Caliber
PUBLIC SAFETY
Protecting Tomorrow–Today.™

Online RMS

Version (RT0 -11.11.0)

Product Release Bulletin (RTO)

16 November 2022

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	16 November 2022	1.0 (RTO)	Release to Training version. Please note, changes to screen prints and descriptions may change in final PRB/PCN version.

TABLE OF CONTENTS

INTRODUCTION

This document provides an overview of the software changes delivered in the 11.11.0 release of the Online RMS product and will assist with release preparation activities including:

- Internal staff training
- Customer release training
- Customer release notes
- Release announcement and promotion
- Online help and eLearning updates
- Updates to web site product information and product collateral

PRODUCT REQUIREMENTS

For best performance and security, we recommend a computer, laptop, or tablet purchased within the last 3 years; running an industry common web browser that is actively supported and updated to the most recent web standards by the browser manufacturer and connecting to the internet by DSL, Cable, or cellular (4G or higher).

Your browser must support the TLS 1.2 security protocol or higher. Browsers running the TLS 1.0/1.1 security protocols have known security vulnerabilities and are no longer supported by Caliber Online RMS. Please make sure your web browser has TLS 1.2 or higher enabled.

IMPORTANT NOTICE FOR ONLINE RMS AGENCIES USING INTERNET EXPLORER (IE)

On August 17, 2021, Microsoft announced that Internet Explorer 11 will no longer work optimally with Microsoft 365 services. Microsoft ended support for the Internet Explorer 11 desktop application for certain versions of Windows 10 on June 15, 2022. Internet Explorer no longer supports new web standards used by modern applications. See Microsoft's website [announcement page](#) for more information.

Caliber strongly recommends that you use an industry popular web browser that is supported and updated to the most recent web standards. Caliber is unable to provide support and issue resolutions on web browsers that are not supported and maintained to the most recent web standards.

RELEASE MILESTONES

The following table contains the high-level release milestones for the Online RMS 11.11.0 release.

End Date	Milestone
19 Jul 2022	11.11.0 Sprint 1 Starts
02 Aug 2022	11.11.0 Sprint 1 Ends / Sprint 2 Starts / 11.10.0 Release Available
16 Aug 2022	11.11.0 Sprint 2 Ends / Sprint 3 Starts
30 Aug 2022	11.11.0 Sprint 3 Ends / Sprint 4 Starts
13 Sep 2022	11.11.0 Sprint 4 Ends / Sprint 5 Starts / 11.10.1 Service Pack Available
27 Sep 2022	11.11.0 Sprint 5 Ends / Sprint 6 Starts
04 Oct 2022	11.10.2 Service Pack Available
11 Oct 2022	11.11.0 Sprint 6 Ends / Sprint 7 Starts
25 Oct 2022	11.11.0 Sprint 7 Ends / Sprint 8 Starts (Stabilization Starts)
01 Nov 2022	11.10.3 Service Pack Available
08 Nov 2022	11.11.0 Sprint 8 Ends / Sprint 9 (Stabilization Continues)
16 Nov 2022	11.11.0 RTO (Release to Training / Operations)
22 Nov 2022	11.11.0 Stabilization Continues
01 Dec 2022	11.11.0 Stabilization Ends / Code Lock
06 Dec 2022	11.11.0 Release Available

RELEASE ANNOUNCEMENT

Online RMS 11.11.0 is coming to you soon! On **Wednesday, November 16, 2022**, between **6 p.m. and Midnight (Eastern),** the **Online RMS training/demo environments** will be upgraded to the Online RMS 11.11.0 (RTO) release. The Online RMS training/demo environments may be unavailable during this time. The production environment of Online RMS will be unaffected.

As a reminder, Online RMS 11.11.0 production deployment will occur on Tuesday, **December 6, 2022**, at 1:00 a.m. (Eastern).

Get a **firsthand preview** of the 11.11.0 release by logging into your RMS online training environment beginning Thursday, November 17, 2022. **Watch the release overview videos** to prepare for and learn more about all the new and exciting features and functionality coming to Online RMS in the 11.11.0 release. To watch each video, navigate to the Help Menu > Training Videos Library or click the **WATCH** hyperlinks below.

End-User Focused Videos:

- **Alert & Warnings** (Enhanced Person alerts include In Custody – for JailTracker sites, Active Warrants, Active Civil Process, Cautions, Permits – configured by type, Juveniles, and Subscriptions. Edit and View master people now have a more prominent alert display. "My Warrants" and "My Court Papers" - Map and Detail views now have alerts.) – WATCH
- **Simplified Address Entry (**Save Time and Improve Accuracy)
  - Now available in all modules where address entry is supported. A new one-line address/location search is available in all modules. A must watch video. - WATCH
  - If you haven't already, Act now to add the Google Places Integration Feature to Online RMS. Google places integration will save your staff save time, eliminate redundant data entry, and ensure that user entered addresses are properly geo-verified. - WATCH
- **JailTracker In Custody Search** (Improved integration with JailTracker allows Online RMS users to easily search for and view the names of those currently in custody of your County JailTracker JMS system.) - WATCH
- **Search / SmartSearch Improvements** (Search and locate persons using previously entered email/social media contact information. Improved usability and enhanced UI for Incident SmartSearch.) - WATCH

- **Custom Form Improvements** (A new field has been added to capture the reason for rejecting a form review.) – WATCH
- **Evidence / Property Management Enhancement**s (By popular request. Attach supporting documents directly to the evidence record as an attachment. New print options to print evidence attachments. Search for evidence based on officer role.) – WATCH
- **Incident Improvements** (Quick entry of narrative inline text using the @ symbol.) – WATCH
- **Training / Personnel Enhancements** (Training Course Setup. New list of values to manage Course Locations and Course Instructors. Hour categories for tracking accredited training.) – WATCH
- **Case Activity Notes** (Usability label update.) – WATCH
- **Admin Enhancements** (Improved usability. Fleet Management Module Configuration, add Vehicle Make and Model) – WATCH

Your opinion is important to us. We incorporate user feedback into each Online release to ensure that you get the best product for your job**. Online RMS 11.11.0** includes enhancements and improvements that touch over 30 **RMS components**, including **Incident Report Writing, Field Arrest, Master Addresses, Held Property/Evidence, Citations, Civil Process, Warrants, Custom Forms, Personnel/Training, Master People, Calls For Service, Criminal Complaints, Community Reporting, Fleet Management, Tow Impound, SmartSearch, Mapping, User Admin, NIBRS State Submission Compliancy, Application Interfaces (APIs), and Security upgrades;** among many other product enhancements, integration improvements, and issue resolutions. Customer obligations, operational efficiency improvements, data entry simplification, and user friendliness were all major considerations in the development of this edition.

Below are a few release highlights available in Online RMS 11.11.0. More information on features and functionalities in the 11.11.0 release is available under the Online RMS Help menu by reviewing the Table of Contents (TOC) section and by clicking on the Product Release Bulletin. Click Help > Online Help or simply click HERE to read more.

RMS 11.11.0 Release Highlights:

- **Simplifying Address Entry**
  - **Save Time and Improve Accuracy**. Update to include Incident Additional Locations, Criminal Complaints, Field Contacts, Warrants, Court Papers, Master Organizations, and Permits. When adding an address, a new one-line location search is available. As you type an address or common place name, this feature automatically looks for existing RMS addresses and provides the ability to quickly select or enter a new master address.
  - **Act now to Add the Google Places Integration Feature** to save time, eliminate redundant data entry, and ensure that new addresses are properly geo-verified. When a match to an existing RMS Master address isn't found, Google Places integration will display matching information from Google maps. Searching is proximity based and supports common name (business name) searches. Google Places integration is available for a minimal annual maintenance fee. Contact your Customer Success Manager (CSM) or enter a support request for more details and to have this feature enabled for your agency.
- **Keeping Track of Employee Trainings**
  - Manage and Track Courses by Location and Instructor.
  - Enhance Hour Categories for tracking accredited hours.
- **Always Advancing**
  - **Improved Accountability**
    - ✓ IP logging for user logins
    - ✓ Evidence attachments.
    - ✓ Attachments printed by order of supplements.
    - ✓ Capture a rejection reason for custom form reviews.
    - ✓ Custom forms available for Person and Address Cautions.
  - **Increased Awareness**
    - ✓ Sites using the JailTracker Jail Management solution will have the ability to search for people in custody of the Jail.
    - ✓ Enhanced Person alerts include In Custody – for JailTracker sites, Active Warrants, Active Civil Process, Cautions, Permits – configured by type, Juveniles, and Subscriptions.

