Caliber PUBLIC SAFETY

Protecting Tomorrow–Today.™

Online RMS

Version (11.12.0)

Product Release Bulletin (PRB)

04 April 2023

REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	15 March 2023	1.0 (RTO)	Release to Training version. Please note, changes to screen prints and descriptions may change in final PRB/PCN version.
B. Chapman	04 April 2023	1.0	Update PRB for Online RMS Production Release. Added IA-77515, IA-77577, IA-77642

TABLE OF CONTENTS

Revision History 1
Introduction 3
Product Requirements 4
Release Milestones 5
Release Announcement 6
New Features & Enhancements 11
ONLINE RMS 11.12.0 HIGHLIGHTS 11
Quick Search for Person and Vehicles 11
Person In Custody 12
Geo Verified Addresses 13
Common Place Names 14
Narrative Auto Complete 14
Edit Field Arrest from Incident Summary Page 14
Multiple Offenses can be entered / updated. 15
Case Activity Template 16
Selecting Case Activity Template 16
Custom Form Designer 17
RMS Unit History – Premium Feature (additional subscription) 18
RMS Front Page Redesign – Optional by Agency 19
Officer Safety Flag 20
Caliber Marketplace (Phase 1) 21
Appendix: 11.12.0 Product Change Notice (PCN) – Detailed JIRA Listing 21
TABLE A: RELEASE ENHANCEMENTS AND PRODUCT SOFTWARE ISSUE RESOLUTIONS 21
Appendix: Service Commitments 35

INTRODUCTION

This document provides an overview of the software changes delivered in the 11.12.0 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 11.12.0 release.

End Date	Milestone
06 Dec 2022	11.12.0 Sprint 1 Starts
20 Dec 2022	11.12.0 Sprint 1 Ends / Sprint 2 Starts / 11.11.0 Release Available
03 Jan 2023	11.12.0 Sprint 2 Ends / Sprint 3 Starts
17 Jan 2023	11.12.0 Sprint 3 Ends / Sprint 4 Starts
31 Jan 2023	11.12.0 Sprint 4 Ends / Sprint 5 Starts / 11.11.1 Service Pack Available
14 Feb 2023	11.12.0 Sprint 5 Ends / Sprint 6 Starts
07 Feb 2023	11.11.2 Service Pack Available
28 Feb 2023	11.12.0 Sprint 6 Ends / Sprint 7 Starts
14 Mar 2023	11.12.0 Sprint 7 Ends / Sprint 8 Starts (Stabilization Starts)
07 Mar 2023	11.11.3 Service Pack Available
28 Mar 2023	11.12.0 Sprint 8 Ends / Sprint 9 (Stabilization Continues)
15 Mar 2023	11.12.0 RTO (Release to Training / Operations)
30 Mar 2023	11.12.0 Stabilization Ends / Code Lock
04 Apr 2023	11.12.0 Release Available

RELEASE ANNOUNCEMENT

Online RMS 11.12.0 is here soon! Online RMS was upgraded to 11.12.0 on Tuesday, **April 4, 2023**, at **1:00 a.m**. (Eastern).

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 11.12.0 release. To watch each video, navigate to the Help Menu > Training Videos Library or click the **WATCH** hyperlinks below.

End-User Focused Videos:

- **Incident Report Enhancements** (now you can enter/update multiple offenses within the incident report. Narrative Quick Reference in incident narrative now includes officers and offenses used within the incident report. Copy Incident now includes NIBRS values and additional vehicle attributes) – WATCH
- **Master Indices Enhancements** (Save Time and Improve Accuracy)
    - Quick search has been added to People and Vehicles along with our improved UI with side menu. A must watch video. - WATCH
- **Case Activity Enhancements** (Case Activity Templates, add multiple Case Activities.) - WATCH
- **Custom Form Enhancements** (Form Designer redesign allows streamlined manipulation of field layout including being able to update / add fields.) - WATCH
- **Front Screen Redesign** Agencies can now have the option to use the new front page with side bar - 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 11.12.0** 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 11.12.0. More information on features and functionalities in the 11.12.0 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 11.12.0 Release Highlights:

