



Criminal Justice Information System

Governing Board Meeting

April 27, 2017

# Agenda

- Hosting CT: CHIEF Update
- CISS Project Update
- Project Health Check

# Hosting CT: CHIEF

- Status on CT: Chief
  - Wethersfield and Enfield PDs are live
  - New Britain PD – Migration in progress
  - Plainville PD – Migration in progress
  
- To date, 1 production incident support ticket had been opened for CJIS – Total support time was 1.75 hours to resolve
  
- Cost estimate has been sent to Mark Raymond and Brian Clonan for review

# CISS Project Update

## New Project Schedule

- Change Request #119 was approved in March 2017
- This allowed us to extend the timeline for the completion of Phase 1 from November of 2017 to February 2018

# CISS Project Update

| RELEASE | Q4 2016  |     |     | Q1 2017 |     |     | Q2 2017 |     |     | Q3 2017   |     | Q4 2017          |     |     | Q1 2018 |     |     |
|---------|----------|-----|-----|---------|-----|-----|---------|-----|-----|---|-----|------------------|-----|-----|---------|-----|-----|
|         | OCT      | NOV | DEC | JAN     | FEB | MAR | APR     | MAY | JUN | JUL   | AUG | SEP              | OCT | NOV | DEC     | JAN | FEB |
| 3       | SEARCH   |     |     |         |     |     |         |     |     | POR, CRMVS  |     | Production Ready |     |     |         |     |     |
| 6       | SEARCH   |     |     |         |     |     |         |     |     | CIB, INFRACTION TICKET IMAGE RETRIEVAL, DOC/BOPP CASE MANAGEMENT  |     | Production Ready |     |     |         |     |     |
| 10      | SEARCH   |     |     |         |     |     |         |     |     | DMV DRIVERS & VEHICLES, MNI/CCH, WEAPONS, NOTIFICATIONS & DATA QUALITY MANAGEMENT   |     | Production Ready |     |     |         |     |     |
| 9       | SEARCH   |     |     |         |     |     |         |     |     | SOR, CMIS, REPORTS  |     | Production Ready |     |     |         |     |     |
| 11      | WORKFLOW |     |     |         |     |     |         |     |     | UAR & MISDEMEANOR SUMMONS - DOCUMENT REDACTION, ANNOTATION, RELEASE; POST ARREST, ARRAIGNMENT, DISPOSITION, POST-JUDGMENT |     | Production Ready |     |     |         |     |     |
| 5       | SEARCH   |     |     |         |     |     |         |     |     | LAW RMS, ECM DOCS SEARCH & RETRIEVAL, WANTED PERSON, REPORTS  |     | Production Ready |     |     |         |     |     |

# CISS Project Update

## Plans and Completions

- **R3 – Search Sources (CRMVS, POR & Saved Searches)**
  - Development for Change Request ✓
  - Systems testing ✓
  
- **R5 – Search Source (RMS, NCIC/CT Wanted & Events)**
  - Design session for Wanted data ✓
  - Development thru 11/17/2017 – Dependent on R11
  
- **R6 – Search Sources (CIB w/Documents & DOC/BOPP CM)**
  - Development ✓

# CISS Project Update

## Plans and Completions *continued ...*

- **R9 – Search Sources (SOR, CMIS & Reporting)**
  - Requirements for Reporting ✓
  - Design approval for CMIS ✓
  
- **R10 – Search Sources (DMV, MNI/CCH & Weapons)**
  - Weapons – Data replication from vendor ✓
  
- **R11 – Post Arrest, Arraignment, Post Judgement, Case Setup, RMS UAR & Misdemeanor Summons Electronic Data**
  - Continue development thru 11/3/2017

# CISS Project Update

## Projections

- **R3 – Search Sources (CRMVS, POR & Saved Searches)**
  - User Acceptance Testing to restart on 5/1/2017
  - Production GO LIVE – 5/28/2017
  
- **R5 – Search Source (RMS, NCIC/CT Wanted & Events)**
  - Continue Development thru 11/17/2017
  
