



# Criminal Justice Information System Governing Board Meeting

July 25, 2019

# Agenda

- Welcome
- CISS Project Update
- Deployment Update
- CJIS Program and Budget Update
- Qualis: CISS Project Health
- Other Business



# Summary

- High Level Achievements
- Governance of CJIS
  - Increasing the Number of CIS Search Users
    - CSSD Parole Officers
    - Bond Commissioners
    - Other New Requests
  - CJIS Governance Standards and Documents
- Deployment
  - Search Deployment
  - Workflow Progress
  - CISS Project: Where Are We?
- Operations Support
  - Support Contract Update
  - Funding Risks and Issues
- Comagine (formerly Qualis) Project Health Report



# CISS Phase 1 Update

## Phase I Search Release Status

		Jun-2019				Jul-2019				Aug-2019				Sep-2019				Oct-2019		
Release	Week #	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	242	243
	Week Ends	6/7	6/14	6/21	6/28	7/5	7/12	7/19	7/26	8/2	8/9	8/16	8/23	8/30	9/6	9/13	9/20	9/27	10/11	10/18
9	S8 - DMV Vehicles	"PRODUCTION READY"																		
	S8 - DMV Drivers																			
	S9- SOR (DESPP)																			
	S14 - Wanted File (DESPP)																			
	S10 - CMIS (JUD)																			
	P3 - Portal/UI/Notification/DQM																			
	P5 -Portal/UI/Reporting/Agency Security																			
5	ECM Search/Retrieval																			
	RMS Search/Retrieval																			
	MultiView UAT Testing																			
		Fast Recrawl				Regression Testing				Source	MultiVue Build Promotion				"PRODUCTION READY"					

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



# GA9 Deployment

		Jul-19				Aug-19				Sep-19				Oct-19				Nov-19				Dec-19							
Release	Week #	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251				
	Week Ends	7/5	7/12	7/19	7/26	8/2	8/9	8/16	8/23	8/30	9/6	9/13	9/20	9/27	10/4	10/11	10/18	10/25	11/1	11/8	11/15	11/22	11/29	12/6	12/13				
GA 9 Workflow Rollout	GA 9/LEA/NexGen Level II Kickoff	[Dark Blue Bar]																											
	CISS/DCJ/Judicial Workflow Requirements and Design Finalization	[Dark Blue Bar]																											
	NexGen Level II Development	[Dark Blue Bar]																											
	DCJ CMS Development Sprint	[Dark Blue Bar]																											
	GA9 LEA Command Staff Kickoff					[Dark Blue Bar]																							
	CMS Data Load					[Dark Blue Bar]																							
	GA9 State Police Command Staff Kickoff					[Dark Blue Bar]																							
	Enable CISS/Judicial Information Exchanges													[Dark Blue Bar]															
	CISS/Criminal Interface Deployment													[Dark Blue Bar]															
	Full end to end Integration Testing																	[Dark Blue Bar]											
	End User Training (PD Court Liaison/Court Clerk/Prosecutors)																	[Dark Blue Bar]											
	GO LIVE																												

- CJIS - DCJ/Judicial/DESPP/RMS Partnership paying dividends
- October Statute updates in Criminal



# CISS Project Phase 1 and 2

## Phase 1 – Build the Foundation

- Requirements
- Design
- Build Infrastructure
- Build Code
- Test
- Production System Ready for Users by end of August 2019
- Test System with Small Group of Users

we are here

## Phase 2- Deploy to End Users State-Wide

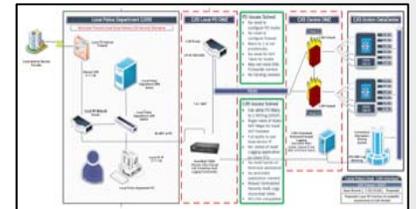
- Deploy CISS to About 13,000 Users State-Wide
- Complete deployment scheduled by end of 2021
- Deploy Workflows

