The Benefits of CISS

[Connecticut Information Sharing System]

The Connecticut Information Sharing System (CISS) provides the Criminal Justice Information System (CJIS) Partner Agencies with a single solution for seamless information exchange. Implementing CISS technology drives efficiency within each CJIS Partner Agency and throughout the criminal justice community as a whole. The benefits gained through consistency of process are unlimited. CISS facilitates the flow of real-time information over a secure network to authorized users so they can make informed decisions and act quickly based on an accurate and complete set of information.

The Evolution of CISS

The benefits of an information sharing system were envisioned by the State of Connecticut as far back as 1992 when major development efforts for the *World Wide Web* began to make headlines. However, the resources required to implement a statewide information sharing technology in the early 1990's were burdensome and cost-prohibitive and the decision was made that each state agency should continue to develop individual data systems. As a result, many agencies went on to develop stand-alone information systems and applications specific to their internal IT needs.

Figure 1 - Hartford, Connecticut ~ Old State House ~ 1796 ~ Historic ~ Justice Statue

After the Cheshire home invasion case in 2007, Connecticut conducted a review of its criminal justice information system. The review revealed a need for an Internet resource that could be

In This Issue

~ Meetings ~
Save the Date Reminders!

CJIS QUARTERLY GOVERNING BOARD
July 26, 2018 at 1:30 pm
Office of the Chief State's Attorney
Division of Criminal Justice
300 Corporate Place, Rocky Hill, CT

CISS QUARTERLY STATUS
August 1, 2018 at 1:00 pm
Office of the Chief State's Attorney
Division of Criminal Justice
300 Corporate Place, Rocky Hill, CT

(…Cont. from p. 1)

used to securely transmit and receive electronic information between criminal justice agencies. This initiative resulted in a groundbreaking effort to build the Connecticut Information Sharing System (CISS), a single web-based solution accessible to all agencies responsible for the management of criminal justice data.

CISS – Present and Future

CISS is one of the most comprehensive statewide Criminal Justice Information Systems to be developed within the United States. CISS Search was designed to improve efficiency for information sharing processes and provide authorized users with the ability to search various Criminal Justice Source Systems at the same time. Users are able to refine their search criteria in a series of easy-to-use dropdown menus and on-screen icons to aid users in locating information more efficiently and in less time. CISS Workflows were designed to automate specific criminal justice processes to improve public safety, promote

To date, 4 of 11 planned software releases for CISS have been deployed into production. Current functionality for the CISS Search application allows CISS users to search the following sources:

- Paperless Re-Arrest Warrant Network (PRAWN)
- Protection Order Registry (POR)
- Criminal Motor Vehicle System (CRMVS)
- Centralized Infraction Bureau (CIB)
- Offender Based Information System (OBIS)
- DOC / BOPP Case Notes System

Table1 – (above) Source Systems Currently in Production for CISS Search

efficiency, reduce the use of paper documents, and eliminate redundant data capture.

The CISS Workflows application is currently configured for Law Enforcement Agencies (LEAs) to send Early Arrest Notifications to CISS. Future CISS Workflows that are scheduled for deployment into production during the last quarter of 2018, will transmit a complete Arrest Packet including the Uniform Arrest Report (UAR), Misdemeanor Summons Complaint, Full Arrest data and documents, Post Arrest, Arraignment, Disposition, and Post Judgement. *Learn more about Workflows in our article, *

MultiVue Technology

MultiVue technology enhances the analytical capabilities of CISS Search. MultiVue provides the solution for the "centralized analytical tools" that were originally envisioned for the "State-wide information technology system for sharing of criminal justice information" in Chapter 961a of the State of Connecticut's Criminal Procedure Code. (CGS § 54-142 s (b).) MultiVue uses match and merge technology to tie together offender-related criminal events, criminal case information, known criminal associates, real property associated with an offender's whereabouts, and an offender's personal property registered with the Department of Motor Vehicles (DMV).

CISS Go-Live Update

As of the date of this publication, testing efforts for future releases of CISS continue. CJIS is working collaboratively with the development vendor, Conduent (formerly Xerox), on this testing effort. The CJIS team anticipates testing will continue into mid-July of 2018, for CISS Search Release 10 (R10). An update on the Go-Live date for R10 deployment to production will be forthcoming. R10 includes the Department of Emergency Services and Public Protection's (DESPP): Master Name Index (MNI), Computerized Criminal History (CCH) and Weapons Sources.

