



The Critical Path for CISS

[Connecticut Information Sharing System]

This month, CJIS Roadmap presents the Critical Path for CISS. We will look back to where it all began, to see how far we've come ... Walk down memory lane with us as we compare the CJIS Blueprint Project to the present day CISS Project. Join the conversation with CJIS Executive Director, Humayun Beg, and our CJIS Partners from the Division of Criminal Justice (DCJ), Chief State's Attorney, Kevin Kane, and Deputy Chief State's Attorney, John Russotto, in our 'Get to Know' series. Read the latest updates on CISS training and connectivity. But first, we start our journey on, *The Critical Path for CISS*, with a little help from the late, great philosopher, Mr. Thomas Reid...

A CHAIN IS ONLY AS STRONG AS ITS WEAKEST LINK.

18th Century Philosopher, [Thomas Reid](#), is credited as the originator of the proverbial 'weakest link'¹ theory. In his work entitled, [Essays on the Intellectual Powers of Man](#), Reid introduced his theory stating:

"In every chain of reasoning, the evidence of the last conclusion can be no greater than that of the weakest link of the chain, whatever may be the strength of the rest."

- Thomas Reid, (1786²)



Figure 1 - Image of oil painting of Reverend Thomas Reid (1710–1796), Professor of Moral Philosophy at the University of Glasgow, www.artuk.org

Two centuries after Reid's work, an alternate "weakest link" theory was formulated by 20th Century Poet, Stanislaw Jerzy Lec, who described the

Cont. on p. 3

¹ According to research by computational linguistics expert, Gary Martin, founder of [The Phrase Finder](http://ThePhraseFinder) website.

² Essays on the Intellectual Powers of Man, 1786 Ed., Excerpt courtesy of [The Phrase Finder](http://ThePhraseFinder) website, www.phrases.org.uk

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 Linking Connecticut’s Criminal Justice &
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 September 2018 Vol. 7 No. 6
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In This Issue

The Critical Path for CISS..... 1
CJIS Blueprint Project: Ten Year Look Back 4
CISS Planning, Design & Implementation..... 6
S.W.O.T. Analysis: CISS Integration Constraints..... 6
CISS in Production: Why Search Now?..... 13
Get to Know the Division of Criminal Justice 14
CJIS Project Management Update..... 17
CJIS Training & Connectivity Update..... 18
CISS Search User – Live Training..... 19

~ **Meetings** ~
Save the Date Reminders!

CJIS QUARTERLY GOVERNING BOARD
October 25, 2018 at 1:30 pm
 Office of the Chief State’s Attorney
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 300 Corporate Place, Rocky Hill, CT

CISS QUARTERLY STATUS
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(...Cont. from p. 1)

weakest link as a potential source of destructive power. In Lec's work entitled, *Unkempt Thoughts*, he states:

"The weakest link in a chain is the strongest because it can break it."

- Stanislaw Jerzy Lec, (1967³)

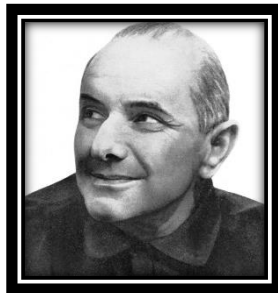


Figure 2 - Photo of writer, Stanislaw Jerzy Lec
LeFile:Stanislaw Jerzy Lec Polish

Whatever weakest link theory resonates most clearly for you, Reid's or Lec's, ultimately, "the weakest link" is a threat to the logical progression of any 'chain of reasoning'.

As Mr. Reid's theory¹ explained, 'the weakest link' can be, at minimum, a roadblock that impedes or stifles the 'chain of reasoning' from taking the best course of action based on the evidence presented.

Lec's theory explains the advanced stages of the "weakest link" and the consequences of ignoring its power of causal failure. When overlooked, covert forms of 'strength', masked as weakness, can gain enough momentum to break any 'chain of reasoning'. Common weaknesses in any chain of reasoning may include unwillingness, failure to act, failure to take notice, lack of foresight, lack of follow up, and lack of completeness. All of these hidden powers hold potential to break any "chain of reasoning".

For the Criminal Justice Information System [CJIS], our 'chain of reasoning' began as solitary chain links, independent criminal justice source systems; that did not connect (i.e. share information). The purpose of the CISS Project was to form one united criminal justice 'chain of reasoning' through systems integration.

The CISS [Connecticut Information Sharing System] solution has made it possible to connect the solitary links and form a united chain of reasoning. As more links in the chain get connected through CISS integration, the capabilities for the criminal justice chain of reasoning grow exponentially. These capabilities include more informed decision making, more efficient business processes, and increased safety for law enforcement officers and the public. However, the criminal justice chain of reasoning also has many missing, incomplete, and partially formed links causing weak points in the chain. To become one united chain of reasoning, the chain must be completed and made whole.