- **R6 – Search Source (CIB w/Documents & DOC/BOPP CM)**
  - Continue Development thru 7/31/2017

# CISS Project Update

## **Projections** *continued ...*

- **R9 – Search Sources (SOR, CMIS & Reporting)**
  - Begin Data Replications for the following sources:
    - SOR – Complete data replication
    - SOR – Complete Network access to detail data
    - SOR – Continue development thru 9/15/2017
    - CMIS – Continue development thru 9/15/2017
  
- **R10 – Search Sources (DMV, MNI/CCH & Weapons)**
  - Continue development thru 7/14/2017
  
- **R11 – Post Arrest, Arraignment, Post Judgement & Case Setup, RMS UAR & Misdemeanor Summons Electronic Data**
  - Continue development thru 11/3/2017

# CISS Project Update

## Project Risks

- State Budget Cuts
  - Stakeholder involvement with CISS project may be impacted by State budget cuts
  
- CISS Demands on Stakeholders
  - CISS is in a project life cycle that is very demanding on Stakeholders to support 6 active releases
  
- SharePoint Upgrade to 2016
  - Currently, CISS is being developed under SharePoint 2010
    - SharePoint 2010 will be at the end of mainstream support as of October 2017

**Mitigation:** A decision was made to wait until Phase 2

# CISS Project Update

## **Project Risks** *continued ...*

- Release 9 Data from DESPP
  - Working WSDL for Wanted data – Development delay
  - Replication of CT Wanted to the CJIS environment – Work has started
  
- Access to NCIC Wanted data will require:
  - Any device using CISS with access to NCIC Wanted data will be required to be COLLECT certified.
    - This was unplanned work and could cause a delay and/or pushback from Stakeholders

# CISS Project Update

## Risks Mitigation

- Work with Agencies to understand and baseline their work efforts for interfacing with CISS
  - Review resource needs to meet the schedule for development and testing
  - Identify Agency busy periods that could impact the schedule
  
- Conduct biweekly Project Checkpoint meetings to review the progress and identify any potential issues
  
- Work with Stakeholders to identify workflow issues that may impact business processes

# CISS Project Update

## RMS

### Certification

- CT: CHIEF and ACCUCOM
  - 2 of 12 RMS vendors in CT
  - Cover roughly 20 of 93 Police Departments
- Discussions on contractual agreements have started with:
  - TriTech (INC)
  - NexGen
  - KTI for CRCOG (CT: CHIEF)
- High priority to onboard all RMS vendors
- Accucom expanding Early Arrest Notifications

# CISS Phase 1 Rollout

## ➤ **Scope:**

- To bring Phase 1 CISS workflows into Production, for every Police Department, CSP Barracks, GA Court and State's Attorney's office in the State

## ➤ **Benefits:**

- Information is sent and received more quickly, more accurately and at lower cost

# Phase 1 Rollout Methodology

- **Stakeholders are in charge at each step**
- **Every Connecticut RMS vendor will provide automated information**
- **Draft Standard Rollout Model**
  - Roll out GA-by-GA, PD & Barracks-by-PD & Barracks throughout the state
  - Champions – Statewide and for each site – invested in success
  - “Model Office” – Statewide and at each site
  - Two overlapped GA deployments at once
    - Includes Law Enforcement, Court Operations, State’s Attorney
    - 2-Month Production cycles

# Phase 1 Rollout Schedule

## ➤ **Dependencies**

- Statewide leaders approve approach (Mid-May 2017)
- CISS workflows are in Production (February 2018)
- RMS Vendor code in Production (February 2018)
- Sufficient CJIS staff engaged – Underway

## ➤ **Plan, subject to stakeholder approval**

- Statewide Model Office: Summer 2017 (Dependency on R4 in Systest)
- Initial Kickoff: Winter 2018
- Initial GA Go-Live: Spring 2018

