



# Criminal Justice Information System Governing Board Meeting

January 24, 2019

# Agenda

- Welcome
- CISS Project Update
- CISS Deployment to First GA
- CJIS Budget / Funding
- Qualis: CISS Project Health
- Other Business

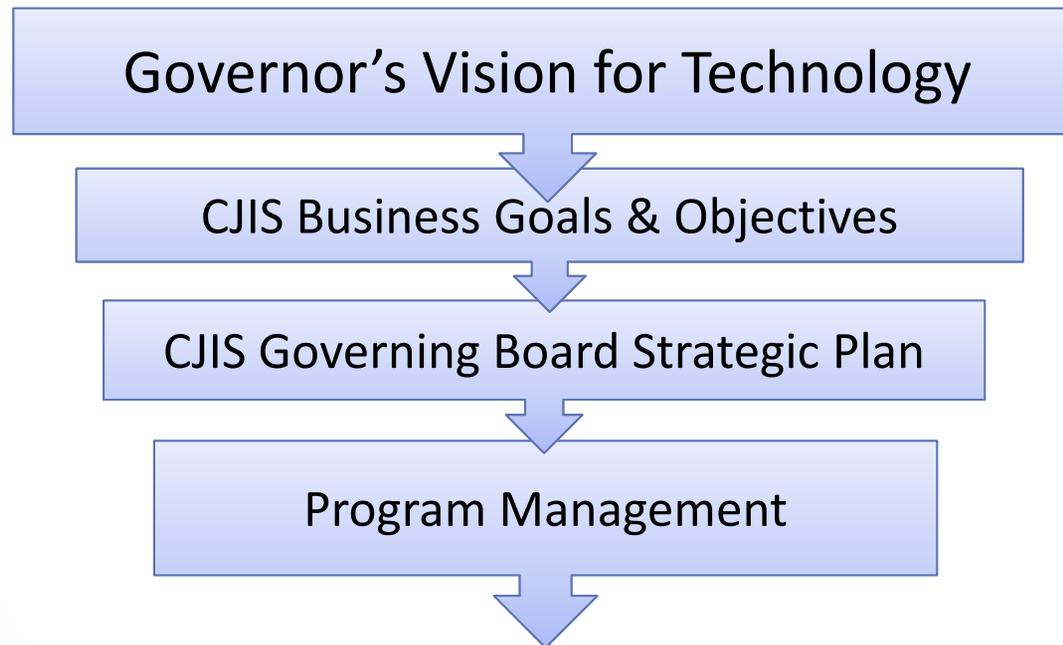


# Summary

- High Level Achievements
- Workflow Progress
- Deployment Approach
- Operations Support
- Qualis Project Health Report



# CJIS Program Approach



# CJIS Project Update

## Phase I Release Status

Release	Week Ends	Apr-19					May-2019					Jun-2019				Jul-2019				
		Week #	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231
			3/29	4/5	4/12	4/19	4/26	5/3	5/10	5/17	5/24	5/31	6/7	6/14	6/21	6/28	7/5	7/12	7/19	7/26
9	S8 - DMV Vehicles (Dev Complete 6/7)																			
	S8 - DMV Drivers (Dev Complete 6/11)																			
	S9- SOR (DESPP) (Dev Complete 6/15)																			
	S14 - Wanted File (DESPP) (Dev Com 6/18)																			
	S10 - CMIS (JUD) (WSDL Ready 6/21)																			
	P3 - Portal/UI/Notification/DQM																			
	P5 -Portal/UI/Reporting/Agency Security																			
5	ECM Search/Retrieval																			
	RMS Search/Retrieval (DEV complete 6/21)																			
	MultiView UAT Testing						Regression Testing					MultiView Build Promotion				"PRODUCTION READY"				



**Delivery dates contingent on timely defect resolution.**

# High Level Case Initiation Workflow



## RMS Case Initiation

- Data Creation
- Document Creation
- Creates Transmittal
- Receives ARM
- Receives Schedule Notification
- Receives Disposition



## CMS Case Initiation

- Receives All Data in Staging
- Receives All Documents in Staging
- Receives ARM
- Initiates Case in CMS
- Receives Schedule Notification
- Receives Disposition
- Publishes Redaction
- Receives Case Update (UBER)



## CRMVS Case Initiation

- Receives Transmittal
- Document Review
- Generation of ARM
- Initiates Case in CRMVS
- Publish Schedule Notification
- Publish Disposition
- Publish Case Update (UBER)



