Criminal Justice Information System
Governing Board
State of Connecticut
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CJIS Governing Board Meeting – Special Session
March 19, 2014, 9:00 am
Division of Criminal Justice, 300 Corporate Place, Rocky Hill, CT 06067

CJIS Governing Board Members and Designees in attendance

Michael P. Lawlor, *Co-Chair, Under Secretary, Office of Policy and Management*; Judge Patrick L. Carroll, III, *Co-Chair, Chief Court Administrator, Judicial*; Brian Carlow, *Designee, Division of Public Defender Services*; Cheryl Cepelak, *Designee, Department of Corrections*; Melody Currey, *Commissioner, Department of Motor Vehicles*; Kevin Kane, *Chief State's Attorney, Division of Criminal Justice*; Richard C. Mulhall, *Chief, Connecticut Police Chiefs Association*; Mark Raymond, *Designee, CIO, Department of Administrative Services, Bureau of Enterprise Systems and Technology*; Dora Schriro, *Commissioner, Department of Emergency Services and Public Protection*; and Erika Tindill, *Chairperson, Board of Pardons & Paroles.*

Other attendees

Karen Buffkin (OPM), James Cetran (CPCA), Bob Cosgrove (DOC), Frank DiMatteo (DPDS), Chris Duryea (JUD), Evelyn Godbout (DCJ), Darryl Hayes (DESPP), Joan Hilliard (DESPP), James Lobb (JUD), Marc Montminy (CPCA), John Russotto (DCJ), Terry Schnure, Celia Siefert (JUD), Richard Sparaco (BOPP), Steven Spellman (DESPP), and Terry Walker (JUD).

CJIS staff and contractors

Phil Conen (Xerox), Patty Meglio, Sean Thakkar, Elizabeth Ugolik, and David Wright (Xerox).

I. Welcome and Introduction

- Judge Carroll, Governing Board Co-Chair, brought the meeting to order at 9:11 am and welcomed everyone. He congratulated Erika Tindill and Steven Spellman on their new appointments as judges in the Connecticut Judicial system.
- Mike Lawlor welcomed Commissioner Schriro to the Board, and asked that those around the table introduce themselves. He then turned the meeting over to Karen Buffkin.

II. Xerox Contract

- Ms. Buffkin brought up two issues that she was working on:
  - Aligning the workflow and deliverables with the work that CJIS is doing. The result was that there is an agreement on a modification of the workflow process, though it is not a final agreement. She also said that based on the fact that it has not been finalized the dates contained in the workflow process for the project will need to be pushed out to reflect the date agreement is reached.
  - Work that Xerox claims is out of scope on the contract may result in an additional cost to the project. There were additional hours due to rework on the business requirements, Jazz configuration (a product neither CJIS nor Xerox was familiar with), the addition of another user acceptance test environment, switching to a different platform and the production of OBTS. Ms. Buffkin said that they reached some agreement on areas of

additional compensation, but there are still some details that need to be worked out. The original estimate for work hours was approximately 53,000. Xerox is claiming for work beyond the original scope of the contract as well as rework an additional 17,229 hours, Ms. Buffkin indicated that there was agreement on approximately half of the 17,229 hours that they are asking for. The contract completion will not be in 2014 as originally planned, but is now projected to be extended to 2016.

- Ms. Buffkin explained that Xerox must report to the state prior to the start of any work if they anticipate any changes that impact costs to divert any further problems with contract expectations. She said that we now have a clearer process for managing the project. David Wright said that they are working on a process with mutually agreed upon steps for key signoffs. Mark Raymond said that the contract manager will be dedicated to holding both Xerox and CJIS accountable.
- Kevin Kane made a comment about stakeholder participation and if the CISS team has the capacity and leadership for the project. Judge Carroll said that the agencies should not expect additional resources and that the agencies should understand that they are likely going to have to do their CJIS work with their existing resources. Sean Thakkar said that they are searching for a new project manager. Ms. Buffkin added that they are looking at filling nineteen state positions to support the CISS project.
- Mr. Kane asked, and Cheryl Cepelak agreed, if the CISS team has a clear understanding of each stakeholder's business processes, and requested a map of where we are headed. They would like to see milestone dates so that they can plan ahead. Mr. Thakkar said that he did provide a release plan in January, but would be glad to resend it to the Board with an April 1st date (as requested by Ms. Buffkin). However, release dates will depend on when the contract amendment is signed. Judge Carroll said that the agencies need more time to plan and there needs to be some acknowledgement of what the agencies are capable of providing for testing. Mr. Thakkar said that he and his staff would redouble their efforts to provide a release plan and project plan, and would communicate better with stakeholders on their needs and on anticipated schedules. He stated assistance from stakeholder personnel would be a fraction of a full time employee and that CJIS will be putting tiger teams in place to assist those agencies with unique needs. Ms. Buffkin reminded the Board of the state's LEAN initiative. She stated that as long as a plan is adhered to, the overall price tag is not significant in terms of the overall cost of Xerox's contract of $14.2M. We're currently in the ten to twenty percent range.
- Ms. Buffkin said that we need to be aware that further project breakdown may require legislative approval. Mr. Kane said that rather than trying to do too much at once it is better to break the project down chunk by chunk. Mr. Lawlor said that this is what we are now doing with the revised plan and Mr. Kane agreed.
- Mr. Raymond said that it will result in a more expensive approach, but will accomplish more. We need to focus on quality communication over volume of communication. Brian Carlow wanted to be sure that the return on investment is to be considered not just in terms of dollars, but the impact on the officers and the community.
- John Russotto mentioned the list of stakeholder comments gathered from the March CISS Monthly Status Meeting. Mr. Thakkar said that we are formulating answers to the questions from this list. Phil Conan is hosting meetings to address some of the issues. Mr. Thakkar said that stakeholders should communicate with CJIS when they need help. He said that CJIS will outline the type of participation that is needed from agencies and provide a schedule.

III. Update on Management Control Agreement (MCA)

- Mr. Russotto went over the draft MCA handout. The individuals working on the document made some changes but are still editing some of the verbiage in the agreement. It was agreed that there needs to be some kind of managed control, but some of the wording is too vague. Understanding

what "criminal justice function" means is an example of the ambiguity within the document. Judge Carroll stated again that the focus of the MCA should be on access and the CSO should have control over that function.

- Mr. Russotto stated that they are also working on writing a response to the FBI letter from early last year. Mr. Russotto said that once we have a clear idea of what our requirements are, we can then approach the FBI.

IV. Conclusion

It was agreed to cancel the next two Governance Committee Meetings due to conflicts in schedules. However, if there are any major developments before the April 17th Governing Board Meeting, another Special Governing Board Session would be scheduled. There being no further business, the meeting adjourned at 10:23 am.