Current Weaknesses:

- Non-Participation
- Non-Compliance
- Lack of Urgency
- Unfinished Tasks
- Lack of Funding

In this issue, as we walk down memory lane to the beginning for a review of the CJIS Blueprint Project, we'll discuss the seven integration constraints identified ten years ago for the CISS Project. Through S.W.O.T. analysis [Strengths, Weaknesses, Opportunities, and Threats], we'll analyze our Strengths and Opportunities and pinpoint areas of Weakness and Threats that may hold potential to break our chain of reasoning...

³ Find *Unkempt Thoughts* and other books by Stanislaw Jerzy Lec, at a library near you on WorldCat.org.

CJIS Blueprint Project: Ten Year Look Back

In order to gain perspective in the present, it is beneficial to review the past. CJIS Roadmap presents a review of the CJIS Blueprint Project, the analysis that began ten years ago to modernize the criminal justice community in Connecticut. Seeing how far our state has come, reveals the Strengths, Weaknesses, Opportunities, and Threats (S.W.O.T) for the CISS solution. S.W.O.T. analysis also provides guidance for defining the key elements of a Continuity Plan for project stakeholders and the engagement that will be needed by the criminal justice community, as a whole, to ensure the long-term success of this rapidly-expanding information sharing technology known as CISS.

The Connecticut Information Sharing System (CISS) solution was developed to solve several inefficiencies that were occurring within the State of Connecticut's criminal justice community.

MTG Gap Analysis

In 2009, a [Gap Analysis](#)⁴ of the State of Connecticut's business and technological capabilities was performed by [MTG Management Consultants, LLC \(MTG\)](#), an independent management-consulting firm specializing in business process improvement (BPI) for government organizations. The [Gap Analysis](#) revealed several inefficient business processes stemming from outdated methods and technologies being utilized to share information.

The recommended course of action for the state was to upgrade the criminal justice community with more current technologies that included new computer systems, hardware and software upgrades, and integration of the many computer systems being used for the pursuit of criminal

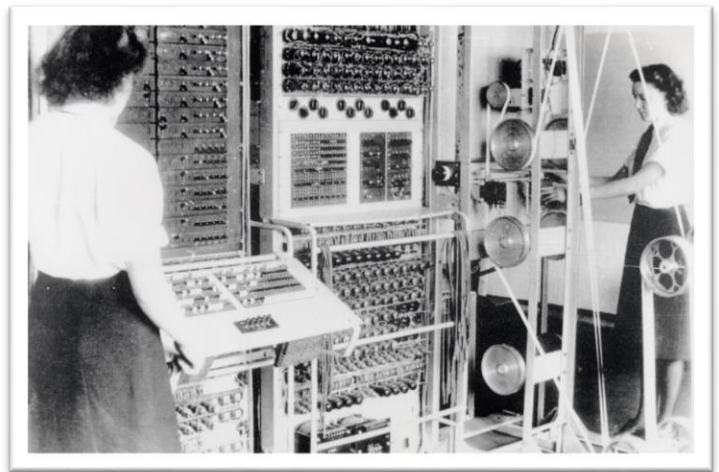


Figure 3-Photograph of Colossus, the world's first programmable, electronic, digital computer, developed by British codebreakers in WWII.

justice. These suggested improvements would require overcoming many technological challenges for the state.

CJIS Blueprint Project

In their first report, [CJIS Blueprint Project - CJIS As-Is Business/Logical Model](#), dated April 10, 2009, [MTG](#) emphasized that “*information must be timely, accurate, and shared in order to make the best possible criminal justice decisions*”⁵.

⁴ MTG Management Consultants, LLC. (2009, July 14). Plan for the Design and Implementation of a Criminal Justice Information System - Gap Analysis. Retrieved August 10, 2018, from https://www.ct.gov/cjis/lib/cjis/ciss/deliverables/gap_analysis.pdf

⁵ MTG Management Consultants, LLC. (2009, April 10). CJIS Blueprint Project – Connecticut Information Sharing System [CISS] To-Be Business/Logical Model. Retrieved August 10, 2018, from https://www.ct.gov/cjis/lib/cjis/ciss/deliverables/cjis_asis_business_logical_model.pdf

The next [MTG](#) report, *CJIS Blueprint Project – Connecticut Information Sharing System [CISS] To-Be Business/Logical Model*, dated May 21, 2009⁶, compared several information technology (IT) upgrades that could be implemented within the criminal justice community. The “*To-Be Business/Logical Model*” would eliminate many of the manual, paper-based document exchanges that were standard practice for sharing information between multiple agencies.