# Middletown GA9

CITY/TOWN	Agency Type	Current RMS Vendor	Planned RMS Vendor	Number of Troopers	Number of Officers	PD Total Staff
Clinton	Local Police	Nexgen	NexGen		27	37
Cromwell	Local Police	NexGen	NexGen		27	35
Chester	Resident Trooper	State Police (NexGen)	State Police (NexGen)	1		
Deep River	Resident Trooper	State Police (NexGen)	State Police (NexGen)	1		
Durham	Resident Trooper	State Police (NexGen)	State Police (NexGen)	1		
East Haddam	Resident Trooper	State Police (NexGen)	State Police (NexGen)	1		
East Hampton	Local Police	Accucom	Accucom		16	18
Essex	Resident Trooper	State Police (NexGen)	State Police (NexGen)	1		
Haddam	Resident Trooper	State Police (NexGen)	State Police (NexGen)	2		
Killingworth	Resident Trooper	State Police (NexGen)	State Police (NexGen)	1		
Middlefield	Resident Trooper	State Police (NexGen)	State Police (NexGen)	2		
Middletown	Local Police	Nexgen	NexGen		114	128
Old Saybrook	Local Police	Pamet	Pamet		17	25
Portland	Local Police	NexGen	Nexgen		12	13
Westbrook	Resident Trooper	State Police (NexGen)	State Police (NexGen)	3		
Westbrook	TROOP F (Barracks)	State Police (NexGen)	State Police (NexGen)			

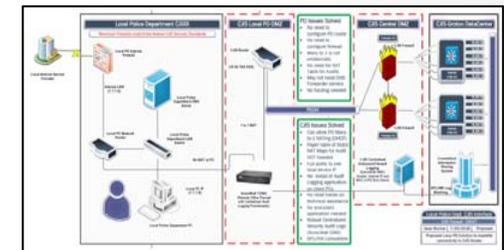


# 1<sup>st</sup> Quarter Achievements

- Release 9 & 5 Regression Testing Final Stages
- Completed Initial MultiVue testing for all Releases
- Data exchanges between Judicial and CISS up and running in the UAT Environment
- Initial BOPP Data Mapping complete
- NEXGEN Level I Development complete
  - Farmington
  - Trumbull
  - Danbury
- Backward compatibility for CT Chief and Accucom complete

# Deployment Team's Project Elements

- Agency/Police Department Preparation
  - A lot of great interest from PDs to get CISS
  - Officer Safety, Public Safety, Solvability Factors, Cost Savings
- Connectivity - (PD LAN Network) to CJIS Router
  - Mini SonicWall Firewall Solution – Price Dropped to \$370
  - Five (5) Deployed and five (5) in process
- CISS Training - PD new users
  - New revamped Onboarding and Training
    - Large PD Feedback – North Haven
    - Small PD Feedback - Redding
- RMS Vendor – Software Deployment for Early Arrest Submittals
  - NexGen's first PD is live and online – Alpha Group
  - Approaching 100% success on RMS submissions



# CISS Search User Rollout

- With Four Deployment Teams the rollout completes December 2020
- With One Deployment Team the rollout completion date extended

		Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	
Law Enforcement User Rollout	Group 1 (20 PDs)	Training	RMS Early Arrest Notification (EAN)										
	Group 2 (6 PDs)	PD Preperation	Connectivity	Training	RMS EAN								
	Group 3 (6 PDs)			PD Preperation	Connectivity	Training	RMS EAN						
	Group 4 (6 PDs)					PD Preperation	Connectivity	Training	RMS EAN				
	Group 5 (6 PDs)							PD Preperation	Connectivity	Training	RMS EAN		
	Group 6 (6 PDs)									PD Preperation	Connectivity	Training	
	Group 7 (6 PDs)												PD Preper
	Group 8 (6 PDs)												
	Group 9 (6 PDs)												
	Group 10 (6 PDs)												
	Group 11 (6 PDs)												
	Group 12 (6 PDs)												
	Group 13 (6 PDs)												

Project Elements are broken up into 4 main activities:

1. Preparation
2. Connectivity (PD internal network LAN to CJIS Router)
3. User Training
4. RMS Connectivity EAN (Level 1)