➤ Target Completion: 2018



# Change Request #119 Financials

Incremental cost to extend to February 2018:

|  |           |
|--|-----------|
| ➤ Conduent   | \$378,800 |
| • Reports Design   |           |
| • Develop 2 reports out of 20                                  |           |
| • Knowledge transfer to CJIS                                   |           |
| • P5 Portal – Reports & Analytics Only                         |           |
| ➤ Total Credit to CJIS for development of<br>18 out 20 Reports | \$61,400  |
|  | <hr/>     |
| Total Remaining Incremental Costs to CJIS                      | \$317,400 |



# Change Request #119

## Contract Changes

- Contract Completion Date Before Change Request #119 was August 2017
- Mutual Agreement by Conduent and CJIS to extend contract by additional 3 months to November 2017 at no additional cost
- Given requirements gaps, change requests by stakeholders and delays both Conduent and CJIS agreed to extend contract from November 2017 to February 2018
- Conduent support 30 days from production date plus 12 months to March 2019 for last Releases 5 and 11

# CISS Project Update

| <b>CISS PHASE-1 BOND FUND BUDGET SUMMARY TO 03/31/17</b>   |                      |                      |
|--|----------------------|----------------------|
| <b>FUNDING</b>   |                      | <b>TOTALS</b>        |
| Bond Funds Provided from 2011 to 2016 Inclusive  | \$ 50,920,000        |                      |
| <b>CISS Budget Commitment*</b>   |                      | <b>\$50,920,000</b>  |
| <b>CISS BOND EXPENDITURES</b>  |                      |                      |
| <b>BUDGETED FISCAL YEAR</b>  |                      |                      |
| FY 2012 - FY 2017 (July 2016 - March 2017)   | \$ 36,383,960        |                      |
| <b>Total CISS Expenses from Bond Fund</b>  | <b>\$ 36,383,960</b> |                      |
| <b>CISS EXPECTED FUTURE BOND EXPENDITURES FROM 04/01/17 TO DATE 02/28/18</b>   |                      |                      |
| Phase 1:   |                      |                      |
| Expected costs for CJIS to February 28, 2018   | \$ 8,549,539         |                      |
| Xerox Contract Remaining Costs   | \$ 6,557,348         |                      |
| High Risk Project Schedule 10% Contingency   | \$ 854,954           |                      |
| RMS Vendor Connectivity Budget   | \$ 3,020,000         |                      |
| CISS Hardware End of Life Refresh Budget   | \$ 1,178,144         |                      |
| SharePoint 2016 Upgrade Budget   | \$ 375,000           |                      |
| <b>Total Future Expected Cost</b>  | <b>\$ 20,534,986</b> |                      |
| <b>Total Expected Costs for CISS Phase -1**</b>  |                      | <b>\$56,918,946</b>  |
| <b>Expected Additional Bond Funds Needed***</b>  |                      | <b>(\$5,998,946)</b> |
| Remaining Bond Fund Approved Requests  | \$ 10,000,000        |                      |
| <b>Expected Bond Funds Remaining for CISS Phase-2</b>  |                      | <b>\$4,001,054</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. |                      |                      |
| *** Additional Bond Funds for FY 18 of \$10 M Planned  |                      |                      |



# Record Management Systems (RMS)

| RMS Vendor  | RMS Installs through 2017 | Percent of all Installations |
|---|---------------------------|------------------------------|
| NexGen (Res Trooper)  | 55                        | 31.98%                       |
| NexGen (PD)   | 36                        | 20.93%                       |
| NexGen (CSP Coverage)   | 24                        | 13.95%                       |
| Tri-Tech  | 17                        | 9.88%                        |
| Accucom   | 15                        | 8.72%                        |
| CT:Chief  | 9                         | 5.23%                        |
| SunGard   | 5                         | 2.91%                        |
| New World   | 4                         | 2.33%                        |
| Tiburon   | 2                         | 1.16%                        |
| Crime Star  | 1                         | 0.58%                        |
| Global Software Corp.   | 1                         | 0.58%                        |
| Spillman  | 1                         | 0.58%                        |
| Computer Info Systems   | 1                         | 0.58%                        |
| Pamet   | 1                         | 0.58%                        |
| <b>Grand Total</b>  | <b>172</b>                | <b>100.00%</b>               |