Note: Deployment is dependent on funding requested



# CISS User Deployment

- RMS Vendor – Software Deployment for Early Arrest Submittals
  - NexGen’s first two PDs are live and online – Alpha Group
    - Farmington PD Approaching 100% success on RMS submissions
    - Wethersfield PD – Live on 7/9/19.
- Agency/Police Department Preparation
  - Continued great interest from PDs and New State Agencies to get CISS
  - Officer Safety, Public Safety, Solvability Factors, Cost Savings
- Connectivity - (PD LAN Network) to CJIS Router
  - Mini SonicWall Firewall Solution - Eight (8) Deployed and Five (5) in process
  - Standardized connectivity model
  - Total PDs connected is now 32 (of the 93 – Initial Group)
- CISS Search Training - PD new search test users
  - Over 1000 Test Users → 500 (network) access → 100 regularly active users
    - Many State and Law Enforcement Agencies have developed small groups of Base-Workflow and case-ingestion groups that are focused on performing all of the routine CISS Searches.



# RMS Development Timeline



## NexGen

- ✓ • **Completed Level 1 Development and is in Production**
- ✓ • Farmington online since 3/20, Programming Improvements
- ✓ • Wethersfield 7/9 – Early Arrest Notifications
- ✓ • **Level 2 Kickoff Meeting - the NexGen Dev. Team focus now**
- Target completion is Oct. 2019 – Full Arrest Package (Paperwork)

## Accucom

- ✓ • **CT State Agencies completed the contract approvals and PO**
- ✓ • **Level 2 Kickoff Meeting 6/28/19**

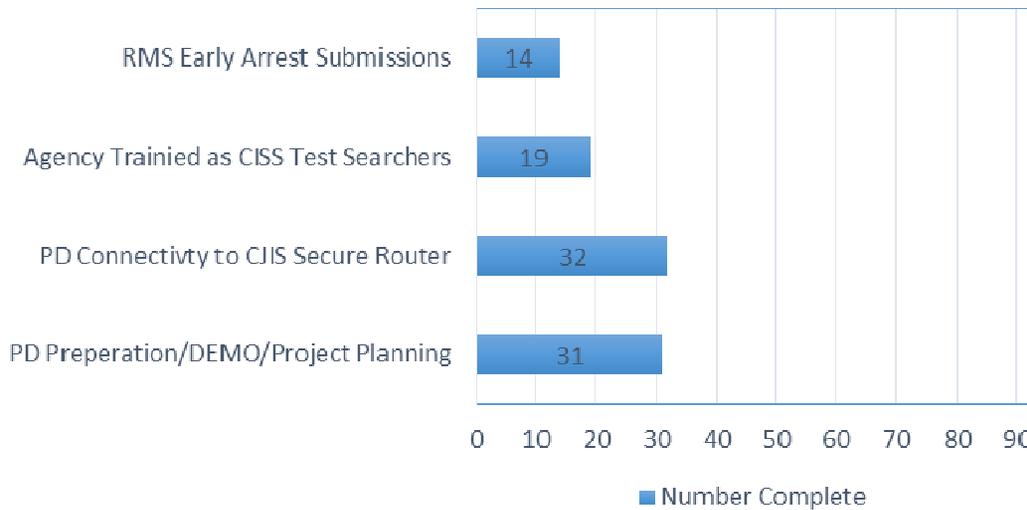
## Central Square (IMC, SunGuard, Inform)

- **CT State Agencies working on IMC contract approvals and PO**



# Search Deployment Progress

**PD Agencies - Number Complete**



Project Elements are four (4) Main Tasks at each PD

1. Command Staff Sessions
2. Network Connectivity
3. CISS User Training
4. RMS Vendor Early Arrests (Milestone Results Tasks = 279)

**Waiting For RMS Vendor (9)**

Cromwell, S. Windsor, Weston, Trumbull, Rocky Hill, Guilford, E. Windsor, Ridgefield, Berlin