- **Quick Search added to Person and Vehicle Searches**
  - **Save Time with simplified quick search**. Update allows user to use the information the officer will normally have to help facilitate quick entry of this data. We still allow searching on additional criteria when needed.
  - **Person**
    - ✓ Last Name, First Name DOB
      And / or
    - ✓ Driver's License Number
  - **Vehicle**
    - ✓ License Plate
      or
    - ✓ VIN
- **In Custody Search is now Default from Master Person Search**
- **Training Module – Upcoming Courses vs Manage Courses now easier to navigate.**
- **Adding addresses is enhanced to show GEO verified addresses at the top of the list with green checkbox**
- **Common Place Names have been added to all address events (Incident, Field Arrest, etc.)**
- **Narrative Auto Complete**
  - Update now includes Officers and Offenses
- **Copy Incident**
  - **Improvements now include:**
    - ✓ NIBRS Options
    - ✓ Additional vehicle attributes have been included.
    - ✓ Display vehicles to copy even if they have already been associated to one or more offenses.
- **Incident Report**
  - Added Edit Field Arrest button to the incident summary page.
  - Now offense details can be made in mass.
  - Enhanced offense search capabilities
- **Warrants**
  - Field added to capture and print date/time warrant was received.

- **Cases**
  - Create / Apply Case Activity Templates
  - Screen grid updated for Case activity.
  - Mass add Case Activity screen.
- **Visualization Tool**
  - Now includes associations from custom forms, sub forms, and attachments.
- **Custom Forms**
  - Redesign of form designer for easier form layout.
- **Tow / Impound**
  - Added Save button at top and bottom to streamline the entry process.
  - New owner required feature.
- **Notifications for Notify Prosecutor are now saved in the Notification History**
- **RMS Unit History from CAD is now available as an addon feature**
- **When printing person information on the incident report we now use the date of the incident to reference person Date of Info data**
- **Federal and State Compliancy**
- **Evergreen Worry-free Technology Updates**
  - Technology and security updates as required to ensure Online RMS remains secure and operates efficiently.
- **Miscellaneous Software Fixes and Resolutions**
- **Front Screen redesign with sidebar (Optional)**
- **Officer Safety Flag**
  - A new checkbox has been added to the caution codes admin screen. The box is labelled "Use For Warnings (Applies To Person Cautions Only)".
  - Checking this will make it so:
    - ✓ The alerts caution icon will only consider caution codes that meet existing criteria as well has have this new flag (note: all existing person caution codes have been updated to be flagged as a warning, the customers can choose to remove these as desired)
    - ✓ Same for the person WARNINGs red box (on the person edit/view page)
    - ✓ The popup that shows when clicked will not show any non-warning caution codes

- **Caliber Marketplace**
    - **Available from the help menu. Caliber Marketplace will allow you to review features available for Caliber's Suite of Public Safety Products**
        - ✓ **CAD**
        - ✓ **Mobile**
        - ✓ **Online RMS**

We hope you share our enthusiasm for the production release of Online RMS 11.12.0. 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 11.12.0, 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 11.12.0 HIGHLIGHTS

Quick Search for Person and Vehicles

Quick Search for Person and Vehicles Along with updating to our new side bar navigation users can now use the information the officer will normally have to help facilitate quick entry of this data.

