



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

April 27, 2017, 1:30 pm

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

CJIS Governing Board Members and Designees in attendance:

Patrick L. Carroll, III, *Judge, Co-Chair, Chief Court Administrator, Judicial*; Mark Raymond, *CIO, Department of Administrative Services/Bureau of Enterprise Systems and Technology (Designee)*; Kevin Kane, *Esq., Chief State's Attorney, Office of the Chief State's Attorney*; Dora Schriro, *Commissioner, Department of Emergency Services and Public Protection*; Cindy Zuerblis, *Division Manager, Department of Motor Vehicles (Designee)*; James Cetran, *Chief, Connecticut Police Chiefs Association (Designee)* and Brian Carlow, *Esq., Deputy Chief Public Defender, Division of Public Defender Services (Designee)*

Other attendees:

Chris Duryea (JUD), John Russotto (DCJ), Antoinette Webster (DESPP) and Merit Lajoie (OVA)

CJIS staff and contractors:

Phil Conen (Conduent), Theresa Czepiel (CJIS), Evelyn Godbout (DCJ), Jim Harris (CJIS), Craig Holt (Qualis), Christopher Lovell (CJIS), Mark Morin (CJIS), Theron A. "Terry" Schnure, Tanya Stauffer (Conduent), Mark Tezaris (CJIS), and David Wright (Conduent)

I. Welcome and Introduction

- Judge Patrick Carroll brought the meeting to order at 1:46 PM. He recognized that late arrivals to the meeting might be possible due to heavy traffic, and that Co-Chair, Mike Lawlor, was in Washington, D.C. and would not be attending.

II. Approval of Minutes

- Judge Carroll called for a motion to adopt the January 2017, Governing Board Meeting minutes, providing there were no questions, comments or amendments. A motion to approve was presented by Mr. Mark Raymond. Chief James Cetran seconded the motion. The vote to approve was unanimous. The floor was then turned over to Mr. Mark Morin for the CT: CHIEF Hosting update.

III. CT: CHIEF Hosting Status

- Mr. Morin reported that CT: CHIEF had been up and running well. New Britain Police Department (PD) should be live by the end of May without its data migration. It is anticipated that Plainville PD will be online with full migration of its data in June. At that point, there will be four

Police Departments online with CT: CHIEF. To date there has been only one issue; a job fail with the Microsoft's Data Protection Manager (DPM) backup.

- A cost estimate tool for CT: CHIEF was designed and is being reviewed by Mr. Raymond and Mr. Brian Clonan. The pilot, which runs to the end of June, will track the cost of maintaining each CT: CHIEF Police Department in the CJIS environment, which will help determine if it is in the State's best interest to continue the expansion.
- Mr. Raymond interjected that there is an intention to lock down the cost model by May 1. The process will include individual agreements with each Police Department so that the pilot transitions into a durable agreement. Time is being taken to have thorough discussions with the municipalities to ensure that costs are in alignment, which currently seem to be the case.

IV. CISS Project Update

- Mr. Morin explained that Phase 1 was originally extended to November 2018, at no additional Conduent cost. Further delays prompted a step back to review the existing schedule with Stakeholders. The result of this review with stakeholders showed that the project needed to be extended to February 2018. The new schedule is reflected in Change Request #119.
- Mr. Raymond stated that work is being done daily to deliver the project according to the schedule. The process of predicting steps with Stakeholders to produce good quality software has greatly improved. The schedule is being presented to the Board because there is a high degree of confidence that it will be met. Many of the Stakeholders and their teams have been involved in project discussions, and everyone's continued involvement has been appreciated, especially in light of budget cuts.
- Judge Carroll suggested that a mindfulness be kept in regard to the stress levels that ensue when the CISS project picks up speed and takes more time away from Agency responsibilities, as in the case of the hundreds of testing hours put in by Court Operations. Another yellow flag is that budget cuts could involve Court closings, a reduction in staff and rerouting of processes and procedures.
- Mr. Morin agreed that Judicial has been extremely engaged, in that they understand the work effort and have responded to everything that CJIS has asked for. The project is becoming very demanding and is in full development mode with searches scheduled to be released every two months after the Criminal Motor Vehicle System (CRMVS) goes into production in May. CRMVS is complicated and has been the biggest challenge, but the major rewrite of Release 3 is close to being finalized. There is only one design session left for the reporting part of the release. No requirement sessions are left.
- Referring to slide #5, Mr. Morin explained the creative redesign of some of the releases to keep their deployment on target. Release 3, going into production next month, will have CRMVS and Protection Order Registry (POR). The Department of Motor Vehicles' (DMV) Driver and Vehicle information, which originally was in Release 6, is now in Release 10 because of the Department's need for time to implement their own system. Master Name Index/Computerized Criminal History (MNI/CCH) and Weapons, which were originally in Release 9, were both moved to Release 10. Release 9 still contains the Case Management Information System (CMIS) and Sex Offender Registry (SOR).
- Workflows will change what transpires between Police Departments and the Courts in eliminating the manual delivery of paperwork. Mr. Jim Harris' part in the presentation will highlight the need