The [MTG](#) findings recommended the most effective solution would be to develop a system to integrate the multiple computer systems used by the criminal justice agencies. Integration was the only solution that would successfully resolve all information sharing needs, goals, and

objectives for the criminal justice community (pp. 2-4)⁷. Alternative IT solutions explored by [MTG](#) did not satisfactorily meet all criminal justice information sharing specifications. Adaptation of the Connecticut Information Sharing System (CISS) Integration model, would provide the highest flexibility for:

- Exchanging Information,
- Integration of Information Systems, and
- Query (Search) Capability.

Moderate cost and moderate complexity to implement and develop the technology were also noted.



Figure 4 – Photo representation of technology integration planning.

⁶ MTG Management Consultants, LLC. (2009, May 21). https://www.ct.gov/cjis/lib/cjis/ciss/deliverables/cjis_tobe_business_logical_model. Retrieved August 10, 2018, from https://www.ct.gov/cjis/lib/cjis/ciss/deliverables/cjis_tobe_business_logical_model.pdf

⁷ MTG Management Consultants, LLC. (2009, May 21). https://www.ct.gov/cjis/lib/cjis/ciss/deliverables/cjis_tobe_business_logical_model. Retrieved August 10, 2018, from https://www.ct.gov/cjis/lib/cjis/ciss/deliverables/cjis_tobe_business_logical_model.pdf

CISS Planning, Design & Implementation

The following year, [MTG Management Consultants, LLC \(MTG\)](#), the independent management–consulting firm hired to evaluate the State of Connecticut’s business and technology processes, submitted their Legislative Executive Summary Report⁸, dated March 8, 2010, entitled, [Plan for the Design and Implementation of a Criminal Justice Information System](#).

This report addressed the information exchange inefficiencies of the current environment (at that time) stating:

“Connecticut’s criminal justice community consists of 11 justice agencies with over 23,000 staff members, utilizing 52 information systems to support their business needs.

- Each agency has different, yet interdependent, business processes and information needs.
- Current justice information–sharing efforts are predominantly manual or, in a few cases, have resulted in arrangements that are often limited to two–agency connections, based on individual agency relationships rather than a methodical system–wide initiative.
- Several processes require duplicate data entry by multiple agencies.”

S.W.O.T. Analysis: CISS Integration Constraints

The [MTG](#) report, [CJIS Blueprint Project – Connecticut Information Sharing System \[CISS\] To–Be Business/Logical Model](#), presented potential impact for insufficient mitigation of manageable project issues. Internal and external factors were presented that could slow the progress for CISS integration. These manageable issues called, *Integration Constraints*, were explored and accompanied with an action plan to address the constraint. In this article we will perform an analysis of the Strengths, Weaknesses, Opportunities, and Threats (S.W.O.T.) impacting the CISS Project. The analysis will review the seven Integration Constraints noted by [MTG](#) and categorize each constraint as a Strength, Weakness, Opportunity, or a Threat to the present day goals of the CISS Project.

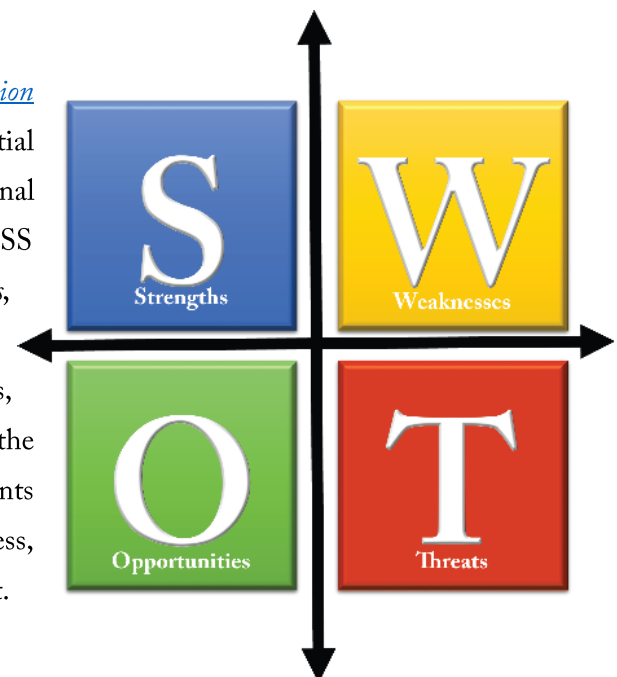


Figure 5 – Quadrant Diagram representing S.W.O.T. Analysis Categories: Strengths, Weaknesses, Opportunities, and Threats.

