

**Report on the Status of the  
Criminal Justice Information System (CJIS)  
to the  
Connecticut Legislature  
Submitted by  
The CJIS Governing Board  
July 1, 2018**



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# Criminal Justice Information System (CJIS) Governing Board

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## Agencies and Members

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### Office of Policy and Management

Mike Lawlor, Under Secretary;  
Governor's Appointee and Co-Chair, (Designee)  
**Benjamin Barnes, Secretary; Member**

### Department of Administrative Services / Bureau of Enterprise Systems and Technology

**Melody Currey, Commissioner; Member**  
Mark Raymond, CIO; (Designee)

### Board of Pardons and Paroles

**Carleton Giles, Chairperson; Member**  
Richard Sparaco, Executive Director; (Designee)

### Office of the Chief State's Attorney

**Kevin Kane, Esq., Chief State's Attorney; Member**  
John Russotto, Esq., Deputy Chief State's Attorney; (Designee)

### Connecticut Police Chiefs Association

**Chief James Cetran, President; Member**  
Chief Marc Montminy, Director; (Designee)

### Office of the Victim Advocate

**Natasha M. Pierre, Esq., State Victim Advocate; Member**  
Hakima Bey-Coon, Esq., Staff Attorney; (Designee)

### Office of the Chief Court Administrator

**Judge Patrick L. Carroll, III, Chief Court Administrator; Co-Chair, Member**  
Judge Elizabeth Bozzuto, Deputy Chief Court Administrator; (Designee)

### Department of Motor Vehicles

**Michael Bzdyra, Commissioner; Member**  
George White, Division Chief; (Designee)  
Cindy Zuerblis, Division Manager; (Designee)

### Department of Correction

**Scott Semple, Commissioner; Member**  
Cheryl Cepelak, Deputy Commissioner; (Designee)

### Department of Emergency Services and Public Protection

**Dora B. Schriro, Commissioner; Member**  
Brian Clonan, Chief Information Technology Officer; (Designee)

### Division of Public Defender Services

**Christine Perra Rapillo, Esq., Chief Public Defender; Member**  
John R. Day, Esq., Deputy Chief Public Defender; (Designee)

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### Chairpersons and Ranking Members of the Joint Standing Committee of the General Assembly on Judiciary

**Paul R. Doyle, Senator, Co-Chair**

**William Tong, Representative, Co-Chair**

**John A. Kissel, Senator, Ranking Member**

**Rosa C. Rebimbas, Representative, Ranking Member**

### CJIS Committee Chairs

#### Administrative Committee

Larry D'Orsi, *Deputy Director, Criminal Matters, Court Operations Division*

#### Implementation Committee

Chief James Cetran  
*Connecticut Police Chiefs Association*

#### Technology Committee

Evelyn Godbout  
*Information Technology Manager  
Division of Criminal Justice*

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## CJIS Background

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The Connecticut Criminal Justice Information System (CJIS) was established to design and implement an information technology system to be used by Connecticut Criminal Justice and Law Enforcement Agencies (LEAs) to share Criminal Justice information in a secure environment, thereby enhancing informed decision-making.

In 2007, influenced by the Cheshire home invasion, the State of Connecticut undertook a review of its Criminal Justice process. As a result of that review, State of Connecticut Public Act 08-01(P.A. 08-01) was passed. P.A.08-01 not only provided for change to the penal code, it also provided for change to the current Criminal Justice information sharing process in an effort to provide for a safer community for the citizens of the State.

As part of the changes put forth by P.A. 08-01 (later codified as CGS 54-142s), the CJIS Governing Board was charged with designing and implementing a comprehensive, State-wide system to facilitate the sharing of information between all Criminal Justice Agencies. A plan for a new information sharing system, the Connecticut Information Sharing System (CISS), was established.

The CJIS Governing Board is statutorily authorized to develop plans, maintain policies and provide direction for the efficient operation and integration of Criminal Justice information systems, whether such systems service a single Agency or multiple Agencies (according to Connecticut General Statutes§ 54-142q(f)).

Information that is shared will be accessed only by authorized personnel in Criminal Justice Agencies, according to federal laws and the laws of the State of Connecticut. CISS users accessing FBI data will be authorized by the CJIS Systems Officer (CSO) in accordance with a Management Control Agreement. Each user will sign an agreement pledging to honor the current security policy, and acknowledging the penalties that may be imposed for improper access, use or dissemination of FBI data. Users are required to complete a training program that includes instruction on the confidentiality of all shared information, the acceptable use of the information, and the penalties associated with misuse of the information as imposed by the CSO or his/her designee.

This report is prepared pursuant to Connecticut General Statutes (CGS), 54-142s. The CJIS Governing Board provides this report and directs the projects within this report in order to meet the CJIS goals. Phase 1 Development for the CISS Project has a target completion date of 6/30/2018.

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## Executive Summary

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CISS is providing both Search Releases and Workflow Releases. The Search Releases are designed to share CJIS information with authorized individuals in the Criminal Justice Community in the State of Connecticut. The Workflow Releases are designed to replace current paper-based workflows with electronic messages and documents. Both are designed to improve public and law enforcement safety, reduce recidivism and potentially save an estimated \$15 million a year once fully implemented.

All project requirements and designs for the remaining releases are complete. All releases are either in the testing or deployment stage. Federation to provide Judicial with access to CISS has been completed and tested.

Search - Releases 1 and 2 have both been in production since in 2016.

Search, 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.

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

Search, Release 5 (R5), includes the Wanted Persons File from the Department of Emergency Services and Public Protection (DESPP), CISS Search and Retrieval Electronic Content Management (ECM), the Portal, User Interface (UI) and Reporting. All R5 search source components were successfully loaded into the SYSTEST Environment in the second quarter of 2018. R5 Production ready code is scheduled for 6/30/18.

Search, Release 6 (R6), contains Judicial's Centralized Infraction Bureau (CIB), and the Department of Correction's (DOC) and Board of Pardons and Paroles' (BOPP) Case Management system as well as the Portal, UI, and Document Library from CISS. Release 6 was put into production during the first quarter of 2018.

Search, Release 9 (R9), includes DESPP's Sex Offender Registry (SOR), Judicial's Case Management Information System (CMIS), the Department of Motor Vehicles' (DMV) Drivers and Vehicles data, CISS Portal, UI and Agency based Security. R9 has moved into the SYSTEST Environment in the second quarter of 2018.

Search, Release 10 (R10), contains DESPP's Master Name Index (MNI), Computerized Criminal History (CCH), Weapons, the CISS Portal, UI, Notification and Data Quality Management (DQM). R10 System testing was completed in the second quarter and has moved into the UAT environment for end user testing.

