



State of Connecticut Criminal Justice Information System Roadmap

Revolutionary Technology Linking Connecticut's Criminal Justice & Law Enforcement Community

August 2013 ~ Vol. 2, No. 8

Connecticut Department of Motor Vehicles Taps into CJIS

Spotlighting Melody Currey, Commissioner of Connecticut DMV

Melody Currey was appointed Commissioner of the Connecticut Department of Motor Vehicles by Governor Dannel P. Malloy in January of 2011. Her dedication to public service, however, dates back to her childhood in Downsville and later Delmar, New York where her mother served as an officer of the senate. She majored in business administration at the University of New York, married, and in 1978, moved to East Hartford, CT to raise a family. During this time, she participated in parent-teacher activities, was a Girl Scout

leader, a "Team Mom" in Little League, and became politically active in the Democratic Party, all while running for state representative for East Hartford. In 1992, she was elected to the state legislature and served on several committees, many of them dedicated to family, education and criminal justice issues.

In 2005, after serving thirteen years as state legislator, Currey was elected mayor of East Hartford. As mayor, she began to implement her public-service-first approach to government that she would later take to her role as commissioner of DMV. Her skills as a negotiator were tested when she worked with union leaders to negotiate new contracts. She held down costs and implemented an energy conservation



program. Currey also brought together town agencies and state officials in a collaboration effort, resulting in

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CJIS Governing Board Co-Chairs

Mike Lawlor,

Under Secretary, State of Connecticut OPM

and

Judge Patrick L. Carroll, III

Deputy Chief Court Administrator



Mike Lawlor, Under Secretary, OPM

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PMO Perspective

Mark Tezaris, CJIS Program Manager

Over the last couple of months, the CISS team, Xerox and the CJIS stakeholders have worked on the CISS Security Policy. We had many meetings in small groups with DESPP, Judicial, and DOC. There were also larger meetings held with CJIS representative stakeholders. After considering the discussions from all of these meetings, we have identified several issues that need to be resolved so that we can move forward from the current impasse. The key areas that we need to focus on are:

1. We must clarify and confirm what is meant by "FBI data" and how that definition changes as the FBI data is consumed by CJIS community. The definitions given by various entities seem to differ.
2. The CJIS community must define and adhere to the CISS Security Policy and must minimize the impact to stakeholders.
3. There are different interests and

concerns among all of the meeting participants that must be addressed in order to implement a CISS Security Policy that works for everyone.

In order to move forward, the CJIS team is in the process of bringing in an independent expert with the appropriate credentials, experience, and relationships in the FBI to help facilitate a CISS Security Policy and clarify FBI data. Assistance in this effort will be solicited from DAS-BEST representatives and a project manager will be dedicated to coordinate this effort. The existing OBTS security policy will be used as a starting point.

At the last CJIS Administrative/Technology Committee Joint & Breakout Sessions held on 7/11/13, a consensus was reached with all stakeholders present, including DESPP, to move forward with an independent facilitator and the FBI in a joint effort to define FBI data and facilitate a CISS Security Policy. ■

2013

CISS Monthly Status Meetings

Our monthly meetings are held the second Wednesday of every month (with some exceptions) at [101 East River Drive, East Hartford](http://101EastRiverDrive.com).

- ▶ August 14
- ▶ September 11
- ▶ October 9
- ▶ November 13
- ▶ December 11

Contact Nance McCauley if you would like an invitation to this meeting: Nance.McCauley@ct.gov.

Modernizing CT DMV, continued from page 1

significant economic development incentives for East Hartford.

Currey's brand of public service is a hands-on, customer-service-is-key approach. As

Commissioner of DMV, her strategy to facilitate public services includes the modernization of antiquated agency computer

systems. She wants to take advantage of the latest technology to make services more available to businesses and customers, both online and through community partnerships. Currey is looking to CISS for help with improving services and communications, and eliminating time-consuming processes.

The DMV depends heavily on CJIS's Offender Based Tracking System (OBTS) to provide background information when issuing passenger endorsement licenses (Bus, Taxi, etc.). DMV's Commercial Vehicle Safety Division (CVSD) uses OBTS during investigation to check criminal backgrounds on individuals, as does DMV's Driving School Unit, as part of the background check on instructors.