for the understanding of how electronic workflow changes will affect the Prosecutors' offices and the Courts. Wanted data was added to the Release 5, Search index.

Plans and Completions

- Release 3 change requests have been completed. The release is now in systems testing. The design session for Wanted data for Release 5 was completed and development started. Release 6 development has been finalized. The release is moving into systems testing and contains new MultiVue options. Requirements for reporting are complete; the design session is booked for July. Replication data for Release 10 is being finished. Release 11 will be in development until November 2018.

Projections

- Release 3, which will be in user acceptance testing (UAR) on May 1, should go live by the end of the month. Development for Release 5 will continue through November 2017. Testing will continue for Release 6 until it goes live in July 2017. Most of the data for Release 9 is ready. Work will be done on completing the data feed for SOR, which should be just a few weeks away. The vendor is going through a data center move and not all data has been available to CISS. Release 10 is in development until July. Release 11 is in development also.

Project Risks

- Attention to State budget cuts and how they may impact Stakeholder involvement will continue. Demand on Stakeholders is growing, and CJIS is being vigilant in offering help to any Agencies that need support.
- Mr. Morin informed the Members that Judicial brought a different testing method to Release 3. A testing room was set up with each tester being assigned a different level of CISS claim security. Each tester fired up the same test case so that data defects could easily be detected. This method of testing, which took place in four-hour blocks, was very successful. The process is being shared so that Stakeholders have an option to cut down on testing time and reduce time away from their normal workload. The Department of Correction (DOC) is setting up blocks of time for this type of testing system in Suffield.
- SharePoint 2010 is running out of support-life, and extended support would not be cost-effective. The two to four-month timespan that would be needed to update to the 2016 version would not be conducive to meeting the schedule and to the cost of the project.
 - This risk is being mitigated by taking the upgrade out of the critical path and having the CJIS team do the work in Phase 2. Mr. Tezaris added that this task might be completed with the team alone or in a partnership with another vendor.
 - Ms. Evelyn Godbout interjected that the Division of Criminal Justice (DCJ) SharePoint 2010 upgrade in 2013 brought significant changes, suggesting that the CISS upgrade might also affect the way people work with the site, the way things are displayed and where people find information. The 2016 upgrade will bring big changes to what is visible onscreen and what is under the cover according to Mr. Phil Conen.
 - Mr. Morin said that the faster indexing, getting online quicker and other advantages, along with the cost of support of the older version, warrants the upgrade.
- Release 9 work efforts concerning data from the National Crime Information Center (NCIC) and the Connecticut Wanted Persons file are a few weeks away from completion. Adjustments to the

schedule will be made when the work effort has been clarified. Mr. Brian Clonan is working on access to NCIC data. CISS was built and defined for State Agencies to have access to data for better decision-making. The application has been designed to run in a web browser mode through the internet or on a terminal through the statewide network. Currently, direction is coming to CJIS that says that anyone viewing NCIC or Connecticut data will have to treat their device like a CT On-Line Law Enforcement Communications Teleprocessing System (COLLECT) device. Mr. Clonan is working with Mr. Darryl Hayes (Department of Emergency Services and Public Protection (DESPP)) to investigate a solution, and an update will be presented at the next Governing Board meeting.