- ✓ Edit and View master people now have a more prominent alert display.
- ✓ Alerts for My Warrants and My Court Papers - Map and Detail views.
  - o **Usability and Efficiency Gains**
    - ✓ Incident Quick Tow navigation improvement.
    - ✓ Incident Narrative quick entry of inline text using the @ symbol.
    - ✓ Evidence officer roles.
    - ✓ Search and locate persons using previously entered email/social media contact information.
    - ✓ Improved usability and enhanced UI for Incident SmartSearch.
    - ✓ Label change for Case Activities narratives.
    - ✓ Fleet Management Module Configuration, add Vehicle Make and Model.
  - o **Enhanced Security**
    - ✓ IP logging for user logins
- **Federal and State Compliancy**
- **Evergreen Worry-free Technology Updates**
  - o Technology and security updates as required to ensure Online RMS remains secure and operates efficiently.
- **Miscellaneous Software Fixes and Resolutions**

We hope you share our enthusiasm for the production release of Online RMS 11.11.0. Please contact us by email at rms@caliberpublicsafety.com if you have any questions about the release.

Our Very Best,

Caliber Public Safety
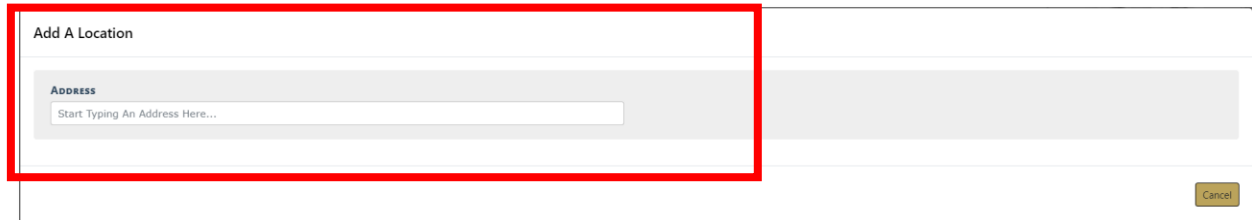
NEW FEATURES & ENHANCEMENTS

Many new improvements have been included in Online RMS 11.11.0, based on customer feedback, contractual commitments, and revisions to Public Safety State and Federal standards. The overall goal of this version was to improve operational efficiencies, data management, and ease of use. For additional information on the enhancements and functionality described in this release bulletin, please consult the **Online RMS User** and **Admin Help documentation**.

ONLINE RMS 11.11.0 HIGHLIGHTS

Simplified Address Entry

Address entry made easy: Building off the updates in the 11.11 release the new one-line location search that reduces mouse clicks and simplifies picking an existing address or entering a new address, has been added to Permits, Criminal Complaints, Field Contacts, Master Business/Organizations, Warrants, and Court Papers. When clicking "Advanced Search / Add" the one-line search bar will appear. This single feature will save your staff time and reduce duplicate address records.

FIGURE 1: NEW ONE-LINE LOCATION SEARCH

This search works like Google Places. As you begin to type the address or common place name, this feature automatically looks for existing RMS Master locations/addresses and provides the ability to quickly select or enter a new master address.

The search matches address components (Street #, Direction, Street Name, Street Type, City, State, Zip code) and common place names as entered on the RMS address.

FIGURE 2: INCIDENT REPORT - NEW ONE LINE LOCATION SEARCH

Click the matching address to easily add to your incident report.

FIGURE 3: CONFIRM SELECTED ADDRESS

If no matching address record is found, choose one of the quick entry options of **Postal**, **Intersection**, or **Highway / Mile Marker / County Road (Non-Residence).**

FIGURE 4: CREATE LOCATION OPTIONS

The address options have been formatted to improve data accuracy by only displaying relevant fields for the type of address you need to enter. As example selecting **Postal**, only displays fields used for entry of rooftop addresses.

FIGURE 5: ADD POSTAL ADDRESS

If you are using a browser with Location sharing enabled, the map will focus on the location passed from your browser. If location sharing is not enabled, the map will focus using the address configured on your agency administration page.

You have 3 option, to create a new location record. These options are the same regardless of the type of location entry you selected.

1) Manually enter the location data and click **Geo Verify** to return geo-location data from Google maps.
2) Click **Use My Location** to quickly default the location to the closest postal address of your device.

3) Click on the map to drop a marker and return the closest postal address.

FIGURE 6: LOCATION MARKER & POSTAL FIELDS COMPLETED

Drag and Drop the marker to fine tune the geo-location (latitude & longitude) information. The main address fields will remain unchanged.

FIGURE 7: GEO-LOCATION INFORMATION

Click **Clear Marker and Start Over** to select a new location by clicking on the map. This will reset all the location fields. Click **Revert to Previous** to go back to using the previous geo-location data prior to moving the marker.

FIGURE 8: MAP MARKER OPTIONS

Location Types: Each Location entry page is type-specific for easy entry.
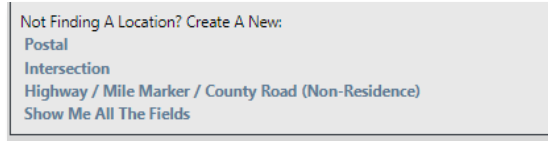
FIGURE 9: CREATE LOCATION OPTIONS

Selecting **Intersection** displays relevant fields to enter an intersection.

FIGURE 10: ADD INTERSECTION

When in Intersection mode, clicking on the map to drop a marker or [Use My Location] will retrieve the closest intersecting streets to the location.

FIGURE 11: INTERSECTION MARKER WITH RETRIEVED LOCATION DATA

Selecting **Highway / Mile Marker / County Road (Non-Residence)** displays relevant fields to entering an intersection.

FIGURE 12: ADD HIGHWAY / MILE MARKER / COUNTY ROAD (NON-RESIDENCE)

Google Maps does not contain Highway / Interstate mile marker information. Clicking on the map will retrieve the Highway / Interstate name and geo-location data. Refine the geo-location by dragging and dropping the map marker. Manually enter Mile # and other relevant location data as needed for your location.

Google Place Integration – Product Integration Add-On Feature

Add the Google Places Integration Feature. This single feature will save you time, eliminate redundant data entry, and ensure that manually entered addresses are properly geo-verified. Google Places integration is available at a small annual maintenance fee based on the size of your agency. Contact your Customer Success Manager (CSM) or enter a support request for more details and have this feature enabled for your agency.

When there is no match to an existing RMS Master address, the Google Places integration will display matching information based on the IP location of the user's browser. Common place name searches are included, allowing users to enter a landmark or business name and instantly return a geo-validated address. Using this new feature, users can create a new address utilizing geo-location data from Google Places with a single mouse click.