Envisioned Benefits of CISS

CGS § 54-142s Compliance

✓ Connection to CISS Establishes Compliance with CJIS Mandates

> *CISS Compliance is mandatory for all state agencies, departments, boards, commissions, organized local police departments, and law enforcement officials having any cognizance over matters relating to law enforcement and criminal justice. (C.G.S. § 54-142s.)*

Improved Safety for Law Enforcement

✓ A Single Resource for CJIS Partner Agencies to Quickly Access the Same Criminal Justice Data
  - Real-Time Arrest Information
  - Detailed Offender Histories

Enhanced Capability for Informed Justice Decision Making

✓ Quickly Notifies Appropriate Criminal Justice Personnel of Key Events
  - Enhanced Ability to Take Necessary Actions Against Offenders in Less Time
  - Provides Clearinghouse for Arrest Activity Within the State of Connecticut
  - Shared Comprehensive Offender Criminal Histories

Cost Benefits Gained Through Efficiency – Business Process Improvement (BPI)

✓ Streamlines Law Enforcement Processes for Improved Public Safety
  - Arrest, Misdemeanor Summons, and Infraction Violations
  - Eliminates or Minimizes Necessity for Manual Paper Transfer Between Law Enforcement and Judicial Agencies

✓ Reduction of Manual Data Entry and Redundant Data Capture for CJIS Agencies

### Archetypal Model for a Nationwide Network of CJIS States

✓ Transmits Uniform Information in Electronic Format Over the Internet

✓ Messaging System and Criminal Justice Data Sharing Methods Compliant with F.B.I. Security Framework Standards.

CISS Project Health Checkup

Qualis Health was contracted by the State of Connecticut to provide a Quarterly Project Health Check Report to the CJIS Governing Board concerning the implementation of the CISS project. Health check reports are the culmination of surveys and on-site interviews with Stakeholder Agencies, the CJIS Project Management, and Conduent (Xerox). The data is perception driven, based on how the Agency participants respond to the questions asked.
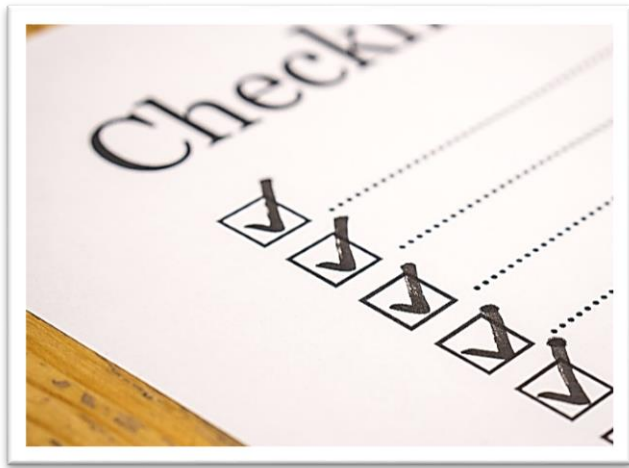
An independent quarterly analysis of the CISS Project is provided by Qualis Health in their *Quarterly Project Health Check Report*. The Qualis Health report covering Reporting Period 12/16/2017 – 3/23/2018, is now available for viewing on the CJIS website.

The Key Risks identified by Qualis Health for the CISS Project in their first quarterly report of 2018 remain unresolved. The CJIS team is actively working with the Office of Policy and Management (OPM) to secure the funding resources needed to resolve the Key Risk Factors identified for the CISS Project in the independent health analysis provided by Qualis Health.

Risk #2 – Recurring funding for operational support, Phase 1 rollout, and Phase 2 are not secured. The long-term success of the project requires quick action on this front.

Risk #4 – The project could lose critical resources if these durational positions are not made permanent.

Risk #5 – An Operational Support Plan is not in place with just a little over two months left on the Conduent contract. Project success may hinge on whether or not a fully funded operational support plan is in place prior to end-user access.

As our follow up to the *Quarterly Project Health Check Report*, provided by Qualis Health, this Edition of the CJIS Roadmap Newsletter will provide an internal "health checkup" covering the latest progress of the CISS Project. In the following articles we will share the successes and challenges of the CISS Project in 2018 including the latest feedback from new CISS Users.
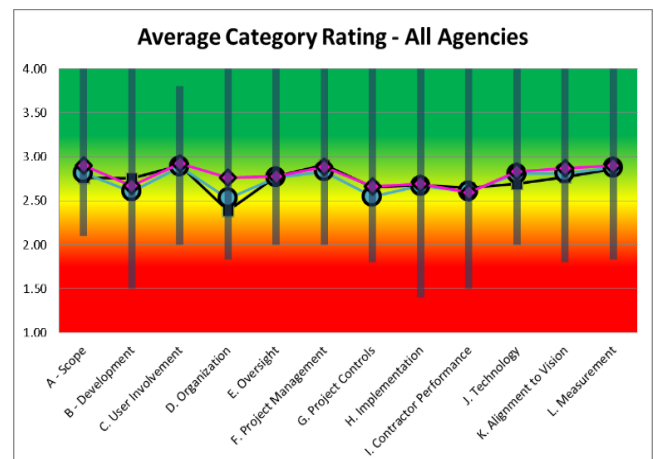
Figure 2 - Overall CISS Project Health Scores increased from 2.73 to 2.79. for Reporting Period 12/16/2017 – 3/23/2018

CISS in Production: Use Cases

Spotlight on the Public Defender's Office

CJIS Roadmap is actively reaching out to the Criminal Justice Information System (CJIS) Partner Agencies for their feedback on the CISS Project.

This month, in our "Get to Know" series, we visit the State of Connecticut's Division of Public Defender Services (DPDS), for an exclusive interview with Chief Public Defender, Christine Perra Rapillo. We also received this very positive Use Case feedback about CISS in production from our Chief Public Defender and a few of the CISS Users at the DPDS.