# CISS Project Update

## Governance Committee Update

### Issues Log

| Description   | Assigned to  | Status or Due Date |
|---|--------------|--------------------|
| Fill full time CJIS Executive Director position           | Mark Raymond | TBD                |
| Need to build an alternate staffing model to support CISS | Mark Tezaris | 8/31/2016          |

# CJIS Governing Board Executive Director State Position

- Lucas Group (Executive Recruiting Service)
  - Generate the most qualified candidate pool
- Posted - April 4, 2017 on DAS State Jobs website
- Closes - May 1, 2017

# Plan for Alternate Staffing Model to Support CISS

## ➤ Hire Four Operational Support State Positions

- Infrastructure Architect/Manager
- SQL Server Developer/Admin
- SharePoint Developer/Admin
- .NET Developer

## ➤ Request For Proposal (RFP)

- Outsource Selected Support Services to Vendor

## ➤ Hybrid Solution

- State Positions
- Outsource for Vendor
- Consultants

# CISS Search Key Benefits & Release Source Systems

- ❖ Improve officer and public safety
- ❖ Help criminal justice community to make more informed decisions
- ❖ Provide notifications of key events to criminal justice personnel quickly

**Release 1** – PRAWN & OBIS - **(Available in CISS now)**

**Release 3** – POR & CRMVS – **(Available in CISS in June 2017)**

**Release 6** – CIB & DOC/BOPP CM – **(Available in CISS in July 2017)**

**Release 10** – DMV LOBs, MNI/CCH & Weapons – **(Available in CISS in November 2017)**

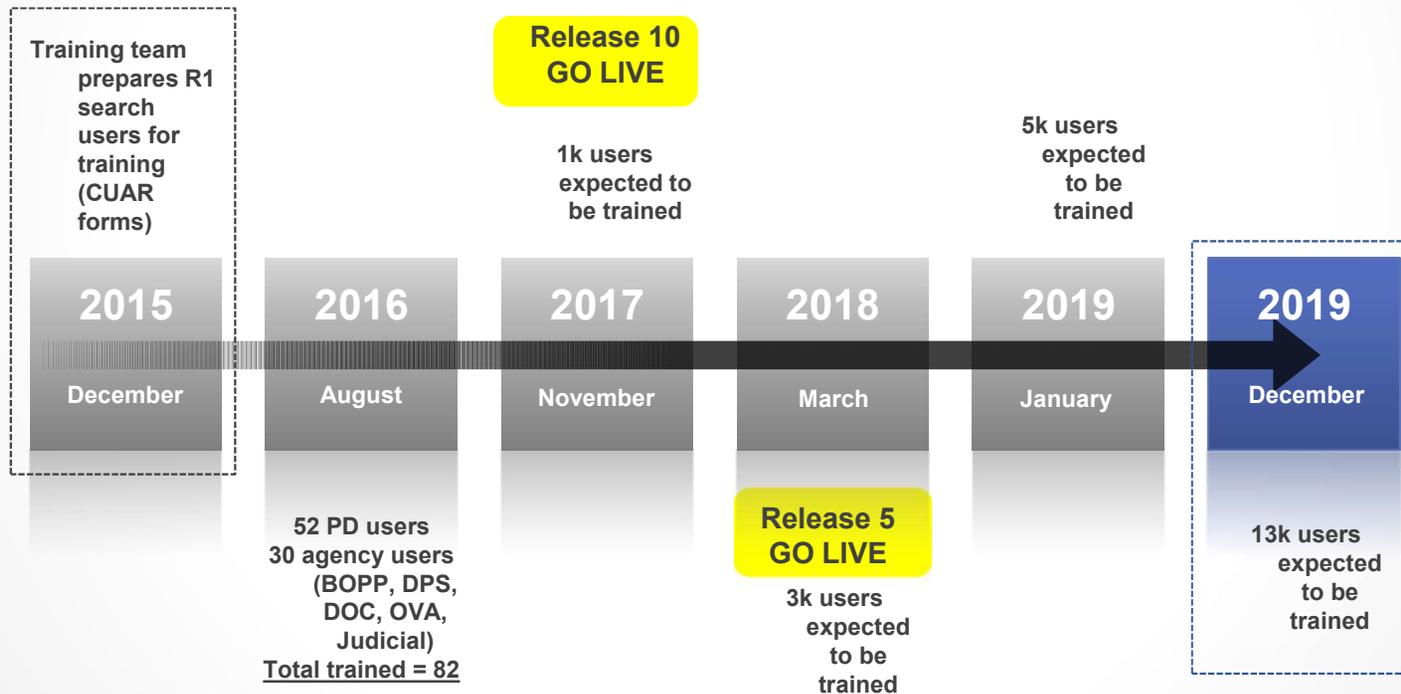
**Release 9** – Sex Offender Registry (SOR) & Case Management Information System (CSSD) –  
**(Available in CISS in January 2018)**