The agency also works with state police

All CJIS newsletters & meeting minutes are posted on www.ct.gov/cjis

As Commissioner of DMV, her strategy to facilitate public services includes the modernization of antiquated agency computer systems.

to share information on impaired drivers using the Connecticut Impaired Driver Records Information System (CIDRIS). CIDRIS provides automation and electronic exchange of OUI (Operating Under the Influence) arrest data. The DMV works closely with the Judicial Branch when sharing data, though their system is older and as a result, limited.

Many of the current criminal justice systems operations involve manual input of information and much of the information is only available on paper. CISS will dramatically change the way that agencies access and communicate information using the latest in technology.

An analogy that Sean Thakkar, Executive Director of CJIS, likes to use is to "think of CISS as a Federal Express delivery system, where information is picked up and swiftly delivered from one location to another. Storage is temporary until the package reaches its destination."

The CISS environment will be accessible by three methods: The State of Connecticut's Public Safety Data Network, the State of Connecticut's internal network, and by the CISS Communication Portal. Each has multiple levels of security to ensure only authorized access.

CISS will provide authorized DMV users with access to a much larger, more accessible and dynamic knowledge base. Sources of information will be Criminal Justice agencies, including the Department of Correction (DOC), Criminal Justice, Division of Public Defender Services (DPDS), Department of Emergency Services and Public Protection (DESPP), members of the Judicial Branch (JUD), including Superior Court Operations (SCO) and Court Support Services Division (CSSD), and Municipal Law Enforcement. This means that information will be available not only to authorized users at the state police as it is now but also to trusted officials in



Commissioner Melody Currey and CJIS Executive Director Sean Thakkar

local law enforcement.

The advantages to using CISS to access information is right in line with Currey's plan to use the latest technology to make services quickly and easily available to her customers. With a wider knowledge base to draw from, more information will mean better, more accurate decisions. ■

CISS Project Management Updates

John Cook, James Harris, and Lucy Landry — Senior Project Managers

The CISS project is moving forward with three separate but interrelated waves — Wave 0, Version 1.5; Search Release 1; and Wave 1.

WAVE 0, VERSION 1.5

System Test is the second of four System Development Lifecycle environments (SDLC) and consists of approximately fifty-five virtual machine servers. The purpose of System Test is to proof the installation aspects

The Wave 0, Version 1.5 milestones for building the Development and System Test environments were completed on time and on schedule.

of the newly developed CISS application software. Some of the System Test servers were copied (cloned) and reconfigured from data images created during the build-out of the previous environment called Development. [Cloning](#) benefits the CISS project by promoting consistent server configurations and greatly decreasing build-out time.

The team also worked to begin setup of the third CISS environment called User Acceptance Testing (UAT). UAT is where the system will be analyzed and tested by application users. If there is a problem, the tested items are sent back to System Test or Development for corrective action.

In August, the team will be perfecting the CISS hardware and server software infrastructure to support the UAT and Production environments. The

Production environment will be used to host the CISS application for all users across the state.

SEARCH RELEASES 1–7 (INFORMATION EXCHANGES)

The July focus for Search Release 1 included establishing connectivity to Correction's Offender-Based Information System (OBIS), working with Xerox to complete the Detailed Design documentation for Paperless Re-Arrest Warrant Network (PRAWN) and for OBIS, and submitting the PRAWN Pre-Defined Report specifications to Xerox for them to turn into a Detailed Design.

Additionally, replication connectivity with both the Protective Order Registry (POR) and the Centralized Infraction Bureau (CIB) was completed in July.

CJIS has proposed, and Xerox has accepted, that Searches be released incrementally. The recommendation parallels user community requests for more frequent, more narrowly-focused releases. To that end, CJIS and Xerox are developing a schedule to release the Search User Interface and the PRAWN search source in late fall, adding OBIS in January 2014.

July also saw the kick-off of SR2 activity, including selecting Search Sources, confirming in-scope contract requirements

with Xerox, drafting a Charter and initiating SR2 Requirements Definition.

WAVE 1

In the current Project Charter for Wave 1 (W1), the RMS systems transmit all arrest notifications and associated paperwork to CISS. Based on the feedback from the stakeholders, the CJIS team submitted change requests to provide alternate means for these transmissions. Each law enforcement department will be able to select the most appropriate methods to scan and transmit arrest notifications and paperwork.