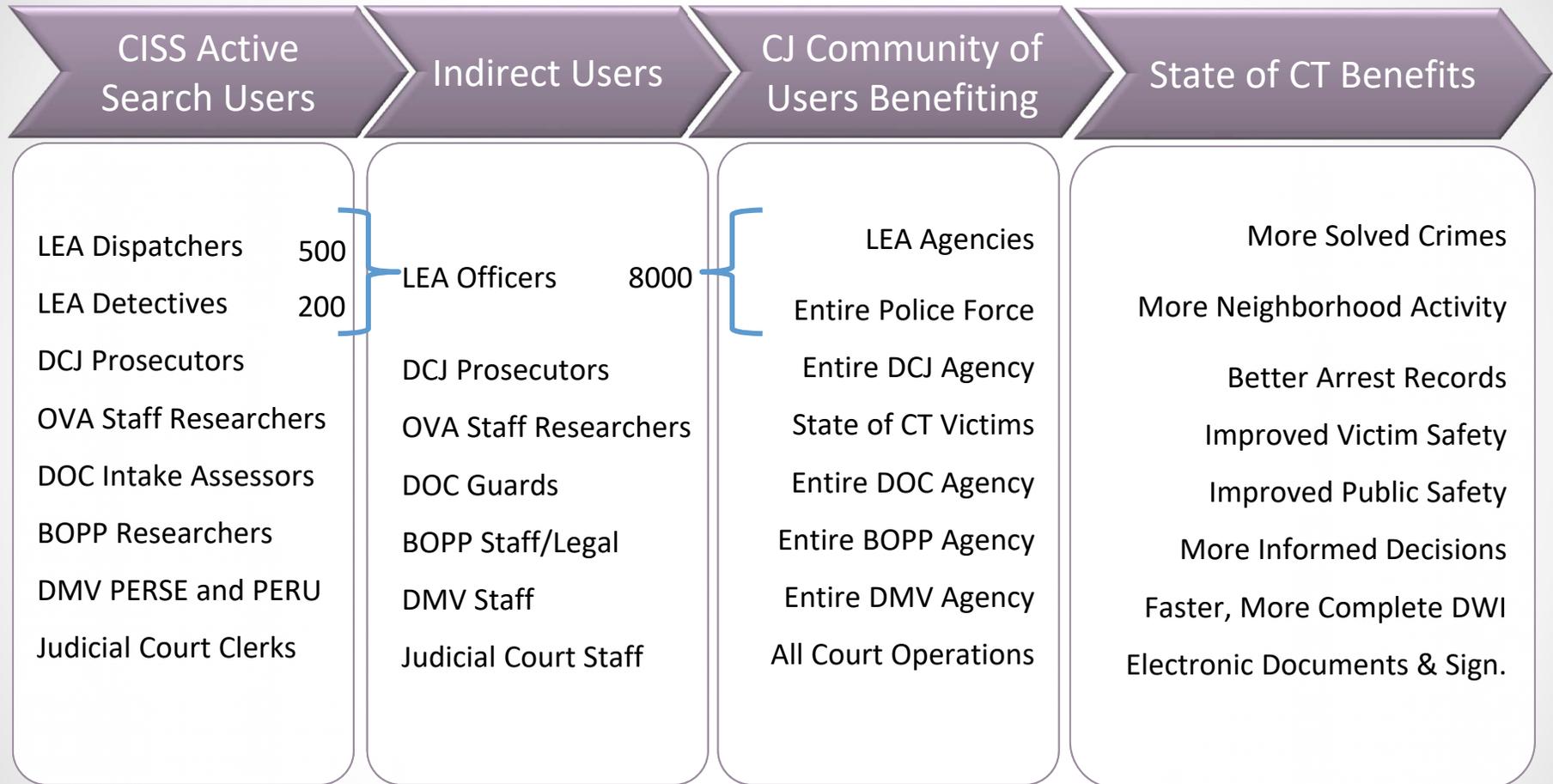
**All Tasks Complete (9)**

New Britain, Orange, Plainville, Farmington, Enfield, Coventry, Plymouth, Redding, W. Locks



- 23% of Deployment Tasks have been completed (Results Tasks = 279)
- Green is Complete
- Yellow is waiting for RMS Vendor to turn on new software