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.

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## Summary of CISS Critical Risks

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The value of the CISS project lies in its full implementation of all pertinent criminal justice data sources for Search and Workflows. The following risks will need to be addressed to maximize the full value of the CISS project in moving forward effectively:

- Loss of domain knowledge due to temporary Consultants being used in critical business and technical positions.
- State budget cuts threaten the availability of stakeholder resources to work on their portions of implementing the CISS application.
- Unforeseen delays are pushing out the project schedule.
- Operational Support for Phase 1 has been developed and is partially implemented. Funding to complete the Operational Support plan has not been provided to date.

## CISS Risks and Mitigation Strategy

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There are new and pre-existing risks that will need to be addressed in order for the CISS project to move forward effectively and in a timely manner.

<b>Risk 1</b>
Loss of domain knowledge due to temporary Consultants being used in critical business and technical positions.
<b>Impact</b>
By definition, consultants are not long-term employees and move from position to position, driven by market conditions. As CJIS consultants leave the project, technical and business knowledge is lost, and the continuity of CISS development is impacted. As pointed out by Qualis, CISS' current Project Health Check vendor, not having qualified experienced State employees working on the CISS project poses significant risk to the long-term sustainability of the project. MTG Management Consultants, the original firm hired to advise management and perform health checks, indicated this same risk. Consultant turnover continues as expected on a project of this duration.
<b>Mitigation</b>
<ul style="list-style-type: none"><li>• CJIS has hired a System Architect, and is in the process of hiring a SQL developer, and recruiting for other technical positions.</li><li>• Additionally, training has taken place for existing state employees to learn the new technologies.</li><li>• Knowledge Transfer from the solutions provider to the state employees is being scheduled.</li><li>• CJIS is currently negotiating with the RFP vendor for support and maintenance services for CISS that are not available through state employees.</li></ul>

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## Risk 2

State budget cuts threaten the availability of Stakeholder resources to work on their portions of implementing the CISS application.

### Impact

With work being done concurrently on remaining releases, demand on stakeholder resources is increasing. Stakeholder agencies voiced concern that personnel cuts make it difficult to complete their CISS-related tasks.

### Mitigation

CJIS Project Management is staying in close communication with stakeholder agencies to be aware of fluctuations in the resources who are working on CISS. Tiger team resources have successfully been engaged to carry the workload forward for Judicial, DESPP, DAS and DMV. Stakeholder agencies are also testing earlier in the release cycle. Using a smaller number of resources with expert business knowledge, and finding defects earlier than UAT, shortens the ultimate window needed for defect repair.

## Risk 3

Unforeseen issues and stakeholder dependencies for CISS deployment have led to delays to the project schedule for the implementation of the remaining CISS releases. It is important to pursue only critical change requests at this time to keep within the project timeline.

### Impact

The original project design timeline did not allow for the successful mitigation of unique issues, and stakeholder dependencies, all of which caused delays. Change requests have been used to realign stakeholder needs for implementation with the CISS application, causing further delays.

### Mitigation

A total review of the work effort was done by CJIS project management to ensure that all arrest information in the State passes through CISS. The review exposed obsolete scope and what is essential to produce complete workflows. Only change requests that are critical to the implementation of CISS can be considered at this date for Phase 1. Enhancement requests and further development is being tracked for consideration for Phase 2.

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**Risk 4**

A plan for Operational Support for Phase 1 has been developed and is partially implemented. Funding to complete the Operational Support plan has not been provided to date.

**Impact**

Insufficient funding will cause poor data quality and technical instability of a critical CJIS information sharing system. This system will provide Law Enforcement and the rest of the Criminal Justice Community critical information for decision making therefore impacting Public and Law Enforcement safety.

**Mitigation**

Ensuring that the project is fully funded through implementation and supported operationally is essential. Funding is needed for state employees, Operational Support contract for RFP vendor, and Infrastructure maintenance.

## Bond Fund Overview (as of 06/30/2018)

The current approved Bond Funds are \$60,920,000.

<b>CISS PHASE-1 BOND FUND BUDGET SUMMARY TO 06/30/18</b>		
<b>FUNDING</b>		<b>TOTALS</b>
Bond Funds Provided from 2011 to 2018 Inclusive	\$ 60,920,000	
<b>CISS Budget Commitment*</b>		<b>\$60,920,000</b>
<b>CISS BOND EXPENDITURES</b>		
<b>BUDGETED FISCAL YEAR</b>		
FY 2012 - FY 2018 Inclusive***	\$ 51,308,137	
<b>Total CISS Expenses from Bond Fund</b>	<b>\$ 51,308,137</b>	
<b>CISS EXPECTED FUTURE BOND EXPENDITURES FROM 07/01/18 TO DATE 10/31/18</b>		
<b>Phase 1:</b>		
Consultant Labor	\$ 1,408,000	
Xerox Contract Remaining Costs	\$ 4,054,535	
RMS Vendor Connectivity Budget	\$ 2,950,000	
CISS Budget for Hardware Infrastructure Completion	\$ 1,178,144	
<b>Total Future Expected Cost</b>	<b>\$ 9,590,679</b>	
<b>Total Expected Costs for CISS Phase -1**</b>		<b>\$60,898,817</b>
<b>Expected Bond Funds Remaining for CISS Phase-2</b>		<b>\$21,183</b>
<b>Note:</b>		
* Bond Funds received to date.		
** Planned 18 State Positions Not Filled and Budgeted to Be Paid from Inmate Phone Revenues. Consultants are Used Instead of State Employees Who Are Paid from Bond Funds.		
*** These Are Estimated Costs Due to Pending Financial Reports		

The CJIS Governing Board has completed eight of eleven releases of CISS Search and Workflows which are now in production. Release 11, 5 and 9 are due to be completed and in production by November 2018, thus completing Phase 1 of CISS. The remainder of the work is the implementation of the workflows within the CJIS community and the rollout to 13,000 CISS Search users. The above funding completed Phase 1 and transitions the CJIS team efforts to support and maintenance of CISS and starts the deployment of the workflows and CISS Search users. An additional bond fund request to complete the deployment and missing information exchanges has been discussed with the CJIS Governing Board and OPM.

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# Connecticut Information Sharing System (CISS) Status Report

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## CISS — Background

The Connecticut Information Sharing System (CISS) provides an integrated solution for the sharing of criminal justice information (CJI) within the Connecticut criminal justice agencies, in full compliance with the current version of the FBI CJIS Security Policy<sup>1</sup>. The State of Connecticut has commissioned the development of a scalable, service oriented architecture for the CISS solution to enhance the information sharing capabilities of law enforcement and criminal justice agencies throughout the state.

