



Criminal Justice Information System
Governing Board
State of Connecticut
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**CJIS Governing Board Meeting — January 17, 2013, 1:30 p.m.
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, Deputy Chief Court Administrator, Judicial*; Leo Arnone, *Commissioner, Department of Correction*; Hakima Bey-Coon, *Designee, Office of Victim Advocate*; Reuben Bradford, *Commissioner, Department of Emergency Services and Public Protection*; 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*; Michael Pollard, *Designee for Sen. Eric Coleman, Co-Chair of the Joint Standing Committee of the General Assembly on Judiciary*; Mark Raymond, *CIO, Bureau of Enterprise Systems and Technology, and Designee, Department of Administrative Services*; and Erika Tindill, *Chair, Board of Pardons and Paroles*.

Other attendees

Cheryl Assis (CRCOG), Brian Austin (DCJ), David Bozak (DOT), Sue Brown (DPDS), Henwell Chou (KTI), Bob Cosgrove (DOC), Mario Damiata (UConn Transportation Safety Research Center), Linda DeConti (OPM), Frank DiMatteo (DPDS), James P. Donnelly (City of New Britain/CRCOG), Chris Duryea (Judicial), Eric Jackson (UConn), John Krewalk (DOT), Eric Liu (KTI), Karl Lewis (DOC), James Lobb (CSSD), Cesar Portillo (DPDS), Terry Schnure, Steven Spellman (DESPP), Thomas Sutkowski (Judicial), Stephen Verbil (DESPP), and James Wardwell (New Britain PD).

CJIS staff and contractors

Jeanine Allin, Dale Brunelle (Microsoft), Phil Conen (Xerox), John Cook, Bob Kaelin (MTG), Richard Ladendecker, Nance McCauley, Margaret Painter, Tanya Stauffer (AIC), Randy Stevens (Microsoft), Mark Tezaris, Sean Thakkar, Elizabeth Ugolik, and Steven Wallick.

I. Welcome and Introduction

- Judge Patrick Carroll, Governing Board Co-Chair brought the meeting to order at 1:35 and welcomed everyone. In his opening remarks, Judge Carroll said that he and Co-Chair Mike Lawlor are committed to dealing “seriously and sensitively with all the concerns expressed by the constituent agencies and their representatives, and will try to find a way to accommodate all those concerns.”
- Mr. Lawlor added that Governor Malloy continues to be “very committed” to this project. Additional bonding funding will soon be committed. We are very optimistic about this project, but as we get into the operational phase, there are a number of concerns that have been raised by a variety of people.
- If there are any things that are on the mind of our constituents, we would like to know. Nothing is going to happen without the concurrence of the community. There are some problems that need to be worked through, and we are committed to doing that.

II. Minutes of previous meeting

Mr. Lawlor asked if there were any additions or corrections to the minutes of the previous meeting, October 18, 2012. There being none, Mr. Lawlor asked for a motion to approve; Michael Pollard moved; Erika Tindill seconded. The minutes were approved unanimously as drafted.

III. PowerPoint Presentation

- Mr. Lawlor introduced Sean Thakkar, CJIS Executive Director. Mr. Thakkar made a few introductory remarks and introduced Jeanine Allin, who recently joined the CJIS staff as a help desk specialist, and also to serve as a subject matter expert for law enforcement. Ms. Allin recently retired as a Sergeant from the Newington Police Department. She has spent 23 years in public safety.
- Mr. Thakkar introduced John Cook, Senior Project Manager, to provide an update on the Offender Based Tracking System (OBTS) and Connecticut Impaired Driver Records Information System (CIDRIS). [Slides 3-4] Highlights were:
 - Key accomplishments for OBTS included search performance improvement, database modifications, and extended admin logs and screens.
 - The team also completed the data purity evaluation of CRMVS, CIB, PRAWN, and PORS.
 - OBTS activities in the next 90 days will include the testing and deployment of OBTS 7.4, continuing work on 7.5, and finalizing deliverables for 7.6. Continue to deploy NASTEL monitoring components for CISS.
 - Key accomplishments for CIDRIS included an increase in the quantity and quality of messages sent. The team also created an exceptions list to increase accuracy rates.
 - The CIDRIS program is moving into a maintenance and improvement phase so efforts will be focused on improvement rather than new applications. We will be expanding support to DCJ, working to achieve near-100 percent accuracy, and implementing the Forms Viewer.
- Mr. Cook then introduced Bob Kaelin of MTG Consulting, the firm that performs independent auditing of the CISS project. [Slides 5-6] Highlights were:
 - Mr. Kaelin said that indicators of quality assurance have not changed much. The only places that saw a change were in Project Management, where risk decreased, and in Oversight, where risk went up a little bit.
 - The factors that drive the risk are being closely monitored by the CISS team. The key point is that now that the project is going into production, deployment needs to “ramp up” in order to meet ROI expectations... based on delivering value to the agencies. The key pieces to increasing the deployment pace are to work on releases simultaneously. In discussions with Mr. Thakkar and the rest of the team this week, Mr. Kaelin said that the team is “ahead of this recommendation and aggressively planning this process.
- Mr. Lawlor asked for an explanation of the difference between the Project Management risk and Oversight risk. Mr. Kaelin stated that Project Management in this context refers to the actual tools – are they managing the project well, do they have a plan, and are they doing it? The team has improved significantly in this area; the tools are in place, planning is routine; when changes are made to the plan, they are immediately documented, and this shows in the way things are getting done. Oversight risk measures the overall program – how well the team is working together and how well they’re keeping their arms around everything. The risk is that the initial “storming and norming” phase is still going on. “The team has not gelled” as we might expect.
- Mr. Lawlor asked why the risk had increased and how he characterized that risk. Mr. Kaelin replied, “The risk has gone up 1 point on our chart, which means 5 percent, which means it’s in the medium-high risk...”