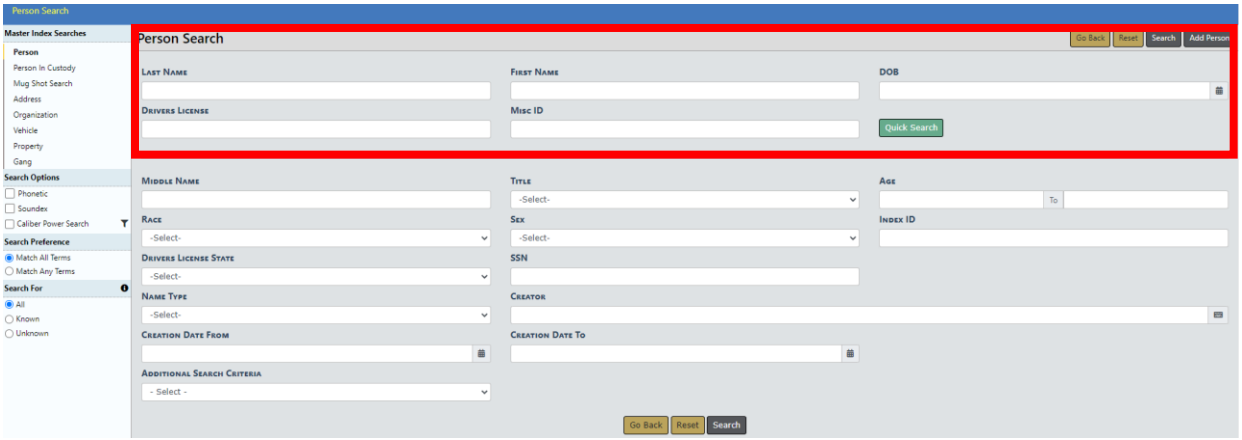

FIGURE 1: PERSON QUICK SEARCH

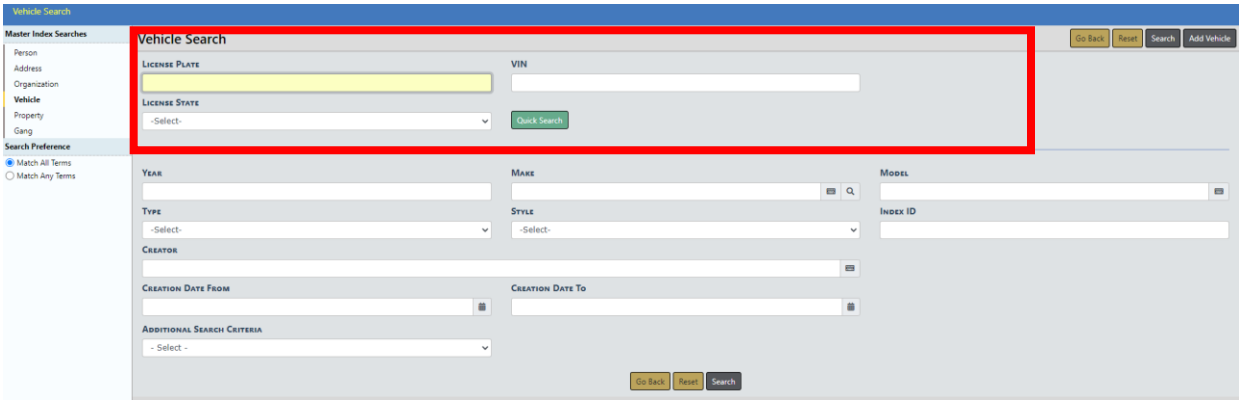

FIGURE 2: VEHICLE QUICK SEARCH

Person In Custody

Please note that this feature is only available for sites that use the JailTracker and Online RMS integration.

Alerts now include In Custody alert.