The State of Connecticut's vision for the system includes information searches across CJIS source systems through CISS and system-to-system information exchanges using standards-conformant message formats. This search will employ Global Federated Identity and Privilege Management (GFIPM) claims-based user authorization applied to control access to sensitive information as defined in federal and state statutes.

This consolidated data environment will enable the State's criminal justice agency systems to interact seamlessly to send and receive data and documents. The search solution will allow users to search for people, locations, events and property across all of the connected information sources from within a single common portal.

## CISS Key Accomplishments – Period Ending June 30, 2018

The CJIS team continues to work diligently to complete the integration of 14 Criminal Records Source Systems, into the Connecticut Information Sharing System (CISS), from CJIS Partner Agencies who are responsible for the management of all criminal records in the State of Connecticut. Deployment of all remaining CISS Search Sources to Production is expected to occur at the end of the development phase of the CISS Project. The CJIS Project Management team and the development vendor, Conduent, have worked diligently on the following processes during the first and second quarter of 2018:

- All project requirements and designs for the remaining releases are complete. The CJIS team is building, testing or deploying.
- Search, Release 2.1 (R2.1), is a Data Integrity Enhancement add-on software package for R2<sup>2</sup> Testing for R2.1 in the User Acceptance Testing (UAT) environment was completed during the first quarter of 2018.
- Search, Release 5 (R5), includes Search RMS, the Electronic Content Management (ECM) document repository, Reporting functionality, the National Crime Information Center (NCIC) and CT Wanted Persons, and Event-Based Notifications. All R5 search source components were successfully loaded into SYSTEST Environment during the second quarter of 2018

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<sup>1</sup> As of this writing the current FBI CJIS Security Policy is numbered 5.5: <http://www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center/view>

<sup>2</sup> R2 includes UAR (Uniform Arrest Report) and Misdemeanor Summons – Early Arrest Notifications.

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- Search, Release 6 (R6), includes Centralized Infraction Bureau (CIB) ticket data and ticket images, Department of Correction (DOC) Case Management and Board of Pardons and Paroles (BOPP) Case Notes. R6 promotion to UAT Environment testing began on December 26, 2017. Testing was completed and R6 was deployed into production during the second quarter of 2018.
  - Search, Release 9 (R9), includes the Department of Emergency Services and Public Protection (DESPP) Sex Offender Registry (SOR), Judicial's Case Management Information System (CMIS), the CISS Search Portal User Interface (UI). All R9 search source components were successfully loaded into SYSTEST Environment during the second quarter of 2018.
  - Search, Release (R10), contains DESPP's Master Name Index (MNI), Computerized Criminal History (CCH), and Weapons. R10 System Testing began in the first quarter of 2018 and was completed during the second quarter of 2018. R10 was successfully promoted to the UAT environment and deployment to production is anticipated for the end of the second quarter.
  - Search, Release 11 (R11), includes Uniform Arrest Report (UAR) & Misdemeanor Summons Arrest Paperwork, Post Arrest, Arraignment, Disposition, and Post Judgement Information Exchanges. The Systems Testing team executed over 4,000 test cases for R11 during the first and second quarter of 2018.
  - CJIS Development is continuing to work with Judicial and the Department of Criminal Justice (DCJ) to support development of CISS data staging and integration applications. SCO Clerk and Administrator Queue applications are in system test. Work with DCJ interface vendor is underway to build similar functionality for CISS Off-Ramp data staging.
  - Software AG Upgrade (webMethods) is the Enterprise Service Bus (ESB) for CISS which provides integration between different components such as replicated data, SharePoint, FileNet and MultiVue. The Software AG upgrade to the latest version 9.12 was completed successfully for all 4 SDLC environments including production during December of 2017. The upgrade to version 9.12 was necessary to keep running CISS on a supported ESB software.
  - System testing of Workflow Release 11 is in progress. Model Office including the results of Gap Analysis are incorporated into the release as demonstrated to stakeholders.
    - Distribution of Arrest Documents with support for Redaction and Controlled Release and ECM included in system scope
    - Gaps resolved by the CJIS development in core service support; Judicial and Department of Criminal Justice (DCJ) agencies are leveraging new capabilities to model new workflow processes.

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- CISS has implemented the envisioned information security standard for the CISS Project, a claim-based information security model established by the U.S. Federal Bureau of Investigations (FBI) for electronic information sharing, known as Global Federated Identity and Privilege Management (GFIPM).
    - CISS user profiles are assigned GFIPM Claims to enable or restrict access rights to search for criminal justice information contained within the CJIS Partner Agency source systems.
    - Currently GFIPM Claims are determined by the user's Agency head, then reviewed by the CJIS team, and assigned to the user's profile manually.
  - A formal process has been proposed for documenting, presenting, and approving GFIPM Claims to allow CISS Search User Access Rights for each CJIS Partner Agency. The new Agency Based GFIPM Claims procedure will standardize the allowable claims for each consumer agency and streamline onboarding efforts for new CISS Search users.
    - The formal process proposed will establish a predetermined set of GFIPM Claims that will be assigned to each consumer agency and hard coded into the CISS system.
    - All of the CISS Project stakeholders have fundamentally agreed on the formal approach to GFIPM Claim assignments.
    - The first formal meeting on this action item was held on June 21, 2018.
    - This effort coincides with CISS Release 10 which implements Agency Based Security. The new security overlay will restrict any additional claims a user may possess that are not permitted at the Agency level.
    - The new Agency Based Approval process incorporates a security review by the participating agencies and also a data element mapping from source systems to Consumer Agency position (job) descriptions. The detailed mappings that come out of the approval process will then serve as the Security Audit Standard by which all participating agencies must abide.
    - The formal GFIPM Claims process will also establish a formal process for non-participating State Agencies to submit a request for CISS User Access Rights.

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CISS Search User Onboarding is progressing as anticipated. CISS Users are selected by their agency head based on their job description and duties. The selected users must complete CISS Authorization Training and pass the CISS certification exam in order to receive access rights and their user credentials to begin using the CISS Search Portal User Interface.

- As of June 27, 2018, the total number of Active CISS User Accounts was **497**.
  - The majority of the 497 CISS Search Users consist of sworn law enforcement users and approximately 1/3 of the total are non-law enforcement criminal justice agency users. Breakdown is as follows -
    - Total CISS Search Users – Criminal Justice agencies 156
      - Non-Law Enforcement
    - Total CISS Search Users - Municipal Police Departments 314
    - Total CISS Users - State Police Troops 27
- As of June 27, 2018, the total number of CISS Users in Training was **819**
  - Includes all users signed up and waiting for training.