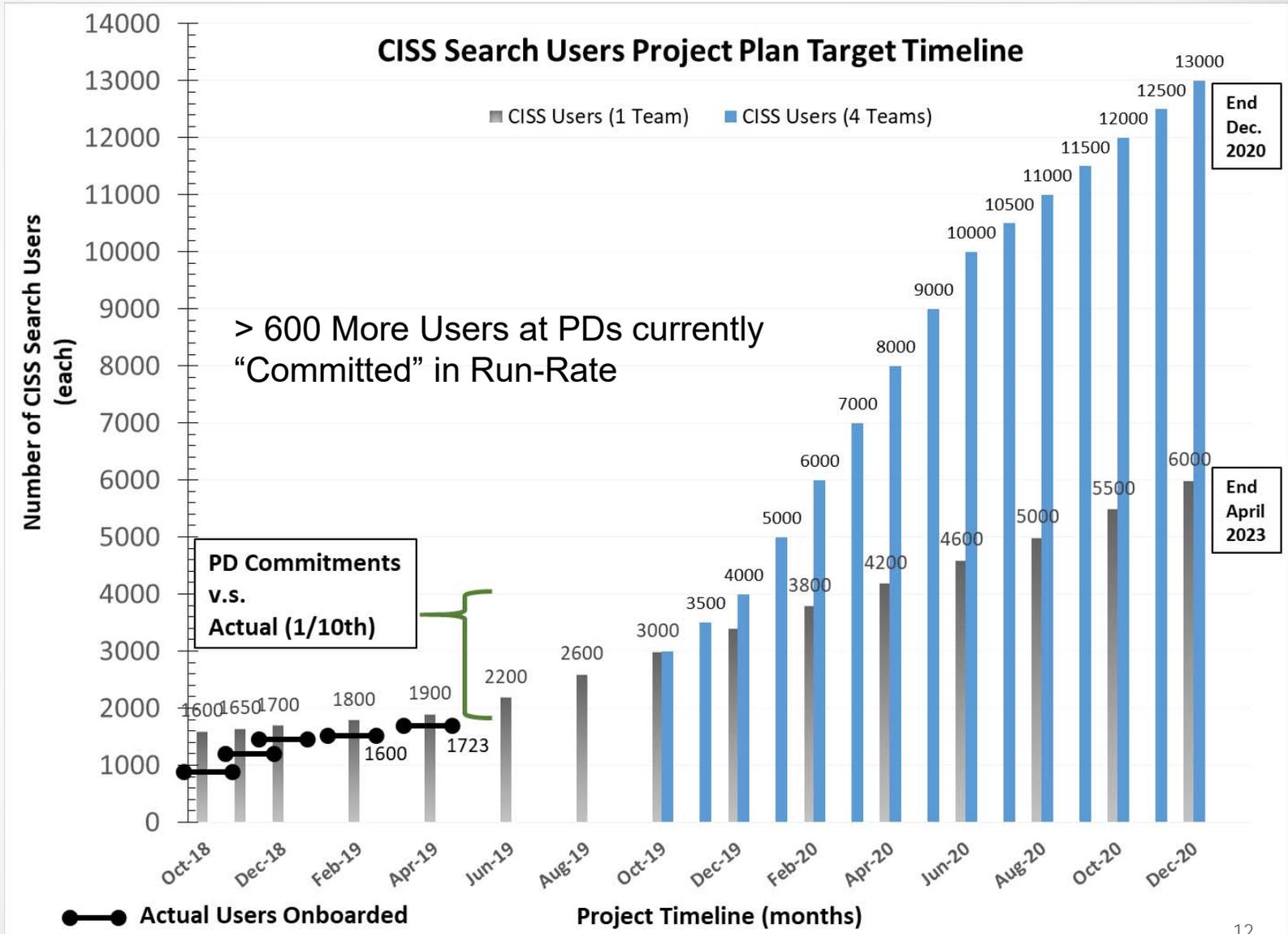
# Deployment Plan Timeline Math

# Deployment Team(s)	Number of Active PDs	Expected Onboarding Rate (# of Users/month)	Timeline for 13,000 Users Complete Date
1	4	200 (250 Target)	April 2023
2	8	500	2022
3	12	750	2021
4	16	1000	December 2020