⁸ MTG Management Consultants, LLC. (2010, March 8). Plan for the Design and Implementation of a Criminal Justice Information System - Legislative Executive Summary Report. Retrieved August 10, 2018, from http://www.ct.gov/cjis/lib/cjis/meetings/meetings_2018/mtg_management_consultants_legislative_executive_summary.pdf

Integration Constraint #1:

Category: Opportunity

CISS has created opportunities for the CJIS Partner Agencies to develop their own user-friendly, electronic case management systems. In our [June 2018 Edition of CJIS Roadmap](#), Chief Public Defender, Christine Perra Rapillo, shared a recent development opportunity for a long overdue case management system at the Division of Public Defender Services, stating, “Because there is CISS, we were able to develop an automatic case management system...it’s made us much more efficient.”



Figure 8 – Image of hand on keyboard.

CISS continues to create opportunities for CJIS Partner Agencies to develop and incorporate modern, paperless technology solutions



Figure 6 – Infographic of laptop computer and electronic folder and file management.

that drive efficiency. Most recently, the CJIS team assisted in completing the build of two servers at the Division of Criminal Justice that will connect their new case management system to CISS. The CJIS community has successfully managed the case management systems constraint. Creating opportunities for systems development has also led to opportunities to strengthen the working relationships among the CJIS community partners.

1. Lack of Agency Case Management Systems

In order to participate in a modern, comprehensive integration environment, each justice agency must be able to electronically manage internal processes with an enterprise application and application platform that can accommodate data exchange and integration. The Division of Criminal Justice (DCJ), the Division of Public Defender Services (DPD), and the Office of Victim Assistance (OVA) do not have case management systems in place. The Department of Motor Vehicles (DMV) and the Department of Corrections (DOC) are in the process of replacing aging systems. To address this constraint, early project efforts should be focused on providing these internal solutions. MTG recommends that these agencies begin evaluating commercial off-the-shelf (COTS) applications that will meet their business needs. Simultaneously, a projection of timeline and sequencing for these initiatives, including DMV and DOC, needs to be formulated so that budget and development needs can be addressed.

Figure 7 – Snapshot of Integration Constraint 1. Lack of Agency Case Management Systems, as reported in [CJIS Blueprint Project – Connecticut Information Sharing System \[CISS\] To-Be Business/Logical Model](#)

Integration Constraint #2:**Category: Weakness**

Although the CJIS team has worked together with stakeholders to find solutions and overcome many of the challenges with adaptability of agency case management systems, the real challenge has become availability of highly skilled

technical resources to perform this work. Although the technical skill sets do exist, the IT support resources for CISS are small teams and their skills are in high demand.

2. Adaptability of Agency Case Management Systems

The assessment of current agency applications found that most continued to function at reduced capability. In order to achieve true integration, these applications will have to interface with the integration solution and will require application modification to create the ability to receive and integrate data from the integration environment. The associated cost and timing issues need to be factored into the CISS program.



Figure 9 - Illustration of PC user with instruction manual

Integration Constraint #3:**Category: Threat**

Several key support positions have not been permanently filled. To date, CJIS has not received sufficient funding to hire a full support staff of permanent state employees as originally planned. The current staffing model for CJIS is

a mix of permanent employees and temporary technical consultants.

The specific composition of the current support teams for CISS may not be sufficient to meet the needs of the rapidly expanding CISS system. A dedicated, permanent staff of state employees will be essential for meeting the operational support demands for the CJIS community.

3. Application and Infrastructure Support

The Connecticut DOIT provides these services to state agencies. The CISS environment and integration solution should reside within the DOIT environment. The CISS location should be a defined “rack” of servers that is accessed and maintained by the application and infrastructure support teams discussed later in this document. The idea of a CJIS program-managed environment will be critical to the success of the program. The specific composition of the support teams must meet the needs of the CJIS community.

Integration Constraint #4:**Category: Strength**

Finding innovative solutions for complex systems is an area of strength for CJIS. The project management team has consistently delivered a high quality product for each release of CISS. CJIS program management has maintained forward momentum for the project despite its complexities. With new leadership at the helm,



Figure 10 - Elements of Success

CJIS stakeholders have a renewed faith in the CISS Project and the benefits it will bring to the State of Connecticut.

4. Complexity

The CISS initiative is a complex project. A successful implementation will require a sophisticated acquisition process and dedicated project management for several initiatives over a long period of time. The timing and sequencing of acquisition and implementation of the various projects will be critical. The project will require a high degree of commitment and perseverance on the part of all of the justice partners.

Integration Constraint #5:**Category: Threat**

Regarding funding, [MTG](#) recommended taking immediate action to address this integration constraint in their report, [CJIS Blueprint Project – Connecticut Information Sharing System \[CISS\] To-Be Business/Logical Model](#), stating: “The funding issue should receive the top priority, as the project will lose momentum in several months if the funding is not in place.”

