained this data has been collected and will be presented at the next Governing Board meeting. In looking at the initial estimates MTG put together for cost of the project, the assumption was that eighteen state positions would be hired. The eighteen positions were not filled, and CJIS was forced to hire consultants with Bond Fund dollars. This will be reflected in the report with costs projected out to Phase 1. No other major expenses are anticipated aside from the SharePoint upgrade from 2010 to 2013.
- Commissioner Schriro requested clarification for the *Staff* line item on slide #22, Expenditures – Does this include Personal Services, General Fund, and FTE?
- Mr. Tezaris explained that the *Staff* budget includes Bond Fund and Inmate Revenue dollars.
- Commissioner Schriro clarified that this category is Bond money and General Fund blended.
- Mr. Raymond said that this needs to be broken out since it shows what’s being spent but not necessarily the fiscal source.
- Commissioner Schriro asked how many FTE it represents.
- Mr. Tezaris responded that it represents anywhere from 27 to 32 people with both State and consultant positions.

V. Qualis Health Check Report

- Beginning his presentation, Mr. Craig Holt stated that while the CISS project update had supplied data regarding the schedule and the financial aspects of the project, the Health Check report would be bringing in the human perspective on the project. Slide #24 showed that there was a small .4 percent dip based on some fifty survey questions. The uncertainty around the State budget cuts did, and will probably continue, to drag survey scores down. The CJIS PMO will have to work closely with the Stakeholders to plan resource needs as far ahead of time as possible to ensure the project timeline is not jeopardized. In referring to slide #3, Mr. Holt said that in that period of time when five releases are deployed, a dip in scores is to be expected.
- *Organization* on the Average Category Rating graph on slide #25 went down noticeably. Most of the scores that took a dip this quarter are tied to the State budget. *Contractor Performance* was the sole category that increased this quarter and is possibly tied to the PMO’s improved requirements gathering sessions. *Project Management* decreased slightly but remains high. It’s important that this category is perceived as a strength as the project navigates through the uncertainty of the State budget situation. The less money there is the more important decisions and leadership becomes. *User (Agency) Involvement* decreased slightly but remains high. Additional cuts might produce a decrease in scores going forward, understanding that with less money there are less people with less work getting done. The progress that has been made and the survey marks that have come in are noteworthy.
- The fact that Stakeholders are concerned about the timeline will become more acute because it’s a tidal wave effect. Everything will be transitioning at once, and will possibly be affecting the same people.
- Slide #28 reflects scores that are close to what they were one year ago. The PMO score decreased this quarter but by a negligible amount from 3.00 to 2.94.
- Mr. Holt reported that on the positive side of the State budget cuts that influenced interviews and survey responses, is that Agencies continue to note their commitment to the success of the project.

Speculation is that the project is far enough along that Stakeholders expect something positive to be gained by their Agency.

- Risk #1 - Although a system is in place to address this, Stakeholders not agreeing on Parking Lot issues can still be a risk. Risk #5 - The eighteen positions needed for operational support is still a risk because it's one thing to build a system, while it's another to keep it going. An additional report is being done regarding staffing for the PMO. Some action has to be taken soon by the Governance Committee because this project might be a well thought-out and bought-into system with potentially no way to support it. Mr. Holt warned that timing is at a critical stage.
- Risk #9 - Time needs to be taken to make sure that the multiple Agency policies and agreements are codified. Risk #11 - The issue of the State budget cuts needs to remain listed since it not only impacts individual Agencies but the CISS project as a whole.
- Commissioner Schriro asked for clarification on the Health Check Report's reference to the State budget cuts in regard to operating monies, already allocated capital monies and the possible impact of the FCC ruling. Mr. Holt responded that they were operational cuts not the capital.
- Mr. Holt then queried the Board in regard to the reduction of the eighteen positions and whether it was tied to the operational budget. Mr. Raymond said that it is both.
- Mr. Holt clarified that the term, "budget", refers to wherever there is a reduction in staff or resources available to support the project, regardless of its source.
- Mr. Raymond said that the pending FCC action changes one non-general funding source, but the budgetary reductions are mixed up in that.
- Mr. Holt clarified that this is really the budget, and the cuts are anything that takes away from a resource to help the project in any way. He continued with the Health Check process noting that going forward the survey and interview process is planned for September. He also urged the membership to look at the whole Qualis Report, along with the specific impact of survey questions.
- Mr. Morin warned that the contractual agreement with Xerox is for one year of support only after a release goes into production, which means that in February 2017, a piece of the application is no longer supported. Every two months after that a sequence of releases will be deploying. Therefore, it's critical that staffing is in place to support the application.
- Mr. Holt added that a phased approach means that the ongoing support will be phased as well. So, it will start hitting in small waves, and at the end it'll be a tidal wave.
- Mr. Morin said that depending on what type of support is in place, November is a critical time since training needs to take place to have support ready in February.
- Mr. Tezaris added that part of the plan within the PMO is that a request for proposal (RFP) is being put together to see if managed services from an outside vendor is possible as Part 1. Part 2 is to fill State positions where possible, and Part 3 is to use the existing consultants that are working on CISS right now. A report will be put together containing the pros and cons of each which will go to the CJIS Acting Executive Director and then the Governance Committee for analysis. The solution could be a hybrid.

VI. [Adjournment](#)

- With no further business Mr. Raymond reminded the Board of the next meeting in October 2016, and then asked for a motion to adjourn. Mr. Lawlor made the motion, and Judge Carroll

seconded it. The meeting was adjourned at 3:07 PM. Chris Lovell continued with a demonstration of Release 2.