**Release 5** – NCIS Wanted, CT Wanted & RMS(NDEx) – **(Available in CISS in March 2018)**



# User Rollout

## CISS Search User Rollout Timeline





## Training through CJiS Academy

- On-site visits to educate users on different aspects of the CISS project and how it specifically impacts them
- Online training modules (CBT)
  - Search
  - System Administration
  - System Audit
- Training schedules for POST certification (Instructor Led / E-CBT)

# DCJ SharePoint in Production

- Request from the Division of Criminal Justice (DCJ).
  - Expansion of the SharePoint site utilizing the CJIS external facing SharePoint server similar to the existing Homicide Cold Case
  
- Opportunities:
  - Use existing system resources from CJIS
  - CJIS partners to collaborate on CJIS data for a critical investigation that would otherwise not be possible
  - Collects information for future CJIS SharePoint use.
  - “Do more with less”

# CISS Project Health Check

Reporting Period 12/14/2016 – 3/22/2017

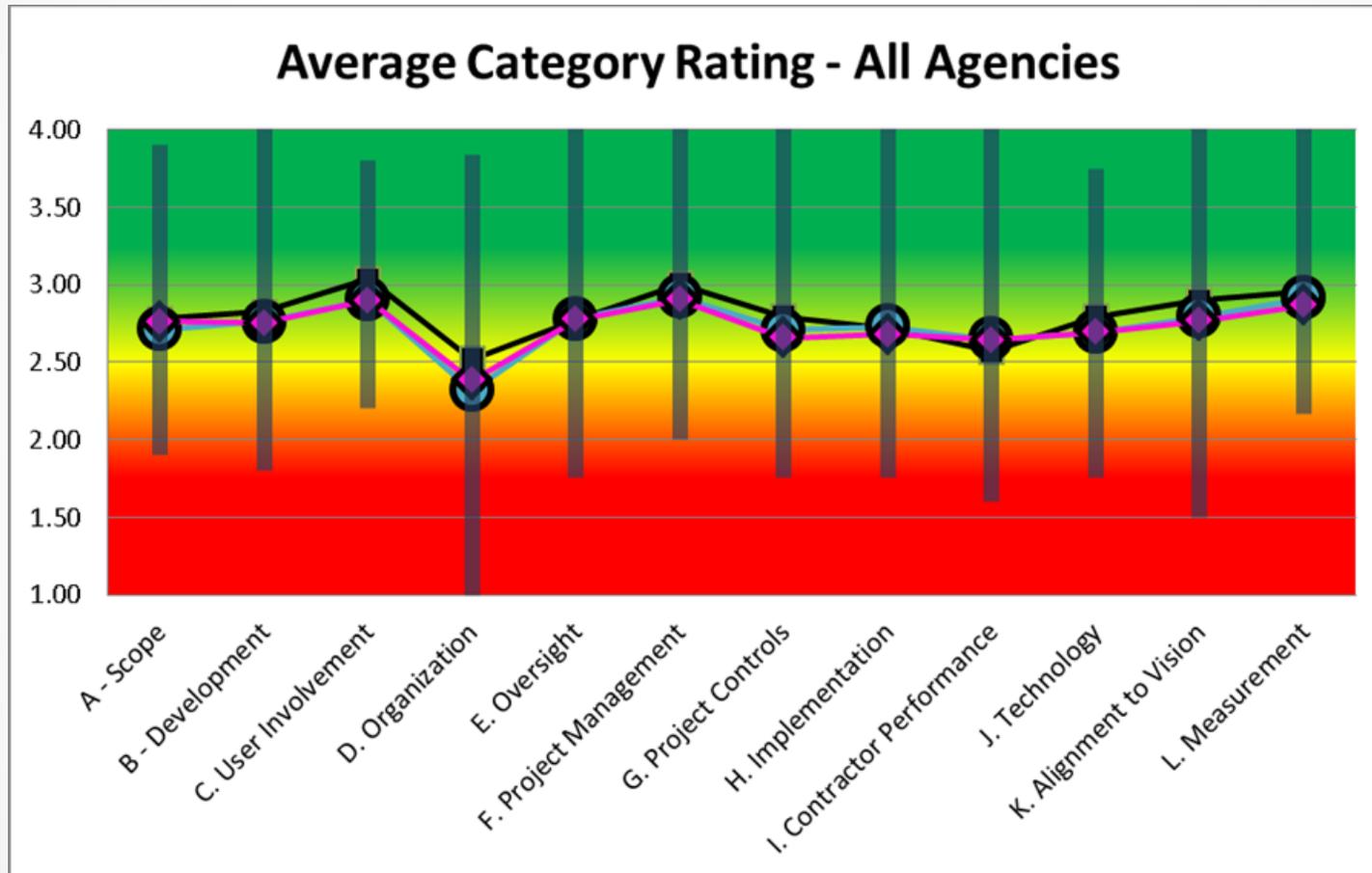
## Staying on Schedule and Getting Everyone on Board

The last three quarters have seen very little change in the overall project score. The range has been from 2.72 to 2.74, with this quarter's score being 2.73. Stakeholders' concerns in interviews were more focused on implementation, final product usability, training, and operational support.

The CJIS PMO and the Governance Committee need to ensure that Agencies are able to meet the project dates to avoid delaying the project and causing significant costs to the State. State and Municipal Police should work with the PMO to ensure RMS vendors support the project at reasonable costs.