The first change is to interface AFIS/LiveScan with CISS so that arrest notifications are directly transmitted to CISS. Alternatively, departments can use their RMS system to transmit arrest notifications to CISS. Notifications for AFIS/LiveScan will be transmitted to CISS automatically. Notifications from an RMS will not transmit until the user indicates that the data is ready to be sent.

For those agencies that have both AFIS/LiveScan and their RMS connected to CISS, it is possible that some information could be duplicated. If there is duplicate information, CISS will resolve it.

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CISS In Brief

WAVE 0, VERSION 1.5 (W0V1.5)

ACCOMPLISHMENTS

- ✓ Completed construction of the System Test environment
- ✓ Finished construction of the frameworks for the User Acceptance Testing and Training (UAT) and Production environments
- ✓ Completed the design of clustered and high-availability hardware and virtual servers
- ✓ Finalized the installation of two redundant firewall appliances to provide enhanced network security

NEXT MONTH

- Complete build-out of UAT and Framework for the Production SDLC environments
- Install FileNet system, which is responsible for providing electronic content management services
- Load initial release of CISS application and perform high-availability testing and performance baseline
- Update documentation of systems architecture as-builts and standard operating procedures for operations group

SEARCH RELEASES 1–3 (INFORMATION EXCHANGES)

ACCOMPLISHMENTS

- ✓ Reached agreement with Xerox on the distribution of Contract Requirements implemented in SR1 & SR2
- ✓ Defined the Search Sources for SR2 (CRMVS, POR, CIB, CAPI, MNI/CCH, SOR)
- ✓ Reviewed, updated and confirmed the PRAWN & OBIS Detailed Designs
- ✓ Completed the PRAWN Pre-Defined Reports Requirements Definition
- ✓ Established replication for PRAWN, POR and CIB
- ✓ Approved the Xerox specification for ECM
- ✓ Defined the training personnel for SR1
- ✓ Identified twenty local law enforcement agencies joining CJIS with SR1

NEXT MONTH

- With stakeholders, develop plans for User Acceptance Testing for SR1
- Work with Xerox to finalize the User Interface Design for SR1
- With stakeholders, develop the schedule for SR2
- Complete the SR2 Charter
- Identify CISS Community Portal agencies for SR2

WAVES 1–7

ACCOMPLISHMENTS

- ✓ Conducted internal reviews of requirements deliverables for ten of seventeen Wave 1 Information Exchanges (IES)
- ✓ Conducted internal reviews of requirements deliverables for 2 of 11 other Wave 1 requirements
- ✓ Scheduled meetings with five of nine stakeholder agencies to review Wave 1 requirements and resolve gaps

NEXT MONTH

- Work with stakeholders to finalize requirements deliverables
- Gather requirements for content management and FileNet
- Begin gathering requirements for transmission of arrest paperwork to CSSD/CMIS (IES 1.54, 1.67)
- Work with BOPP, DOC and DMV to determine CISS Community Portal requirements
- Begin preliminary work on Wave 2

Technology Focus

Rick Ladendecker, CJIS Technology Architect

The Technology team will continue its work of creating a strong and secure server environment for CISS. The plan is to create three sets of virtual environments that would consist of virtual machines allocated to safely deploy software and security updates and the installation and maintenance of applications.

The three sets of virtual environments will be created using a method called **Rapid Provisioning**. Rapid Provisioning is the replication of virtual machines in a Storage Area Network (SAN) infrastructure. Rapid provisioning provides a method for deploying new virtual machines to storage arrays without the need for copying virtual machines over the network.¹ Because the files for a virtual machine are transferred over a SAN and not actually moved over the network, the files transmit much faster.

Rapid provisioning through SAN copy enables the Technology team to quickly create virtual machines from a SAN copy-capable template from a virtual hard disk. When you create a new virtual machine by using the SAN copy-capable template, a read-write copy of the logical unit that contains the virtual hard disk is made and the virtual machine files are placed on the new logical unit.