- Mr. Lawlor asked if were conceivable that the risk will decrease by the next quarter’s meeting. Mr. Kaelin stated that the risk assessments are dynamic, so yes.
- Mark Raymond, CIO of the Bureau of Enterprise Systems and Technology (BEST), asked which one of the measures on the chart reflects the deployment pace. Mr. Kaelin listed Development, Implementation, Contractor Performance, Technology (to some extent), Organization, and User Involvement. Mr. Kaelin noted that “User Involvement” could become a bigger factor as we get deeper into the project. The CISS team will have to work very closely with the agencies; decisions will have to be made quickly. “There is a lot of lack of definition – the team needs to work through all of that.”
- Erika Tindill, Chair of the Board of Pardons and Paroles, asked who is using CISS right now. Mark Tezaris stated there are six users now (with a seventh coming on board) in three police departments. He noted that the numbers are intentionally low. The platform that CISS is on right now is not its “home” with the robust platform that we need, so the initial deployment must be cautious.
- Mr. Kaelin turned the program over to Mr. Tezaris, who presented an overview of the program management perspective for CISS. [Slides 7-12] Highlights were:
 - CISS is a large and complex project, one thin slice of which is now in production – basically what the Governing Board saw demonstrated at its July meeting. It uses OBTS as its first source system; over time, more source systems will be added.
 - User access is now limited to Monday–Friday, 11 a.m.–11 p.m.; in the future will be expanded to 24/7.
 - Mr. Tezaris stated that we are sensitive the concerns of our stakeholders and we will redouble our efforts to communicate on a one-to-one basis wherever the need exists.
 - The project management team will be working on high-level planning through mid-February; this will allow our team to provide stakeholders with a 3-month project schedule, request for resources needed, and the skill level required of those resources.
 - Begin implementation of the next three waves, which will overlap.
- Michael Pollard asked if the lessons learned process is a formal process and if actionable items will result. Mr. Tezaris stated that it is a formal process. A new staff member, Eric Stinson, is carrying this out. A series of questions will be asked of all members within each group (e.g., leadership, staff, etc.). The results will be anonymous. The information will be organized and documented, and from that we will be able to discern what changes should be made. We will share this with the community, and embed those conclusions in the way we work going forward. The changes will be mandatory, but the degree of severity of issues and the order in which those changes will be implemented will depend on circumstances.
- Mark Raymond asked about timing of overlapping these releases and setting an aggressive schedule – having enough advance notice for all the participants is going to be critical to getting them to meet you along the way – it can’t happen in a disjointed fashion. People have to know in advance that there are three different streams of work on their way and they are going to need to be involved. When do you plan on getting those target dates out to the stakeholders? Mr. Tezaris replied that it is our intent to give stakeholders at least 3 months’ notice after we’re finished with our planning process in mid-February; we will negotiate the timing according to agencies’ needs.
- Mr. Tezaris explained that the success metrics are intended to measure how close we are to our targets for progress and budget. One of the significant findings reflected in these metrics was that the length of time required was 6-7 days longer than it had been previously anticipated; this finding will be incorporated into future planning processes.
- Mark Raymond noted a recent budget reduction taken from CJIS. Is there any direct impact on CISS? Mr. Tezaris responded that there is no direct impact on CISS. “We had to let go of other initiatives in order” to move forward with this one (CISS).
- Mr. Tezaris introduced, Nance McCauley, CJIS Business Manager. [Slide 13] Highlights were:

- Ms. McCauley noted that the business team has continued to do site visits to various agencies to document agency business processes related to CISS. These field observations give us a good base of knowledge to ensure that CISS will deliver strategically useful information; that we're building a product that will meet the stakeholder agencies' needs.
- Ms. McCauley described the team's field observations to the Department of Motor Vehicles (DMV), the Department of Correction (DOC), and the Board of Pardons & Paroles (BOPP).
- She thanked George White, Cindy Zuerblis, and Commissioner Melody Curry of DMV; Commissioner Leo Arnone, Karl Lewis, and Brian Bradway of DOC; and Chair Erika Tindill, Rich Sparaco, and Micah Mann of BOPP.
- More field visits will be scheduled for: BOPP (pardon hearings), DESPP, and the Court Support Services Division (CSSD).
- Ms. McCauley stressed that CISS needs and values input from its stakeholders; it's important to make sure everyone has the same set of expectations.
- Ms. McCauley introduced Rick Ladendecker, CJIS Technology Architect. [Slides 14-17] Highlights were:
 - PSDN (Public Safety Data Network) is going to be the focal point for CAD/RMS vendors – the primary pipeline to move that information within the network.
 - The team is coordinating with DAS-BEST and the Law Enforcement Agencies (LEAs) at Newington, Wethersfield, and Glastonbury to install and configure PSDN access.
 - The storage environments are the cornerstone of CISS moving forward with subsequent initiatives. He noted that OBTS is receiving 20,000 – 30,000 per day right now; he expects that SAN will have 100,000 - 200,000 transactions per day when it is in full operation.
- Another critical priority is assisting agencies with setting up their SharePoint team sites, as SharePoint will be the portal through which most users will access CISS.
 - The work to interface CAD/RM Systems with CISS is progressing – this work includes mapping data for the Information Exchanges (IEs), as defined in the first 8 workflows; RMS Vendor Certification; developing the framework and standards that will be used to create a comprehensive document for CAD/RMS vendors to integrate with CISS.

IV. E-Crash Demonstration

- John Cook introduced the E-Crash project – a public-private partnership between CJIS, BEST, DOT, KTI, Inc., and the University of Connecticut; sponsored by CRCOG, CPCA, and with assistance from Jim Donnelly of the New Britain Police Department. E-Crash will work in conjunction with another system, CT-CHIEF. [Slide 19-24] Highlights were:
 - Mr. Cook explained that there is an urgent need for this program because the state's data is not always complete, consistent, and subject to interpretation errors and many CAD/RMS law enforcement applications don't share electronic information with state and local agencies. CISS will provide us the ability to integrate these distributed systems.
 - Mr. Cook acknowledged and thanked the sponsors of the software development for E-Crash and CT-CHIEF applications: Cheryl Assis, Director of Public Safety at Capital Region Council of Governments (CRCOG); and Jim Donnelly, Director of Public Safety Telecommunications Department, City of New Britain. Mr. Donnelly is the architect of the CT-CHIEF application.
- Mr. Cook introduced Thomas J. Maziarz, Bureau Chief of the DOT's Bureau of Policy and Planning; he is responsible for DOT's CT Crash Program. [Slides 26-28] Highlights were:
 - Mr. Maziarz started by explaining that he is overseeing an upgrade of the DOT's crash program. This project is part of a larger effort to update the state's accident record program, which goes beyond the state DOT. We are very far behind with our records systems.
 - DOT processes over 100,000 records a year; 65 percent of the records we process are paper (using a form that is based in 1990). This creates problems with quality control; timeliness; loss of

information. There is a 14-month backlog of records information. The data backlog is problematic because DOT can't provide the most recent accident statistics to DMV that bear on, for instance, teen safe driving laws. The goal for turnaround from officer recording in the field to posting data on web site. 30 to 45 days.

- There are multiple objectives for this project – better, more timely information; easier and faster for officers in the field; more information available for analysis. Ultimately, this will help us to do highway safety planning to reduce fatalities and injuries.
- Mr. Cook introduced Chief Richard Mulhall of the Newington Police Department, who is the incoming President of the Connecticut Police Chiefs Association (CPCA) and who will be leading the efforts to engage local law enforcement agency participation. [Slides 29-30] Highlights were:
 - This is a great partnership of CT-CHIEF and CISS.
 - Data corruption has been reduced due to the lack of data being re-entered. No longer will multiple databases be needed.
 - The paper-based system is time consuming, and these systems will allow us to move our information electronically and integrate with our RMS systems.
 - 10 LEAs stepped up for the pilot. The demo looks pretty impressive and he's looking forward to it.
- Mr. Cook introduced Carol Renna and Eric Liu of KT International who presented a demonstration of the E-Crash system. Highlights were:
 - Ms. Renna demonstrated how E-Crash integrates with other systems and tools. It begins with a Bing map survey; point and click gets the latitude and longitude.
 - The form question process is dynamic and logical, so that answers to certain questions will lead you to the next appropriate questions (e.g. commercial vs. private vehicle would have different follow-up questions).
 - Integration with the state database allows the user to access existing information. It's a very efficient way for an officer to enter a report. This will also integrate with "easy street draw," which diagrams an accident site.
 - In answer to a question from Mr. Lawlor, Ms. Renna noted that the system is MUCC-compliant (Minimum Uniform Crash Criteria).
 - Mr. Lawlor asked if copies of e-reports would be available for all involved. Ms. Renna answered yes, in theory, when the system is fully developed.

V. Other Business

- BOPP Chair Erika Tindill commented that the executive director of her agency recently attended an NIC Conference in Aurora, Colorado, and (our state's) CISS was a "big topic of conversation... the word is out that Connecticut is doing this and it's being implemented... they are saying very good things about it; that we're on the leading edge."
- There being no further business, Mr. Lawlor congratulated Sean Thakkar and his team, and adjourned the meeting at 2:45 p.m.
- The next meeting will be April 18, 2013 at 1:30 p.m.

Respectfully submitted,
Margaret M. Painter