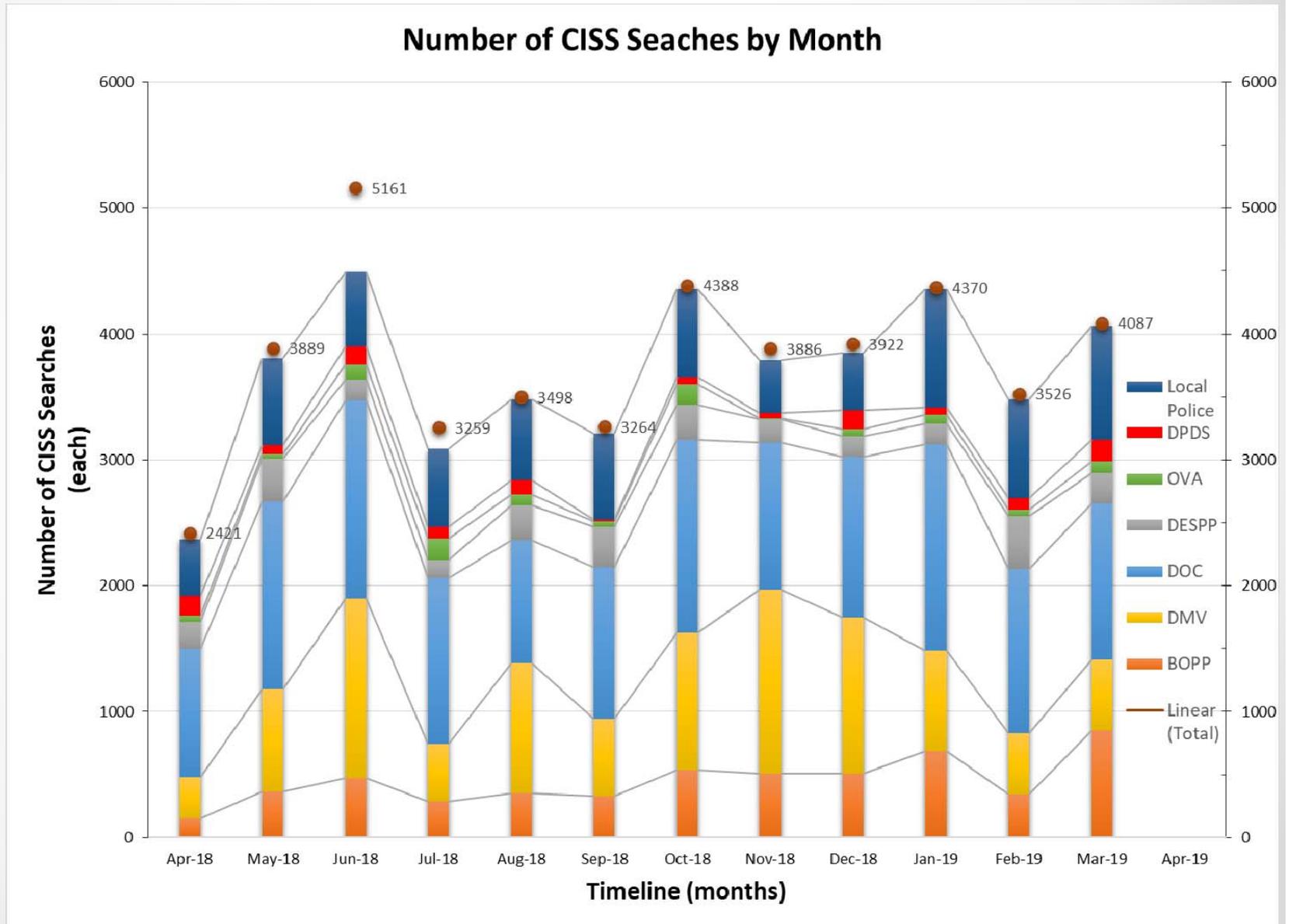
- 1723 Users in Onboarding and the Training Process
- 455 out of the 1723 are complete and active users of the CISS System
- Impact of the new Training Model Math
  - Current approach - Custom Project Plan w/ each PD & Weekly Status meetings
  - New approach - is an “All-In-One” Embedded Training Week (Roll-Call, 30 Minute Basic Access Training, Embedded Trainers, SuperUsers, Instructor Led)
- 1 new Trainer/Public Safety Liaison Hired Dec. 2018 – PD follow-ups
  - Making an impact in tracking commitments and following up contacts



# 13,000 User Onboarding Plan

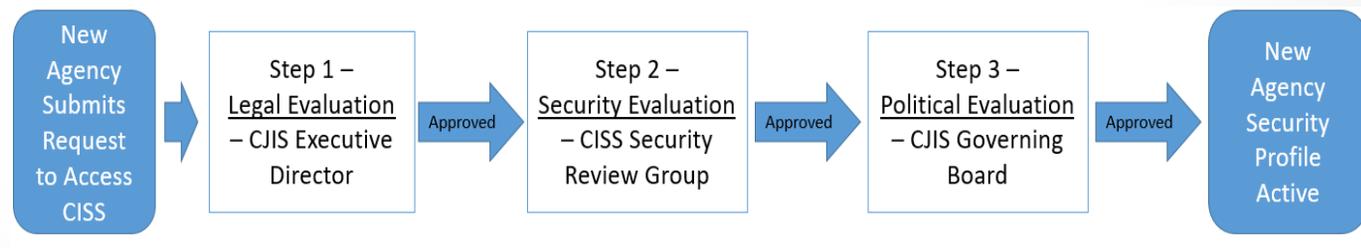


# CISS Usage - Searches

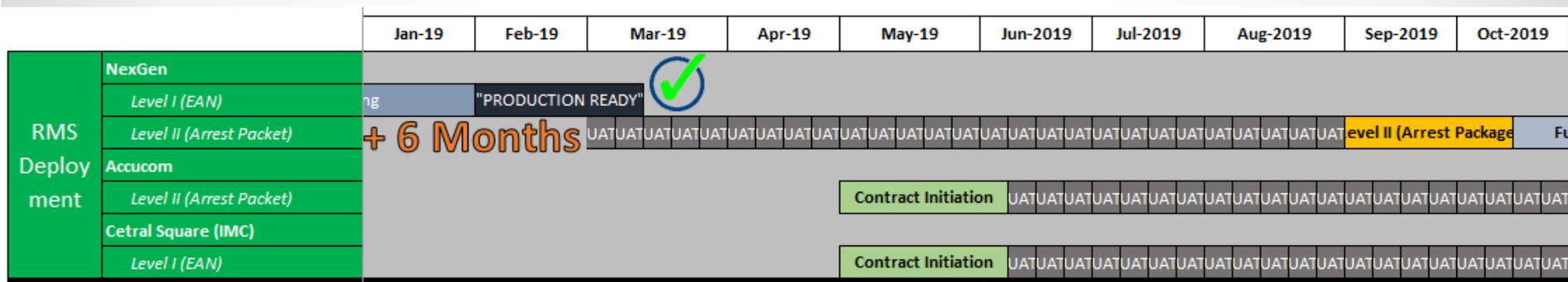


# New Agency Participants

- New Participant Interest
  - Interest in CISS Search is strong, potentially big Agency side business impacts and e-business workflow improvements
    - Department of Consumer Protection
    - Department Social Services
    - CT Sentencing Commission
- Small number of new CISS Search users
- Large increase in the number of CISS searches