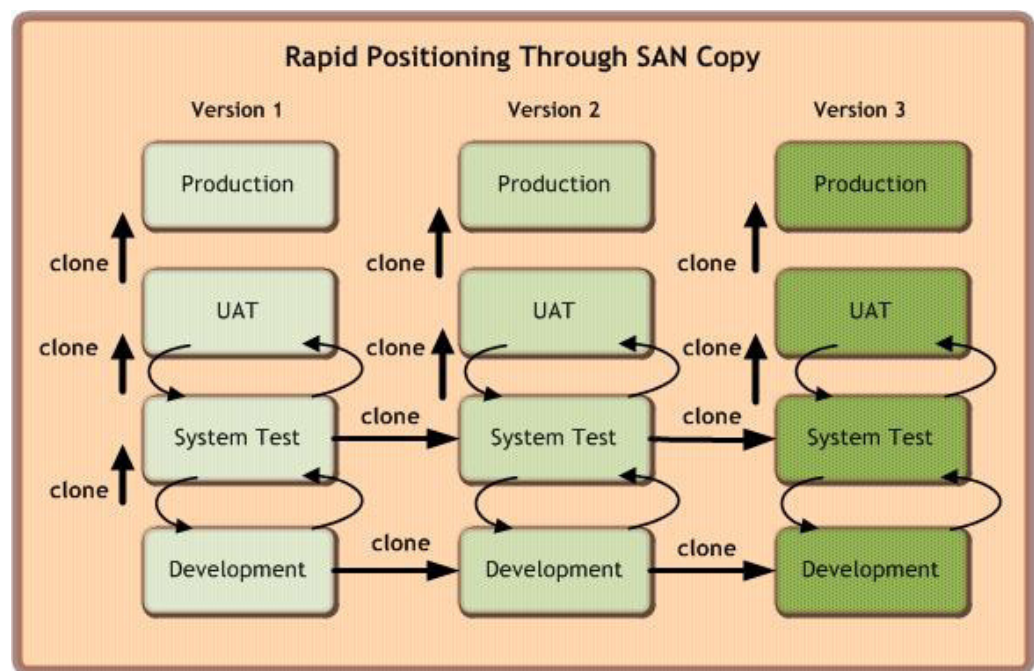
The Model

Each of the three sets of virtual environments will contain virtual machines for the four SDLC environments; Development, System Test, User Acceptance Testing and Training (UAT), and Production. The first set, Version 1, will consist of thirty virtual machines in Development and fifty-five virtual machines in System Test, User Acceptance Testing and Training, and Production respectively. Once System Test has been completely configured and validated, the System Test environ-

is faster and does not require human intervention compared to the typical method of manual or scripted creation of virtual machines, each successive cloning activity from System Test through UAT and then Production will eliminate redundant manual processes, reduce the time between updates, compress project schedules and result in significant savings to both the state and Xerox.

The Process

Development begins with new criteria, for example, a software update.



Model of Rapid Positioning for three version cycles.

ment will be cloned within the storage array and presented to the servers as the UAT environment. Since cloning

Once introduced, a clone is made and deposited into System Test. Changes

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**The next CJIS
Monthly Status
Meeting is
August 14**

Technology Focus, continued from page 6

are pushed back into development, and then propagated into System Test until the changes are ready for user testing. It is then cloned over to UAT. The UAT and System Test environments are the primary regions to validate the operability of the CISS environment. Once this cycle has been completed and UAT has been validated as ready for release to production by the CJIS team and our stakeholders, the System Test environment is cloned once more into a Production environment where final tests and firewall activities are performed to prepare for production release.

The final steps are to schedule training and determine a go-live date. On the day prior to actual production release, the Development and System Test environments are cloned once again to prepare for the next upcoming version release. In this manner, the entire series of environments from Development through Production are preserved to create stable environments. In these environments, Xerox and the CJIS team can support bug-fixes and priority changes on one release while the teams progress independently on a parallel track with the next release.

Benefits of Rapid Provisioning

The rapid provision methodology places a significant emphasis on using technology to enhance our ability to support frequent releases, coordinate Business Continuity Planning (Disaster Recovery Planning) and provide the framework to manage large scale systems with minimum staffing. Compared to typical methodologies of building and maintaining large systems like CISS, this framework will enable CJIS to support multiple prior versions of releases (to support fallback contingency), enable rapid failover to DR sites, and will capitalize on new and emerging technologies to facilitate an enterprise environment with virtually no down-time.

Rapid provisioning benefits:

- Disk storage savings
- Fewer resources needed
- Fast and accurate cloning of data, with no data loss
- Fast recovery of information in the event of a system failure with little down time

The current and projected costs of storage are a critical issue as organizations face an explosive growth in data. Typically, disk storage costs include the hardware, maintenance, facilities, and administration. Using the cloning model, CISS will **save thousands of dollars annually** because the virtual environments will be recycled, and hardware and maintenance costs will be minimal.