"DPDS utilizes CISS to obtain information useful to many parts of its client representation. The application is used to do a preliminary record containing past arrest information, such as the charges and locations of arrest, as well as case numbers for these incidents. Our agency also uses it to get data on other pending and past cases the client has or has had in the State, identify most current addresses for individuals involved in the cases, and to find DOC information, such as movement, risk history, and tickets. All of this is vital to DPDS work processes."

– F. DiMatteo,

Information System Business Manager, DPDS

Figure 3 - Photo of State of Connecticut Capitol Annex Building, Office of Chief Public Defender. Photo contributed by: CJIS Roadmap Technical Writer, Carolyn Denesha

Chief Public Defender, Christine Perra Rapillo, on the value-added benefits of CISS at the DPDS:

"It [CISS] streamlines our offices. We are able to know more. A client shows up in the morning and we are able to get access to information more quickly which allows the whole court process to move more quickly."

– C. Rapillo,

Chief Public Defender, DPDS

The Infrastructure Team is responsible for the design, architecture, engineering, monitoring and support of all layers of the Enterprise IT environment, which consists of physical and virtual resources, software applications and services. The Infrastructure Team's goal is to make sure industry standards and best practices are in place while managing the complex environment necessary to produce the high level of automation needed for the CISS application.

The Criminal Justice Information System (CJIS) Project Team recently led a working session for CJIS Partner Agencies on June 21, 2018, at the Headquarters for the *Department of Emergency Services and Public Protection* **(DESPP)** in Middletown, Connecticut. The purpose of the working session was to formulate a Go-Forward approach for proposed improvements to the Security Claims Approval Process to onboard new users for the Connecticut Information Sharing System (CISS).

CISS uses the F.B.I.'s security standard, GFIPM (Global Federated Identity and Privilege Management[1]), to identify a CISS User's access rights and allow or restrict access to criminal justice information. The intention of the working session was to review and approve the Agency-Level GFIPM Claim Security Restrictions and

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[1] (*Read more about the Global Federated Identity and Privilege Management (GFIPM) for CISS in the* May 2018 Edition of CJIS Roadmap.)

CJIS Project Management Update

The Connecticut Information Sharing System (CISS) is designed to improve information sharing throughout the State's Criminal Justice Community. CISS, once implemented, will result in increased public and officer safety by providing additional and improved information faster to criminal justice staff and management when needed for better decisions. A key factor in the successful development, testing and implementation of CISS is the ability to be customer centric. The CJIS PMO must ensure that our Stakeholders are at the center of decision-making on how to best implement CISS. With this in mind, the CJIS PMO is working with each stakeholder to confirm the existing CISS schedule, scope, and implementation and to define guiding principles for successful implementation of CISS. CJIS is working to re-optimize the schedule with Stakeholders, Conduent(Xerox) and CJIS management input in order to realign and adjust the work for successful implementation of CISS Phase-1.

CISS Releases 1 and 2 - in production since in 2016.

CISS Workflow, Release 2.1 (R2.1), Data Integrity Enhancement is fully tested. Development and System Testing is complete and ready for deployment. Anticipated roll out of R2.1 is July 2018.

CISS Search, Release 3 (R3), Judicial's Protection Order Registry (POR) and Criminal Motor Vehicle System (CRMVS) - in production since July 31, 2017.

CISS Search, Releases 5 and 9 (R5 and R9), have been combined to enable testing for both releases in the SYSTEST Environment. The combined release includes the Electronic Content Management (ECM) document repository, the Portal User Interface (UI), Reporting functionality, the Wanted Persons File, Sex Offender Registry (SOR), Case Management Information System (CMIS), and the Department of Motor Vehicles' (DMV) Drivers and Vehicles data, and Agency Based Security. This release also will provide ability to view Early Arrest Notification data through the CISS Search application.

CISS Search, Release 6 (R6), contains Judicial's Centralized Infraction Bureau (CIB) ticket data along with the ticket images. R6 also includes search for the Department of Correction's (DOC) Case Management, the Board of Pardons and Paroles' (BOPP) Case Management, and the Portal UI, and Document Library from CISS. Release 6 is now in production.

CISS Search, Release 10 (R10), contains DESPP's Master Name Index (MNI), Computerized Criminal History (CCH), Weapons, the CISS Portal UI, Notification Alerts and Data Quality Management (DQM). R10 System Testing is complete and has moved to UAT.

CISS Workflow, Release 11 (R11), combines Releases 4 and 8 into one release and contains Uniform Arrest Report (UAR), Misdemeanor Summons, Full Arrest Data and Documents, Post Arrest, Arraignment, Disposition, and Post Judgement. R11 is in the SYSTEST Environment. UAT environment testing will occur when RMS vendor are prepared to send complete arrest packages to the UAT environment.