Almost 10 years later, the issue of funding continues to impact the CISS project. In addition to the predicted loss to project momentum experienced in the early years of the project, the current lack of recurring funding has prevented ability to establish a permanent operational support solution for CISS. Insufficient funding has been a roadblock to

hiring permanent operational support staff. This is a concern among many stakeholders. Lack of funding will continue to constrain the completion time and ability to adequately support the CISS solution.



“The funding issue should receive the top priority, as the project will lose momentum in several months if the funding is not in place.”

– MTG, CJIS Blueprint Project, report dated May 21, 2009, (pp. 20-22).

5. Funding

Like many states, Connecticut has significant budget constraints. Stakeholders have expressed concern that funding will not be available to move this project forward, and that even if the project is funded, there will not be adequate staff to work on implementation.

Integration Constraint #6:**Category: Strength**

The time commitments integration constraint, faced by agency staff, is simply a growing pain that is experienced whenever change is implemented. Successfully mitigating the time commitment constraints faced

by CJIS agency partners has been an ongoing strength of the CJIS Program

Management. Many strategies have been implemented

throughout the CISS

Project to minimize impact

to the stakeholder agencies such as the utilization of CJIS Tiger Team resources that have been enlisted to assist with implementing the CISS solution within the within the CJIS Partner Agencies.

Collaborative and cooperative team environments consisting of multiple agencies' technical resources continue to work together to

solve complex integration constraints caused by outdated technology. The Tiger Team concept has been a major contributor to recent project successes. Time commitment constraints have

been upgraded from a project weakness to a strength of the

in recent years. The

multi-agency team

concept has led to

better working

relationships and

improved satisfaction

ratings in recent project

health surveys conducted by

Qualis Health. With engagement at

an all-time high for the CISS project, there is no

question that justice agency staff members have

found a way to balance their commitments while

remaining committed to the CISS project.



6. Agency Staff Time Commitments

Justice agency staff members are already committed full-time to their regular duties. In order to implement CISS, the individual justice agencies will need to dedicate a substantial amount of additional staff time to the project. Along with modifying existing applications and assisting in the implementation of the integration environment, those individuals serving on the various committees of the Governing Board will spend significant time on policy, funding, and data exchange issues.

Integration Constraint #7:**Category: Weakness to Opportunity**

The integration constraint of Law Enforcement Agency Participation has been the most challenging constraint to the CISS Project. Due to the wide range of non-standardized vendor-owned Records Management Systems (RMS) being used throughout the state by law enforcement, the creation of a one-size-fits-all solution for many different RMS applications was not a viable solution for the LAW Agency Participation integration constraint overview from a decade ago.

In the past, emphasis on single code based solutions created a [monolithic](#)⁹ tunnel vision roadblock for the CISS project. However, when we fast-forward to present day, breakthroughs in [Application Programming Interface \(API\)](#)¹⁰ technologies now offer viable solutions for RMS integration. The integration constraint of yesteryear is transitioning from a point of weakness to an innovation opportunity for CISS Workflows. As new technologies continue to emerge, the ‘monolithic’ coding barriers



Figure 11 - Photo of crowd with police trooper saluting.

of the past will soon be eradicated as they are replaced by the newer, microservice-oriented concepts for application development. Overcoming the complex integration constraint of many Law Enforcement Agencies and their RMS systems will soon be a non-issue as the CJIS team rolls out the next big thing for the CISS project – Workflows.

7. LAW Agency Participation

The RMS and computer-aided dispatch (CAD) systems of LAW are rich in valuable justice system information. For the most part, the information has not been leveraged in Connecticut. Law enforcement agencies are the gateway to the justice system, and conceptually, the data they gather on the street will feed the remainder of the justice system.

The constraint is created by the proliferation of RMS and CAD systems throughout the state. The as-is report identified 99 LAW agencies using 30 different systems serving 8,250 officers. There are some localized data-sharing initiatives taking place; however, they are small in scale and have limited flexibility. The challenge to achieving an integration environment including LAW agencies is the cost and feasibility of writing interfaces to 30 different applications and providing connectivity to 99 law enforcement agencies. This approach would not be desirable solution.

⁹ Read about monolithic application development on Noridc APIs article, [Microservices Architecture: The Good, The Bad, and What You Could Be Doing Better](https://nordicapis.com/microservices-architecture-the-good-the-bad-and-what-you-could-be-doing-better/)

¹⁰ Learn about APIs in the FreeCodeCamp article, [What is an API, In English, please.](https://medium.freecodecamp.org/what-is-an-api-in-english-please-1880c3214d82)

CISS in Production: Why Search Now?