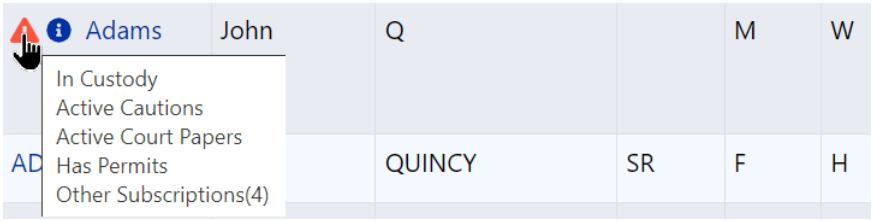

FIGURE 3: PERSON ALERT - IN CUSTODY

In Custody data now include Jail Booking and Jacket numbers

FIGURE 4: PERSON IN CUSTODY

Geo Verified Addresses

- Green Checkbox denotes Geo Verified Address

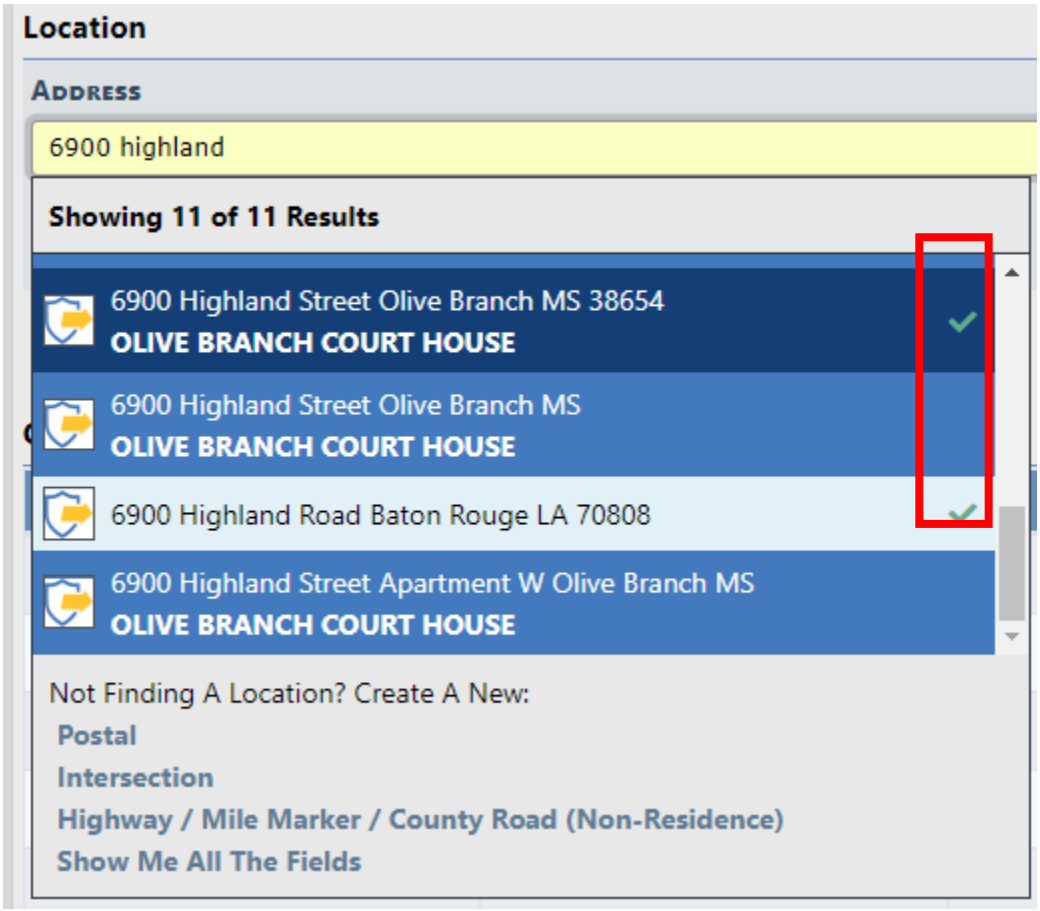

FIGURE 5: GEO VERIFIED ADDRESSES

Common Place Names

- Common Place Names have been added to all address events.