CJIS Partners: Law Enforcement Agencies (LEAs)

Connecticut's State Police (Dept. of Emergency Services & Public Protection) and Municipal Police Departments

Connectivity, Workflows & Training
An In-Depth Overview

Having both on-street experience in law enforcement and technical experience in the PD, the CJIS Public Safety Liaison (PSL) serves as the point of contact for CT police departments and the CISS project. The position requires site visits in tracking router acquisition and setup assistance for connectivity to CJIS applications via the Public Safety Data Network (PSDN). Additionally, the PSL is the voice of Law Enforcement at CJIS, bringing the Law Enforcement Officers' (LEAs) day-to-day operations perspective into the CJIS applications. The PSL is also the trainer who oversees and runs CISS User Training classes.

CISS Testing at DESPP

Testing is in progress for the integration of Wanted Persons data into CISS. Collaborative testing efforts by the *Criminal Justice Information System (CJIS) and the Department of Emergency Services and Public Protection (DESPP)* involve both agencies working closely together to test the integration of data from two key source systems that contain Wanted information:

- COLLECT - Connecticut On-Line Law Enforcement Communications Teleprocessing (State Source System for LEAs), and
- NCIC –National Crime Information Center (Federal F.B.I. database).

Once testing is fully completed for Wanted data and released into production, authorized CISS users with the appropriate Agency Based Security Claims will be able to view and search Wanted data files through the CISS Search application.

Collaborative efforts between the DESPP and CJIS teams to complete testing include DESPP providing CJIS with access to their COLLECT terminals at the DESPP Headquarters in Middletown, Connecticut.

Testing resources for Wanted data include members of CJIS and the COLLECT Unit at DESPP. CJIS will be testing Wanted functionality in the System Test environment and will work together with the COLLECT Unit to complete testing in the User Acceptance Testing (UAT) environment.

Figure 4 –State Seal of the Connecticut Department of Emergency Services and Public Protection

CISS LEA Training Update

CISS Training and User Onboarding for LEAs is progressing on schedule. Training efforts have ramped up to onboard users from the Connecticut State Police and the DESPP onto CISS. In addition, 27 CISS Trained State Police Troopers and 314 CISS Trained Municipal Police Officers are now Actively Using CISS. Efforts to enroll Law Enforcement personnel in CISS training will continue to ramp up over the next 18 months as the CJIS team and the Department of Emergency Services and Public Protection (Connecticut State Police) continue to work together to testing and implementing CISS for LEAs.

Efforts to expedite the CISS Training and Certification process for LEAs include flexible training and scheduling options for:

- Live Classroom – Instructor Led CISS Training and Certification, and
- Online Classroom CISS Training and Certification.

A "train the trainer" program was recently completed to certify instructors from the Police Officer Standards and Training Council (P.O.S.T.-C) for CISS User Training. Any P.O.S.T.-C instructor who would like to be certified to instruct CISS training should contact the Public Safety Liaison / CISS Trainer through email by issuing a help ticket to the CJIS Help Desk.

Automated CISS User Authorization Request (CUAR)

CJIS has been working to simplify the application process for CISS User Authorization as well. The CJIS team developed an application to replace the paper based CISS User Access Request (CUAR) forms that are currently in use with an automated system. The new Auto-CUAR Application has been designed to optimize the entire workflow for CISS User Authorization. Automated operations will control an electronic application sign-up procedure that will auto-generate approval request emails to managers for approval, and interface with CISS for user administration. The Auto-CUAR process requires several software applications working together in harmony to automatically create the User's ID in CISS and ensure functionality for the Security Identity Manager for the User ID within the Auto-CUAR application. Significant work has been completed on the Auto-CUAR application, however, integration, with the Security Identity Manager is moving slower due to lack of available resources. An outside consulting group has been brought in with technical support for the programming interface aspect.

CISS Connectivity Update

We welcome East Hartford Police Department (PD) in this month's edition of CJIS Roadmap. East Hartford PD completed their internal network configuration tasks during May of 2018, to establish CISS "Search Capable" connectivity through their CJIS Router.

Of the 93 local town PDs that were initially identified as priority stakeholders of Early Arrest Data, 89 PDs have purchased a CJIS Router.

- 3 of the 89 PDs are awaiting receipt of their CJIS Router.
- 26 Local PDs have completed their internal network configuration tasks to become CISS "Search Capable" through their CJIS Router.
- The Connecticut State Police Troops and 27 local PDs are using a temporary solution for accessing CISS via COLLECT (Connecticut On-Line Law Enforcement Communications Teleprocessing) terminals. These LEAs will transition to accessing CISS Search through their purchased CJIS Routers once resources become available to complete all tasks for router connectivity.

CJIS Compliance Requirements for LEAs
✓ LEA network configuration tasks completed
✓ LEA is actively connected to CISS Search
✓ LEA is sending Early Arrest Notifications to CISS
✓ LEA is sending Uniform Arrest Reports* to CISS (*This requirement is a planned functionality in a future CISS Release. Feature is not yet available for LEAs.)