# CISS Impact to Criminal Justice Community



+13,000

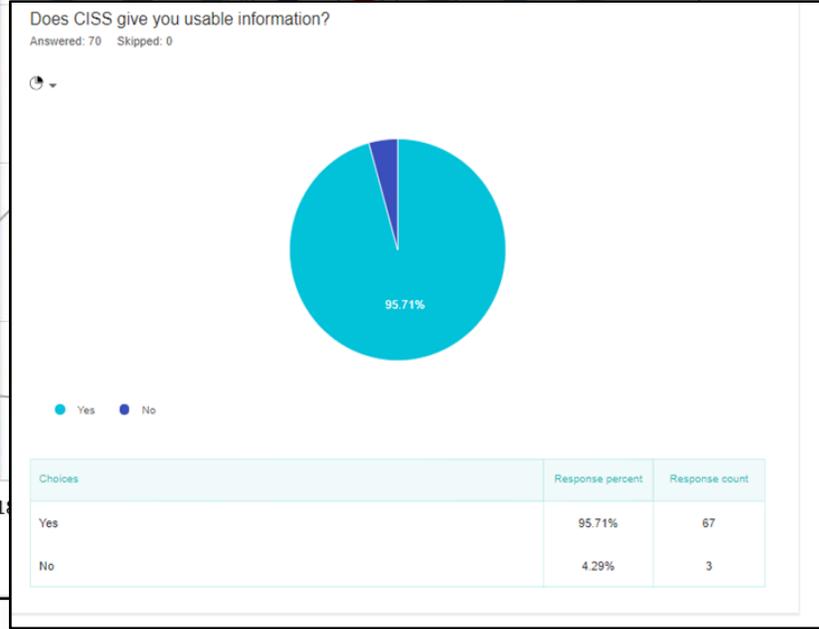
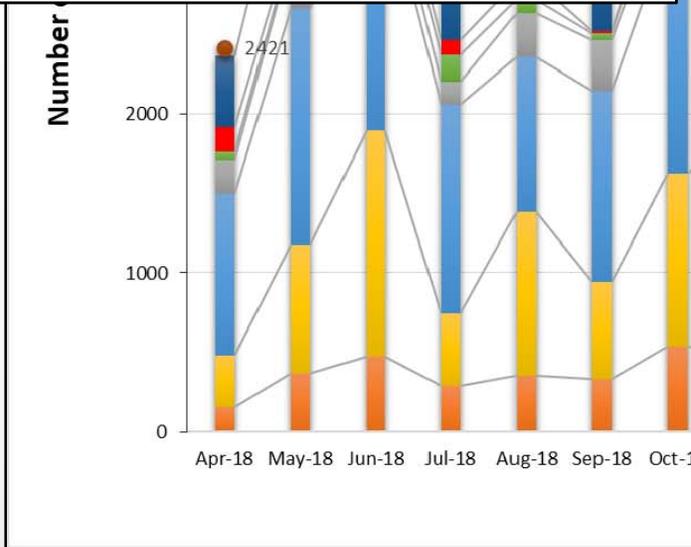
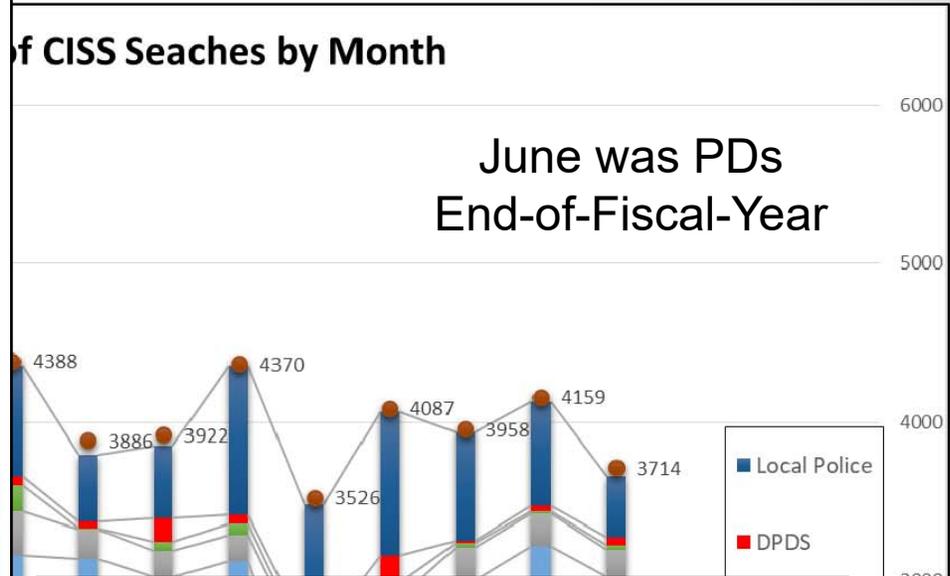
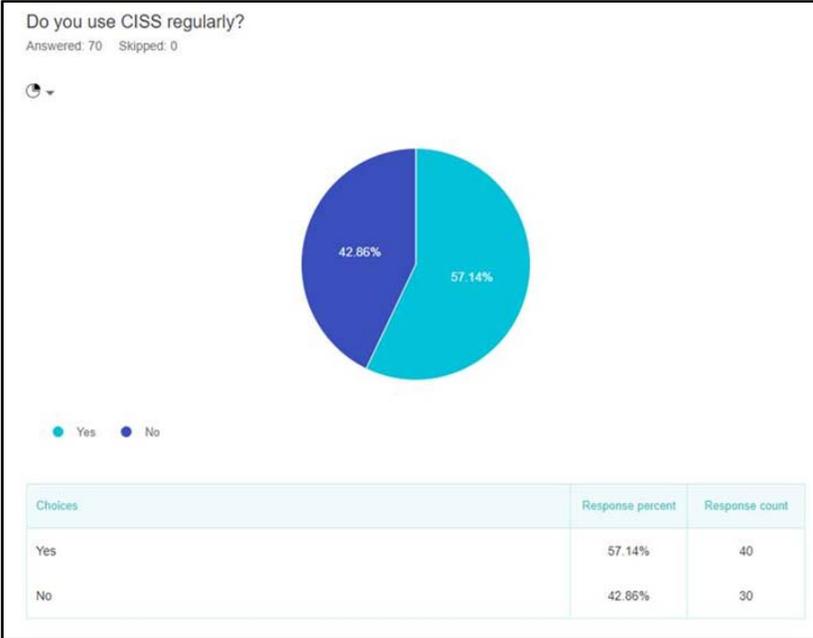