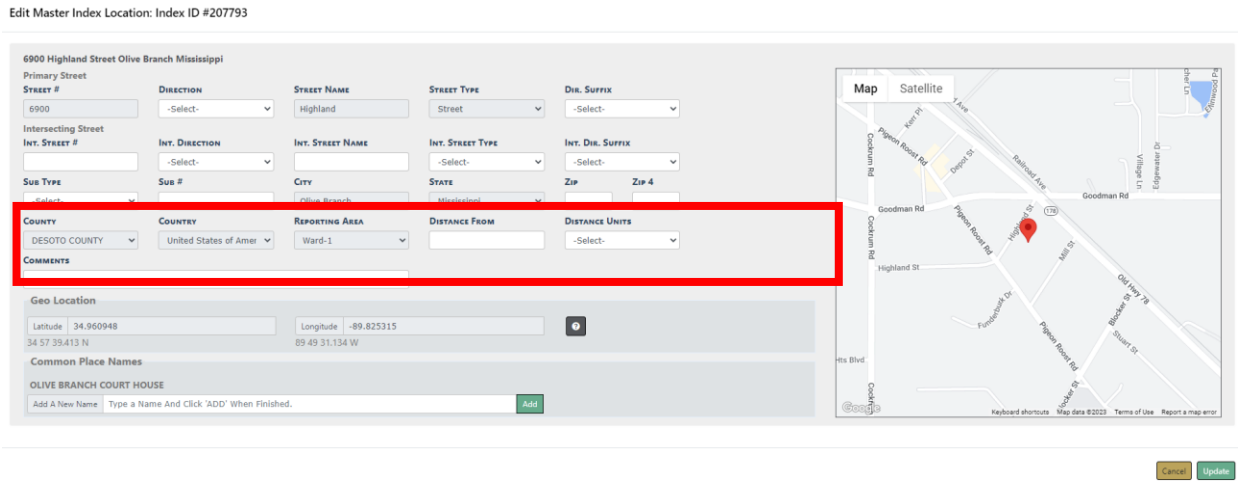

FIGURE 6: COMMON PLACE NAMES

Narrative Auto Complete

- Auto Complete within Incident Narratives now includes Officers and Offenses.

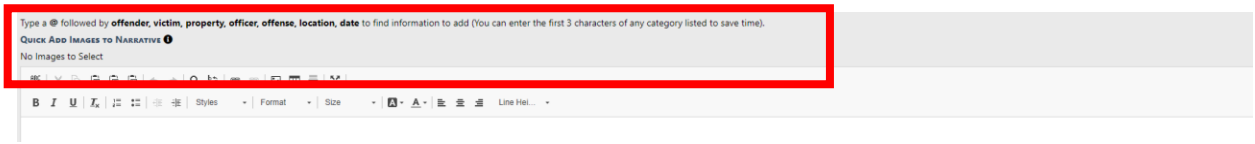

FIGURE 7: NARRATIVE AUTO COMPLETE

Edit Field Arrest from Incident Summary Page

- Users can now edit the field arrest from the Incident Summary Page.

FIGURE 8: EDIT FIELD ARREST FROM INCIDENT SUMMARY PAGE

Multiple Offenses can be entered / updated.

- When the need arises to update offense status or other details, use the new mass update offenses capability to select and edit multiple offenses at the same time.

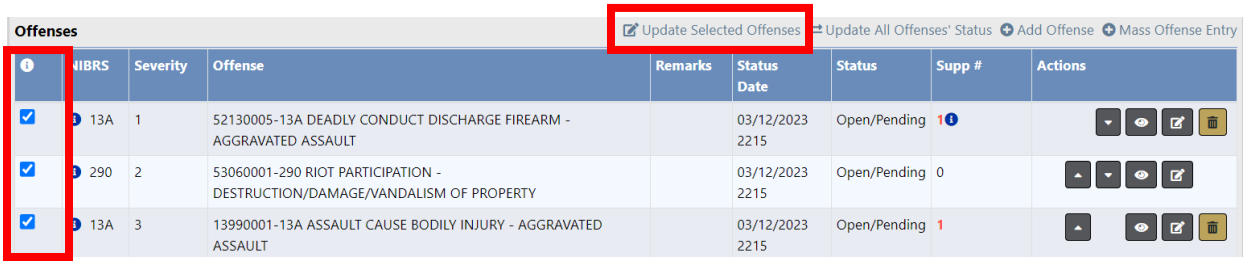

FIGURE 9: INCIDENT REPORT OFFENSES - MASS UPDATE OFFENSE DETAILS

- Changes to the top offense will be propagated to other offenses, saving time and reducing errors.