Table 2 (above) CJIS Compliance Requirements for LEAs;
Table 3 (right) CISS Search Capable PDs via CJIS Router Connection

Municipal Police Departments CISS Search Capable *via CJIS Router Connection*
Berlin Police Department
Brookfield Police Department
Coventry Police Department
Darien Police Department
East Hartford Police Department
Easton Police Department
Enfield Police Department
New Britain Police Department
Newington Police Department
Newtown Police Department
Orange Police Department
Plainville Police Department
Plymouth Police Department
South Windsor Police Department
Southington Police Department
Stratford Police Department
Thomaston Police Department
Torrington Police Department
Wallingford Police Department
Weston Police Department
Wethersfield Police Department
Winchester Police Department (Winston)
Windsor Locks Police Department
Windsor Police Department
Wolcott Police Department
Woodbridge Police Department

CISS Workflows and LEAs

An Overview of CISS Workflows, Early Arrest Notifications (EAN), Current Capabilities, and Other Workflow Processes

Workflows –Overview of Automated Operations

Workflows are sequences of automated operations that are prompted by "specific events" to auto-generate alert messages and send notices directly to authorized recipients. When "specific events" are keyed into a select group of data entry fields located within certain CJIS Partner Agencies' source systems, a set of automated operations begin running in the background of the system. When a pre-defined set of data fields have been keyed within the source system, the operations running in the background are prompted to send the information directly to CISS where a message is auto-generated and sent out to specific CJIS Partner Agencies.

The Workflow process was designed to streamline and unify the process by which individual CJIS Partner Agencies are informed about specific criminal justice events. The Workflow process creates a uniform set of information to be distributed within a defined timeframe to all CJIS Partner Agencies who have an authorized interest in specific criminal justice events and/or an interest in a specific offender.

When CISS receives alert information, the system is prompted to generate an alert notice and send the alert in a message to authorized criminal justice personnel. Alert notifications are only sent to a defined set of individuals within the CJIS Partner Agencies who are authorized to receive criminal justice alerts. Recipients of CISS alert notifications are predefined by several qualifiers including, but not limited to, a CJIS Partner Agency's business rules, agency-specific security clearance requirements, jurisdiction, and the responsibilities of their specific role within the agency.

Workflows & LEA Early Arrest Notifications

CISS Workflow Release 2 (R2) was developed to automate Workflows of Early Arrest Notifications (EAN) to the criminal justice community. R2 automates a process for Law Enforcement Agencies to send information about a new arrest directly to CISS. When CISS receives the EAN prompt, notice of the arrest is sent out to specific individuals within the CJIS Partner Agencies who are authorized to receive EANs.
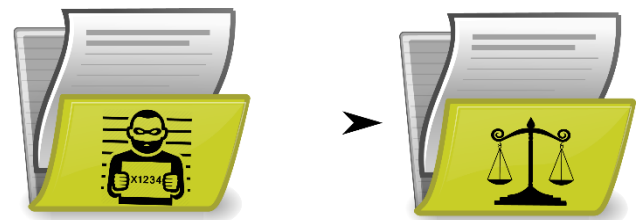
Figure 5 - Illustration representing Workflow of Early Arrest Notification to a Criminal Justice Agency

Early Arrest Notification (EAN) Workflows are prompted during the LEA Booking Process. During an arrest, the LEA officer completes the Booking Process by entering an arrested suspect's information into the LEA's electronic Booking system. The data entered into the Booking system software is then saved and housed by the

CJIS Roadmap Exclusive

Get to Know Christine Perra Rapillo

CJIS Roadmap is actively reaching out to the Criminal Justice Information System (CJIS) Partner Agencies in our "Get to Know" series and interviewing our stakeholders for their feedback on the CISS Project.

CJIS Roadmap recently visited the State of Connecticut's Division of Public Defender Services (DPDS), for an exclusive interview with Chief Public Defender, Christine Perra Rapillo, to discuss the positive impact that the CISS Project has made for Public Defender Services in Connecticut.

Around a round table in the humble office of our State's Chief Public Defense Attorney, we sat and discussed many topics. We talked about Ms. Rapillo, how she got started, her lifetime career of service providing legal defense services to the public, and the importance of CISS to her work at DPDS. Here's what we learned getting to know, Christine Perra Rapillo.

Photo of Christine Perra Rapillo, Chief Public Defender

At the University of Connecticut (UCONN) School of Law, Christine trained in the representation of criminal defendants at the UCONN Law Trial Clinic under the supervision of Judge, Michael R. Sheldon[2] After graduating from UCONN School of Law, Christine began her career as a public defense attorney working in the Criminal Unit of New Haven Legal Assistance

(NHLA), a non-profit legal aid organization in New Haven, Connecticut, providing criminal defense services for low-income and disadvantaged defendants.

NHLA, being one of the only public interest legal services organizations in Connecticut to have a criminal unit, experienced very heavy caseloads with limited case support resources. Although her job was challenging, she remembers the time at NHLA fondly, and felt that she had been well prepared for the challenge with the training she received at the UCONN Law Criminal Trial Clinic and felt lucky to have gained valuable experience trying cases in the Criminal, Juvenile, Appellate, and Civil Court Divisions of the City of New Haven.