+23,000



+Everyone

# CISS Usage - Searches

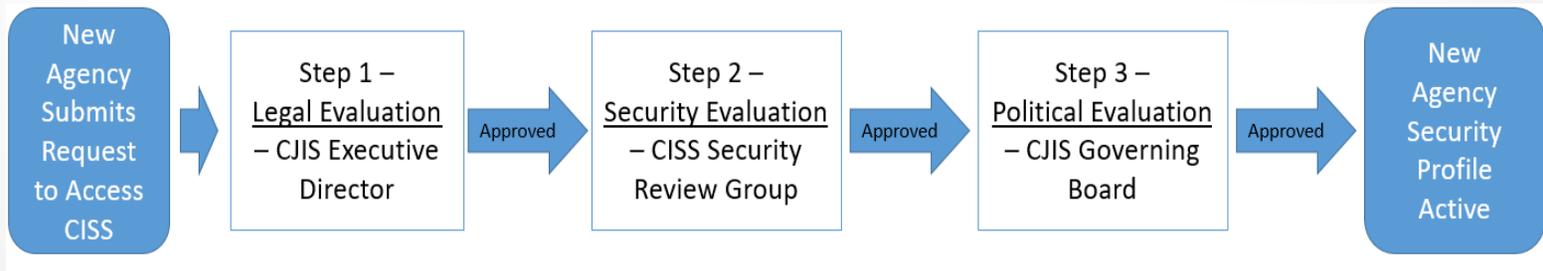


# New Interest

- Interest from existing stakeholders for enhancements
- Interest in CISS Search is strong, potentially big Agency side business impacts and e-business workflow improvements



Agency Name	CISS Search	CISS Workflow	CJIS Analytics
Department of Consumer Protection	✓	✓	
Department Social Services	✓		
CT Sentencing Commission			✓
State Marshals			✓
Department of Revenue Services	✓		



# Criminal Justice Information Standards

- Stakeholder requests for new standards
  - CJIS as an official host of a single version of CJ Forms Repository
  - Judicial Statute Service delivered by CISS
    - All Agencies shall have daily feed of the single source of truth
    - Judicial can update and revise the Table, changes propagate daily
      - Recipients: State Agencies, RMS Vendors, Municipal Police, Prosecutors, Public Defenders, CT State Police, and
      - A Human Readable Version