When there are potential address matches in Online RMS, users are shown those possibilities first. If no exact match is found, choose **Other Sources** to search Google Places.
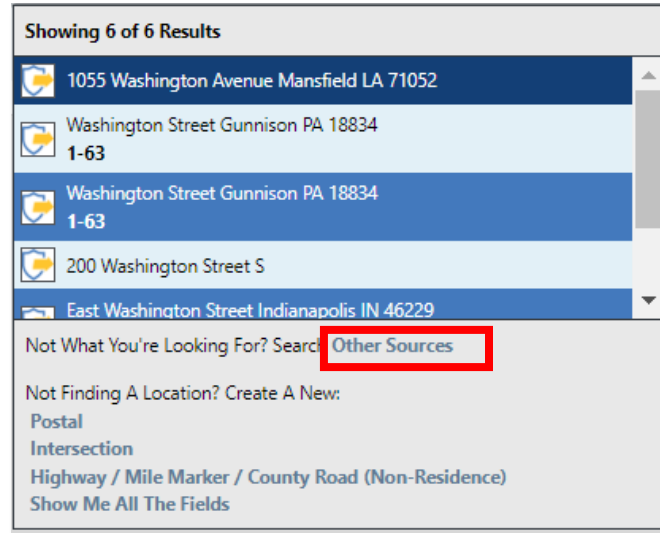

FIGURE 13: GOOGLE PLACE INTEGRATION - SEARCH OTHER SOURCES

The Caliber Logo [icon] denotes existing RMS Master Address results. The [icon] icon denotes address results returned from Google Places.
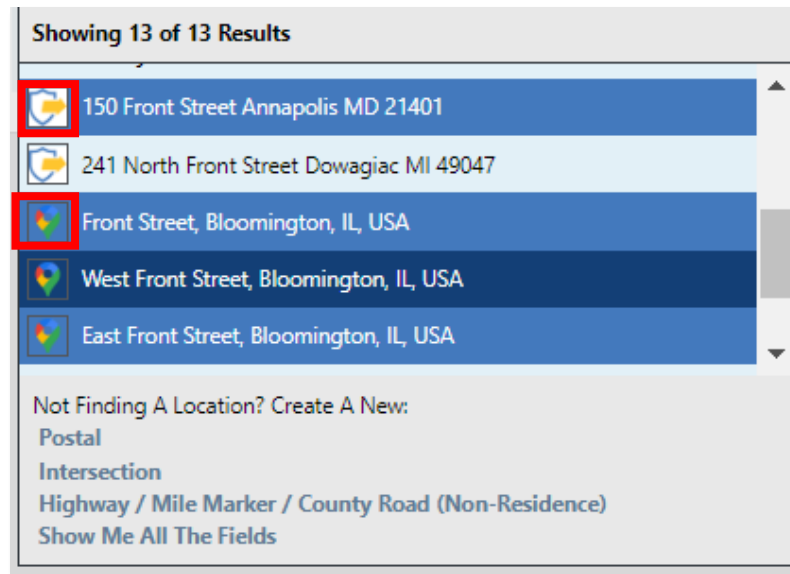
FIGURE 14: GOOGLE PLACE INTEGRATION - SEARCH RESULTS

Select a Google Places result to quickly create a new address, without entering data. A duplicate check is automatically performed and will turn red if a potential duplicate record exists in Online RMS. Review the data to confirm accuracy and click save. It only takes a few seconds to manually enter a new address.

FIGURE 15: GOOGLE PLACES - ONE STEP ADDRESS CREATION

Enhanced Person alerts

Improved awareness of officer safety related alerts on persons. The **Alert triangle** will appear for individuals that are In Custody of JailTracker, or have either Active Warrants, Active Cautions, Active Court Papers, Permits, or Subscriptions. Permit Types, such as Gun Permits can be configured to key an alert.

If your agency uses the Permit module, please contact support, or enter a ticket to request configuration of Permit alerts.

FIGURE 16: PERSON SEARCH – ALERT AWARENESS

Warning alerts are displayed on the Person Edit and View pages for "Warning – Officer Safety," "In Custody," and "Juvenile." The Warning – Officer Safety warning will appear if the person has either Active Warrants, Active Cautions, Active Court Papers, Permits, or Subscriptions. Permit Types, such as Gun Permits can be configured to key an alert.

If your agency uses the Permit module, please contact support, or enter a ticket to request configuration of Permit alerts.
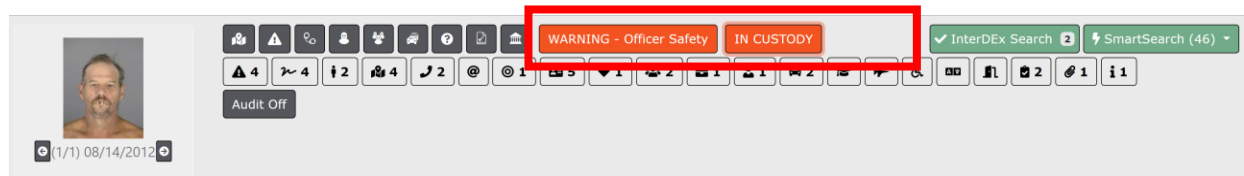

FIGURE 17: PERSON EDIT & VIEW - ALERT WARNINGS

To access more information about the alert, click the **Warning buttons** on the Person Edit or View page, or the **Alert triangle** on the Person search or other pages where it appears.

FIGURE 18: PERSON ALERT DETAILS DIALOG

The person alert has been added to the **My Warrants** and **My Court Papers** list and map views to **improve awareness** of alerts when attempting to serve warrants and civil process.

FIGURE 19: MY WARRANTS & MY CIVIL PAPERS - ENHANCED ALERTING
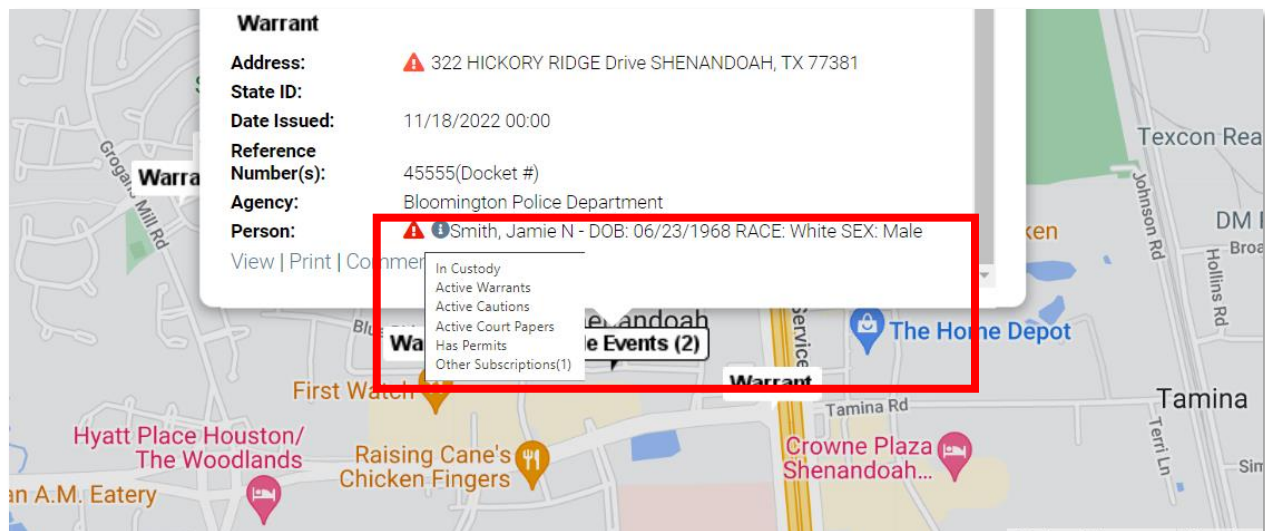
FIGURE 20: MY WARRANTS & MY CIVIL PAPERS - MAP VIEW ALERTS

In Custody Search

Sites that use the JailTracker Jail Management solution now have a new Master Person **In Custody Search** option for finding people who are in the Jail's custody. The search will return people who have a record in the new RMS PERSON CUSTODIES table, which stores daily custody data from JailTracker.

FIGURE 21: CFS - ADD / ASSOCIATE ORGANIZATION INFORMATION

Click on the **In Custody Search** button to display search fields for searching people in custody of the JailTracker System.