CISS in Production: Use Cases - Recently, CJIS Roadmap Newsletter reached out to our Partner Agency Users for feedback on CISS. The answers we received from CISS Users were extremely positive and encouraging. The following Use Cases are examples of the Power, Performance, and Potential of CISS technology.

- CIS Search Portal Use Case Successes - Office of the Victim Advocate (OVA)
  - “I received a call from a victim regarding the release of an offender without her receiving notification...I utilized the information in CISS to determine the movement of the offender and when he was released. I was able to quickly inform the victim of the release information so that the victim could implement her safety plan.” – M. Lajoie, OVA
  - “I often use CISS as a one stop shop for gathering accurate information about an offender...when a victim contacts the OVA for assistance; the victim may not have accurate and complete information concerning the offender’s criminal case. I rely on CISS to learn the offender’s conviction information, sentencing details, and information concerning protective orders. It has been very helpful because I can now access one site to learn information that is derived from many different sources.” – H. Bey-Coon, OVA
  - “Having access to the CISS system has been extremely useful in the work of our agency...The CISS advance search feature has been a great tool..., As a victim based agency having access to up-to-date criminal information via the CISS system is essential in ensuring we keep victims informed and safe.” - V. Torres, OVA

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- CIS Search Portal Use Case Successes - Board of Pardons and Paroles (BOPP)
    - “Currently at the Board of Pardons and Parole we use CISS (one of the many other systems NCIC<sup>3</sup>, SPCJ<sup>4</sup>, JEB<sup>5</sup>) to verify that a petitioner’s criminal record has been erased from all Criminal Justice Agencies in Connecticut once a pardon is granted. We also use it at the front end to verify a petitioner’s record.”– V. Diaz, BOPP
  - CISS Early Arrest Notifications Use Case Success Story– Uniform Arrest Reports (UAR) & Misdemeanor Summons Complaints - Department of Motor Vehicles (DMV) Passenger Endorsement Review Unit
    - “Checking CISS daily allows our agency to become aware of an arrest...We recently found a driver on CISS that held an endorsement to drive student transportation vehicles who was arrested for a serious criminal offense. Our agency found this endorsement holder to be unfit to drive passengers...real time arrest notifications through CISS...allowed us to take immediate action on this driver.” – C. Zuerblis, DMV

Upon recommendation of the Governance Committee and the CJIS Executive Director, the CJIS Governing Board authorized the formation of the Legal Committee. A request for volunteer legal representatives was sent out to stake-holder agencies, which resulted in the formation of the CJIS Legal Committee.

- Stakeholder Legal Committee has been formulated. The CJIS Legal Committee is comprised of volunteer representatives from the CJIS community stakeholders.
  - An introductory meeting was held and a charter outlining the purpose and expectations of this committee will be developed in the coming meeting.
  - The need for having a legal counsel was reviewed by the CJIS Governance Committee, with the purpose to assess and opine on project issues having legal implications, on behalf of the entire CJIS community. Several of these issues involve multiple-agencies and impact the community, requiring cooperative agreements and MOUs. The CJIS statute allows the Governing Board to create ad hoc or standing sub-committees as required.

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<sup>3</sup> NCIC – National Crime Information Center – The Federal Bureau of Investigation’s (FBI) centralized database for tracking national crime information in the United States of America

<sup>4</sup> SPCJ – CT Criminal Justice Rap Sheet

<sup>5</sup> JEB - Judicial Electronic Bridge

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The Tiger Team concept continues to be utilized. Cooperative /collaborative “Tiger Team” working relationships are established as needed in an effort to optimize all available CISS Project resources to complete project goals and deadlines. At the time of this report, the status of CJIS Tiger Teams are as follows:

- DAS-Best Tiger Team Resource - Funded to Complete Data Center Plan
- DESPP Tiger Team Member – Ended Work
- Judicial & DOC Tiger Team Developer - in Progress with Work Needed
- PD Network Configuration Tiger Team Help – In Planning Stage

CJIS Website Migration - Under the Leadership of the new Executive Director, a Tiger-Team was assembled to refresh the content of the CJIS website.

- The timing also corresponded with the active State of Connecticut project to migrate all agency websites to a new web platform called Sitecore, giving them a modern and more consistent look and feel.
  - At the end of May, the CJIS Help Desk received training on Sitecore and began the migration of the CJIS website.
  - CJIS finished the re-write of the existing CJIS web pages in June of 2018 and it is actively working with DAS/BEST for migration to the new web platform.
  - The new website will be utilizing Hypertext Transfer Protocol Secure (HTTPS) encryption to protect users from attacks from compromised networks. Additionally, the website is built in HTML5 and mobile friendly.

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## CISS Anticipated Activities – Next 180 Days (July 1, 2018 to December 31, 2018)

Anticipated completion of the development phase of the CISS Project is June 30, 2018.

The value-added benefits to public safety are expected to rise as future versions of CISS are released into Production. We are pleased to report CISS is performing as anticipated:

- Criminal Justice Information Sharing Improvement Achieved
  - Enhanced information sharing benefits are anticipated for the third and fourth quarters of 2018.
- Public Safety Improvement Achieved
  - This benefit will continue as the project progresses.
- CJIS will continue to work with OPM to secure operational support funding for the CISS System.
  - A hybrid model for operational support has been implemented consisting of a mix of Consultants and State Employees.
  - Options for FileNet Support will be explored to include assistance from BEST.
  - Open State Employee Positions for SQL Developer, .Net, and Business Manager are In Scope to be filled during the third and fourth quarters of 2018.
- CISS Search / SharePoint Upgrade is anticipated during the third quarter of 2018.
  - SharePoint Announcement Pop-Up for CISS Search users will feature a Pop-Up at the login screen to keep users informed of the most recent announcements.
    - All the Announcements that an admin adds irrespective of expiry date or old items are available in the announcements list. At any time, a user or an admin can check or edit announcements and republish them.
  - The CJIS Infrastructure team will continue the planning phase for the migration from SharePoint 2010 to 2016.
- The Infrastructure team continues to work with the BEST Network team on the Groton/Springfield Data Centers.