# Incredible Potential of the CISS System

## Key Benefits:

- Consistent with the Governor's desire to leverage technology
- Enhance efficiencies between stakeholder agencies
- Significantly enhance public and law enforcement safety
- Potential cost savings to the state in the long term
- Prevents the need for law enforcement to hand-deliver criminal justice records each day to Clerks and Prosecutors in courthouses
- Completion of CISS is critical to the deployment of the DCJ Case Management System and other systems
- CISS provides essential data to meet statutory required functions such as Racial Profiling Prohibition, reporting functions and upcoming Act S.B. No. 880 to increase fairness and transparency in the Criminal Justice System



# CISS Information Exchanges and Digital Government

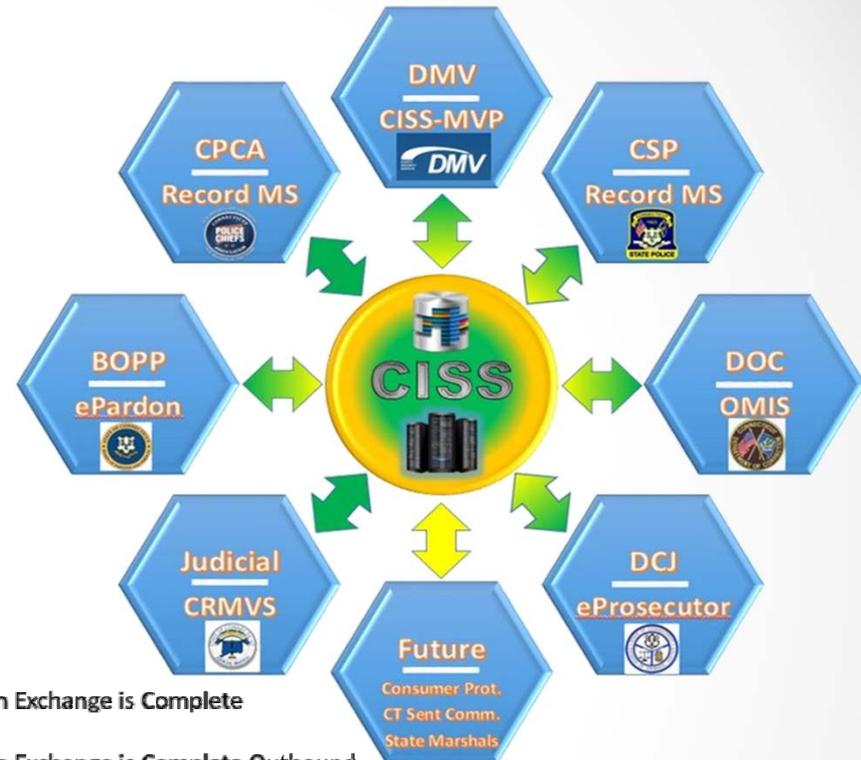
- Law Enforcement Agencies send arrest packages electronically through CISS instead of driving them to court
- CISS Electronic Workflows is the central hub to receive arrest packages and send to CJIS Agencies
- CJIS Agencies with electronic case management system receive CISS Information Exchanges:

- DCJ (CMS in Development)
- DOC (CMS in Development)
- BOPP (CMS in Development)
- Judicial (Criminal)



Information Exchange is Complete

Information Exchange is Complete Outbound



- Creates standards and consistent processes by using one version of statutes table and standardize arrest forms
- Improve data quality across CJIS agencies and bring the Digital Government back office for Criminal Justice, which is consistent with Governor's desire to leverage technology



# 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 August 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 August 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 August 2019
7. Administrative Legal and Financial Obligations		Due in August 2019
8. Phase 1 Closure Report		Due in September 2019



# CJIS Operational Support:

- AIC Maintenance and Support Kickoff July 2019
- Hire 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 and Risks Requiring Mitigation
  1. Attracting qualified candidates (dual position, salaries, etc.)
  2. Forty-hour week needed for non-managers
  3. “Talent Flight” - CJIS IT Managers may move to other agencies for financial reasons
- CJIS Administrative Purposes Only (APO) Update with DESPP



# 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 to get MOU in place and seeking alternate source of funding

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 executed support started July 1, 2019

