Criminal Justice Information System
Governing Board
State of Connecticut
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CJIS Governing Board Meeting
April 26, 2018@ 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, Division of Criminal Justice*; Dora Schriro, *Commissioner, Department of Emergency Services and Public Protection*; Cheryl Cepelak, *Deputy Commissioner of Administration, Department of Correction (Designee)*, Cindy Zuerblis, *Division Manager, Department of Motor Vehicles*; John Day, *Deputy Chief, Public Defender Services, (Designee)*, and James Cetran, *Chief, Connecticut Police Chiefs Association (Designee)*

Other State Agency Attendees:

Chris Duryea *(JUD)*, John Russotto and Evelyn Godbout *(DCJ), and* Theron A. "Terry" Schnure.

CJIS Staff and Contractors in Attendance:

Humayun Beg, (*Executive Director, CJIS*), Phil Conen (*Conduent*), Carolyn Denesha (*CJIS*), Hank Lindgren (*CJIS*), Jeff Hoekstra (*Analysts International Corporation*), Christopher Lovell (*CJIS*), Todd Priest (*Qualis*), Tanya Stauffer (*Analysts International Corporation*), Mark Tezaris (*CJIS*), and David Wright (*Conduent*)

I. Welcome and Introduction

- Co-Chair Judge Patrick Carroll, III, brought the meeting to order at 1:43 PM with the announcement that Co-Chair, Mr. Mike Lawlor, was traveling to Washington, D.C. and sent his regrets that he could not attend the meeting.

II. Approval of Minutes

- After a count of Board Members in attendance, Judge Carroll dispensed with the approval of the January 2018 Meeting Minutes due to lack of a quorum. The floor was then turned over to CJIS Executive Director, Humayun Beg, to introduce Agenda Item III. CISS Project Update.

III.   CISS Project Update

- Director Beg began the CISS Project Update presentation by stating there was a lot of good news to report in this project update.
  - Project development was on schedule for the completion of Phase 1 on June 30, 2018, with 4,000 CISS users planned for roll out in stages. Mr. Beg also stated Phase 1 of the project is approaching the finish line and will begin providing benefits to the Public.
  - Mr. Beg provided an update on Incremental Releases of the CISS Project and an update on Connectivity progress with RMS Vendors and Police Departments.
- Director Beg provided a brief overview of the key points to be presented for this CISS Project Update including: Phase 2 Planning and Deployment, Support Vendor Negotiations, Financial Risks to the Project, and challenges experienced with Search data preparation for MultiVue.
- Judge Carroll asked if the challenges with MultiVue Search data preparation were experienced on a daily basis.
  - Director Beg provided additional clarification specifying that the challenges with MultiVue were experienced during the data indexing process that occurs when a new source system is integrated into Search.
  - Mr. Beg added that the process to index a new data source had taken longer than originally anticipated and the upcoming integration of the DMV data source systems may pose similar lag times during the MultiVue integration process.
  - Judge Carroll confirmed with Director Beg that once a new data source has been properly indexed into MultiVue, the system functions as expected. Director Beg completed the overview by asking if there were any questions, no new questions were posed, and the floor was turned over to CJIS Sr. Project Manager, Mr. Christopher Lovell.

IV.   CISS Current Schedule and Accomplishments

- Mr. Lovell began with a status update on Release 6 (R6) and the Power of MultiVue.
  - Mr. Lovell provided details on the new information available with R6 including Centralized Infraction Bureau (CIB) ticket data and the Department of Correction (DOC) Case Notes.
  - Mr. Lovell explained the value added benefits of R6 which provides access to case details that have never accessible through a single source system until R6. Users now have ability to view both sides of a CIB ticket including the handwritten notes from the issuing officer which are located on the backside of a CIB ticket.
- Mr. Lovell went on to describe the MultiVue matching and merging technology which brings together offender information from various Agency Source Systems and presents the user with a comprehensive set of search results.
- Judge Carroll inquired if the data matching logic was based on defendant last name and if there were any anticipated challenges to matching DOC records with CRMVS system information.
  - Judge Carroll's major concern was if the matching logic would be capable of producing a comprehensive case record for repeat offenders using aliases.
  - Mr. Lovell explained that MultiVue Search is similar to Google search logic which presents the user with a ranking of matches showing exact matches first followed by partial matches.