# CISS Project Health Check

Reporting Period 12/14/2016 – 3/22/2017



■ Last Year Values

● Last Quarter Values

◆ Current Quarter Values

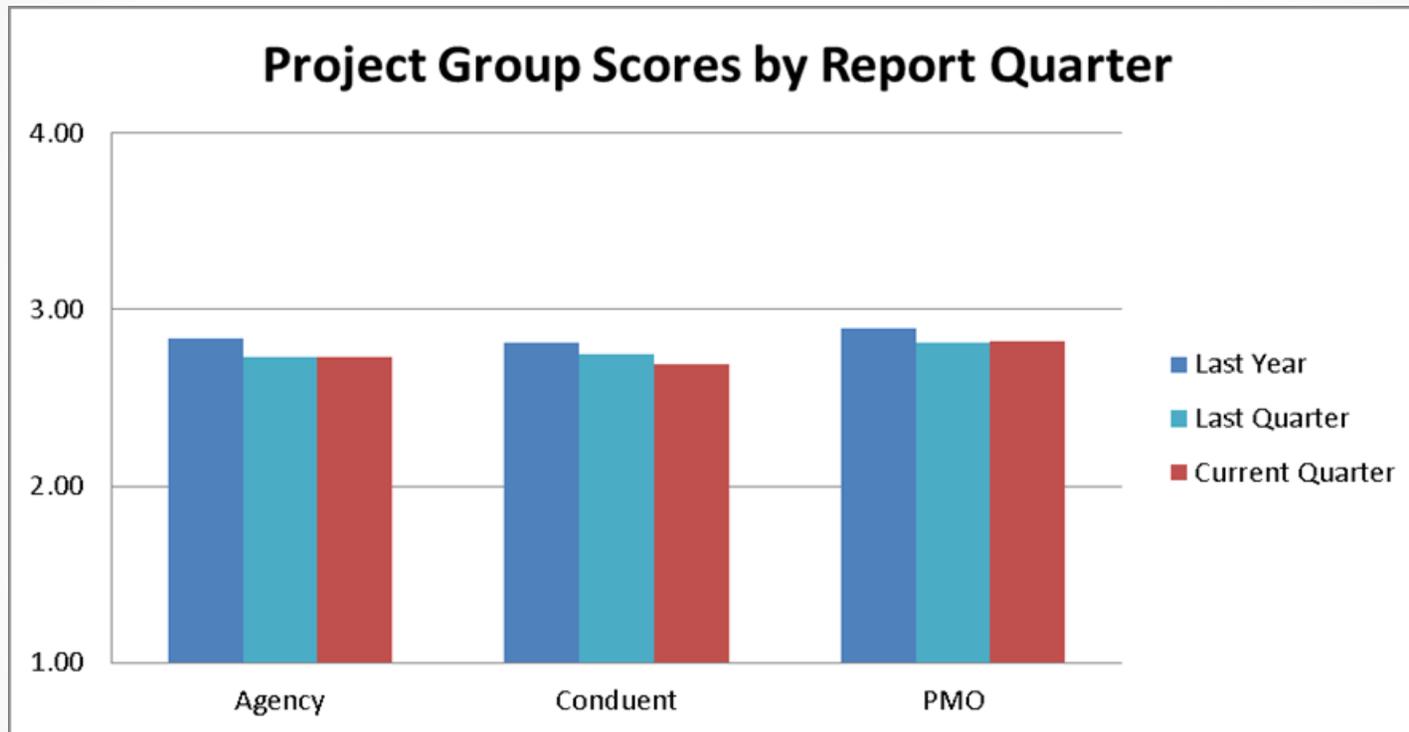
# CISS Project Health Check

Reporting Period 12/14/2016 – 3/22/2017

- The biggest project concern is the Agencies' abilities to meet the project timeline. Most Agencies will face additional budget cuts this year, pressing already limited resources to meet the tight project timeline. The Governance Committee members need to ensure their Agencies do not miss key project dates.
  
- In summary, the main concerns from those involved are:
  - Difficult to meet the timeline for full implementation with fewer resources available
  - Executive Director position has not been filled
  - An operational support plan is not in place
  - RMS vendor data is critical to the project, but an interface plan for each has not been finalized

# CISS Project Health Check

Reporting Period 12/14/2016 – 3/22/2017



- AGENCY – Agencies need to ensure they can meet key project dates.
- CONDUENT– Agencies would like to see more quality control on formatting of screens prior to testing.
- PMO – Standing cross-agency status meeting still needed.

# CISS Project Health Check

Reporting Period 12/14/2016 – 3/22/2017

## Key Risks

- Risk #4 – The absence of the Executive Director will continue to negatively impact the project.
- Risk #5 – The lack of a plan to operationally support the system may impact the long-term success of the project.
- Risk #7 – Data from all RMS vendors is needed to support rollout to all geographic areas.
- Risk #11 – State budget cuts impact project resource availability, either directly or indirectly. Agencies will have a harder time meeting CISS project needs. Having fewer resources could also impact the on-time implementation of new Agency systems that are important to CISS success.

# CISS Project Health Check

## Looking Forward



### **Administer**

- Health Assessment Surveys
- Planned: 05/29/2017

### **Perform**

- Interviews
- Planned: 06/05/2017

### **Review**

- Report to the Governing Board
- Planned: 07/27/2017

# Upcoming Meeting



➤ **Thursday, July 27, 2017**

**1:30 PM**

**300 Corporate Place, Rocky Hill, CT 06067**