Risks Mitigation

- Mr. Morin reminded the Members that Tiger Teams have been set up for Judicial, DESPP and DMV, and that funding has been put aside for any Agency needing support. Meetings are being held every two weeks with critical Stakeholders, including DOC and Prosecutors, to review the progress and identify any potential issues. Meetings with Mr. Clonan and Mr. Frank DiMatteo (Public Defender IT) are held monthly.
- A business process change will take place for the Courts, Prosecutors and Police Departments in the development of the electronic versus paper procedures. Gap sessions are taking place with Judicial and the Prosecutors in which various scenarios are presented to compare the design of CISS with the State of Connecticut (CT) workflows. Gaps have been identified, and teams are looking at tactical and strategic approaches to building complete workflows. Eventually, in the establishment of Model Offices, workflows will be reenacted as they currently exist and compared to how they will change.

Records Management Systems (RMS)

- CT: CHIEF and ACCUCOM are the two current RMS vendors working with CJIS. Discussions with TriTech, NexGen, KTI (CRCOG) and New World have been taking place since it is critical to the project to get these vendors onboard. Project Management will be working with Chief Marc Montminy next week along with the champion from Judicial, who is Judy Lee, and the champions from Prosecutors, who are John Russotto and Evelyn Godbout. A champion from Law Enforcement is also necessary to carry the message across regarding what changes are taking place.
- Mr. Morin posed the following workflow challenges that CJIS is working on meeting:
 - How will the Model Offices be executed?
 - What is the strategy for deploying out to the Geographical Areas (GAs)?
 - How will the pilot that needs to be established be executed?

The decision is up to the Prosecutors and Superior Court Operations (SCO) to determine the green light to go. If the electronic workflow needs to be shut down, the Prosecutors and SCO will go back to normal business with full paper as before. Vendors, however, are building the application so that it can be turned on and off. The workflows will not be complete, though, if all vendors are not onboard.

- The Early Arrest Notifications tool is being expanded on a regular basis. This contains the information coming to the Prosecutors and going to the DMV for Operating Under the Influence (OUIs), Driving Under the Influence (DUIs) and anyone with a special endorsement. The notice will go to Bail Commissioners and includes DOC and Board of Pardons and Paroles' (BOPP) conditional discharges.

- Meetings with Coventry and Redding Police Departments have taken place, while meetings with Weston and Naugatuck Police Departments are booked in the next few weeks. Any Police Departments in the CT: CHIEF environment will also get the Early Arrest Notifications.

Phase 1 Rollout

- Mr. Harris described the workflow rollout stage of Phase 1 as deployment to every Police Department, State Police Barracks, GA Court and every State's Attorney's office in CT. There are 169 towns, some of which have Resident Troopers and some of which are covered by Connecticut State Police Barracks. Roughly, 93 towns have Police Departments. There are 20 GA Courts and a State's Attorney's office in every one of those Courts.
- The benefit in realizing the time and cost in the legislation and building of the CISS application is that information is being sent and received more quickly, accurately and at a lower cost. One of the advantages of this rollout for the State's Attorneys is that Police Reports will go directly to the Prosecutors as soon as they are written. The State's Attorneys will no longer have to wait for the delivery of the Arrest Packages the following morning. Much of the information for the State's Attorneys' case setup initiation will come directly from Police Officer data input in the RMS systems, saving redundant entries. It will reduce time between when a document is created and when it is delivered, and reduce the number of trips that Police Officers will have to make to Courts.
- Another benefit is that data goes directly from the CISS system into the Agencies' systems. Judicial's Information Technology Department (ITD) group is currently building an interface so that the workflow system designed by Court Operations will take the CISS data through a review and error check, and then if appropriate, introduce the information to the Criminal Motor Vehicle System (CRMVS). This process reduces the amount of manual checking and verification that is currently taking place.

Phase 1 Rollout Methodology

- Use of workflow data and the rollout plan is determined by Stakeholders. A draft plan, however, has been designed by CJIS for Agencies to use as a reference, a beginning point for Agencies to design and build their own data flow. The CJIS rollout model has been reviewed and has had input from Mr. Clonan. It is scheduled to be delivered to Mr. Raymond on May 12 and presented to State Champions on May 22.
- Feedback from Agency leaders will be produced using the Model Office in which attendees will go through the various existing procedures from the initial point where a Police Officer brings an Arrest Package to a Clerk to the final point where a case is created. By the time the Model Office is in place in mid-summer, a prototype of the Judicial interface to CISS is expected to be ready, according to Ms. Diana Varese. Likewise, Evelyn Godbout will be working with the DCJ team whose system will be interacting directly with CISS. These teams will be looking at existing workflow procedures and comparing them to the changes that the CISS application will bring into their offices. Outlines of workflow designs that will complement the new electronic process will be tracked.
- Documentation of test cases will take place, and Champions will be named for each individual site. This is an opportunity to implement a standardization model in the GAs statewide for processes and procedures with State leaders aligning with those on the local scale.