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- CJIS Help Desk – CISS User Onboarding efforts will continue to Ramp Up during the second half of 2018.
    - The Division of Public Defender Services (DPDS) houses 450 potential CISS users. CJIS has on boarded 14 users at the DPDS. Onboarding of an additional 51 investigators is anticipated for the third quarter of 2018 and onboarding the additional users at DPDS is In Scope for the fourth quarter of 2018.
    - The Division of Criminal Justice (DCJ) houses approximately 600 potential CISS users. Onboarding the 600 DCJ users is In Scope for the third quarter of 2018.
    - Streamlining the CISS user training and onboarding process for State and Municipal Law Enforcement Agencies will be a major priority during the second half of 2018.
      - The Automated CISS User Authorization Request (CUAR) project continues and will be a priority initiative during the second half of 2018.
  - The CJIS team will continue the ongoing outreach effort to CISS Search Users. Use Case feedback received from CISS production users will continue to be published in the CJIS Roadmap Monthly Newsletter throughout the third and fourth quarters of 2018.
  - Evaluation of outstanding and new CISS Information Exchange requests are In Scope for the next phase of the CISS Project.
    - Original information exchange requests<sup>6</sup> will be first priority. Evaluation will occur to determine if an information exchange is necessary to access the requested information or if access to the information can be achieved through CISS Search and Reports.
    - New information exchange requests will be evaluated to determine if an information exchange is necessary, the Agencies Impacted will be identified and urgent information exchanges will be prioritized accordingly.
  - The CJIS website migration to the Sitecore platform is anticipated to go-live in the third quarter of 2018.
    - The CJIS website's content has been evaluated by the team and the updated content will be available through the website's migration to Sitecore.

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<sup>6</sup> Currently the CJIS team has completed development for 46 of the original information exchange requests.

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## RMS Certification

### RMS Certification — Background

Records Management System (RMS) Certification is a collection of guidelines, programming, and processes intended to ensure law enforcement agencies (LEAs) can efficiently, securely, and effectively exchange criminal justice information between their RMS systems and other CT law enforcement and criminal justice agencies using CISS.

### RMS Certification Key Accomplishments – Period Ending June 30, 2018

- Significant progress has been made with the Law Enforcement Agencies (LEAs) and their Record Management System (RMS) vendors toward sending in Early Arrest Notifications to CISS.
  - The RMS vendor, NexGen, completed its software development for Level 1 (L1) Workflow Certification during the second quarter of 2018.
    - All of the CJIS test cases have been executed and all corrections have been made, retested and accepted.
    - The data mapping has been verified and accepted.
    - Major project milestone to create a User Interface providing the status of the communications with CISS to the Police Department staff in the form of a Shift Turnover Reporting/Status page within the RMS is complete.
- Preparation is underway for the NexGen Alpha Group of Police Departments (PDs) to go-live sending in Early Arrest Notification (EAN) into CISS in Production. Once functionality of the software is proven, NexGen's Beta Group of PDs will go-live and begin sending their EAN data to CISS.

### RMS Certification Anticipated Activities – Next 180 Days (July 1 – December 31, 2018)

- Participating RMS vendors, NexGen and Accucom, are expected to complete their Level 1 (L1) RMS Certification requirements during the third quarter of 2018.
  - Upon successful completion of L1 Certification, onboarding of local Police Departments holding contracts with participating L1 Certified RMS vendors, will transition to In Scope status for Early Arrest Notifications (EANs).
  - Network configuration efforts will ramp up for local Police Departments coming online to send (EANs) to CISS.
- As Level 1 moves further into production, participating RMS vendors, NexGen and Accucom, are anticipated to begin their Level 2 (L2) RMS Certification software development work prior to the start of the fourth quarter of 2018.
  - L2 Certification requires participating RMS vendors to upgrade their proprietary records management software to incorporate functionality for transmitting a complete Arrest Packet to CISS. L2 includes transmission of all documents contained within the Uniform Arrest Report (UAR) as part of the CISS integrated Workflow application.

- Contract discussions and technical sessions for CISS Workflows will continue with non-participating, privately held records management system (RMS) vendor companies during the second half of 2018. Major focus will be determining the best go-forward strategy to gain access to all arrest data from the non-participating RMS vendors that collectively house approximately 25% of the state's arrest records. Figure 1 below shows the percentage of arrest records housed by the private RMS vendors who are the holders of record for arrest data from the State Police Troops and 93+ Municipal Police Departments within the State of Connecticut's
- A streamlined approach to onboarding law enforcement agencies (LEAs) for Workflows will be implemented during the 3<sup>rd</sup> quarter with major focus on deployment strategies to quickly bring participating RMS systems online with CISS.

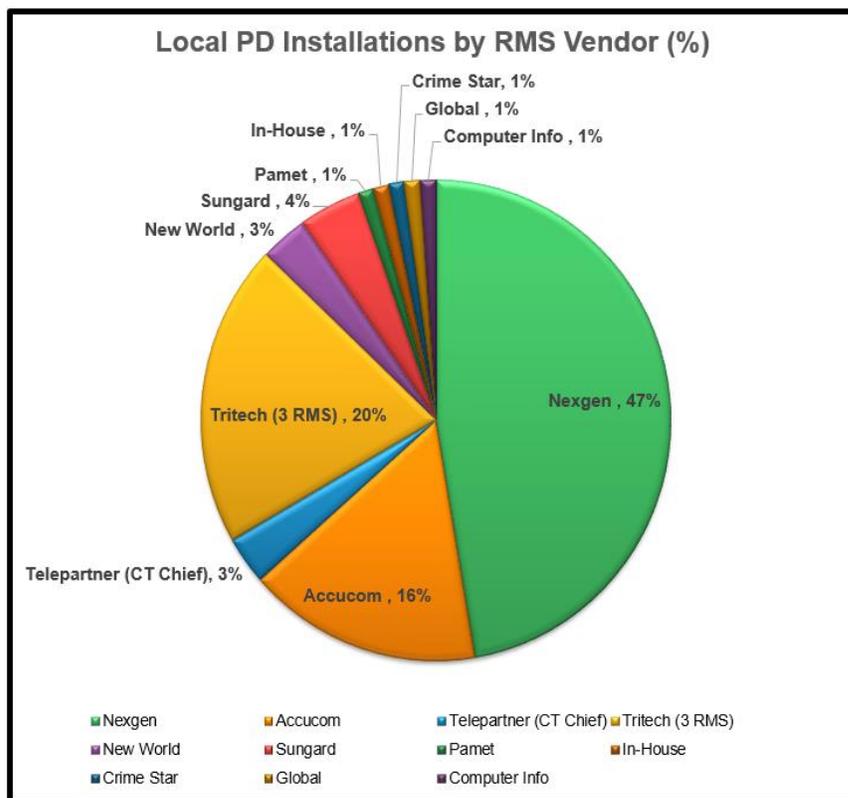


Figure 1 - Records Management System (RMS) vendors holding given percentage of the State of Connecticut arrest records

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## RMS Network

### RMS Network – Background

The CJIS team has been working with the Department of Administrative Services / Bureau of Enterprise Systems and Technology (DAS/BEST) towards the successful installation of a secure data communications network that would support the exchange of information between local Law Enforcement Agencies (LEAs).