- Judge Carroll requested an Ad Hoc meeting for a live demonstration of MultiVue. Director Beg and Mr. Lovell expressed their excitement to set up the demonstration and show the added capabilities of MultiVue.

- Judge Carroll followed with a question regarding Release 9 (R9) which includes Department of Motor Vehicles (DMV) data and the anticipated availability of DMV data in MultiVue.

  - Judge Carroll recalled the cumbersome review process involving paper DMV records during his early career as a prosecutor and commented it would be great to access motor vehicle histories within MultiVue.
  - Mr. Lovell provided a status on the timeline for the DMV data testing process and the Search Releases tasked for June 30, 2018.

- Mr. Lovell followed with a statement regarding his appreciation of the unified cooperation on behalf of all source system Agencies during this critical stage of the project.

  - Mr. Lovell referenced a recent data parsing[1] issue that the Department of Emergency Services and Public Protection (DESPP) went above and beyond to help resolve. Mr. Lovell emphasized the importance of the DESPP support team to the success of the CISS project.

- Chief State's Attorney, Kevin Kane, commented, "Let me give you an example how valuable this really is."

  - Attorney Kane discussed the Traffic Records Coordinating Committee (TRCC) Pilot Program on Infractions that was recently implemented in Stamford, Connecticut.

  - MultiVue will give the prosecutor ability to access infractions information prior to court appearance dates. The prosecutor will be able to review a traffic summons, determine the appropriate course of action, and communicate with the person who received the traffic summons far in advance of the court appearance date.

  - The prosecutor will have ability to provide instructions to resolve minor infractions without the necessity of a court appearance. This new process will free up time for prosecutors by reducing the number of court appearances. The TRCC Pilot Program will also benefit the public by reducing the necessity to miss time from work to appear in court. Attorney Kane followed with the statement that CISS will be a huge benefit to the public.

- Mark Raymond, CIO of the Department of Administrative Services/Bureau of Enterprise Systems and Technology (DAS/BEST), interjected with a point of order for Judge Carroll that the meeting had an official quorum. Judge Carroll confirmed and stated the minutes would be voted on upon conclusion of the CISS Project Update.

- Mr. Lovell continued with the presentation stating that the finite amount of environments currently available for testing each release poses the biggest risk to the project because the ability to test each stage of a release is dependent upon the previous release's progress through the various test environments – System Test, User Acceptance Testing (UAT), and Production.

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[1] [*Data Parsing is defined by businessdictionary.com as, "Breaking a data block into smaller chunks by following a set of rules, so that it can be more easily interpreted, managed, or transmitted by a computer. Spreadsheet programs, for example, parse a data to fit it into a cell of certain size. Read more: http://www.businessdictionary.com/definition/parsing.html]

V. Release Updates

- **Release Updates were as follows:**
    - ▪ **Release 10 (R10)** is currently in System Test environment.
        - o The Master Name Index (MNI), Computerized Criminal History (CCH) and Weapons data will be ready to move to the UAT test environment the week beginning April 29, 2018.
    - ▪ **Release 9 (R9) and Release 5 (R5)** will be able to move to the System testing environment once R10 is moved to the UAT environment.
        - o Mr. Lovell re-emphasized the interdependency with the limited test environments and the team's ability to move each release to the next stage in the testing process.
    - ▪ **Release 2.1 (R2.1)** Data Integrity Enhancement is fully tested.
        - o Development and System Testing is complete and ready for deployment.
        - o Resolution of an intermittent defect is in progress and anticipated roll out of R2.1 is July 2018.

VI. Accomplishments

- ▪ All major Search Release development is complete.
    - o All major Workflow development is complete and fully functional in the System Test environment including: Arrest, Summons, Disposition, Schedule Notification, Case Update, Pardon, Parole, and Release Notification.
        - • Approximately 100 defects of various complexity exist in the System Test environment for this data and work continues to resolve them.
        - • Workflow Releases will be in the UAT environment by June 30, 2018.
    - o Mr. Lovell provided additional clarification explaining that Workflow data is in the UAT environment which is not Production and movement of this data into Production is dependent upon RMS vendor readiness to receive the data. Current expectation for the move to Production is the third or fourth quarter.