FIGURE 22: PERSON – JAILTRACKER IN CUSTODY SEARCH OPTION

Click on the Alert triangle to view the person's booking information from JailTracker. Person Index IDs will be displayed for names that exist in the Online RMS Master Indices. Names without a Master Person Index ID can be imported directly from JailTracker to create new person records without retyping information.
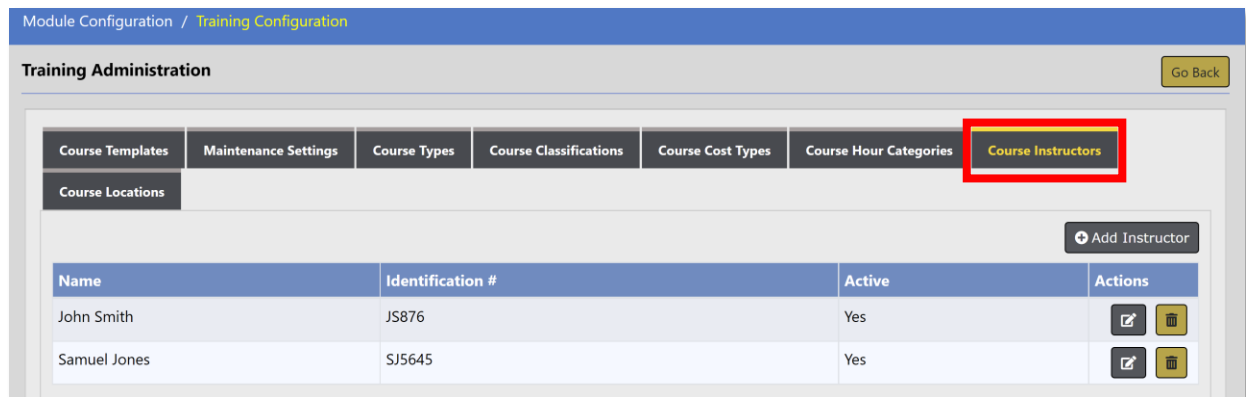
FIGURE 23: PERSON IN CUSTODY SEARCH RESULTS

Training and Personnel Enhancements

Keep Track of Employee Trainings. Based on customer feedback, the following enhancements to the Personnel Training modules were included to simplify and improve entry and enhance management of training records.

- **Training Course Instructors.** Designate instructors for quickly adding to training courses.
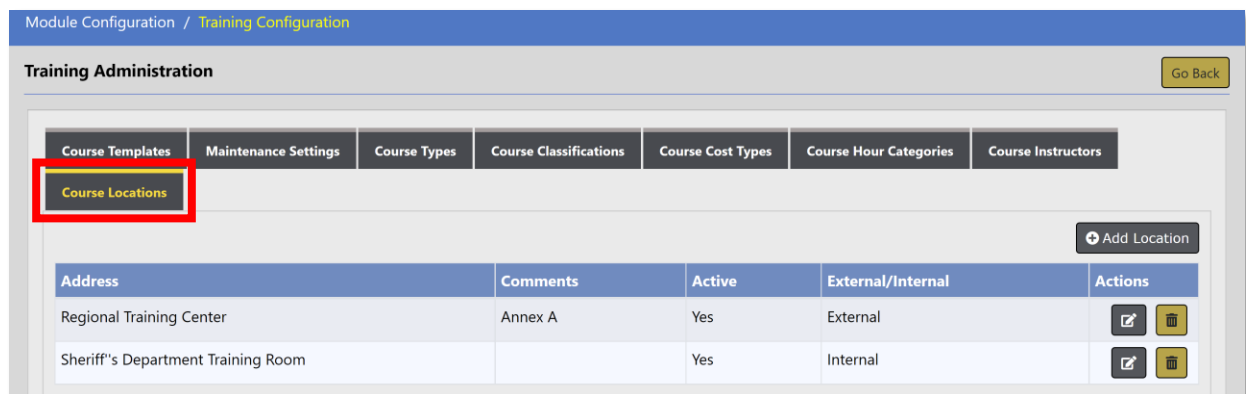
FIGURE 24: MODULE CONFIG - TRAINING - COURSE INSTRUCTORS

- **Training Course Locations.** Designate training locations for quick addition to training courses.

FIGURE 25: MODULE CONFIG – TRAINING – COURSE LOCATIONS

When creating a Course template or editing a course, click on the **Select** radio button for Instructors and Locations, to select from the configured values. Click on the **Enter** radio button to manually enter an instructor or location.

FIGURE 26: TRAINING COURSE - INSTRUCTOR AND LOCATION OPTIONS

- **Cancel a Training Course.** Cancelling scheduled training is available for trainings that were canceled before the course was held. When canceling, enter the reason, Cancelled By, and Cancelled On fields.

FIGURE 27: TRAINING DASHBOARD ENHANCEMENTS

- **Accredited and Complete Hours.** When recording hours for a course or attendee, specify the number of hours that should count towards accreditation hours. Quick link options to **Accredit and Complete All** or **Complete All** (non-accredited).

FIGURE 28: COURSE INSTANCE ATTENDEE – RECORD HOURS

Completed and Accredited hours can be manually entered or modified in the event the attendee did not fully complete the training.

FIGURE 29: ATTENDEE – LOG HOURS

- **Printing A Training Course Instance.** Ability to print a training course instance including attendance.

FIGURE 30: EDIT / VIEW COURSE - PRINT COURSE INSTANCE

FIGURE 31: SAMPLE COURSE INSTANCE REPORT

Custom Form – Doing More

Getting more out of Custom Forms. Two (2) Enhancements.

1) Custom forms can be configured for use by **Person** and **Address Caution codes**. Agencies will be able to create custom forms to track additional information about specific cautions, such as trespass warnings or sex offender registration.

FIGURE 32: CUSTOM FORMS - NEW FORM TYPES FOR PERSON AND ADDRESS CAUTIONS

Custom Forms configured for Person and Address Cautions will appear for relating to a Caution Code as required.

FIGURE 33: CAUTION CODE - AVAILABLE CUSTOM FORMS TO ATTACH

2) Custom Form Review Rejection Reason. A new field to record and keep track of the reasons a custom form review was rejected. The Review Rejection notification will show the rejection reason. When searching for custom forms, the rejection reason is an additional search field

FIGURE 34: CUSTOM FORM - REJECTION REASON

General Application Enhancements

In response to listening to our clients we are pleased to feature these general application updates focused on improving data entry, data quality, and overall application usability.

Improved Accountability

1. **Evidence Attachments –** Customer Idea RMS-I-257 from Caliber Concept. Add one or more attachments to an item of evidence. Attachments can be added by Evidence Custodians during the Check In, Check Out, and when editing an evidence record. Attachments can aslo be added from an incident report supplement by editing the evidence from the incident property details page.

FIGURE 35: EVIDENCE – ADD ATTACHMENT

2. **Incident Report – Evidence Attachment Print Options –** When printing an incident
    report, there is now a new option to print Image and PDF file Attachments that were
    attached directly to items of evidence.
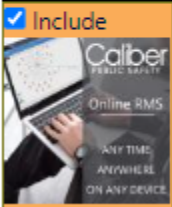
FIGURE 36: INCIDENT REPORT - PRINT EVIDENCE IMAGES

FIGURE 37: INCIDENT REPORT - PRINT EVIDENCE PDF ATTACHMENTS

3. **Person Report – Print Caution Attachments, Images, and Custom Forms** – When printing a person details report, there is now a new option to print Images, PDF file Attachments, and Custom Forms that are attached directly to Caution Codes.

4. **Warrant – Select Field Arrest** – Enhancing usability while saving time. When a Warrant has to be linked to a Field Arrest that was not previously linked during the RMS Field Arrest process, a new quick link is offered on the Warrant edit page to easily browse and select from Arrests specific to the Warrant person.

FIGURE 38: WARRANT - QUICK LINK TO ADD FIELD ARREST

FIGURE 39: WARRANT - QUICK LINK ARREST VIEW

5. **Admin – IP Login Data** – The IP address from which the user connected will be displayed in a new column on the **User Account Login History** page, including City, State, Country, Latitude, and Longitude.

FIGURE 40: USER ADMIN – LOGIN HISTORY – IP ADDRESS

6. **Admin – Fleet Management – Manage Makes and Models -** Fleet Management Administration has been updated to allow for the addition and management of Fleet Vehicle Make and Models.

FIGURE 41: FLEET MANAGEMENT ADMINISTRATION - MAKE & MODEL MANAGEMENT

Increased Awareness

1. **Person Email / Web Address Searches** – New Additional Search Criteria for Person Search to search Email / Web Address information entered for a person.