CJIS 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 Bond Fund and Operational Budget

<b>CISS BOND FUND and OPERATIONAL BUDGET SUMMARY</b>		
<b>BOND FUNDING</b>	<b>Amounts</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 06/01/19 TO DATE 10/31/19</b>		
<b>Phase 1:</b>		
Consultant Labor**	\$ 1,927,411	
Xerox Contract Remaining Costs	\$ 1,348,451	
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</b>
<b>Total Project Costs for Build and Deployment Statewide</b>		<b>\$ 69,820,000</b>
<b>OPERATIONAL BUDGET</b>		
FY 20 General Funds	\$ 2,685,000	
FY 20 Inmate Phone Revenue***	\$ 5,097,152	
<b>Total Annual Operational Budget Requested</b>		<b>\$ 7,782,151.59</b>
<b>Notes:</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.		

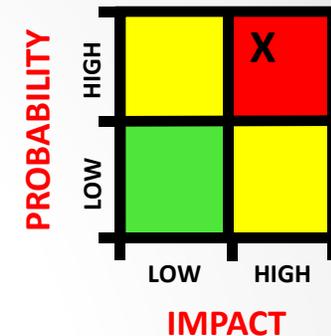


# CISS Key Project Risks & Mitigation

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

### Mitigation:

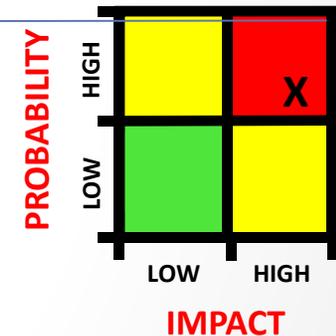
- Contract largest RMS vendors with CISS to get 90%+ arrest information in the state
- Support Law Enforcement Agencies (LEAs) to migrate to RMS vendors connected to CISS
- CISS Connectivity as required Standards in CT Contracts and add in new legislation.
- Provide solution(s) for LEAs with non-CISS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

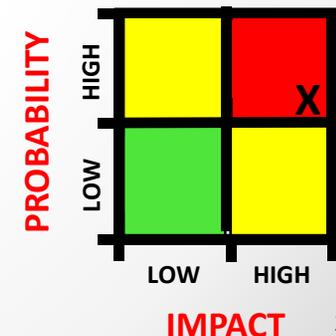
- Tiger Teams - CJIS will continue to provide technical and logistical support to Agencies for CISS implementation.