VII. Project Risks

- **Financial Risks**
    - ▪ Mr. Lovell introduced the next topic, Project Risks, and handed the floor over to Director Beg to discuss Financial Risks. Mr. Beg began by restating there has been a tremendous amount of work that has gone into the CISS project thus far. This work includes massive amounts of code that has been developed to interpret and match data feeding into CISS from the various CJIS Partner Agency Source Systems.
    - ▪ Director Beg stated the CISS system will require maintenance care to support this technology and funds to maintain CISS past the development phase were not included in the initial budget. An adjustment to the initial budget had been requested to accommodate for post-development system maintenance, however, the adjustment to the initial budget had not been approved. Mr. Beg stated that the project was sixty (60) days away from deployment and it is a risk that the project is not yet fully funded. Mr. Beg mentioned a collaborative effort to secure funds was currently in progress which included

working with the CJIS Governing Board Co-Chairs to evaluate budgets and make some technical adjustments as well as working with OPM (Office of Policy and Management) to find funding. Mr. Beg reiterated that although these efforts were in progress, the budget has not yet been finalized.

- The Commissioner of the Department of Emergency Services and Public Protection, Dora Schriro, asked for the specific details on the budget shortfall amount and if the shortage was general fund or operating monies.

- Director Beg stated the shortage in funding was general fund money and the budget was approximately 1.5 to 1.7 million dollars short of the total 4.9 million dollar budget.

- Commissioner Schriro stated the budget deficit was approximately 40 percent short in funding and asked if there was a plan B.

- Director Beg stated plan B was in progress which involved working with OPM to identify possible funding resources. Funding resources being discussed with OPM included Bond Funds and their use for capital improvements versus operating funds.

- Judge Carroll added there were only ten days left in the Legislative Session and he would be relying heavily on Co-Chair, Mike Lawlor, to work closely with OPM on this effort.

- Director Beg followed by stating that financial challenges were a major risk the project was facing. Then the floor was turned over to Mr. Lovell to continue with the technical risks facing the CISS project.

- **Technical Challenges**

  - Mr. Lovell stated they were very happy that Release six (R6) was in production, however, the process to roll out R6 took longer than anticipated and the impact of the downtime to stakeholders using CISS was not fully realized until the downtime occurred.

  - Mr. Lovell explained the downtime to CISS was necessary due to issues associated with loading and indexing a large data source in MultiVue.

  - Mr. Lovell discussed the impact of the CISS downtime on the Board of Pardons and Parole (BOPP) team who has adopted CISS into their regular work routine.

  - Judge Carroll asked if the BOPP team had previously used OBTS (Offender Based Tracking System); Mr. Lovell replied that BOPP had previously used OBTS but had moved to using CISS because they liked it better.

  - Mr. Lovell explained a go-forward plan for future CISS maintenance which will include less downtime and allow for reduced access to certain features of CISS while maintenance is in progress which will decrease incidents of total downtime and minimize impact to users.

- **State Budget Cuts**

  - Mr. Lovell discussed limited ability to perform testing due to State Budget cuts that are impacting all agencies. Mr. Lovell called attention to the recent cut of 600 positions to Judge Carroll's office.

  - Mr. Lovell stated the project was making some demands on the OMIS team to complete necessary testing before June 30, 2018. The OMIS team only had 2 testers and the push to complete testing was an inconvenience to their regular work flow. In addition, the

OMIS team will be responsible for management of Juvenile record data which will further impact their resources. Mr. Lovell stated this is a huge risk to the project.

- Mr. Lovell stated DOC will be bringing the new OMIS system on board and would like to receive the Case Update exchange as well, however, to integrate the Case Update exchange, OMIS system requirements must be written and so far time constraints and resource limitations have not allowed time to draft the system requirements.

- Judge Carroll stated that the close of the Legislative Session was approaching and the impact on Judicial IT resources was growing significantly due to State budget cuts.
  - Judge Carroll gave a real-time example of the types of demands the Judicial IT team was facing with upcoming changes to criminal statutes that will require what he described as, "a total reprogramming of CRMVS, both our legacy and our new system."
    - The first change, which applies to the 364 day sentencing statute, with an implementation date of July 1, 2018.
    - A request to move the deadline for reprogramming was being presented to the Legislative Committee with a proposed implementation date of October 1, 2018.