CONNECTICUT INFORMATION SHARING SYSTEM (CISS) SEARCH

Helpful Insight, What's New & Pro Tips for CISS Users

CISS Search, a centralized investigative tool, is a user-friendly approach to criminal justice problem solving. CISS Search saves time by searching all criminal justice databases that are currently integrated with CISS from a single keyword search operation.

Reduce Redundancies Now

The amount of time users spend logging in and out and inputting the same search terms into multiple criminal justice databases to gather information is inefficient and time consuming. These extra keystrokes add up over time. Reducing redundant search operations by using CISS Search now frees up time that can be dedicated to higher priority tasks. CISS Search decreases the need for redundant search operations by providing a single search solution for multiple data sources. Start reducing redundancies and increase efficiency by incorporating CISS Search into your daily work routines now. [Read more on what's available in CISS Search now on p. 17.](#)

Start Small & Win Big

Incorporating CISS Search now will help prepare staff for future paperless changes yet to come with CISS Workflows. Although CISS Search and Workflows are two different technologies, they were designed to work in harmony with each other. Getting users trained on CISS Search now will aid in developing business processes geared toward the digital-age. This small step will help staff adapt more easily to bigger changes down the road. Although resistance from staff can be a growing pain of

any change, listening to the concerns of team members now, during a small transition, provides the valuable feedback you'll need for later. Gain insight now on overcoming future obstacles that may occur during more extensive transition periods.

Adopting a Digital Mindset

Adopting a digital mindset for existing work routines is the first step to process improvement. Upgrading to new technologies can be difficult for some staff members to visualize without hands-on training. Familiarizing staff now with CISS Search User training will kick start their internal, digital-age dialog. Getting trained on CISS Search now helps foster digital minds that will move staff in the direction of increasing efficiencies through the use of technology.

Provide Valuable Feedback

Using CISS Search now and providing valuable feedback to the CJIS team helps us provide the highest quality product for users. Without user feedback, it is more difficult to determine what, if any, improvements will add value to the user experience. Use CISS Search now and provide valuable feedback for future improvements.

NEED HELP USING CISS?

Contact the CJIS Help Desk!

Email: cjis.helpdesk@ct.gov

Phone: (860) 622-2000

CJIS Roadmap Exclusive

Get to Know the Division of Criminal Justice

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.

In Mid-September, CISS Project Stakeholders from the Division of Criminal Justice (DCJ): Chief State's Attorney, Kevin Kane; and Deputy Chief State's Attorney, John Russotto; accepted an invite to talk with CJIS Executive Director, Humayun Beg, and the CJIS Roadmap about the Connecticut Information Sharing System (CISS). Join us as we review the highlights of the conversation as we *Get to Know the DCJ...*

Our first question was to CJIS Governing Board Member, Chief State's Attorney Kevin Kane. We asked Mr. Kane to share his thoughts on the newly expanded capabilities of the CISS solution. This was his response:

"This is a terrific value to law enforcement officers, particularly first responders. CISS Search protects their safety. It gives officers access to information on which they can act - not only to protect the public immediately from the ongoing developments - but also to solve crimes.

The next step, CISS Workflows, will have a dramatic effect on criminal justice reform. Workflows will provide our case management system with updates that include comprehensive police reports. Workflows will streamline the charging decision process enabling prosecutors to make informed charging decisions before a case appears on a court docket. Prosecutors will have access to information more quickly which will assist in reducing the number of continuances on the cases that are filed. Workflows will create the cost-savings benefits that were envisioned for the entire criminal justice system and improve the overall quality of justice in Connecticut."

- Kevin Kane, Chief State's Attorney



Figure 12 - Photo of Kevin Kane, Chief State's Attorney

Building the Foundation

When we asked about CISS Search and how it can help the DCJ with their investigative process, discovery, and overall case management, we learned that Search was slowly being incorporated into the work routines at the DCJ but their main focus right now was completing the build of their new case management system that will connect directly to CISS and consume electronic Workflows.

Talking Through It

As the conversation went deeper into CISS Workflows, we learned that the DCJ was hopeful about the changes in the near future and implementing their new electronic case management system. Deputy Chief State's Attorney, John Russotto, provided feedback on the concept of CISS Workflows and the future changeover to paperless case management stating:

“At the Division [Division of Criminal Justice] we are still wrestling with how all of this will help with workflow. We have an idea and a hope that it will...because that's clearly going to affect our case flow and really CISS and our CMS (case management system) are linked.”

Attorney Russotto, was also very open about the need for training and follow up to prepare stakeholders for the transition to electronic case management stating:

“One of the ideas we discussed in the past is to have some time to sit down with a group of stakeholders and try the Model Office process. I think it will go a long way to getting everybody on the same page. I think it may also help highlight some gaps in our thinking in terms of workflow.”