## #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 04/25/2019 – 7/25/2019

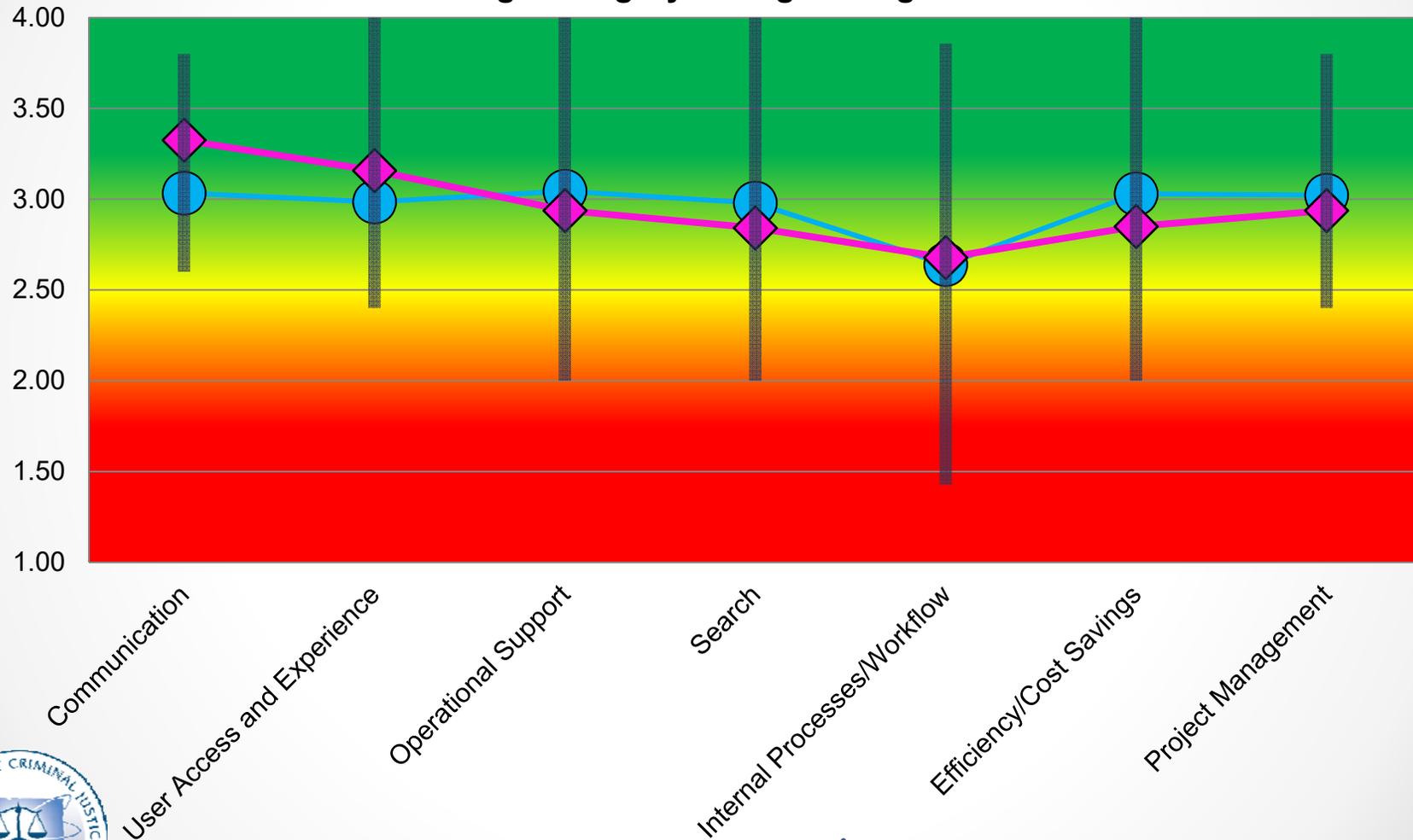
Agencies are eager to start the implementation of the workflows and RMS data. For most users that is where they receive the true benefits and efficiencies. Stakeholders were tired from having to do more with less staff but are more positive about the project than at any time since we started in 2014.

- Most remaining issues and risks need to be addressed by the Governance Committee and/or Governing Board:
  - Funding
    - Operational Support
    - Long-term Project funding
  - Standardization and de-duplication of key data sources



# CISS Project Health Check

## Average Category Rating - All Agencies



 This quarter's value

# CISS Project Health Check

Reporting Period 04/25/2019 – 7/25/2019

## Key Risks

Risk	Why Critical
<b>Long-term Funding</b>	<b>Long-term funding for both Operational Support and full phase 1 implementation and phase 2 development is essential to have CISS reach full implementation and to support ongoing maintenance. Without it, the project will almost certainly fail, and State funds and agency resources will largely be viewed as wasted.</b>
<b>Duplicative Data and Interfaces</b>	<b>Having CISS be the source for data searches and interfaces is key to the project's potential efficiency gains. Developing and maintaining duplicative interfaces and data searches will constrain resources and create a less efficient system.</b>



# CISS Project Health Check

Reporting Period 04/25/2019 – 7/25/2019

## Key Recommendation

### Funding

- Recommendation: The PMO should develop a cost/benefit analysis that clearly shows the benefits across all criminal justice agencies and the general public, once the system is fully implemented.
- It is essential that the cost/benefit use projected benefits at full implementation. Even these will likely be lower than actual benefits because large scale systems like these are often used in creative ways not foreseen by developers and additional functionality will almost certainly be added to increase benefits, as long as support staff is properly funded.



# CISS Project Health Check

## Looking Forward



### **Administer**

- Health Assessment Surveys
- Planned: 9/9/2019

### **Perform**

- Interviews
- Planned: 9/16/2019

### **Review**

- Report to the Governing Board
- Planned: 10/24/2019



# CJIS Governing Board 2019 Meeting Schedule

## Next Meeting

Thursday, October 24, 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, October 24, 2019

1:30 PM – 3:30 PM