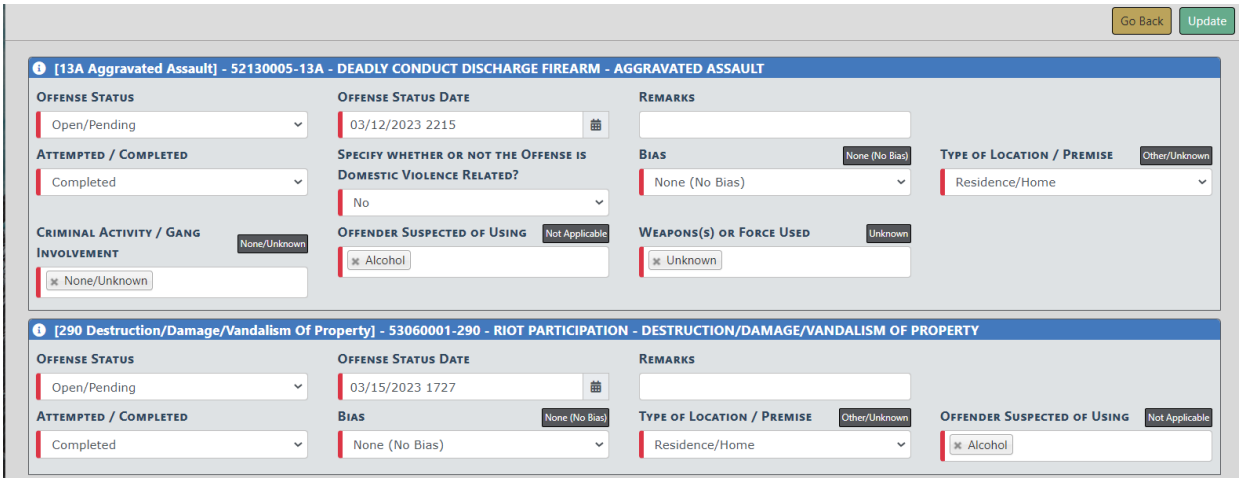

FIGURE 10: OFFENSES MASS UPDATE/ADD

Case Activity Template

- Templates can now be created to streamline the entry of Case Activities

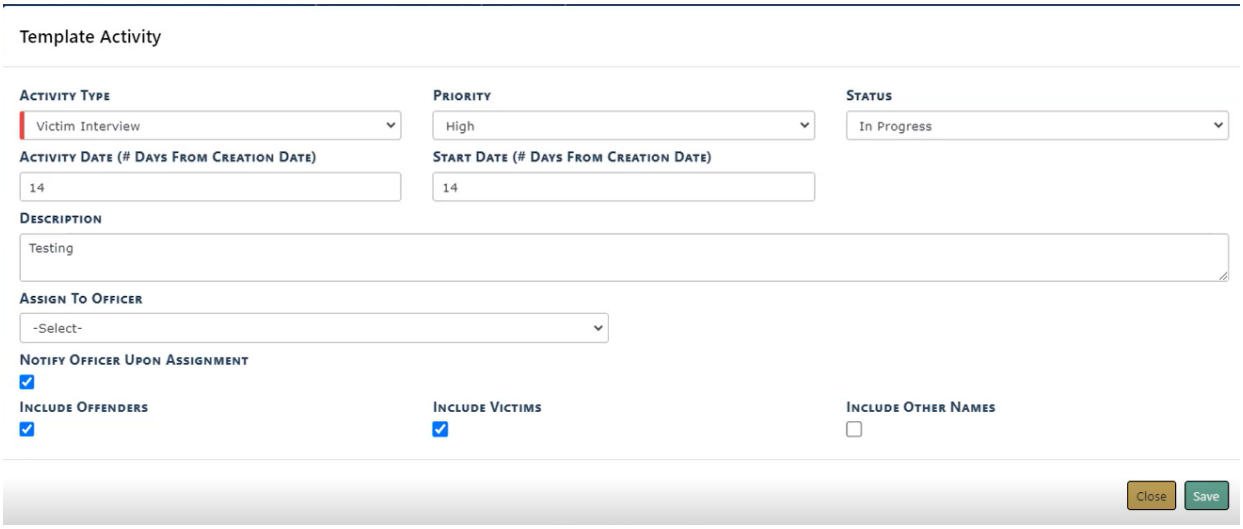

FIGURE 11: CASE ACTIVITY TEMPLATE

Selecting Case Activity Template

FIGURE 12: USING CASE ACTIVITY TEMPLATE

Custom Form Designer

- A new Custom Form Designer enables easier field arrangement and the ability to add and update fields without leaving the designer.

