



Protecting Tomorrow–Today.™

Online RMS

Version 11.11.1

Product Change Notice

10 January 2023

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	10 Jan 2023	1.0	Production release.

TABLE OF CONTENTS

Revision History	1
Introduction	3
Product Requirements.....	4
Release Milestones.....	5
Appendix: 11.11.1 Product Change Notice (PCN) – Detailed JIRA Listing	6
TABLE A: RELEASE ENHANCEMENTS AND PRODUCT SOFTWARE ISSUE RESOLUTIONS.....	6
Appendix: Service Commitments	9

INTRODUCTION

This document provides an overview of the software changes delivered in the 11.11.1 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 11.11.1 release.

End Date	Milestone
6 Dec 2022	11.11.1 Sprint 1 Starts
5 Jan 2023	11.11.1 Code Lock
10 Jan 2023	11.11.1 Release Available

APPENDIX: 11.11.1 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 11.11.1 release. An * symbol - denotes a software resolution that was deployed prior to the 11.11.1 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76848*	N/A	LeadsOnline RMSDEx Enhancement	Enhancement	Interface	Software Enhanced: (Customer Funded) RMSDEX extract enhanced to include investigating officer information from the associated follow-up case investigation if one exists.
IA-76852	423303	Online RMS - RMS Jasper Crime Map RMS (ThinkGIS) Rutgers University PD, NJ (RUTGERS schema) - Add Incident Type	Configuration	AdHoc Reporting	Software Enhanced: (Customer Funded) Incident Report map extract enhanced to include Incident Types.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-76931	423706	RMS - Update Logic for CAC Validation to convert spaces to periods to match to an Online RMS user	Enhancement	Admin	Software Enhanced: The CAC sign-on integration was enhanced to translate CAC username containing spaces to replace any spaces with a "." (period) when matching to an Online RMS user profile
IA-76968	424385	RMS - Tow/Impound: Validation warnings are not being displayed	Bug/Defect	Tow Impound	Software Update: Modified the Tow Impound page to require a vehicle description be entered if the vehicle does not have a previously entered description.
IA-76973	424360	RMS - Three VEHICLE_TYPE_C ODES not populating IBR Values	Bug/Defect	State Submissions	Software Update: Incident Based Reporting for the state of Kansas (KIBRS) has been updated to correctly generate the KS Property type code when submitting KIBRS property segments for vehicles that are entered in the RMS of type Snowmobile, Golf Cart and ATV.
IA-76978*	N/A	Created additional database view for Jasper reporting	Configuration	AdHoc Reporting	Software Enhanced: Allow images to be exported in base64 for use by Jasper reporting.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-77031	424724	RMS - Citation not appearing in Racial Profiling Report on correct date	Bug/Defect	Reporting	Software Update: Modified report to use the selected agency's time zone to filter citations based on citation date/time.
IA-77056	N/A	SIBRS Offender Arrest Type Issue	Bug/Defect	State Submissions	Software Update: Incident Based Reporting for Oklahoma to report the state specific SIBRS arrest type indicator based on information from approved supplements only.
IA-77079	425506	Disable/Remove Warning for Incident Arrest Charge Selected is Not in Severity #1	Bug/Defect	Admin	Software Updated: Disable/Remove Warning for Incident Arrest Charge Selected is Not in Severity #1. This warning was confusing to users and is no longer needed.
IA-77092	N/A	Incident Warning - No Arrestee Identified when Offense cleared by Arrest	Enhancement	Incidents	Software Enhanced: New Incident Warning implemented that will appear on the Incident Validations tab if an offense has a status of "Cleared by Arrest" and at least one offender on the report does not have the role of arrestee.

--END--

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.