# RMS Development Timeline



## NexGen

-  Completed Level 1 into Production 3/20 (Alpha Site Farmington)
- Level 2 started - the NexGen Dev. Team focus now
  - target completion is Oct. 2019

## Accucom

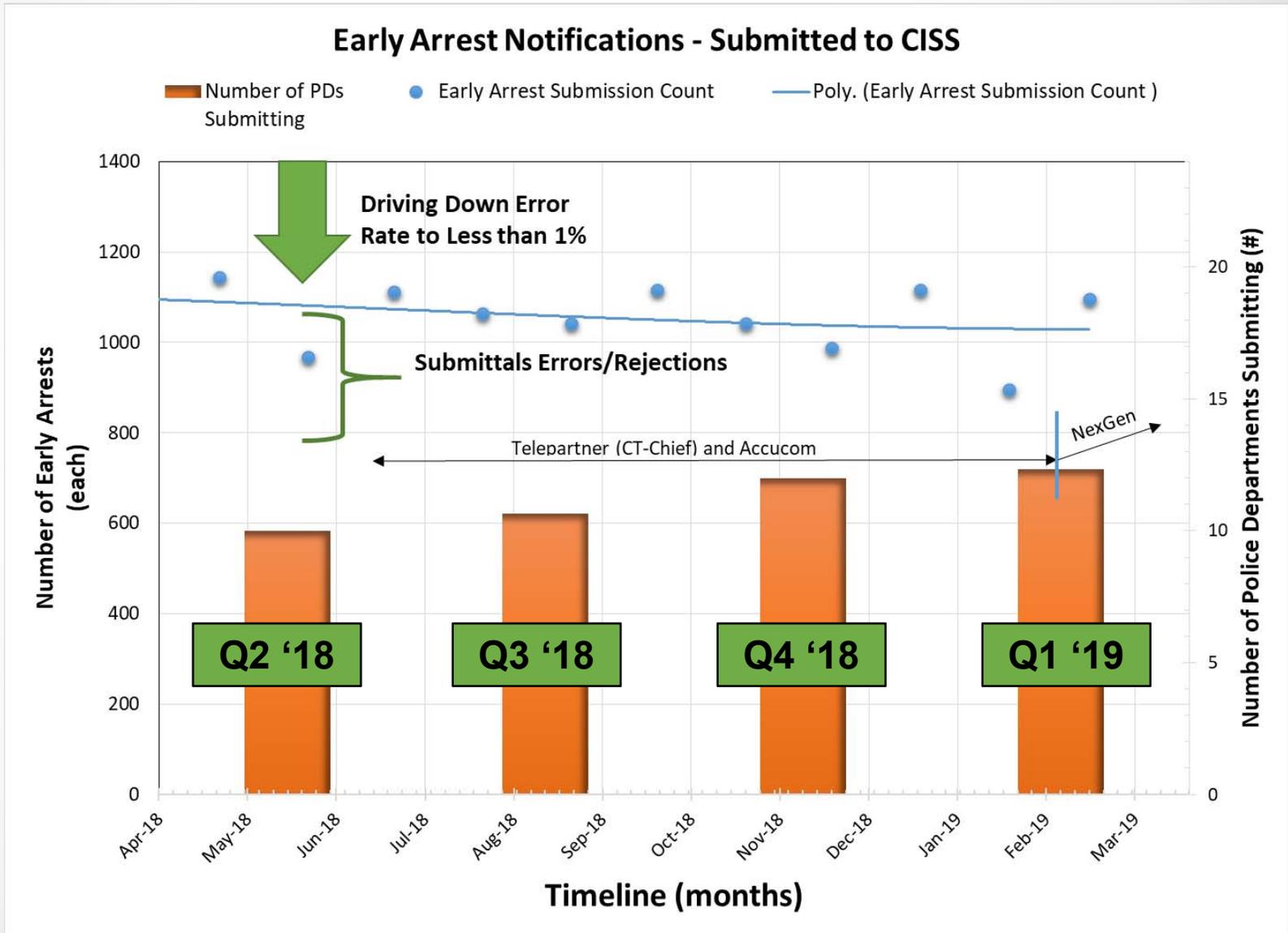
- CT Agencies working on contract approvals
- Vendor eager to kickoff Level 2 (target completion is Dec. 2019)

## Central Square (IMC, SunGuard, Inform)

- CT Agencies working on IMC contract approvals and PO
- IMC eager to kickoff Level 1 (target completion is Dec. 2019)



# RMS Early Arrest Submissions



# CISS Scope Completion & Deployment Phase

## Key Success Factors

### ➤ Secure CJIS Funding

Bond Fund Request \$8.9M - CISS Deployment



Formal Request Completed

Inmate Phone Revenue - State Employee Salaries and Vendor Support



Working with OPM and Co-Chairs

General Fund - Operational Support



Funding is less than needed.  
Working with OPM.