FIGURE 42: PERSON SEARCH – EMAIL / WEB ADDRESS SEARCH

FIGURE 43: PERSON SEARCH RESULTS - EMAIL / WEB ADDRESS SEARCH

Usability and Efficiency Gains

1. **Simplify and Save Time Writing Incident Report Narratives** – Building off of the Narrative Quick Refence ⚡ feature, users can simply type an @ symbol followed by the word **offender**, **victim**, **vehicle**, **property**, or **date** to quickly add information to your narrative. Type @ followed by the first 3 characters of any category listed to view and add information.
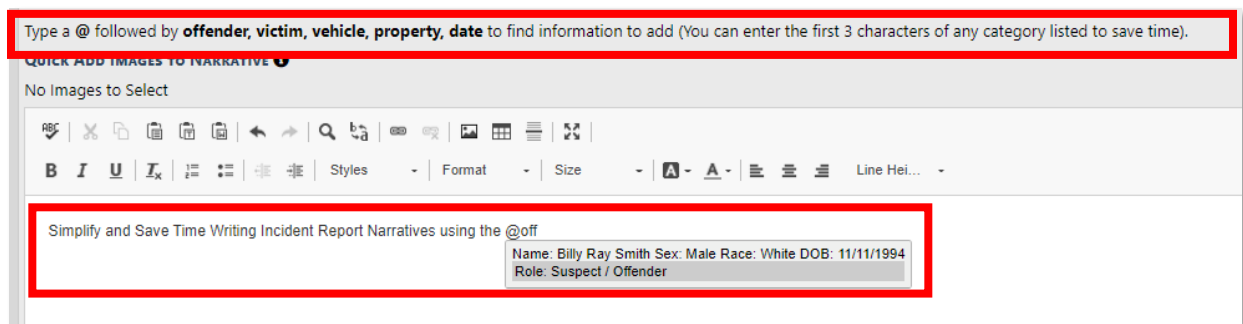
FIGURE 44: INCIDENT REPORT NARRATIVE - QUICK ADD INLINE TEXT

2. **Incident SmartSearch Usability Improvements –** Fresh new look and feel with a new left hand side bar menu and improved mapping capabilities.
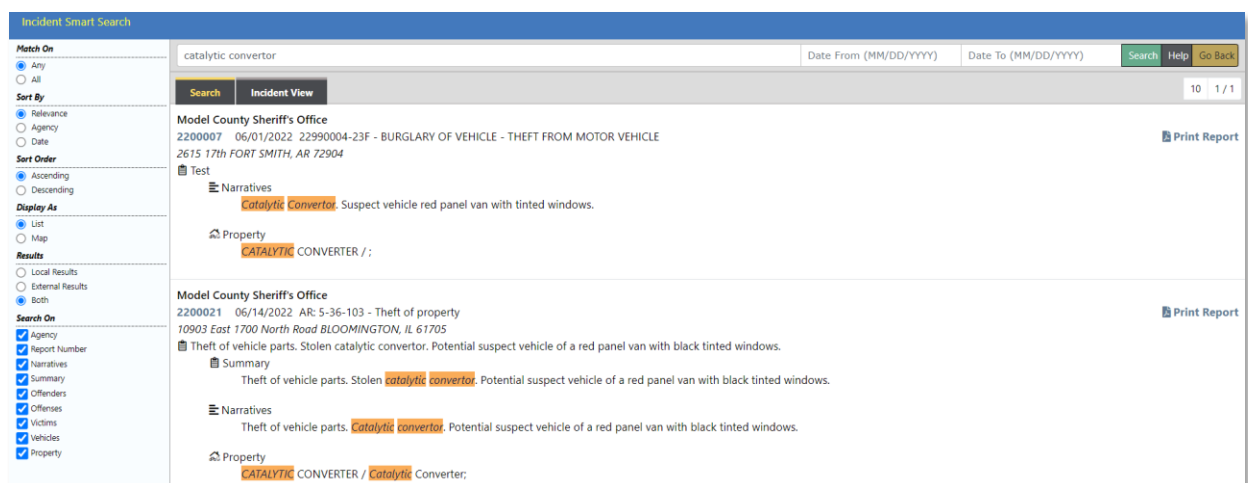
FIGURE 45: INCIDENT SMARTSEARCH - FRESH NEW LOOK

Map results display up to 500 reports at once for improved efficiency and visibility.
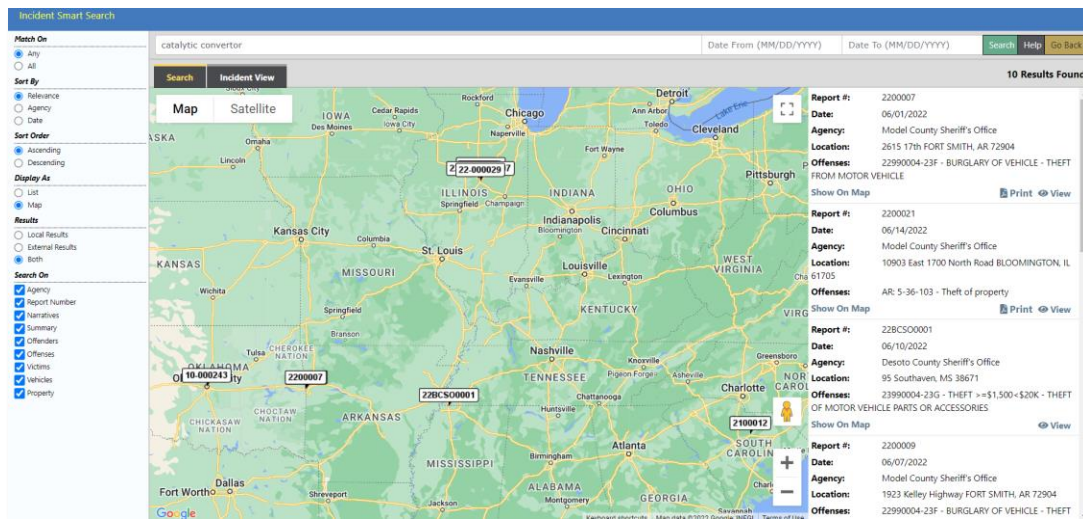
FIGURE 46: INCIDENT SMARTSEARCH - MAP RESULTS

3. **Evidence Search Improvement** - The Evidence Search page now has a new LOV called "Officer Role" with the ability to search by "**Seized/Submitted By**" and "**Checked-Out To**". Because the LOV is needed to search for officer information, the Officer input fields will be disabled if neither of the options are chosen.

When the **Seized/Submitted By** option is selected, the search will look for the officer who is directly associated with the Evidence record as the Submitting Officer.

The **Checked-Out To** role will only appear in the LOV for selection when searching for Evidence with a Status of Checked-Out. When the **Checked-Out To** option is selected, the search looks up the most recent Custody To Officer on checked-out evidence records.