Figure 13 - Infographic representing CISS Workflows.

CJIS Executive Director, Humayun Beg, agreed adding, “The Model Office will help by simulating the workflow process while we are talking through it.” Director Beg provided reassurance that the CJIS team was aware of the training and preparation involved for stakeholders, and went on to say that the transition to electronic Workflows would be, “...one step at a time...because you can't go from all paper to suddenly nothing.”

Director Beg also mentioned that the TRCC's [Traffic Records Coordinating Committee] Online Disposition Pilot Program could be looked at as a model for planning and implementation of electronic Workflows stating:

“To start envisioning what a bigger picture would look like...if you apply some of those concepts, like a lessons learned, to this Model Office..., it's kind of similar...In this case the RMS (police records management systems) will send in arrest information and then you can look at it, the whole package, and decide what to do.”

The Need for Change

As the discussion continued about what the Model Office for CISS Workflows would look like at DCJ, Attorney Russotto provided that streamlining processes for consistency would be beneficial but there would be some initial challenges:

“Every office handles paperwork differently in terms of how they receive it, how the police deliver it, and how some of it comes through the clerk's office just as a pass-through. So our staff will have to get used to using technology more often. This change will increase efficiency for us.”

Chief State's Attorney, Kevin Kane, was excited for their new case management system and having access to historical case data stating:

"Our case management system can give us a lot... Let's say someone is arrested and they get a program. Our file now is a paper file, it's off in a warehouse. They get arrested again, we don't have it [the file]...When we get our case management system we will be able to run a track and say we did prosecute this person one time and we'll know from our records that he got a program. Now that helps us. And we can even get our own police reports."

Attorney Kane also indicated that he was looking forward to the efficiency that CISS Workflows will add to the current case management process stating, "It will avoid duplicate entry, it will assist in the preparation of files, and it will assist in setting up the process at the beginning."

CISS Release 9&5

Looking forward to having access to the Department of Motor Vehicles' information that will be available for users through future CISS Search Release 9&5, Attorney Russotto stated:

"It's difficult today in the paper world trying to get motor vehicle histories. That's been a gap and...we would like a prosecutor to have the motor vehicle history at her disposal if she's dealing with someone who comes in with a speeding ticket because I think it makes a

difference to that prosecutor if you have a significant motor vehicle infraction history."

Final Thoughts

Wrapping up the conversation, Attorney Russotto shared that there was concern among stakeholders that the amount of time it was taking to build all of the systems, combined with a lack of recurring funding, would impact the long-term success of the CISS Project stating:



Figure 14 - Photo of John Russotto, Deputy Chief State's Attorney

"Our concern is that the funding, and perhaps the sense of urgency, to finish all phases of the CISS Project will dissipate and we won't finalize Phase 2. I think that would leave stakeholders very disappointed. Phase 2 is very important to us because it will provide electronic Workflows to prosecutors (i.e. police reports, witness statements, and other important arrest documentation)."

- John Russotto, Deputy Chief State's Attorney

Attorney Kane provided his final thoughts on the DCJ's wish list for future systems integration with CISS stating:

"There's a huge amount of information in the [CAD](#)¹¹ [Computer-Aided Dispatch] systems that police departments have...It's something we should keep in the back of our minds because there's data in there which can be critical at times...and we don't have any access to it."

¹¹ Read more about CAD in our August 2018 Newsletter
https://www.ct.gov/cjis/lib/cjis/publications/cjis_roadmap_august_2018_vol_7_no_5.pdf

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 complete testing of the remaining code with the development vendor, Conduent(Xerox), to deliver a high quality product and roll out the remaining releases for CISS Phase-1.

CISS Search in Production Now

Releases & Source Systems

Release 1 – Production Year 2016

- PRAWN [Paperless Re-Arrest Warrant Network]
- OBIS [Offender Based Information System]

Release 3 – Production Year 2017

- POR [Protection Order Registry]
- CRMVS [Criminal Motor Vehicle System]

Release 6 – Production Year 2018

- CIB [Centralized Infraction Bureau]
- Case Notes - Department of Correction
- Case Management - Board of Pardons & Paroles
- CISS Document Library

Release 10 – Source Systems

- MNI [Master Name Index]
- CCH [Computerized Criminal History]
- Weapons Registry
- Notification Alerts & Data Quality Management

CISS Workflows in Production Now

Release 2 – Production Year 2016

- UAR [Uniform Arrest Report]
- Misdemeanor Summons Complaint
- Early Arrest Notifications

Release 2.1 - Production Year - 2018

- Data Integrity Enhancement

Coming Soon for CISS Search

Releases & Source Systems

Releases 9 and 5 (Combined) – Source Systems

- ECM [Electronic Content Management] Document Repository
- Wanted Persons File
- SOR [Sex Offender Registry]
- CMIS [Case Management Information System] – Court Support Services Division
- Department of Motor Vehicles' (DMV) Drivers and Vehicles data
- Agency Based Security & Reporting
- Arrest and Misdemeanor Summons data

Coming Soon for CISS Workflows

Release 11 (Combined Release 4 and 8)

- UAR [Uniform Arrest Report]
- Misdemeanor Summons Complaint
- Full Arrest Data and Documents
- Post Arrest, Arraignment, Disposition, and Post Judgement.