"Anytime we can more quickly access information about where our clients are in the system, what their status is in the system, that's going to be helpful…" – Christine Perra Rapillo

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[2] Judge Sheldon was acting Director of the UCONN Law Criminal Clinic, Trial and Appellate Divisions. Judge Sheldon was appointed to the State of Connecticut's Appellate Division, in 2011 by Governor Dannel P. Malloy

After NHLA, Christine worked in Court District GA15, in New Britain, Connecticut at the Public Defender's Office under a drug grant. Christine's work in New Britain earned her a promotion to Public Defender Services in Hartford's Juvenile Court Office. Christine recalled the day she received the news about her promotion stating, "I got a call from the then Chief Public Defender, Gerry Smyth, while I was on my honeymoon from my job in New Britain saying, 'Congratulations we're making you supervisor of Hartford Juvenile Court Office' and I hadn't applied for that job." Christine also said, "I had done a good amount of juvenile work when I was in New Haven, I liked it, but I was going to try cases because that was fun I enjoyed that." Christine recalled that she had never considered a career move to the Juvenile Court System prior to receiving that call, her plan had always been to defend adults.

As a recent law school graduate in the process of paying down student debt, the considerable salary increase that would come with the promotion to Juvenile Services would be a big help for the newly married couple. Christine remembered discussing the promotion with her husband stating, "I had a lot of debt, I just got married and you know my brand new husband was like we just won the lottery!" With the encouragement of her new husband and an agreement between the newlyweds that she would not stay for very long, Christine decided to take a leap of faith and accept the promotion to Juvenile Court.

"But then I liked it," Christine stated about her career move to Hartford's Juvenile Court Office. It was in the early 90s when Christine was promoted and many policy changes were happening with Juvenile Law in Connecticut. The career move to Hartford led to many

Sign at 30 Trinity Street, Office of Chief Public Defender, Photo contributed by: CJIS Roadmap Technical Writer, Carolyn Denesha

opportunities for Christine to do a lot of policy work and legislative changes for the Juvenile Court System in Connecticut. Christine expressed gratitude for the great team of people she was able to work with in the Juvenile Court Office and very thankful for the opportunities the career move gave her to effect positive change to the Juvenile Justice System in Connecticut. Christine recalled, "We were really able to have a good time practicing law in Juvenile Court in spite of the fact that most people's reaction when I said that's what I was going to do was, 'but you're a good lawyer why are you going to Juvenile Court?' "

Christine Perra Rapillo is an advocate for both children and adults. She supports offender reentry programs and continues to work to improve the success rates for offenders exiting the criminal justice system. Christine firmly believes social work is a much needed component for successful offender rehabilitation. She encourages the DPDS offices to get engaged with local groups offering social services, "…so we can talk to clients about what might be available for them." When we asked how CISS could help with this initiative, Christine said,

> "Anytime we can more quickly access information about where our clients are in the system, what their status is in the system, that's going to be helpful because when folks come in and we get information from our clients, often times they don't really understand what's been told to them with the first system practitioner…and they don't quite understand or they hear it in a different way than what was intended."

Christine further described the value of CISS for the clients that receive criminal defense services from DPDS, stating, "Particularly with the criminal justice information, which is the most critical to us sustaining their Liberty, the more access we have to the information about what our client's status is across the state will help us to help them make good decisions as they work through their cases, and, if they were to come back with questions during their reentry period, any information that we can access for them helps."

When we asked the Chief Public Defender to describe the value-added benefits of CISS for the DPDS, she stated:

> "Because there is CISS, we were able to develop an automatic case management system. We have an agreement with Judicial so as we open cases we get a download from Judicial every morning with the case information so it's made us much more efficient… Instead of having our staff spending a lot of time reentering things…, it gets automatically fed…It streamlines our offices. We're able to know more. A client shows up in the morning and we are able to get access to information more quickly which allows the whole court process to move more quickly."

The Connecticut Innocence Project

CJIS Roadmap also discussed the Connecticut Innocence Project. We asked what the Chief Public Defender thought about the value of CISS for this project. Her answer was, "The more we can access accurate information that everybody else is looking at the faster we can process these cases. The Innocence Project cases require lots of collaboration with the Prosecutor's Office. Most of the cases that have come through there, I think almost all of them, haven't been litigated they've come because we've reached an agreement on a resolution to a case of theirs and the prosecutor is convince the person is actually innocent or convinced that the evidence is weak enough and there needs to be a change in how that particular case was resolved. So again if everybody has access to uniform data that we can rely on is accurate you

get people who are innocent out of jail more quickly and you can make sure you're releasing the right people."

> *"Because there is CISS, we were able to develop an automatic case management system."*
>
> *– C. Rapillo, Chief Public Defender*

We also asked the Chief Public Defender for her opinion on the role of CISS for protecting the public. Her answer stressed the importance of having CISS to quickly access accurate information for the people who are the decision makers in the criminal justice system. "Judges are making decisions about releasing people, Prosecutors are making charging decisions, we [DPDS] are making recommendations to folks about what they should do with their cases, so the more we can have that information, I think people will be safer because we're relying on good data to make our decisions in the Criminal Justice System.

Finally, we talked about the future goals for CISS at the Public Defender's Office. Christine is hopeful for the future and looking forward to the rollout of more CISS users and the future software releases for CISS. Her final words on the future and CISS were as follows:

> "The more we roll it [CISS] out to more users that's good...Its faster than the system that we were using before …it is quite a cost savings … and my sense is that the information is a little bit more up to date. I'm saying the same thing but it is a proficiency. It gives us better information. We are looking forward to this ability to be able to access police reports…that would be a huge step for us so we will be looking forward to that."