FIGURE 47: EVIDENCE SEARCH - OFFICER ROLE SEARCH

APPENDIX: 11.11.0 PRODUCT CHANGE NOTICE (PCN) – DETAILED JIRA LISTING

TABLE A: Release Enhancements and Product Software Issue Resolutions

This table contains enhancement, software issue, and interface JIRAs contained in the 11.11.0 release.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-68125	376602	Incidents: Printing - Change print order of attachments	Enhancement	Printing	Software Enhanced: Narratives, images, and attachments will be printed in the order of the supplement to which they correspond. Previously printed attachments and images were grouped together and printed last. This enhancement will make it easier to locate narratives, images, and attachments in the order in which they were added to the report.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76265 **IA-76558** **IA-76092** **IA-76085** **IA-76808** **IA-76326** **IA-76325** **IA-76329** **IA-76299**	N/A	External Storage - Enhancements	Enhancement	Attachments	Software Enhanced: As an alternative to data conversions for images and attachments, Online RMS has been enhanced to support integration with a local agency storage server. For sites that implement this new feature, the RMS Attachments grid will contain a link to locally stored attachment files. It is necessary to deploy a Caliber web service application within the agency's network. The web service application will facilitate Online RMS application requests to view externally stored files, retrieve the file from the local attachment storage server, and deliver the file to the user within Online RMS. The Online RMS datacenter will store new image and attachment files uploaded to the Online RMS application.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-69087	382628	Allow editing of Certifications in Training under Personnel Management	Enhancement	Training	Software Enhanced: Added the ability to Edit, Renew, and View the Certification History for Employees. Each Certification type in the Employee Certifications grid now only displays the most recent certification record.
IA-69167	N/A	Case Notification: missing incident info for notification type 17 and 25	Bug/Defect	Follow-up Cases	Software Enhanced: Incident report number, incident location/address, and incident offenses are now displayed in Notifications 17 - INCIDENT FOLLOW-UP REQUESTED - CID and 25 - INCIDENT FOLLOW-UP REQUESTED - PATROL.
IA-70078	388915	Notifications - Returning back takes you to page 1 not to the page left from - Research	Enhancement	Notifications	Software Enhanced: When performing an action on Notifications from the notifications menu and returning to the notification queue, the navigation will return to the same page number where the action was performed.
IA-70813	N/A	Mississippi State NIBRS - XML Specifications	Enhancement	State Submissions	Software Enhanced: Support for Mississippi NIBRS XML submissions.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70929	N/A	NIBRS GA: Webservice to submit XML files to state repository	Enhancement	State Submissions	Software Enhanced: Updates have been made to Georgia NIBRS submissions to support submission via the GA Web Service.
IA-71921	N/A	Script to update Local Offense NIBRS code to State Offense NIBRS code.	Configuration	Admin	• Software Configuration: Script to ensure that local offense codes are aligned with the NIBRS code for the State Offense with which they are associated.
IA-72346	N/A	Agency Access Restricted flag not working correctly	Enhancement	Admin	Software Enhanced: When an organization or child agency is configured as restricted, the agency will not appear in Search LOVs unless the user is a member or supervisor of the agency.
IA-72603	N/A	Expungement: Edit Incident displays View and Edit icons for Expunged offender	Bug/Defect	Expungements	Software Modification: UI display updated to not display icons for expunged offender placeholder records on an incident report.
IA-72951	N/A	WebSpell Check upgrade	Engineering Enhancement	Admin	Technology Upgrade: The Incident Narrative WebSpell Checker has been updated to the most recent version.
IA-73155	N/A	Evidence Locations - add grey background behind fields on Add / Edit Location screens	Bug/Defect	Property Mgmt.	Software Improvement: Add and Edit evidence location background update to UI standard of grey background, title, and blue bar.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73414	N/A	GA NIBRS: XML File Submission	Enhancement	State Submissions	Software Enhanced: Updates have been made to Georgia NIBRS submissions to support XML formatted file submissions.
IA-73425	N/A	GA NIBRS: New Bias Motivation 95 not reported in XML	Enhancement	State Submissions	Software Enhanced: Georgia NIBRS update for new State Bias code.
IA-73809	N/A	Fleet / ODL - Assignment Custom Forms not working on view ODL page	Bug/Defect	ODL	Software Modification: Error message updated to be more informative. "You and the Officers on this Daily Log do not have any Fleet Assignments to this vehicle". To view a custom form assigned to a vehicle via an ODL the user must be assigned to the vehicle.
IA-73891	N/A	Warrants - add link for "add field arrest for Warrant Person" to Edit Warrant page.	Enhancement	Warrants	Software Enhanced: In the event a Warrant was served and not related to a Field Arrest a new quick link to associate Field Arrests for the warrant person is now supported.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74345	N/A	Agency Organization tab - Users still able to Self-Assign even when restricted	Bug/Defect	Admin	Software Improved: A user can only be assigned to a restricted agency by an admin. A warning message has also been added for users who are about to self-assign into an agency where self-assignment is disabled. To help admins understand what the flags do, some info bubble messages have been added to the agency admin page.
IA-74389	409792	MASTER_REPORT _ID table being altered by users	Bug/Defect	Admin	Software Improved: Only Caliber Admins are now permitted to access the report admin page.
IA-74566	411719	TIBRS Segment 9 Sexual Assault Flat File Data Collection	Enhancement	State Submissions	Software Enhanced: Segment 9 for Texas State reporting has been added to TIBRS.
IA-74735	RMS-I-257	Attachments for Evidence	Enhancement	Property Mgmt.	Software Enhanced: Customer Idea RMS-I-257 from Caliber Concept. - Ability to add one or more attachments to an item of evidence.
IA-74842	374309	Training Module Enhancements - Cancel Course	Enhancement	Training	Software Enhanced: A scheduled training course may now be canceled by authorized users.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75080	N/A	Community Reporting / Custom Forms - Track Rejection Reason	Enhancement	Community Reporting	Software Enhanced: Added a field to record and keep track of the reasons a custom form review was rejected. The Review Rejection notification will show the rejection reason. When searching for custom forms, the reject reason was added as a search field.
IA-75156	413207	MICR & NIBRS Does not accept Window Segments	Bug/Defect	State Submissions	Software Enhanced: New maintenance setting to turn off NIBRS Windows Update logic to not report action code of W.
IA-75217	413047	NJ NIBRS Group B DV XML file needs to include DV VO relationship	Enhancement	State Submissions	Software Enhanced: New Jersey NIBRS to include state specific DV elements for reporting Group B offenses.
IA-75325	415712	Training - Account History is not recording Last Login correctly	Bug/Defect	Admin	Data Script: Script to remove invalid data in the RMS training schemas.
IA-75561	N/A	MICR: Error: 560: VICTIM/OFFENDER MUST BE OPPOSITE SEX	Bug/Defect	State Submissions	Software Enhanced: New maintenance setting for REQ_SEX_CODES. The configuration value of "Z " will require that at least one offender gender must be known and opposite of a Victim's gender.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75613	477143	NJ NIBRS XML file name on the webservice submission is not the Incident number but a sequentially assigned number	Enhancement	State Submissions	Software Enhanced: New Jersey NIBRS file naming convention update to use <report number>.xml.
IA-75726	N/A	MICR v1.7 - new and retired Arrest Charge Codes	Configuration	State Submissions	Software Enhanced: Updates for Michigan MICR version 1.7.
IA-75826	N/A	Upgrade CKeditor to newer version and replace grammar checker with Proofreader	Technical Upgrade	Incident Narrative	Technology Upgrade: The Incident Narrative WebSpell Checker has been updated to the most recent version.
IA-75828	N/A	Add the ability to auto complete during narrative writing	Enhancement	Incident Narrative	Software Enhanced: Type a @ followed by offender, victim, property, date to find information to add (You can enter the first 3 characters of any category listed to save time).
IA-75836	N/A	Training - Print Course Instance	Enhancement	Training	Software Enhanced: Ability to print a training course instance.
IA-75841	N/A	Training - Capture Course Instructor	Enhancement	Training	Software Enhanced: Course instructors can now be added to the training module admin page. These instructors can then be used on a course instance by selecting the "Select" radio button by the Instructors label.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75842	N/A	Training - Capture Course Location	Enhancement	Training	Software Enhanced: Course locations can now be added to the training module admin page. Users have the option of manually entering a location or quickly choosing from pre-configured locations.
IA-75874	N/A	OK SIBRS: 90Z-GIL is being reported as an Offense Code in XML	Bug/Defect	State Submissions	Software Enhanced: Oklahoma SIBRS update to handle custom NIBRS codes.
IA-76071	419240	RMS- When entering a duplicate State Offense Code, the screen goes blank with no error banner displaying	Bug/Defect	Admin	Software Enhanced: When attempting to add a duplicate offense code, the error handling has been improved.
IA-76098	419300	NJ NIBRS DV data elements should not be written if the DV offense is not reportable	Bug/Defect	State Submissions	Software Enhanced: New Jersey NIBRS update for DV reporting.
IA-76110	N/A	RMS - Incident SmartSearch Mapping Display more Results.	Bug/Defect	Incident Mapping	Software Enhanced: SmartSearch map will now show up to 500 results.
IA-76156	N/A	Refresh Incident SmartSearch	Enhancement	Searching	Software Enhanced: There is a new left-hand navigation menu on the SmartSearch page to improve usability.
IA-76164	N/A	Struts To Spring - Security Groups	Engineering Enhancement	Admin	Technology Upgrade: Java framework updates for ease of use and maintainability.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76165	N/A	Struts To Spring - RMS Tables - Dispatch Event Types	Engineering Enhancement	Admin	Technology Upgrade: Java framework updates for ease of use and maintainability.
IA-76166	N/A	Struts To Spring -> RMS Tables -> Arrest Codes	Engineering Enhancement	Admin	Technology Upgrade: Java framework updates for ease of use and maintainability.
IA-76180	N/A	Personnel: employee search results show "null" if employee has no last name	Bug/Defect	Personnel	Software Improved: A view action button to access employee records has been added.
IA-76186	N/A	CFS: add person and org address fields for street number and direction in wrong order	Bug/Defect	Calls For Service	Software Improved: The location of the Direction and Street Number fields have been switched for improved usability.
IA-76202	N/A	Cases: Offenses displayed multiple times in Associated Incidents Grid if Incident has multiple supps and Spelling error in a column header	Bug/Defect	Follow-up Cases	Software Improved: Display and usability items corrected.
IA-76206	N/A	Criminal Complaint - Incident Quick Select	Enhancement	Criminal Complaint	Software Enhanced: The quick select options for Incidents, Arrests, and Citations are now filtered to only show related records within the Organization of the complaint Agency.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76216	N/A	Evidence: Update Officer Search field labels	Enhancement	Property Mgmt.	Software Enhanced: The Evidence Search page now has a new LOV called **Officer Role** with the ability to search by "**Seized/Submitted By**" and "**Checked-Out To**". Because the LOV is needed to search for officer information, the Officer input fields will be disabled if neither of the options are chosen. When the **Seized/Submitted By** option is selected, the search will look for the officer who is directly associated with the Evidence record as the Submitting Officer (previous behavior). The **Checked-Out To** role will only appear in the LOV for selection when searching for Evidence with a Status of Checked-Out. When the Checked-Out To option is selected, the search looks up the most recent Custody To Officer on checked-out evidence records.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76243	N/A	Add ability to search Email Address	Enhancement	Master Indices	Software Enhanced: Search for people using previously entered email/social media addresses.
IA-76251 IA-76252 IA-76253 IA-76254 IA-76255 IA-76256 IA-76257	N/A	Permits - Location Integration Criminal Complaint - Location Integration Field Contacts - Location Integration Master Index Organizations - Location Integration Warrants - Location Integration Court Papers - New Location Integration	Enhancement	Permits	Software Enhanced: When adding an address to a Permit, Criminal Complaint, Field Contact, Master Business / Organization, Warrants, and Court Papers a new one-line location search is available. As you type the address or common place name, this feature automatically looks for existing RMS addresses and provides the ability to quick select or enter a new master address.
IA-76264	N/A	Online RMS- Install script for release 11.11.0	DevTask	Admin	Online RMS- Install script for release 11.11.0