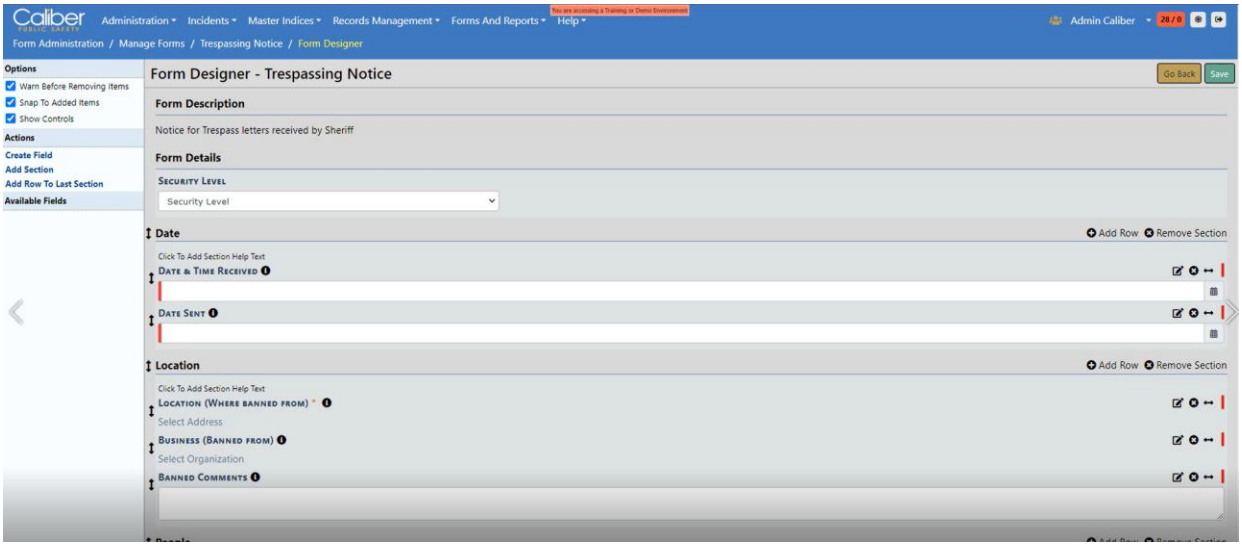

FIGURE 13: CUSTOM FORM DESIGNER

RMS Unit History – Premium Feature (additional subscription)

- Search and view Unit History from CAD. This requires additional subscription and configuration including CAD upgrade).