### RMS Network Key Accomplishments – Period Ending June 30, 2018

- Federated access for Judicial to CISS has been completed.
- Eighty-six (86) out of 93 local police departments have received their purchased CJIS Routers.
- Three (3) local police departments, Ledyard, New London, and West Haven, have ordered a CJIS Router and are awaiting receipt of their router.
- Thirty-Two (32) of 79 local police departments that are connected to CISS have completed the police department tasks and are “Search Capable” through their CJIS Router.
- The Connecticut State Police Troops and 27 local PDs are using a temporary solution for accessing CISS Search via COLLECT (Connecticut On-Line Law Enforcement Communications Teleprocessing) terminals.
- Three (3) police departments, New Haven, New Milford, and East Hampton have their routers ready for configuration.
- CISS training for Police Officer Standards and Training Council (P.O.S.T.), that previously included familiarization on OBTS, has been transitioned to an Introduction to CISS. The updated Intro to CISS was presented to Police Academy recruits at Bridgeport (two classes), Hartford and Waterbury along with two additional POST classes. The Director of P.O.S.T. intends to make CISS certification a part of the regular curriculum for recruits. Moving from 2 hours of introduction to 4 hours of certification.
- Train the Trainer program is completed and the new course has been presented to P.O.S.T. One new CISS instructor has been certified.
- 27 State Police Troopers and 314 Municipal Police Officers are now actively using CISS Search.

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## **RMS Network Anticipated Activities – Next 180 Days (July 1 – December 31, 2018)**

- Agency Based Security is in the process of being implemented as part of Release 10. A new process is being instituted to allow approval of the Security Claims that each Consumer Agency has requested by all of the Source Agency (Data Owners).
- NexGen, Accucom, and Telepartner (CTChief RMS) are anticipated to complete CISS Workflows Level 1 RMS Certification by the end of the third quarter of 2018. All three RMS vendors are anticipated to move into Level 2 RMS development programming work on or before the start of the fourth quarter of 2018.
- The Public Safety Liaison will be working with local police departments to make the connection from their internal IT Network to the CJIS Router at their location so they can begin to access CISS.
- A major push has been instituted to drive the onboarding of CISS Search Users. A Target of 5,000 users in the CISS system is where the bar is set.
- A substantial amount of positive feedback about CISS has been received from the PDs that are currently using CISS Search and has also led to a large body of suggestions and requests to consider for future development work. This Phase 2 scope will be evaluated and prioritized.
- Transitioning the State Police and local police departments that access CISS Search through COLLECT to access through their purchased CJIS Routers is In Scope and will occur in stages as resources become available to complete all tasks for CJIS Router connectivity.
- The CJIS Public Safety Liaison will continue outreach efforts to the four non-participating Municipal Police Departments Ansonia, Hamden, Plainfield, and Seymour, who, as of the date of this report, have not made a commitment to purchase a CJIS Router.

## CISS - Conclusion

The CISS Project is nearing Phase 1 completion. As of the date of this report, 95% of all Phase 1 Scope tasks have been completed. The CJIS team anticipates rollout of all CISS Search Releases by the fourth quarter of 2018 and MultiVue will be available to end users upon rollout of Release 9 and 5 to production.

CISS Search Source Systems included are as follows in Table 1:

Release	Search Systems	Status as of July 1, 2018
Release 1	PRAWN & OBIS Search	Deployed
Release 3	POR & CRMVS Search	Deployed
Release 6	CIB (including ticket images) & DOC/BOPP Case Notes Search	Deployed
Release 10	MNI/CCH & Weapons Search	In Final Regression Pending Deployment to Production
Release 9	DMV, SOR, Wanted, CMIS (JUD) Search	In SYSTEST
Release 5	RMS and ECM Search	In SYSTEST

**Table 1 – (Above) represents the software releases for CISS Search, the source systems integrated for each release of CISS Search and the status of each release as of July 1, 2018.**

In order to fully realize the potential that CISS technology holds for crime solving in Connecticut, all criminal records management source systems must be successfully integrated into CISS from all project stakeholders.

Achievement of more efficient administrative processes for each CJIS Partner Agency will be fully realized through electronic workflows that will ultimately replace the current manual, paper-based, information sharing model between agencies. Paper-based business process models are outdated. Current technologies that have already been widely implemented by the private sector must be implemented for the State to drive efficiency of business processes within each CJIS Partner Agency. The manual processes requiring redundant data entry, redundant data capture, and allocation of resources to perform manually intensive, redundant tasks are being phased out and replaced by automated CISS Workflows. CJIS anticipates the code developed for workflows will be ready for testing with the participating RMS vendors by the onset of the 3<sup>rd</sup> quarter of 2018.

CISS Workflows include Release 2 (R2), R2.1 Enhancement and Release 11 (R11) with the following components seen below in Table 2:

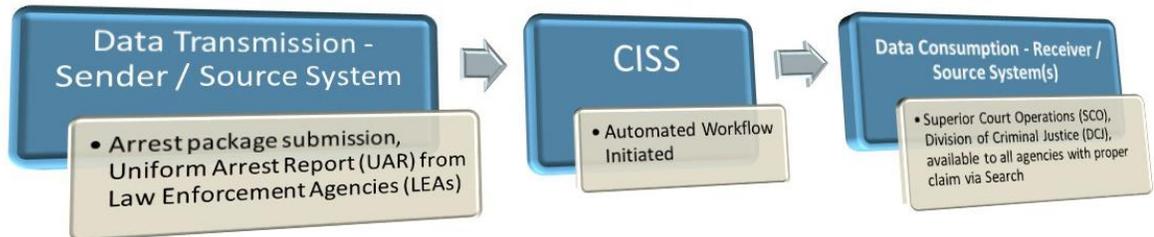
Release	Workflows	Status
Release 2	UAR & Misdemeanor Summons Early Arrest Notice	Deployed
Release 2.1	UAR & Misdemeanor Summons Early Arrest Notice – Update	Pending Enhanced testing with RMS Vendors
Release 11	UAR & Misdemeanor Summons Arrest Paperwork, Post Arrest, Arraignment, Disposition, and Post Judgement Information Exchanges	In SYSTEST