- Judge Carroll stated these types of demands further implicate the challenges faced by the stakeholders involved in the project.

- Director Beg followed by stating that further impact to available resources would occur post June 30, 2018, as contracts for Tiger Team resources were due to expire on this date.
  - Tiger Team resources are a select group of individuals sourced from CJIS and placed within partner agencies to provide assistance for the CJIS project.
  - Agencies with Tiger Team assistance are at risk of losing the resources necessary to meet the demands of the project.

- Mr. Lovell ended the Project Risks update by emphasizing the immense amount of effort and cooperation seen by all agencies working on the CISS project. Mr. Lovell stated to his knowledge, Connecticut was the first state to tackle this type of project due to its complexity and concluded with the statement that the CISS project was something we can all be proud of. Mr. Lovell then turned the floor over to CJIS Program Manager, Mr. Mark Tezaris, for the CISS Program Overview.

VIII.   CISS Program Overview

- Mr. Tezaris took the floor and began the Program Overview with a timeline of CISS project accomplishments achieved through the collaborative efforts of multiple agencies working together for the greater good of public safety.
- **Phase 1 development**
  - Mr. Tezaris stated that June 30, 2018, was the expected completion date for Phase 1 development and provided details on what to expect from the first phase of the CISS project including user ability to perform a "Google-like" search to locate offender information from14 different Search Sources from 9 Stakeholder Agencies.
  - Mr. Tezaris detailed MultiVue Search capability to connect people, locations, and events through variations of these search elements. Mr. Tezaris also reviewed the statistics for active Search users and users in training that continues to grow. Numbers had reached approximately 1,000 Active Users with a controlled rollout plan in place to add 3,000 more.

- **Workflow Rollout**
  - Mr. Tezaris continued with possible challenges for future Search and Workflow Rollouts, and challenges to maintenance and support of the system without the necessary resources.

IX. Operational Support

- Mr. Tezaris reviewed accomplishments made toward securing CISS Operational Support resources including:
  - Operational Support Goals and Requirements Planning
  - Work with OPM on Funding Resources
  - Human Resources
  - Knowledge Transfer Planning
  - Maintenance and Support Vendor Negotiations in Progress
  - Ending Process Checklist

- **DevOps Based Processes**
  - Mr. Tezaris presented accomplishments of the DevOps Based processes as follows:
    - o Cost-savings achieved through automation of certain Operational Support Processes which provide automated 24/7 threshold monitoring, automated incident creation and alerts for hardware, Operating System and Application issues.
    - o Comprehensive Knowledge Base through the CJIS Help Desk team
    - o Change Control Boards for CJIS Agencies and RMS Vendors to inform stakeholders of important changes
    - o Service Level Agreement to be published which will contain known defects and lead times for fixing issues that have been well documented
    - o Configuration Baselines – as built documents - to be supplied by vendors to CJIS IT staff
  - Mark Raymond requested clarification on the ability to validate the accuracy of as built documents received so close to development vendor contracts ending.
  - Mr. Tezaris explained the Configuration Baseline - as built documents - are being developed through a collaboration process between CJIS IT staff, Conduent, and AIC to validate accuracy of as built guidelines and ensure complete knowledge transfer is achieved prior to contracts ending.

- **CISS Budget/Funding**
  - Mr. Tezaris reviewed the Bond Fund Budget Summary for the period ending 03/31/18. Figures included Bond Funds provided from 2011 to 2018, Expenditures, and Future Costs Expected to occur during the period of April 1, 2018 to June 30, 2018. Based on current budget figures, remaining funds for the next phase of the CISS project were $250,743.00.

- **RMS Vendor Costs**
  - Mr. Tezaris explained there had been an increase in the RMS Vendor costs due to unforeseen challenges that had not been estimated in the previous RMS Vendor budget. Based on research additional costs will be involved to add PDs into CISS that are currently using customized or in-house records management systems, and for PDs who are currently under contract with a non-compliant RMS Vendor. There may be a need to create a generic RMS system to accommodate these PDs.