"CISS has been very useful for gathering historical data on our clients. Our client's arrests, court dates, convictions and corrections data are now available through one site. Having all of this data in one location will be very useful for our agency offices, especially for fast-paced, high volume offices that need to obtain client information quickly."   – M. Martin,

Investigator III, DPDS

"I like the system, and the support help people are great."

- Julia L Schaefer

- Investigator II, DPDS

I am a member of the CT Innocence Project/Post-Conviction Unit. In the post-conviction work that I do, you need to gather information about current convictions but also prior convictions as well as information from the Department of Correction. CISS is like one stop shopping. All the information from numerous sources is right there at your fingertips. This program gives you details that you may not be able to access from any other source. CISS is very user friendly and easy to navigate.

– L. Dolbeare,

CT Innocence Project

Post-Conviction Unit
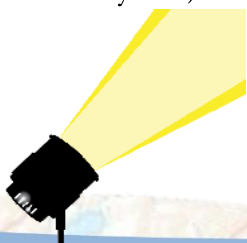
(CJIS Partners: LEAs …*Cont. from p. 9*)

LEA's Records Management System (RMS). Once specific Booking data elements successfully flow to the RMS database (where the data is saved and backed up), the RMS is prompted to send an EAN to CISS. CISS receives the EAN and sends the EAN in a message to the CJIS Partner Agency members who have authorization to receive Uniform Arrest Report (UAR) and Misdemeanor Summons information.

In addition to EAN Workflows, other Workflow processes have been automated for various CJIS Partner Agencies and their source systems to enable seamless transfer of uniform and complete information between agencies and receive notice of all criminal case events from start to end including the initial booking process, criminal court proceedings, incarceration, parole or probationary release from incarceration, and all other events occurring within a specific offender's criminal case.

EAN Workflow Capability - for LEAs

Today, capability for LEAs to send their agency's EANs to CISS is limited by several factors. Currently, 10 out of the 93 local PDs that were initially identified as priority stakeholders of Early Arrest Data are capable of sending EANs to CISS. Of the 10 PDs who are actively sending EANs to CISS, only 8 local PDs have achieved both CISS Search Capability (through a CJIS Router) and are Actively Sending Early Arrest Notifications to CISS. Currently, none of the LEAs have ability to send full arrest packages containing the Uniform Arrest Report (UAR). This feature for CISS Workflows has not been released yet into production.

As a result of the limited capacity for Law Enforcement to send their Early Arrest data to CISS, the initiation of crime data Workflows often occurs past the initial arrest event. When no Early Arrest Notification is possible, the specific event prompting the automated flow of criminal justice information to CISS is engaged when the Judicial Branch enters a new criminal case into their source systems. When a new case is entered the operations controlling the automated alert process are engaged and the new case information is sent to CISS. Data entry into the judicial source system provides the catalyst for CISS to begin the automated alerts process and authorized CJIS Partner Agencies will begin receiving notices about the case from CISS.

Factors Limiting LEA Workflow Capabilities

I.   Information Processing – Business Rules

Electronic Arrest Data, entered during the LEA Booking Process, must first flow to the individual LEAs Records Management System (RMS) where the data is captured and stored, then the Workflow of Early Arrest Data can be sent to CISS to initiate the automated alert system.

The flow of information passing through to the LEA's RMS before it can flow to CISS has presented a series of complexities for the CISS Project that must be resolved.

The following page will review a few of the complex variables being addressed that will aid LEAs to attain EAN Workflow Compliance:

I. *Records Management System (RMS) Variance*
    Proprietary RMS Systems & RMS Vendors

1. RMS developed by an agency's IT department; records are housed internally

2. RMS by private vendor, records are housed externally by data warehousing company

II. *Proprietary Software*

1. No "one-size-fits-all" software for LEA Records Management Systems (RMS).

2. All RMS are managed by proprietary software programs that are:

    a. unique to the vendor agency providing RMS solutions, or

    b. were developed by an internal IT department.

III. *Legislation CGS § 54-142s*

1. Title 54 Criminal Procedure Code for the State of Connecticut requires compliance with Criminal Records management through the incorporation of a state-wide information technology system for sharing of criminal justice information. § 54-142s (a) states:

> *The Criminal Justice Information System Governing Board shall design and implement a comprehensive, state–wide information technology system to facilitate the immediate, seamless and comprehensive sharing of information between all state agencies, departments, boards and commissions having any cognizance over*

matters relating to law enforcement and criminal justice, and organized local police departments and law enforcement officials.

While significant progress has been made toward local police departments and state police troops sending their Early Arrest Notifications to CISS, there is no legislation requiring private records management system vendors to develop systems that work with CISS Workflow operations nor is there any law stating a private agency must adopt CISS security standards if they are providing RMS services to a public LEA agency. Compliance with CISS is voluntary for RMS vendors at this time.