## CISS Workflows Overview:

Workflow Processes		
Data Transmission Sender / Source System	CISS	Data Consumption Receiver / Source System(s)
Arrest package submission, Uniform Arrest Report (UAR) from Law Enforcement Agencies (LEAs)	Automated Workflow Initiated	To Superior Court Operations (SCO), Division of Criminal Justice (DCJ), available to all agencies with proper claim via Search
Summons submission from LEAs	Automated Workflow Initiated	To SCO, DCJ, available to all agencies with proper authorization via Search
Disposition submission from SCO	Automated Workflow Initiated	To all agencies authorized to received UAR and Summons documentation
Schedule notification from SCO	Automated Workflow Initiated	To all agencies authorized to received UAR and Summons documentation
Agency response message from SCO	Automated Workflow Initiated	To LEAs who submitted UAR and Summons documentation
Case update from SCO	Automated Workflow Initiated	Available to all agencies to update their individual systems (UBER exchange)
MITTIMUS from SCO	Automated Workflow Initiated	To DOC and contains the continuance MITT
Post-Arrest schedule notification from SCO	Automated Workflow Initiated	To all agencies authorized to received UAR and Summons documentation
Release notification from CISS	Automated Workflow Initiated	To originating LEA, DCJ, and LEA of local community where former inmate will be relocated
Pardon notification from DOC	Automated Workflow Initiated	To CISS for retrieval through Search

**Table 3 – (Above) represents the planned Data Transmissions for CISS Automated Workflow processes facilitating transmission of data from Sender Source System to Receiver Source System(s).**

CJIS will continue testing the new code for Workflows with participating RMS vendors and state agencies during the second half of 2018. Resolution of all code functionality issues must be achieved and workflow transmission failure rates must fall within the accepted parameter of < 1% before deployment to production.



**Figure 2 - CISS Workflows Diagram illustrates Release 11 functionality that will allow transmission of Workflows from Law Enforcement Agencies (LEAs) that include the Uniform Arrest Report (UAR). Capability for LEAs to transmit this Workflow is currently limited to LEAs under contract with participating Records Management System (RMS) vendors.**

As CISS Search is fully deployed to the planned 13,000 Search users, and CISS Workflows are fully deployed to CJIS Partner Agencies, we expect to realize the envisioned improvement in public and LEA safety, and the envisioned reduction in operating costs by approximately \$15 million per year.

After June 30, 2018, CJIS will embark on completing planned technology upgrades, requested information exchanges, and completing the full implementation of CISS in the State of Connecticut.

# Qualis Project Health Check Services

## Project Health Check Services - Background

Project health checks are independent snapshots of the status of a project at a point in time and are typically performed at key milestones or when issues are noted. A project health check offers an objective assessment of how well the project is performing against stated objectives and in accordance with relevant processes and standards. The Qualis project health check is performed quarterly, and the findings are presented at the quarterly CJIS Governing Board meetings. Data compiled in health check reports is gathered from stakeholder agency surveys and interviews. This report, which contains the most recent data collected, reflects the current status of stakeholder input on the CISS project.

## Project Health Overview

This [Project Health Overview] covers the period from December 16, 2017 to March 23<sup>rd</sup>, 2018. This [overview] will also provide an update on issues, risks, and recommendations from last quarter, as well as present reported steps the PMO has taken to address the recommendations.

## Overall Project Health (+.06)

- *Last Year Score* 2.73
- *Last Quarter Score, 2017* 2.73
- *Current Quarter Score, 2018* 2.79

The Overall Project Health increased from 2.73 to 2.79. This score is calculated by averaging agency responses across all categories.

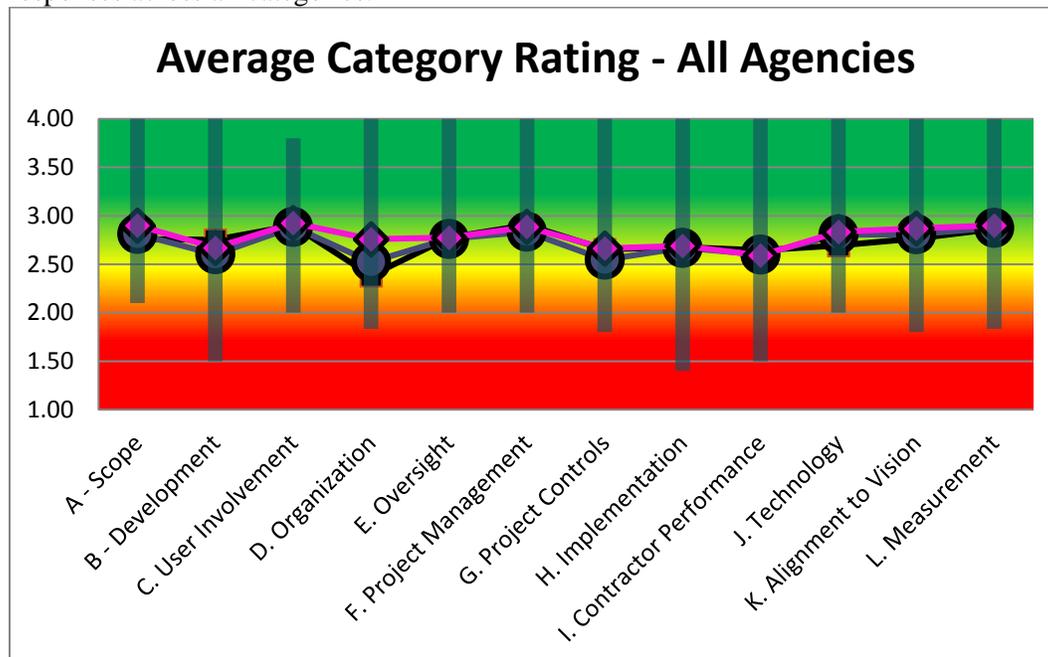


Figure 3 - Average Category Rating - All Agencies Graph from the Qualis Health Report period Dec. 16, 2017 to March 23, 2018

Scores increased for all but one category this past quarter. Agencies are excited that the project is close to Phase 1 implementation but worry that important functionality will either be rushed or pushed late into Phase 2.

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## Project Health Check Services – Report<sup>7</sup>

The following are highlights from this quarter's results [from the period December 16, 2017 to March 23rd, 2018]:

- Many category scores increased this quarter due to agencies feeling more confident that implementation of Phase 1 would happen close to the current schedule.
- Agencies are feeling more comfortable that they can complete Phase 1 with their current resources. Because of this, Organization increased more than any other category this past quarter.
- Contractor Performance was the lone category to decrease. Stakeholders are concerned that the timeline may be too tight for Conduent to deliver a high quality product that has been fully tested.