Servers usually take between four to five hundred man hours to build. Since there is no need to build servers with the cloning system, CISS team will **employ fewer resources for both cloning and maintenance** and all virtual servers and data can be cloned in less than two hours. This will shorten the time between updates and increase project efficiency.

The conservation of resources also helps to **ensure accurate cloning of machines and data**, since there is little human involvement, and thus less room for human error. There is also a built-in fallback procedure in place.

Finally, if there should be an issue with any of the components of a version, a **backup version** will always be available as a safeguard for fast recovery. ■

¹ Microsoft System Center, 15 Jan. 2013. "Rapid Provisioning of Virtual Machines Using SAN Copy Overview."

Retrieved July 22, 2013 from: <http://technet.microsoft.com/en-us/library/gg610594.aspx>.



Business Perspective

Nance McCauley, CJIS Business Manager

The Business team has been tasked with completing the remaining CISS Phase I business requirements by the end of December 2013 in order to allow Xerox to meet their contractual obligations. This includes the following:

- All remaining agency search sources – Search Release 2 and Search Release 3
- All remaining workflow waves – Wave 2 through Wave 7
- All remaining contractual requirements (e.g., Electronic

Content Management, Learning Management System)

The Business team worked with the Project Management Office to develop a project schedule and resources have begun work to accomplish this daunting task. Xerox has recently revised their end date for the business requirements from the end of December 2013 to the end of February 2014. The Business team is currently working with the Project Management Office to revise the project schedule for an end of February 2014 completion date.

After the first release of OBTS Search, it was determined that the CISS project would release deliverables to production using a mini-waterfall approach. At the end of July, Xerox concluded that it would be better to release deliverables to production in smaller pieces. The Business, Technical and Project Management Teams are currently working to determine the impact to the project schedule, testing and CJIS Community. ■



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Project Management Updates, continued from page 4

Also, the RMS interface could be used as a backup method for transmitting arrest notifications to CISS in situations where AFIS/LiveScan is down or temporarily unavailable. In coordination with The Department of Emergency Services and Public Protection (DESPP), CJIS is working to finalize the use of AFIS/LiveScan as a source for information.

The second change is for CJIS to build a stand-alone module that can be used

as an alternative to an RMS to scan and transmit all arrest paperwork. The module will provide users with the ability to associate the paperwork with a specific arrest and identify the type of document, e.g., witness statements, toxicology reports, etc. This would be a reliable alternative for police departments whose RMS systems are unable to perform this function.

After finalizing the change requests, the team will update the Project Charter

and the schedule for Wave 1.

The team is continuing to work on detailed requirements for Wave 1. Preliminary work has begun on Wave 2. ■

Acronyms

- AFIS = Automated Fingerprint Identification System
- AST = Application Support System
- BEST = Bureau of Enterprise Systems and Technology
- BICE = Bureau of Immigration & Customs Enforcement
- BOPP= Board of Pardons and Paroles
- CAD = Computer Aided Dispatch
- CCH= Computerized Criminal History (DESPP)
- CIB = Centralized Infraction Bureau (Judicial)
- CIDRIS = CT Impaired Driver Records Information-System
- CISS = CT Information Sharing System
- CIVLS = CT Integrated Vehicle & Licensing System
- CJIS = Criminal Justice Information System
- CJPPD = Criminal Justice Policy Development and-Planning Division
- CMIS = Case Management Information System (CSSD)
- COLLECT = CT 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
- FOIA = Freedom of Information Act
- IST = Infrastructure Support Team
- JMI = Jail Management System
- JUD = Judicial Branch
- LEA = Law Enforcement Agency
- LIMS = State Crime Laboratory Database
- MNI = Master Name Index (DESPP)
- OBIS = Offender Based Information System (DOC)
OBTS = Offender Based Tracking System
- OCPD = Office of Chief Public Defender
- OVA= Office of the Victim Advocate
- OVS = Office of Victim Services
- OSET = Office of Statewide Emergency Telecommunications
- POR = Protection Order Registry (Judicial)
- 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)
- UAR = Uniform Arrest Record Technology Related
- ADFS = Active Directory Federated Services
- COTS = Computer Off The Shelf (e.g., software)
- ETL = Extraction, Transformation, and Load
- FIM = Forefront Identity Manager (Microsoft)
- GFIPM = Global Federated Identity & Privilege Management (security standard used by FBI)
- 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