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76266	N/A	Caution Code - Custom Forms	Enhancement	Custom Forms	Software Enhanced: Custom forms can be configured for use by Person and Address Caution codes. Agencies will be able to create custom forms to track additional information about specific cautions, such as trespass warnings or sex offender registration.
IA-76273	420110	Fleet Management - Service notifications add the Unit Number to the notification	Enhancement	Notifications	Software Enhanced: Fleet Unit # added to Service Notification.
IA-76293	N/A	Master Person - Print Person Report	Enhancement	Master Indices	Software Enhanced: Print the Master Person Index Report from the Person Edit page.
IA-76297	N/A	Field Arrest - duplication errors on pdf attachments	Bug/Defect	Field Arrest	Software Improved: Duplicate Field Arrest option updated to handle attachments.
IA-76309	420430	280 Posses Stolen Property add None Prop Quick link for Completed	Configuration	State Submissions	Software Enhanced: NIBRS configuration update for 100 Kidnapping and 280 Possession of Stolen Property offenses.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76337	N/A	Master Person - In Custody Search Option	Enhancement	Master Indices	Software Enhanced: Add a new Master Person In Custody Search option for sites that use both Online RMS and Jail Tracker to search for people who are in custody. People with a record in the new RMS PERSON CUSTODIES table, which stores daily custody data from JailTracker, will be returned if this option is selected.
IA-76357	420611	User Profile - Account History: Add the IP address to the Login History tab	Enhancement	Admin	Software Enhanced: The IP address from which the user connected will be displayed in a new column on the User Login History page.
IA-76383	420003	TIBRS Resubmission does not remove Segment 8 when DV is changed from Y to N	Enhancement	State Submissions	Software Enhanced: Update to the Texas TIBRS Segment 8 reporting.
IA-76392	420844	RMS-McCordsville Evidence Locker items were data loaded into McCordsville	Bug/Defect	Property Mgmt.	Software Improved: Evidence items marked as disposed with a locker location entered from a data conversion will not be counted as Evidence Lockers in use.
IA-76401	420809	CAD to RMS - Interface appears to not update to the last spilled Disposition	Enhancement	Calls For Service	Software Enhanced: Ensure that the most recent disposition is stored, for CAD to RMS CFS spills.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76406	N/A	Training - Printed Course Instance Changes	Enhancement	Training	Software Enhanced: Ability to print a training course instance with course details.
IA-76407	N/A	Jail Tracker - In Custody Alert Enhancements	Enhancement	Master Indices	Software Enhanced: When you click on the Person Alert Warning icon, additional In Custody information will be displayed. Clicking the "In Custody" Alert button on the Person Edit and View page will display additional information on the person's JailTracker custody record.
IA-76408 IA-76693	N/A	Person - Edit / View Page - Alerts for Civil Process and Active Cautions	Enhancement	Master Indices	Software Enhanced: On the Person Edit and View pages, an Alert/Warning button titled "Officer Safety" will appear to provide greater awareness of important information about the person such as Active Warrants, Active Civil Process Papers, Person Caution Codes, Permits (configured by type), and Subscriptions.
IA-76409	N/A	Training - completed vs accredited hours	Enhancement	Training	Software Enhanced: Record "completed" and "accredited" hours for each attendee on a training course.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76455	N/A	Evidence - allow attachments for evidence on add/edit individual evidence from an incident	Enhancement	Property Mgmt.	Software Enhanced: Add attachments to evidence record via an incident report when editing the incident property record.
IA-76456	N/A	Incident - print options needed for evidence attachments and images	Enhancement	Incidents	Software Enhanced: Printing options for incident reports now include the ability to print attachments and images associated with evidence on the incident report.
IA-76457	N/A	Case - printed case with included incident reports does not print additional locations for the incident	Bug/Defect	Follow-up Cases	Software Enhanced: Nothing has changed. Functionality has been confirmed. When a user prints the entire case, including incident reports and additional locations, data from unapproved reports is NOT displayed.
IA-76470	N/A	Agency Organization tab - Users still able to Self-Assign even when restricted	Bug/Defect	Admin	Software Enhanced: A user can only be assigned to a restricted agency by an administrator. A warning message has been added for users who are about to self-assign into an agency where self-assignment is disabled. Info bubble messages have been added to the agency admin page to help admins understand how the restrict flags operate.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76542	N/A	Master Index Person: Add Print options for Attachments and Caution Code Attachments and Custom Form Instances	Enhancement	Master Indices	Software Enhanced: Print options added the Person Details Report to include Caution Code Attachments and Attachments to the person record.
IA-76565	N/A	NIBRS: Research 'No IBR Field Values Found' issue	Bug/Defect	State Submissions	Software Enhanced: Updates to NIBRS submission to not common data validations.
IA-76582	N/A	Admin: Offense Codes list (via Agency Settings) display local offense codes for ALL agencies instead of for the specific agency	Bug/Defect	Admin	Software Improved: Usability and workflow improved for Agency Local Offense code management.
IA-76603	N/A	Alert the user when trying to download a large video or file	Enhancement	Attachments	Software Enhanced: New maintenance configuration setting (LARGE FILE SIZE BYTES) to notify the user when downloading a large file. If a file's size exceeds the maintenance value, the user will receive a notification "This attachment is extremely large and may require some time to download. Do you wish to continue? ". The user can choose "Yes" to download the file or "No" to cancel.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76609	N/A	My Warrants and My Court Papers - Alert Icons	Enhancement	Civil Process	Software Enhanced: Person and Address Alert icons will now display on the map and list views for Recent Activities - My Court Papers and My Warrants.
IA-76616	N/A	AGENCY_CODE is not being saved in INCIDENT_DELETE table	Bug/Defect	Incidents	Software Improved: Modification to ensure that Agency code is saved to the incident delete log when an incident report is deleted.
IA-76617	N/A	Service Vendors can't be added in Fleet Module Admin	Bug/Defect	Fleet Mgmt.	Software Improved: Modification to allow Fleet management service vendor information to be added and updated.
IA-76618	N/A	Add additional Tab to Fleet Management Admin to allow maintenance of Vehicle Make & Model	Enhancement	Fleet Mgmt.	Software Enhanced: Fleet Management Administration has been updated to allow for the addition and management of Fleet Vehicle Make and Models.
IA-76667	N/A	Incident: Incident Copy does not validate when Report Date is prior to Occurrence Date	Bug/Defect	Incidents	Software Improved: Date validations added to the Incident Copy feature to enforce that dates can be a future date, and occurrence date is before report date, and occurrence start date is before occurrence end date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76669	N/A	Data Submission: Occurrence Date column is not displaying the correct date	Bug/Defect	State Submissions	Software Improved: The State NIBRS Submission Incident review page has been modified to reflect the Occurrence date per the Incident Occurrence Start Date.
IA-76672	422239	KIBRS Arrest Reports Not Flagged as Domestic Violence	Enhancement	State Submissions	Software Enhanced: Kansas KIBRS DV arrest reporting update.
IA-76678	N/A	Incident Report - Quick Create Tow Impound Navigation Issue	Bug/Defect	Tow Impound	Software Improved: Improved workflow navigation when utilizing the Incident Report - Quick Create Tow Impound feature. When selecting the Quick Create button to create a Tow Impound and saving the Impound, the user will remain on the Tow Impound to complete additional details.
IA-76680 IA-76786	N/A	MICR Ethnicity Mapping corrections	Configuration	State Submissions	Software Enhanced: State-specific Ethnicity changes for Michigan MICR.
IA-76691	422239	KIBRS Arrest report needs to be A - Adult >=18 or J Juvenile <18 unless data element 37 is D or C	Enhancement	State Submissions	Software Enhanced: State specific updates for Kansas KIBRS arrest reporting.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76703	N/A	Caliber Marketplace - Phase 1	Enhancement	Admin	Software Enhanced: Focused on assisting Agencies to maximize the numerous benefits of Online RMS. Over time, the Caliber Marketplace will develop into a centralized location where agency administrators can readily identify which features, they are currently using and which capabilities that may save staff time and improve agency efficiencies.
IA-76705	N/A	Case Activities - Label Change	Enhancement	Follow-up Cases	Software Enhanced: Changes to the "Narrative" label to "Notes" to increase user familiarity and awareness while entering case activity notes for follow-up case investigations.
IA-76779	423124	OK SIBRS Allow CASH/Money property code 20 to be seized against 35B Offense	Configuration	State Submissions	Software Enhanced: State specific update for Oklahoma SIBRS reporting.
IA-76799	423294	OK SIBRS Remove SUV from the description of Vehicle Type	Configuration	State Submissions	Software Enhanced: State specific update for Oklahoma SIBRS reporting.
IA-76800	423294	OK SIBRS Add Attempted Completed Question for offense 83A	Configuration	State Submissions	Software Enhanced: State specific update for Oklahoma SIBRS reporting.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76801	423294	OK SIBRS Add Property Type 21 Negotiable Instruments	Configuration	State Submissions	Software Enhanced: State specific update for Oklahoma SIBRS reporting.
IA-76803	N/A	Narrative Auto Complete - not hiding expunged people	Bug/Defect	Incident Narrative	Software Improved: Updated the Incident Narrative Quick Text complete feature to ensure expunged offenders are not displayed.
IA-76809	N/A	Custom Field Permissions not allowing edit	Bug/Defect	Custom Forms	Software Improved: Modification to resolve a workflow issue that prevented the editing of certain custom fields.
IA-76817	423294	OK SIBRS Allow Property code 10 Drug/Narcotic to be reported on 220 and 23 offenses	Configuration	State Submissions	Software Enhanced: State specific update for Oklahoma SIBRS reporting.
IA-76818	423294	OK SIBRS Add Property type 08 Consumable Goods	Configuration	State Submissions	Software Enhanced: State specific update for Oklahoma SIBRS reporting.
IA-76825	423378	Offender Arrestee missing the Arrest Questions data	Bug/Defect	State Submissions	Software Improved: Modification to ensure that arrestee details are removed from the Incident Report when an offender's role is changed from arrested.
IA-76839	423294	OK SIBRS Add None or Unknown Prop quick links for NIBRS offense 100 Kidnapping	Configuration	State Submissions	Software Enhanced: State specific update for Oklahoma SIBRS reporting.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76857	423427	Agency Search Interfaces Do Not Save	Bug/Defect	SmartSearch	Software Improved: Search Interfaces can now be managed and modified for sub/child agencies under an organization. When adding a new child agency, please make sure you specify the search interfaces for the added agency and associated users.
IA-76858	423294	OK SIBRS Add Validation if Vehicle is associated to Property Crime and Vehicle Type is Blank or Null	Enhancement	State Submissions	Software Enhanced: State specific update for Oklahoma SIBRS reporting.
IA-76860	423294	OK SIBRS Update Property BACKPACK from prop code 16 to 25	Configuration	State Submissions	Software Enhanced: State specific update for Oklahoma SIBRS reporting.
IA-76873	N/A	Training - Add completed and accredited hours to Attendee grid on Edit Course	Enhancement	Training	Software Improved: Two additional columns to display Completed Hours and Accredited Hours have been added to the Attendee grid when editing or viewing a training course.
IA-76875	N/A	TIBRS Setup segment 9 NIBRS codes based on 90C and 370 NIBRS Codes	Configuration	State Submissions	Software Enhanced: State specific update for Texas TIBRS Segment 9 reporting.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76881	N/A	Incident: Offender and Victim page not saving when user creates a supp and there are R&V to display custom fields	Bug/Defect	Incidents	Software Configuration Update: Removed a conflicting rule in the RMS Incident Report Rules and Validation engine for New Jersey.
IA-76893	N/A	NJ NIBRS: DV custom field values for Victim and VOR is not reported when DV value is changed to Y in a supp	Bug/Defect	State Submissions	Software Enhanced: State specific update for New Jersey NIBRS reporting.