### Risks, Issues and Mitigations

The Critical Risk Register contains three risks:

- Risk #2 – Project resources identified for all agencies
- Risk #4 – CJIS PMO and CISS staff leave the project
- Risk #5 – The lack of operational support of the system

## Project Balance Tracking

Agencies are eagerly awaiting the implementation and rollout of Phase 1. Stakeholders acknowledge the massive amount of work to get the project to within a few months of this milestone. The project has seen relationships improve among all agencies over that past few years. Some relationships that were previously strained are now supportive and are helping to move the project forward. Release 6 finally moving into user acceptance testing and the March Status Report from the Executive Director were a couple reasons why scores increased this quarter and project fatigue was reduced slightly.

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<sup>7</sup> Full Project Health Reports by Qualis Health are posted on the CJIS website on the Governing Board Meetings page. See the full Qualis Health Report for the period of

## Appendix A – CJIS Open Positions

The CJIS Governing Board approved all ranked 19 positions as full-time state employees, two of the 19 positions have been filled. An interim support model has been implemented for CISS Operational Support. The support team consists of a mix of State Employees, short-term-contract consultants, and pending select support services from an RFP vendor<sup>8</sup>.

Table 4 – (Below) Status of State Positions Approved for CJIS

Hiring Needed	Position Name	Needed Start Date	Status
1	Help Desk Lead	1/12/14	Hired
2	Senior Microsoft Certified System Engineer (MCSE) Administrator	2/17/14	On Hold
3	Senior SQL Database Administrator (DBA) (1 of 2 positions)	2/17/14	Open
4	Lead Senior .NET Developer (1 of 2 positions)	2/17/14	Open
5	CISS Application Trainer / Help Desk Support	2/17/14	On Hold
6	Enterprise Architect	2/17/14	Hired
7	Senior SharePoint Developer (1 of 2 positions)	2/17/14	On Hold
8	Business Manager	2/17/14	Open
9	Senior Test Lead	2/17/14	On Hold
10	Help Desk Analyst (1 of 3 positions)	2/17/14	On Hold
11	Senior .NET Developer (2 of 2 positions)	2/17/14	On Hold
12	Technical Writer	2/17/14	On Hold
13	Senior SQL Database Administrator (DBA) (2 of 2 positions)	6/16/14	On Hold
14	Technical Business Analyst	6/16/14	On Hold
15	Help Desk Analyst (2 of 3 positions)	10/20/14	On Hold
16	Help Desk Analyst (3 of 3 positions)	10/20/14	On Hold
17	Senior SharePoint Developer (2 of 2 positions)	11/03/14	On Hold
18	Business Analyst (1 of 2 positions)	11/03/14	On Hold
19	Business Analyst (2 of 2 positions)	11/03/14	On Hold

DAS is working to align CJIS job requirements and starting salaries with their job classification system and equivalent compensation packages for three critical support positions: Senior SQL Database Administrator, Lead Senior .Net Developer, and Business Manager.

The remaining positions need to be filled as soon as possible. Permanent support positions are needed to retain domain knowledge. Hiring State Employees will ensure long term success for the CISS Project as the remaining releases of CISS are deployed to production during the remainder of the 2018 year and 13,000 CISS users are on boarded over the next 18 months.

<sup>8</sup> RFP vendor agreement originally sent out for bid was revised to limit the scope to support services falling outside of the skill sets of employees and contractors currently working on the Project. Support services remaining in-house will result in significant cost savings with the ability for 'on-demand' purchase of additional services. Proposed service agreement will include 300 support hours per month and will be sent to the evaluation team for approval.

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## Appendix B - Acronyms

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AFIS = Automated Fingerprint Identification System  
AST = Application Support System  
BEST = Bureau of Enterprise Systems and Technology  
BICE = Bureau of Immigration and Customs Enforcement  
BOPP = Board of Pardons and Paroles  
CAA = Community Agency Administrator  
CAD = Computer Aided Dispatch  
CBT = Computer Based Training  
CCH = Computerized Criminal History (DESPP)  
CIB = Centralized Infraction Bureau (Judicial)  
CIDRIS = CT Impaired Driver Records Information System  
C-ISO = CJIS Information Officer  
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 (Judicial - CSSD)  
COLLECT = CT On-Line Law Enforcement Communications Teleprocessing Network (DESPP)  
CPCA = CT Police Chiefs Association  
CRCOG = Capital Region of Council of Governments  
CRMVS = Criminal Motor Vehicle System (Judicial)  
CSO = CT Information Security Officer  
CSSD = Court Support Services Division (Judicial)  
CUAR = CISS User Authorization Request  
DCJ = Division of Criminal Justice  
DAS = Dept. of Administrative Services  
DESPP = Dept. of Emergency Services and Public Protection  
DEMHS = Dept. of Emergency Management and Homeland Security  
DMV = Dept. of Motor Vehicles  
DMV LOBS = Dept. of Motor Vehicles / Line of Business  
DOC = Department of Correction  
DOIT = Dept. of Information Technology  
DPDS = Div. of Public Defender Services  
Enhanced CBT = Instructor Led CBT (POST)  
FOIA = Freedom of Information Act  
GFIPM = Global Federated Identity and Privilege Management (security standard used by FBI)  
JMI = Jail Management System  
JUD = Judicial Branch  
LASO = Local Agency Security Officer  
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 (DESPP)  
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)  
TAC = Terminal Access Coordinator  
UAR = Uniform Arrest Report

### Technology Related

ADFS = Active Directory Federated Services  
API = Application Program Interface  
COTS = Computer Off The Shelf (e.g., software)  
DNS = Domain Name System  
ECM = Electronic Content Management  
ETL = Extraction, Transformation, and Load  
FIM = Forefront Identity Manager (Microsoft)  
GUI = Graphical User Interface  
HAC = High Availability Clusters  
IAFIS = Integrated Automated Identification System  
IEPD = Information Exchange Package Document  
IExUI = Information Exchange User Interface  
IST = Infrastructure Support Team  
I-SIM = IBM Secure Identity Manager  
IST = Infrastructure Support Team  
LAN = Local Area Network  
LMS = Learning Management System  
MFA = Multi-Factor Authentication  
NAT = Network Address Translation  
ORI = Originating Agency Identification  
PCDN = Private Content Delivery Network  
POC = Proof of Concept  
RDB = Relational Database  
SAN = Storage Area Network  
SCOM = Systems Center Operations Manager  
SDLC = Software Development Life Cycle  
SDM = Software Development Model  
SME = Subject Matter Expert  
SOA = Service Oriented Architecture  
SQL = Structured Query Language

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## Appendix C – Table of Figures

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