CJIS Training & Connectivity Update



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 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.

CISS ONBOARDING

The CJIS team is working with a core group of local police departments (PDs) with firm commitments to move forward with CISS Onboarding. This month, the Town of Manchester's Police Department stepped up their game and hand-delivered all 140 CUAR (CISS User Authorization Request) forms completing the enrollment process for all officers to begin their CISS Search User training.

Local Police Departments that are ready to complete their CJIS Router tasks and connect to CISS now should contact the [CJIS Help Desk](#) directly by email at CJIS.HelpDesk@ct.gov. We encourage PDs to take the initiative and inform CJIS of their readiness to move forward with CISS compliance. PDs that contact the CJIS Help Desk directly may be assigned higher priority for CISS onboarding based on their level of commitment and connectivity readiness regardless of their score.

CISS ONBOARDING SUCCESS SCALE

Actively engaged PDs are assigned a CISS Onboarding Success rating. The numbers represent their overall percent of completed steps for all 4 CISS Milestones: 1) CJIS Router Connectivity, 2) Communication & Change Management, 3) RMS Vendor Compliance (Level 1 and Level 2 Workflows Certification, and 4) CISS Search Training.

CISS ONBOARDING SUCCESS RATINGS UPDATE

- ✓ Thomaston PD - 71%
- ✓ New Britain PD - 68%
- ✓ Cromwell PD - 56%
- ✓ Farmington PD - 54%
- ✓ Wethersfield PD - 49%
- ✓ Trumbull PD - 45%
- ✓ Manchester PD - 49%
- ✓ Brookfield PD - 20%
- ✓ Bristol PD - 9%
- ✓ Danbury PD - 9%
- ✓ Norwalk PD - 6%

THE CJIS TEAM'S COMMITMENT TO EXCELLENCE

The CJIS team continues to follow up with all police departments to provide assistance with achieving CJIS information sharing compliance and CISS Onboarding Success. Each PD's progress is unique and reflective of the variables impacting their ability to move forward with connecting to CISS. For more information on CJIS compliance, purchasing a CJIS Router, or assistance with connection to CISS, contact the [CJIS Help Desk](#) by email at CJIS.HelpDesk@ct.gov or call (860) 622-2000.

CISS Search User – Live Training

CISS Search User Certification – Instructor Led Training Ramps Up!

ANNOUNCEMENTS

INSTRUCTOR LED CISS SEARCH USER TRAINING

Next Live CISS Certification Class -*

Date: November 14, 2018

Time: 9:00 am – 1:00 pm

Location: 99 East River Drive, Room #702
East Hartford, CT 06108

**Live Classroom Training is for P.O.S.T. (Police Officer Standards & Training) Certification Credit Hours Only. Online Training is available for all other CISS Search Users.*

CISS SEARCH

TRAINING & LIVE DEMONSTRATIONS

For more information about CJIS Academy, instructor led CISS Search training, CISS Search online training, or to schedule a Live CISS Search demonstration, contact the CJIS Help Desk:

Email: cjis.helpdesk@ct.gov

Phone: (860) 622-2000

Live phone support* is currently available on weekdays, Monday through Friday, 8:00 am to 4:30 pm.

**For all non-urgent support issues, request assistance through the CJIS Help Desk [email](#).*

CJIS ACADEMY EXPANSION

One vital component of the CISS User Onboarding Plan is having adequate resources in place to train and certify new CISS Search users. The CJIS Public Safety Liaison (PSL) is currently working with [POST](#) to certify CISS Search instructors at the Enfield, New Haven, and Bridgeport training locations.



Figure 15 - CJIS Academy Icon - Owl with graduation cap & diploma.

CISS instructors will be qualified to certify new CISS Search users under Area 628 in the POST curriculum. A

total of four new CISS Search instructors will be certified by the end of October. Efforts to train additional CISS certified instructors at POST locations throughout the state are also underway.

BECOME A CISS SEARCH INSTRUCTOR

Any currently certified POST instructor who wishes to add CISS Search to their areas of Certification should email the [CJIS Help Desk](#) to initiate the process for CISS Search instructor certification.