### ➤ CISS Operational Support

State Employee Hiring



Hiring effort in progress with issues needing to be resolved.

Maintenance and Support Vendor



Contract execution pending.

Consultants



Funding dependent on \$8.9M Bond Funds requested.



# CISS Scope Completion & Deployment Phase

## Key Success Factors

### ➤ Partnership with Stakeholders and RMS Vendors

Configure PD and DESPP routers for CISS Connectivity

Status



Notes

PDs and DESPP routers configuration in progress.

CISS Search Users 1,723 out of Approx. 13,000



Need Bond Funds to hire 3 additional teams complete work by end of 2020.

Deploy CISS Workflows from RMS to CJIS Agencies



Good progress with RMS vendors, Judicial and DCJ.

### ➤ Identify and Close Gaps Required by Stakeholders for CISS Deployment

New Required Information Exchanges for CISS Workflows



Working with Stakeholders on 'Model Office' and requirements.

Stakeholder Change Requests based on CISS usage feedback



Working with Stakeholders on requirements; Additional data elements needed in Search.



# CISS Scope Completion & Deployment Phase

## Key Success Factors

### ➤ Score Card - Envisioned Tangible and Intangible Benefits

DMV Early Arrest Information



DMV expressed very positive feedback with new efficiencies.

BOPP Information Exchange – Provides Case, Disposition and Schedule Notification feed



BOPP has expressed positive feedback and new efficiencies.

### ➤ CISS User Group

Form CISS User Group to Increase Value Provided



Upon completion of Releases 5 & 9 CJIS will start the process.

### ➤ Stability in Leadership and strong Governing Board Support

CJIS Governing Board Support



Support is good.



# CJIS DevOps Support Resources

State Employees

Vendor Maintenance & Support

Consultants



Inmate Phone Revenue Fund

Combination of Inmate Phone Revenue and General Fund

Combination of Inmate Phone Revenue and General Fund

Provide Service Level Agreement (SLA) Services Required with 99.99% Uptime



# CJIS Operational Support: State Employee Positions

## ➤ State Employee Positions

1. ITA3 – System Administrator
2. SME - .NET Developer
3. SME - SQL Database Administrator
4. SME – Technical Infrastructure
5. ITM2 – Business Manager

## ➤ Issues Requiring Mitigation

1. Low starting salaries for technical positions compared to market
2. Durational Positions do not attract qualified candidates
3. Managers have not had inflation increase since 2014.
4. Forty-hour week needed for non-managers



# CISS Enterprise Architecture (EA)

## National Standards

1. NIEM - National Information Exchange Model
2. GFIPM - Global Federated Identity and Privilege Management
3. FBI CJIS Security Policy Compliant

## CISS Infrastructure

1. Reliable - High Availability, Redundancy
2. Centralized Management - System Center Suite, Service Manager
3. Security - Enterprise Firewall, Advanced Windows firewall , group policies, etc.
4. Scalability/Agility - Hyper-Converged Infrastructure
5. Data Protection – Offsite Disaster Recovery in 2 Data Centers

## CISS Applications

1. RMS and CJIS Agency Application Programming Interface (API)
2. Conduent Code – Early code review satisfactory; Need more table driven code capabilities
3. CISS Applications – Latest technologies used; Need to reduce cost of ownership



# CISS Project Update

<b>CISS PHASE-1 BOND FUND BUDGET SUMMARY TO 03/31/19</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 2019 Inclusive	\$ 56,324,806	
<b>Total CISS Expenses from Bond Fund</b>	<b>\$ 56,324,806</b>	
<b>CISS EXPECTED FUTURE BOND EXPENDITURES FROM 04/01/19 TO DATE 08/31/19</b>		
<b>Phase 1:</b>		
Consultant Labor**	\$ 1,919,723	
Xerox Contract Remaining Costs	\$ 1,356,139	
RMS Vendor Connectivity Budget	\$ 900,000	
CISS Budget for Hardware Infrastructure Completion	\$ 419,332	
<b>Total Future Expected Cost</b>	<b>\$ 4,595,194</b>	
<b>*Total Expected Costs for CISS Phase -1***</b>		<b>\$60,920,000</b>
<b>Expected Bond Funds Remaining for CISS Phase-2</b>		<b>(\$0)</b>
<b>CJIS Requested Bond Funds of \$8.9M for CISS Phase-2 (Legislative approvals pending)</b>		<b>\$ 8,900,000.00</b>
<b>Note:</b>		
* Bond funds received to date.		
** The Consulting Labor costs to complete the work are greater than the available funds. CJIS will revise financial plans and work with OPM to help close the gaps until the Bond funds requested are available.		
*** Planned 18 state positions not filled and budgeted to be paid from inmate phone revenues. <u>An MOU to use the Inmate Phone Revenue budget for CJIS Operation Support is in progress.</u> Consultants are used instead of state employees who are paid from bond funds.		