Local Police Departments
CISS Search Capable &
via CJIS Router Connection
Actively Sending EAN
Coventry Police Department
Easton Police Department
Enfield Police Department
New Britain Police Department
Orange Police Department
Plymouth Police Department
Torrington Police Department
Wethersfield Police Department
Windsor Locks Police Department

Table 4 - Local PDs CISS Search Capable via CJIS Router and Actively Sending Early Arrest Notifications to CISS

The CJIS team continues to follow up with all police departments to provide assistance with achieving CJIS information sharing compliance. For more information on CJIS compliance, purchasing a CJIS router, or assistance with connection to CISS, contact the CJIS Help Desk.

(CJIS Infrastructure, Cont. from p. 7)

to institutionalize the approach in Policy and Procedure going forward. The resulting set of Agency Based GFIPM Claims approved for individual CJIS Partner Agencies will be programmed into CISS. The go-live[3].date for implementation of the Agency-Level GFIPM Claim Security Restrictions process has not yet been released.

Prior to the June 21 working session, the methodology for Agency-Level GFIPM Claim Security Restrictions and the proposed approval process had been presented to all CJIS Partner Agency Representatives. Each CJIS Partner Agency was asked to draft a Declaration of Request for Agency Based GFIPM Claims for CISS access rights. Data Element Visualization Tools[4] were also presented to Agency Representatives prior to the June 21 working session.

Up to this point, the CISS User Authorization (CUAR) process was manual and allowed individual users to request their own set of GFIPM Claims on a paper or fillable PDF application. The GFIPM Claims request was reviewed by their manager for appropriateness in relation to the user's job function and then approved by their agency head. Requests for GFIPM claims were also closely scrutinized by the CJIS Security Team to ensure appropriateness.

Streamlining for Success – CISS New User Onboarding

Agency-Level GFIPM Claim Security Restrictions will streamline the approval process for onboarding new CISS Users. Over the next 18 months, the user population of CISS is expected to explode as user onboarding efforts ramp up to full speed. With over 800 users currently enrolled in CISS training and in-process to receive their CISS login credentials, the CJIS Project Team determined necessity to implement Agency-Level GFIPM Claim Security Restrictions. By defining GFIPM Claim Security Restrictions in the CISS system and limiting each agency to a pre-approved sub-set of appropriate GFIPM Claims for their Agency, elements of the GFIPM Claims approval process can be automated. Agency-Level GFIPM Claim Security Restrictions

cannot be exceeded by any agency requester or approver for any user assigned to that agency. Functionally, CISS will reject any improper assignment of GFIPM Claims that have not been granted for the CISS users in their Agency. More information on the results of the working session will be presented to the CJIS Governing Board at the July 26, 2018 Quarterly Meeting.

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[3] More information on the results of the working session will be presented to the CJIS Governing Board at the July 26, 2018 Quarterly Meeting.

[4] Data Element Visualization tools were created to enable the verification of Agency Based GFIPM Claims that allow data mapping from a CJIS Partner Agency Source System (Data Source Elements) to a CJIS Partner Agency (Data Consumer) to occur.

CJIS Focus Groups

The CJIS Team meets every Thursday for the purpose of planning the next Scope of the CISS Project. The team is in the process of formulating a High Level Task List of priority items for the CISS user rollout, future software releases, and future enhancements.

In the CJIS Team's Focus Group planning meetings, the following items were identified for the next Scope of Work for CISS:

- Complete All RMS Vendor Connectivity and CISS Certification
- Complete all CISS CJIS Agency Workflow Integration
- Complete All CISS User Training and CISS Access
- Add Any Additional Required Information Exchanges
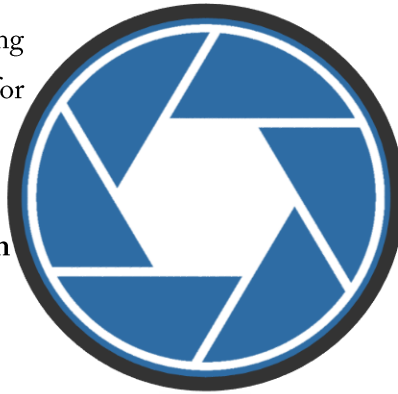
- Enhance CISS Available Data Based on Stakeholder Needs
- CISS User Group
- CISS Planned Releases
- Technology Enhancements
- Hardware Refresh
- Implement Center of Excellence
- Enhanced Support Model for CJIS Infrastructure

CJIS Roadmap Reader's Corner

Save the Date Reminders!

The next Quarterly Meeting of the CJIS Governing Board will be held on July 26, 2018, at 1:30 pm, at the Office of the Chief State's Attorney, Division of Criminal Justice, located at 300 Corporate Place, Rocky Hill, Connecticut.

Reminder: - Attendance to the Quarterly Governing Board Meetings is critical to the CISS Project. It is important that all CJIS Governing Board Members attend the Quarterly Meetings. If Members must be absent, please send your appointed Designee.

Pardon Our Typo

In the article, CISS in Production: Use Cases, from the May 2018 Edition of CJIS Roadmap, we reported feedback from the Board of Pardons and Paroles (BOPP) that stated, "Currently at the Board of Pardons and Parole we use CISS (one of the many other systems NCIC, SPCK, JEB)…" SPCK should be "SPCJ" an acronym referring to a system used by BOPP to verify an offender's criminal history.