- Mr. Larry D'Orsi has given guidance that he does not want GAs going into production any quicker than every two months. Other guidance that stipulates that, if there are many benefits accruing to the State to have an operational system in place, it should happen as quickly as possible.
 - The balance of these two requirements in the draft plan will show two overlapped teams (with multiple Police Departments in each GA) that will start approximately every two weeks. Police Departments can go live on this new system before the Courts can because they already have certified RMS systems. The GAs will also overlap in a two-month production cycle. This would include Law Enforcement, Court Operations and the State's Attorneys.

Phase 1 Rollout Schedule

- Dependencies – The schedule would need to adhere to the following dates for rollout to occur as presented. An approach to the rollout must be approved by mid-May 2017. By February 2018, all CISS workflows would need to be in production. RMS vendor code would also need to be in production at that time with sufficient CJIS staff in place.
- The draft plan, which is subject to Stakeholder approval, includes establishing a statewide Model Office by Summer 2017, with an initial kickoff in Winter 2018. In Spring 2018, the first GAs will go live.

V. [Change Request #119 – Financials and Contract Changes](#)

Financials

- Mr. Mark Tezaris opened the financial portion of the presentation with a look at key aspects for the success of CISS.
 - The first important aspect is to have 100 percent of arrest information going into CISS through the effort of onboarding RMS vendors, which is picking up speed.
 - Another aspect is having support for CISS once it is built, since currently CJIS is staffed mostly by consultants. A support model is being built that would provide support while minimizing costs.
 - The next key aspect is the integration piece that was presented by Mr. Harris. This includes bringing the workflows to Stakeholders and integrating them into their current systems.
- Referring to slide #19, Mr. Tezaris cites the \$378,800 original costs left to Conduent. An adjustment made for a \$61,400 credit for CJIS to develop 18 of the 20 reports listed in scope leaves a total of \$317,400 for incremental costs.

Contract Changes

- The basic modification in Change Request #119 is the extension of the scope development end date within the contract to February 2018. There is a contingency in the budget to help Agencies meet that date. The contract actually goes out to March 2019, since Conduent support starts 30 days from production of Releases 5 and 11 in February 2018, and goes out 12 months.
- Judge Carroll presented a query regarding the nature and scope of the outreach to RMS vendors.
 - In response, Mr. Tezaris referred to slide #20 containing a chart noting each vendor with the number and percentage of their installations throughout the

State. The most active vendors representing approximately 95 percent of arrest information, NexGen, Tri-Tech, Accucom, CT: CHIEF and New World, have all been contacted. Accucom and CT: CHIEF are already part of the process, and proposals are expected from Tri-Tech and NexGen.

- In addressing the difficulty in onboarding vendors, Mr. Morin explained that within the strategy plan the GA assignments have been established according to RMS vendors so that 100 percent of the vendors are not initially needed at the onset of the rollout.
- Mr. Brian Carlow interjected that a scenario took place with the Public Defenders' transition to electronic invoicing. A window of time was given with a cut-off date for Assigned Counsel to submit hard copies. Financial interest was such that invested parties eventually adjusted to the imposed need for electronic submissions.
- Mr. Morin added that CJIS Project Management has been attending the Central Regional CPCA meetings. A presentation on CISS was made at the most recent CPCA expo. Chief Montminy, who is responsible for the CPCA newsletter, offered the newsletter as a vehicle to communicate information regarding the CISS project.