- Mark Raymond stated that building a generic RMS system to accommodate the PDs using non-compliant RMS systems would create a substantial barrier for the PDs due to the amount of data entry involved for this type of work around and a firm commitment would be required before moving forward to create the generic RMS system.

- Mr. Tezaris agreed with Mr. Raymond and provided additional details on a time saving solution that the CJIS team can use to reduce the data entry for this process and the logic used to create the generic RMS system. Should a work around solution be needed, the CJIS team would present a cost-benefit analysis to the Governance Committee and wait for approval before moving forward.

- **Hardware Infrastructure Costs**

  - Mr. Tezaris stated the remaining budget of approximately $250,000.00 would be utilized for testing resources.

  - For 6/30/18 there would be production ready code and Conduent would be finished with their work. However, to complete all test cases and ensure data quality, there would be spillover of a few thousand test cases into July.

  - Mr. Tezaris reminded the Board that the data handled by the project impacts peoples' lives and quality of data was the highest priority. Mr. Tezaris also stated there was probability that defects would be found once data was in production and resources to correct defects in production would be needed.

  - Mr. Lovell followed with positive input on the high level of accuracy achieved by the testing team who is dealing with massive amounts of data for each release. With 4 releases in production only 3 defects have been found in the production stage to date.

X. CISS User Onboarding

- **CISS Search Achievements**

  - Mr. Tezaris stated the user statistics were snapshots from a few weeks prior to the meeting which indicated 411 active CISS users and 730 additional users currently in training.

    o Once all users in training completed the requirements to be active in CISS, the initial group of 1,141 would be monitored closely for 1-2 months to identify and correct any issues found in Production before adding the next 3,000 users to the system.

  - Mr. Lovell added, the Public Defender's Office would be adding 80 investigators onto the CISS system and paperwork was in progress to add the 80 users by the end of May 2018.

  - Director Beg stated the CJIS team was upholding their commitment to bring in 1,000 users initially, reach 4,000 users and then 13,000 users in a staged rollout.

    o Mr. Tezaris added the only difference was the pause to monitor the initial 1,000 users to identify and correct any defects found in production.

XI. CISS Connectivity Updates – Project Milestones

- Mr. Tezaris stated that in order for users to get access to CISS physical connectivity was required.
    - Of the 93 local PDs, only 26 % were currently connected with 74% not connected.
        - Mr. Tezaris explained this was where the problem lies with the project and efforts were in progress with Chief Cetran and Chief Montminy to establish a Tiger Team solution through CPCA to assist local PDs with getting connected.
- Mr. Tezaris reviewed the status of State Police Connectivity.
    - CISS access will be in place shortly through a COLLECT terminal at each State Police Barracks.
        - Security guidelines for State Police requires an added layer of security to allow for direct PC access.
        - The team is in the process of building a security solution to comply with DESPP guidelines and direct PC access for State Police is slated to occur after 6/30/18.
- Mr. Tezaris gave an overview of RMS Vendors.
    - Major RMS vendors NexGen and Accucom were working in compliance with CISS requirements.
    - Negotiations were in progress with other major vendors who currently manage a substantial percentage of CISS Workflow Early Arrest data.
    - Hartford PD was highlighted as a high priority to get connected because they hold about 10% of the state's early arrest data.
        - Director Beg stated that Hartford PD was in the process of choosing an RMS Vendor and their decision would have substantial impact to the percentage of total arrest records managed by the vendor they choose.
        - Mr. Lovell stated that Hartford PD's internal RMS system posed similar challenges to issues they encountered last year with Bridgeport PD's internal RMS system. The decision by Bridgeport PD to use NexGen as their RMS vendor quickly resolved the issues with CISS connectivity.
        - Mr. Beg added that Hartford PD was looking to make their decision by Fiscal Year end.

XII. CISS Search & Message Viewer Portal (MVP) User Rollout Timeline

- Mr. Tezaris reiterated that the commitment to onboard 1,000 total CISS users by March 2018 had been met and the next target of 3,000 users was tasked for the rollout of Release 5. A total of 13,000 users are scheduled to be added by the end of 2019.
- Mr. Tezaris reminded the Board that total user onboarding targets are fully dependent upon these key assumptions:
    - Connectivity compliance requirements completed by all CJIS Agencies prior to user roll out target dates, and
    - Successful completion of the required CISS User training.
        - All CISS users must complete a 3 to 4 hour training, before they can access CISS.
        - Training access involves paperwork and a management approval process.
        - Agencies should be proactive with completing these steps to add their users.