# CISS Phase 1 Project Closeout

<u>Project Closeout with Conduent</u>	<u>Status</u>	<u>Dates</u>
➤ Checklist Key Items:		
1. Complete all Releases, Test and Deploy to Production		Release 5 and 9 Due in May 2019; MultiVue Testing due in July 2019
2. Requirements Traceability Matrix (RTM)		In Progress; Due in May 2019
3. Key Performance Parameters (KPPs) project has met the goals established		Due in July 2019
4. Code Defect Resolution under warranty		In Progress; Due in May 2019
5. Approved Stakeholder Change Request		Due in July 2019
6. Knowledge Transfer from Vendor to CJIS with Documentation		Due in July 2019
7. Administrative Legal and Financial Obligations		Due in July 2019
8. Phase 1 Closure Report		Due in September 2019

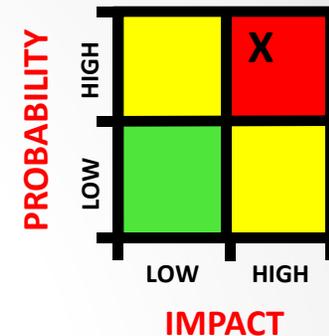


# CISS Key Project Risks & Mitigation

## #1 RMS Vendor Participation Does Not Provide 90% + of All Arrests to CISS

### Mitigation:

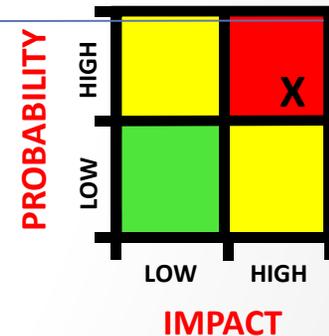
- Contract largest RMS vendors with CISS to get 90%+ arrest information in the state
- Support Law Enforcement Agencies (LEAs) to migrate to RMS vendors connected to CISS
- CISS Connectivity as required Standards in CT Contracts and add in new legislation.
- Provide solution(s) for LEAs with non-CISS connected RMS to get arrest Info to CISS



## #2 Stakeholder Support . Current CJIS Agency state budgets do not include funding for resources to implement the CISS.

### Mitigation:

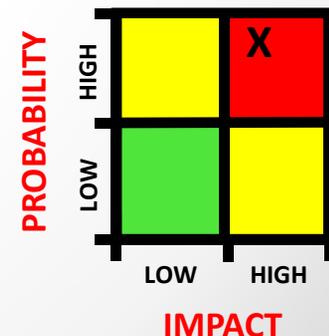
- Tiger Teams - CJIS will continue to provide technical and logistical support to Agencies for CISS implementation.



## #3 Funding for CISS Deployment. The requested \$8.9M in bond funds for deployment of CISS will not be available by August 2019 or at all.

### Mitigation:

- CJIS will continue to work with OPM and CJIS Management for approvals of the requested \$8.9 M to complete the deployment of CISS state-wide as planned.



# CISS Project Health Check

Reporting Period 01/24/2019 – 04/25/2019

End user experience varies greatly across agencies. Some agencies receive the data they need in CISS and have fully integrated search into internal processes. These agencies express high levels of satisfaction. Other agencies are either limited in their search use, or not using CISS at all. Anticipation for the full rollout is high.

- Why agencies are not using CISS:
  - Agency gets more data access from other source systems
  - CISS doesn't include data they use
  - Agency will utilize CISS once workflow pieces are in place