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APPENDIX: SERVICE COMMITMENTS

Caliber Public Safety designs its processes and procedures related to its RMS system based on the service commitments that Caliber Public Safety makes to its business units, the laws and regulations that govern the system and the operational and compliance requirements that Caliber Public Safety has established.

Security, availability, confidentiality, and processing integrity commitments include, but are not limited to, the following:

Security Commitments
- Secure Socket Layer (SSL) FIPS140-2 compliant encryption is used to encrypt the transmission of data with Caliber hosted systems.
- Access to customer data is restricted to Caliber employees and/or subcontractors whose job function requires access.
- RMS Development, operations, and customer service personnel are required to maintain active CJIS certification.
- Systems are subject to vulnerability scanning.

Availability Commitments
- Caliber will maintain a highly available platform (99.9% uptime) that includes redundancy for critical system components except during planned downtime as communicated to users or unplanned downtime caused by circumstances beyond its reasonable control. In practice, Caliber routinely exceeds 99.99% uptime.
- User entity data is backed up daily and replicated to a secondary location.
- User entity data is maintained and stored within the United States.

Confidentiality Commitments
- Upon termination of services, Caliber will return confidential data to customers subject to the terms of the current RMS SaaS agreement.
- Caliber shall protect information designated as confidential from unauthorized access.
- Confidential data shall only be stored within Caliber's company information systems.

Processing Integrity Commitments
- The organization communicates requirements to user entities regarding the information, data, or other specifications necessary to complete processing in alignment with standard business operations.
- Data processing requests are only performed as authorized by the user entity.
- Data shall be stored and maintained in the system with no unauthorized alteration.