XIII.   CISS Planning for Phase 2 Scope

- Mr. Tezaris introduced the list of Scope items for Phase 2, stating that the list continues to grow. Phase 2 Scope, set to begin on or after, July 1, 2018, includes completion of the following tasks:
    - RMS Vendor Connectivity with CISS Certification,
    - CISS CJIS Agency Workflow Integration,
    - CISS User Training and CISS Access, and
    - Adding Any Additional Required Information Exchanges.

        - Mr. Lovell interjected stating there was not a single CJIS Agency out there that had not already put in a request for Additional Information Exchanges, and, in most cases, Agencies were requesting multiple Additional Information Exchanges. Agencies were experiencing the value added benefits of CISS and requests for additional information exchanges were expected to continue.

        - Mr. Tezaris added that approximately 540 information exchanges were envisioned when the first requirements were developed for CISS.

            - Currently the CJIS team was doing about 46 of these exchanges.
            - Upon review, it may be possible to resolve approximately 90% of the original exchange requests through CISS Search and Reports.
            - All other requests not resolved with CISS Search and Reports would need to be resolved as information exchanges.

- Mr. Tezaris continued with the Phase 2 Scope task list of the following items:

    - Enhancements to CISS needed for
        - Capability To Handle Available Data Based On Stakeholder Needs
        - Expansion To 13,000 CISS Users
        - CISS Planned Releases
        - Technology Enhancements
        - Hardware Refresh
    - Implementing a Center of Excellence with DESPP and BEST
    - Enhanced Support Model for CJIS Infrastructure
    - CISS User Group for Feedback

- Mark Raymond asked where the additional police investigation information (pre-arrest and post-arrest data) such as witness statements, and other documents, were included in the Phase 2 Scope presented, specifically noting the Agency Workflow Integration task.

    - Mr. Tezaris explained the solution for specific information types, such as 911 data, would be dependent upon the source system providing the information.

        - The source system ultimately determines if the information can be made available from a Search source or through an information exchange.
        - Mr. Raymond asked for confirmation that making this information available was tasked for Phase 2.
        - Mr. Tezaris stated the plan that had been submitted to OPM addresses funding and scheduling for the incorporation of various information sources and the best approach for integration of the data.

- o Mr. Lovell stated that variations of current information exchanges could be accomplished through enhancements to an established information exchange and this was a priority for Phase 2.
- o Mr. Raymond stated that for certain groups under the CJIS umbrella this was a very important step.
- o Mr. Tezaris stated that communication and documentation of priority agency requirements would be essential to ensure the high priority items were included in the scope.

- *Chief State's Attorney*, Kevin Kane, asked if there was a sufficient structure or system to plan and prioritize the information exchange requests and get the stakeholders involved citing a Bill in the Legislature that would change the practice book's discovery rules and shorten the amount of time for prosecutors to delivery discovery evidence to defense attorneys.
  - Mr. Kane stated that Phase 2 CISS requirements could provide the resources and ability for Agencies to comply with newly imposed changes to the Legislature.
  - Mr. Tezaris stated that Phase 2 high-level planning stage was in process with several determining factors such as securing funding, retaining resources, and estimating the cost and time needed to accomplish each scope item.
  - Once funding was secured, the same processes used to define the requirements for Phase 1 would be used to define Phase 2 such as stakeholder meetings and focus groups.
  - Mr. Lovell stated a similar conversation had occurred with the Public Defender's Office regarding document requirements for Phase 2 and flow of information to ECM and other stakeholders.
  - Mr. Tezaris followed by reiterating the importance of the CJIS team receiving feedback from all stakeholders about needs and expectations for Phase 2 requirements.

- Mr. Tezaris stated that Accomplishments for Phase 2 Planning were as follows:
  - High level draft scope defined
  - High level draft schedule is approximately 18 months (terminal draft, subject to change as requirements are further defined)
  - Preliminary human resource plan defined
  - Bond Fund budget defined
  - OPM approval to Request Additional Bond Funds to complete Phase 2

- **Formation of Legal Committee**
  - Director Beg provided an update on the formation of a Legal Committee that will assist with Memorandums of Understanding between agencies, information exchange requirements and other issues that may require legal assistance.
    - o Next steps tasked for the Legal Committee were the election of a chairperson, co-chair, and secretary.