CISS Financials

- Mr. Tezaris began the financial report (slide #19) indicating that Bond Fund dollars provided from 2011 to 2016 equaled \$50,920,000. Expenditures in the last fiscal year were \$36,383,960 as of March 2017. Approximately \$8.5 million is needed for CJIS to complete work for Phase 1. Conduent (Xerox) costs remaining for Phase 1, are roughly \$6.5 million. A 10 percent contingency is included for a build-from-scratch, high-risk project such as this. The report continued with expected costs up to February 2018. Included in this is RMS vendor connectivity, a refresh of end-of-life CISS hardware, and the SharePoint upgrade, which equals \$20,534,986. There is a remaining Bond Fund approved request for \$10 million. Given current unused bond funds and the request for the \$10 million, this would leave approximately \$4 million in Bond Funds for Phase 2.
- Phase 2 will contain the remaining RMS vendors not brought on board in Phase 1, the deployment to the GAs with workflows, and any required missed scope. During June and July 2017, the scope for Phase 2 will be vetted out with the Stakeholders, so that by the time Phase 1 is finished, Phase 2 is ready to go.
- An additional document, the Comprehensive Financial Status Report: Fiscal Year 2017, which has been included in the meeting packet, reflects all the funding coming into CJIS. The report contains the Inmate Pay Phone Revenue for State Employees, the General Fund with Operational Overhead, Offender Based Tracking System (OBTS), Connecticut Impaired Driver Record Management System (CIDRIS), Racial Profiling, and the Bond Funds. The report was put together with Mr. Clonan, Mr. Raymond, Ms. Rosemarie Peshka (DESPP Fiscal) and ties to the CORE CT financials.

Records Management System (RMS)

- Returning to slide #20, Mr. Tezaris stated that the RMS Vendor chart would be expanded to capture dates and dollars so that vendor progress can be tracked to the budget, and the document can be referred to as a check-off list.

Governance Committee Update

- Executive Director Position – The Lucas Group, which is the executive recruiting service hired by the State, is already generating qualified candidates. Aside from being listed with this recruiting firm, the position was posted on the Department of Administrative Services (DAS) State Jobs website. The posting closes on May 1, 2017.
- Alternative Staffing Model – This is a critical topic since Conduent will be exiting the project in February 2018. Time is needed beforehand for a transfer of knowledge to take place from Conduent to State employees. Training consultants can jeopardize the project with loss of knowledge when they leave for permanent opportunities. Therefore, a three-prong approach is in place:
 - Hire Four Operational Support State Positions – CJIS is working with Mr. Clonan and DESPP Human Resources to hire the following positions:
 - Infrastructure Architect/Manager – This person owns and manages the hardware, the operating system and the network components.
 - SQL Server Developer/Administrator – SQL is the database where the source data lives within CISS.
 - SharePoint Developer/Administrator – SharePoint is a multi-functional tool, which is a critical component of the solution set.
 - .NET Developer – Most of the CISS code is written in .NET.
 - webMethods – Conduent has been asked for a proposal to support webMethods within CISS.
 - Request for Proposal (RFP) – Similar to the vendor support for CT Impaired Driver Records Information System (CIDRIS) and OBTS, a vendor can support CISS completely or a just a portion of it. The RFP draft received from DAS procurement will be reviewed by CJIS, and then sent to Atty. Rachel Whitesell in DAS Legal, with Atty. Antoinette Webster (DESPP) on copy, and Mr. Raymond.
 - Hybrid Solution – There may be a situation where all of the following would be included:
 - State Positions
 - Outsource for Vendor portions of support needed
 - Consultants

CISS Search User Rollout

- Mr. Tezaris reported that slides #24 and #25 reflect that Release 10 is the high value area where one thousand CISS users are expected to be trained by November 2017 based on the current schedule. Three thousand users are expected to be trained 3 months later, and 5,000 users are to be trained by January 2019. By December 2019, 13,000 users are expected to have received their CISS training. This date can change depending on the Release 10 production date. A detailed internal deployment plan is being vetted out with various Stakeholders and an updated schedule will be produced.
- CJIS Academy – Will provide training through CT Distance Learning Consortium (CTDLC). The course is set up similar to software used for State security training. Trainees can register to take the following online training modules:
 - Search

- System Administration
- System Audit
- Officers who need POST certification training will be able to take an instructor-led class with the CJIS Public Safety Liaison and Trainer, Hank Lindgren.

DCJ SharePoint

- CJIS received a request for a second SharePoint site for a homicide cold case, and it is in production without any issues.