# Update to Survey

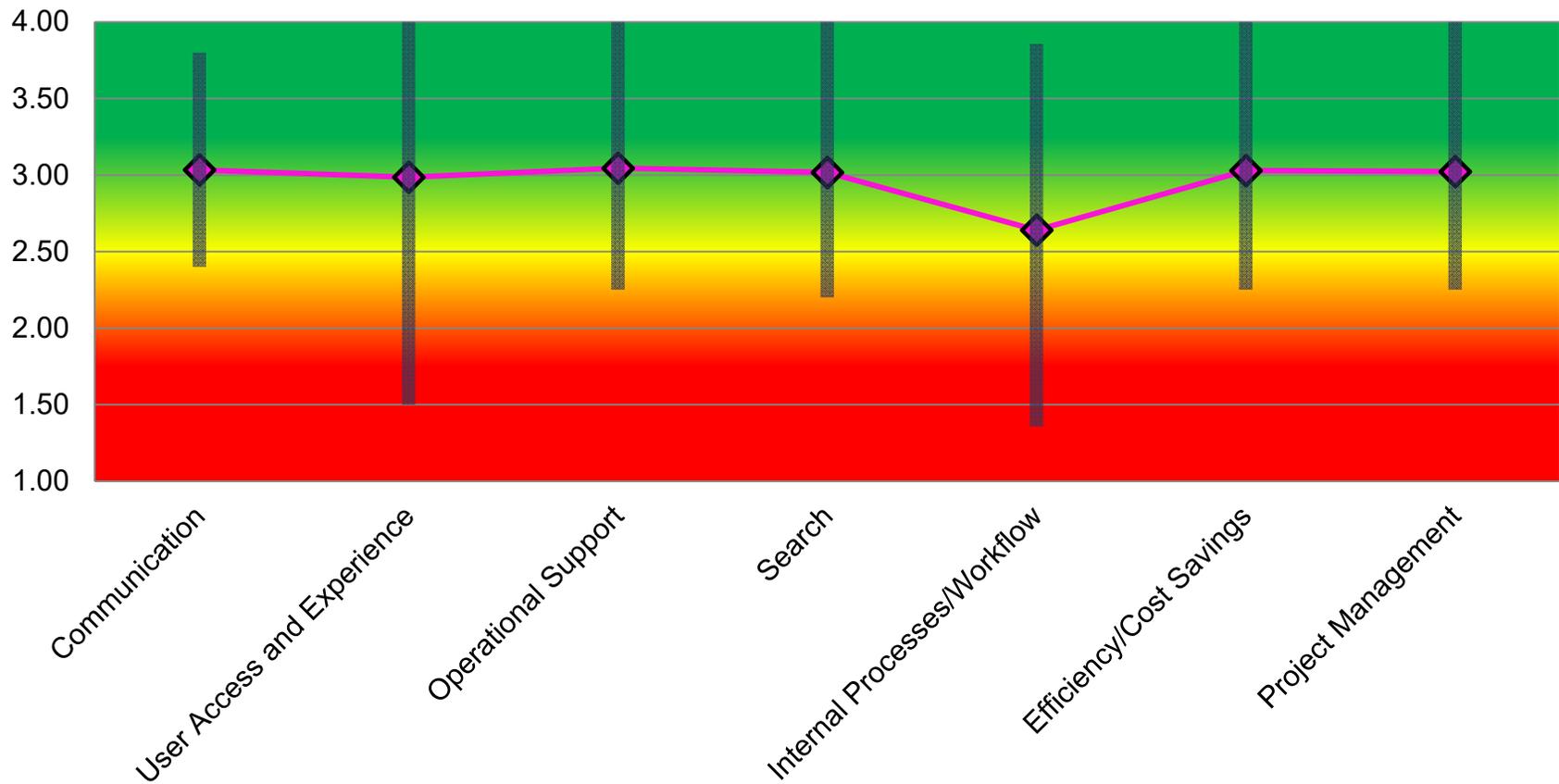
- Questions were updated to match project phase
- Wide range of responses to questions across different agencies. Due to:
  - Whether agencies are currently using CISS Search
  - Whether agencies have internal systems/processes in place to handle CISS implementations
  - Whether currently implemented releases meet agency specific needs
- As CISS implementation progresses, stakeholders for surveys and interviews may change or expand to include those more closely involved with work in the system.



# CISS Project Health Check

Reporting Period 01/24/2019 – 04/25/2019

### Average Category Rating - All Agencies



# CISS Project Health Check

Reporting Period 01/24/2019 – 04/25/2019

## Key Risks

Risk	Why Critical
<b>The lack of an Operational Support Plan</b>	An Operational Support Plan is not in place. Without a clear, fully funded operational support plan, the long-term success of the project is at risk.
<b>Users with access to CISS source systems find data more complete than CISS</b>	If end users find that source systems give them better access to the data needed for their jobs than CISS, users may not use CISS.



# CISS Project Health Check

Reporting Period 01/24/2019 – 04/25/2019

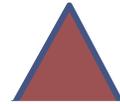
## Key Recommendations and Actions

- **Operational Support Plan**
  - Recommendation: The Governance Committee and Board need to remove any obstacles in getting a plan signed off, funded, and implemented.
- **Access to Data in CISS**
  - Current Action: The CISS PMO is working with agencies that currently have access to data in source systems, but that do not have access to that same data in CISS to facilitate access where appropriate.
- **Prolonged Rollout of GAs (duplicate work)**
  - Recommendation: The PMO should ensure all the testing procedures and resources are in place and clearly communicated
  - A tight, but realistic timeline should be delivered to impacted stakeholders
  - All efforts should be taken to minimize how long double work is required
- **Quarterly Cross-Agency Meeting**
  - Current Action: The PMO is re-starting the Project Status Meetings with stakeholders again this May.



# CISS Project Health Check

## Looking Forward



### **Administer**

- Health Assessment Surveys
- Planned: 5/27/2019

### **Perform**

- Interviews
- Planned: 6/3/2019

### **Review**

- Report to the Governing Board
- Planned: 07/25/2019



# CJIS Governing Board 2019 Meeting Schedule

## Next Meeting

Thursday, July 25, 2019

1:30 PM – 3:30 PM

**All meetings are held at:  
Division of Criminal Justice**

**Training Center - Office of the Chief State's Attorney**

**300 Corporate Place**

**Rocky Hill, CT 06067**

## 2019 Meeting Schedule

Thursday, July 25, 2019

1:30 PM – 3:30 PM

Thursday, October 24, 2019

1:30 PM – 3:30 PM