XIV.   CISS Project Health Check

- Mr. Todd Priest of Qualis Health took the floor for the CISS Project Health Check

    - An overall positive jump in satisfaction scores was reported by all stakeholders surveyed.
    - The positive trend in the CISS Project Health Update was attributed to stakeholder excitement as the June 30, 2018, date approaches.
    - Mr. Priest reported that stakeholders were 'finally seeing the light at the end of the tunnel'.

- Overall concerns for the project expressed by all stakeholders were:

    - The amount of work left to accomplish in a short amount of time
    - The un-finalized Operational Support Plan
    - Durational positions and potential for attrition that had been experienced in the past. Major concerns were -
        o Training and time involved to bring replacements up to speed
        o Loss of institutional knowledge and relationships
        o Risks to project progress due to loss of durational positions

- Mr. Priest also stated that stakeholders were inquiring about Phase 1 implementation:

    - Go-Live day 1expectations
    - Go-Live day 1 expectations versus what to expect 6 months from now
    - Rollout of geographic areas
        o Which geographic areas will be rolled out first

- Mr. Priest suggested addressing concerns in the quarterly communications sent by Director Beg and to include Go-Live day 1 expectations and a timeline for rollout of future functionality.

- **Project Group Scores by Report Quarter**

    - Mr. Priest reported that Agency and PMO Project Groups had an overall positive outlook on meeting the demands of the project, however there would be some difficulty for certain agencies to meet the timeline and summer vacations may have an added impact on available resources.

    - Conduent Project Group scores remained the same. Stakeholder Agencies indicated concerns over quality due to work being rushed at the end of the development phase.

        o Judge Carroll stated he was concerned that insufficient Conduent resources were noted as a factor that caused previous delays with MultiVue.
        o Mr. Priest provided additional clarification stating that getting all resources lined up and ready at the same time was a challenge for all groups.
        o Tanya Stauffer of Analysts International Corporation (AIC) added further detail on the complexities associated with having resources in place when needed stating that Conduent's Project Group consisted of four development departments, hands-on keyboard technical resources, and a combination of resources from AIC and Conduent.

    - Mr. Lovell provided an example of the challenges associated with timely coordination of resources stating delays that would impact testing for the upgrades to the OMIS case management system were due to statutory changes required in the OMIS system that take priority over the software testing. Mr. Lovell stated that his team was committed to delivering a high quality product to reduce testing turn-around time.

- **Key Risks**
  - Mr. Priest addressed the Key Risks to the CISS Project Health stating that Recurring Funding for Operational Support, Phase 1 roll out and Phase 2 was not in place and long term success for the CISS Project would require quick action on this front.
  - Mr. Priest reiterated the loss of critical resources was a high risk to the project if durational positions were not made permanent.
  - The health check report closed with the announcement that surveys will be sent out the week of June 4, 2018. Interviews are planned for the week of June 11, 2018, and a report to the Governing Board will take place on July 26, 2018.

XV. Approval of Minutes (Continued from Page1)

  - Judge Carroll and Mark Raymond confirmed there were sufficient votes for a quorum and a motion to approve the Minutes. Mr. Raymond moved to approve the Minutes and Commissioner Schriro seconded the motion. The vote to approve was unanimous.

XVI. Other Business

- Judge Carroll ordered that under Other Business the Minutes should reflect the fact that attendance to the Quarterly Governing Board Meetings was stressed. Judge Carroll added a reminder to all stakeholder agencies to send a representative to the quarterly meetings and stated this is a 60 million dollar state project. Those who were in attendance made an effort to be at the meeting and it was critically important to have enough people in the meeting to transact business.

- Director Beg confirmed that meeting attendance would be stressed in the Minutes and a reminder would be sent out to stakeholders.

XVII. Adjournment

- With no other business to discuss; Judge Carroll requested a motion to adjourn the meeting. Commissioner Schriro moved to adjourn and Mr. Raymond seconded the motion. All were in favor and the meeting was adjourned at 3:06 PM.