VI. CISS Project Health Check

- Mr. Craig Holt reported that project scores changed very little over the last few quarters. There is alignment between Stakeholder concerns and project management concerns, the implementation, final product usability and operational support.
- The RMS issue is a large one.
- There are no large shifts on the Average Category Rating Chart for All Agencies on slide #29.
- Slide #30 reflects the main concerns, which are:
 - Meeting the timelines and Stakeholder's ability to shoulder the load with oncoming budget cuts are situations that Board Members are advised to keep in sight.
 - Filling the Executive Director position remains critical since the project is moving quickly, and escalating decisions to the Governance Committee may not always be feasible.
 - An Operational Support plan is important to Stakeholders since they have seen the possibilities of what CISS can do, and they want to reap the full benefit of the plan in place.
 - RMS vendor data is needed. This issue has already been discussed earlier in the meeting.
- Project Group Scores by Report Quarter reflects:
 - Concern that Agencies will meet key project dates
 - Continual testing improvements
 - Cross-Agency status meeting needed
- Key Risks have already been discussed earlier in the meeting.
- The plan for next quarter includes surveys and interviews scheduled for the first week of June, with a report to the Governing Board in July.
- In his summary, Mr. Holt stated that there is alignment between what the leadership and CJIS are doing; what Project Management feels is important and what the folks on the ground doing the work feel is important. He said that the definition of leadership is when you turn around to see those who are following you. How far back do you need to look? Not very far, in this case.

VII. Other Business

National Incident-Based Reporting System Resource (NIBRS)

- Mr. Raymond offered the floor to Mr. Tanya Stauffer from Conduent. She inquired as to where Police Departments are in regard to being National Incident-Based Reporting System Resource (NIBRS) compliant.
 - Chief Cetran stated that Wethersfield Police Department was NIBRS compliant until connecting with CT: CHIEF. He said that there are several departments that are not compliant, but that there is a cutoff date, and everyone knows that it is mandatory.
 - Ms. Stauffer said that the standard that is being used for the inbound information exchange is the FBI standard. The product vendors will eventually have to get there.
 - Chief Cetran said that it is required by law, and that the sunset date is coming up in early 2018. Wethersfield has been NIBRS compliant for five years, but NIBRS hasn't been collecting their data, and they will not go backwards. The Wethersfield Department goes by those statistics continually. Most of the vendors are NIBRS compliant by now including NexGen.
 - Mr. Raymond asked what problem exists with sending the information to CISS because it's already in a format that can be ingested.

Automated Fingerprint Identification System (AFIS)

- Chief Cetran stated that there is additional information coming through. What CISS is looking for and what the Courts are looking for is more than just the arrest information. The arrest information is accessible from an Automated Fingerprint Identification System (AFIS) machine. Every Police Department is connected to an AFIS machine, and the interfaces are already there. The State already gets all that information. It is the narratives that are needed, and an RMS system is necessary to generate that information. If the narratives were not necessary, all the information would already exist.
- Ms. Stauffer suggested that their outbound messages need to be modified.
- Chief Cetran said that AFIS isn't always connected to their RMS. AFIS has all the booking information (the arrest information) except the narrative.
- Mr. Raymond said that there are two elements of cost since there is a benefit and a problem with the code being in so many places. The benefit is that the code needs to be changed only once. The problem is because it is in so many places it has to be changes in all of them. It's necessary to get this rolled into the base codes that can integrate with CISS. But, it may take some time to get around to all the Police Departments, and that's where some of the costs and negotiations are taking place. There may be the possibility to help, if CISS is already out to the different locations, and it's a matter of training.

Recognition of Mr. Raymond

- Judge Carroll, in referring to Mr. Raymond, recognized his outstanding job as CJIS Acting Executive Director. On behalf of all the Members of the Governing Board, he voiced their gratitude for the way Mr. Raymond stepped up to take charge, which has been commendable in light of how much already exists in his tight schedule.
- Mr. Raymond responded with appreciation to Judge Carroll and the Board, and reminded the Members that the next meeting date is July 27. By that date, another release should be in production.

VIII. Adjournment

- With no further business, Judge Carroll asked for a motion to adjourn. Ms. Merit Lajoie, Office of Victim Advocate (OVA), moved to adjourn and Atty. Kane seconded the motion. The meeting was adjourned at 3:17 PM.