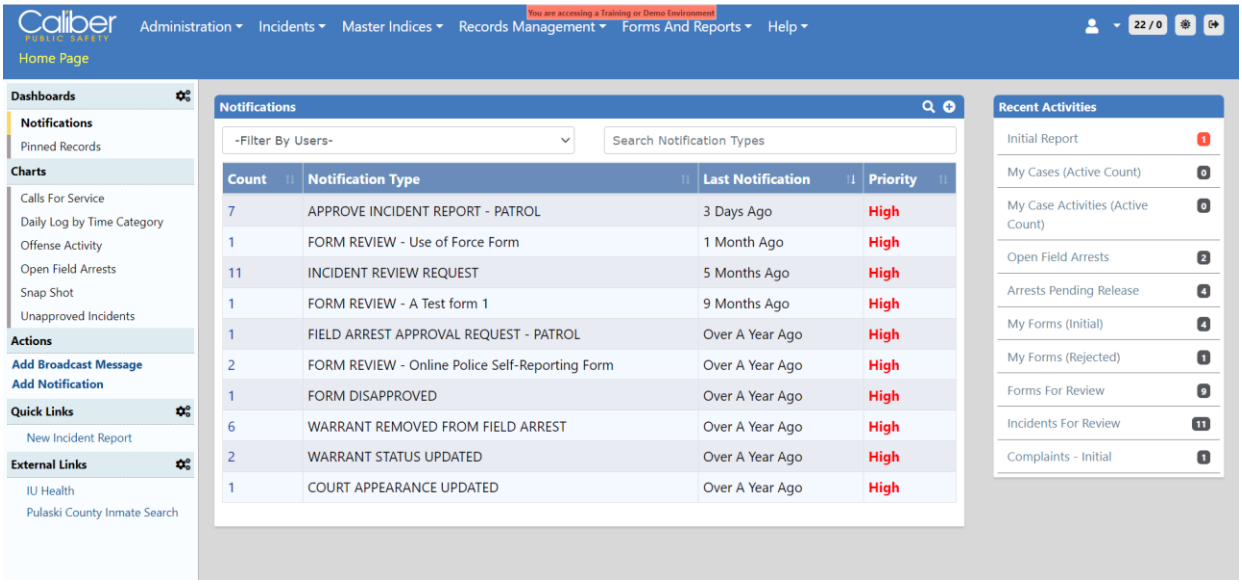

FIGURE 14: RMS UNIT HISTORY

RMS Front Page Redesign – Optional by Agency

- Front page has an optional configuration with side bar getting ready for our deployment of Dashboards in 11.12.1 (May)
- This is optional and can be enabled for your agency or schema by submitting a support ticket.

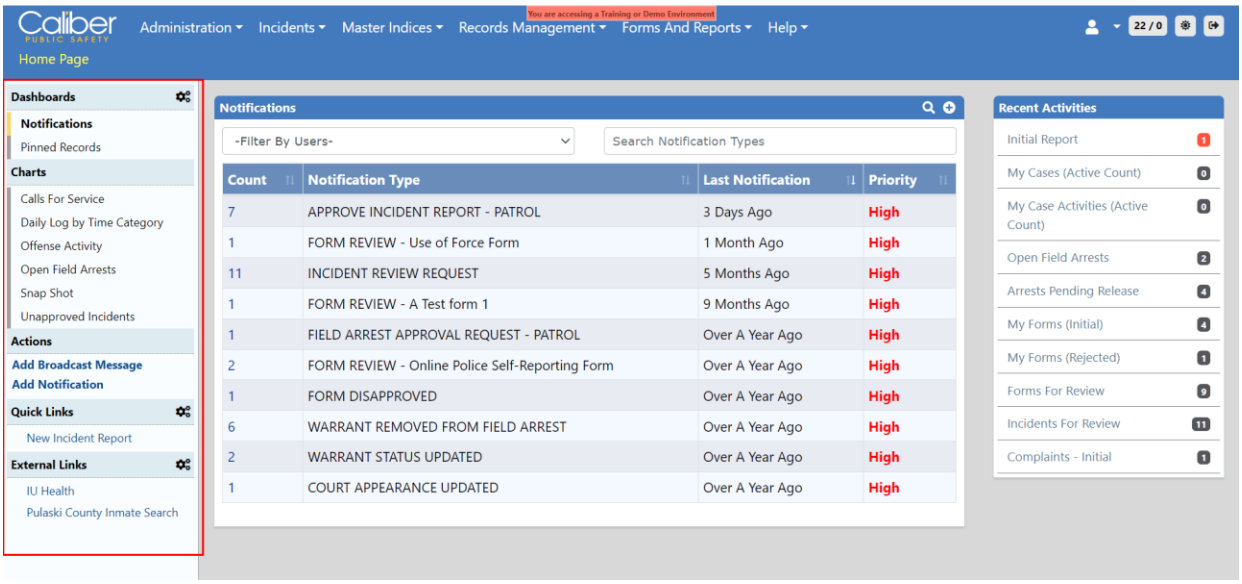

FIGURE 15: FRONT PAGE REDESIGN

Officer Safety Flag

- Administration of Caution Codes not allows for specifying if the code is uses for Officer Safety Warnings

Code	Caution Type	Description	Category	Category Roles	Is For Warning	Active	Actions
DRUGADR	Address	Known Drug Activity			No	Yes	
GNGADR	Address	Known Gang Activity			No	Yes	
TERADR	Address	Suspected Terrorist Activity			No	Yes	
PVA	Person	Armed at prior arrest			Yes	Yes	
AST	Person	Assaulted officer	Edit Caution Codes	LEA_RECORDS_MGMT, LEA_CLERK, AGENCY_ADMIN, OFFICER_SUPERVISOR	Yes	Yes	
ASC	Person	Assaultive/Combative	Edit Caution Codes	LEA_RECORDS_MGMT, LEA_CLERK, AGENCY_ADMIN, OFFICER_SUPERVISOR	Yes	Yes	
DEA	Person	Deceased	Edit Caution Codes	LEA_RECORDS_MGMT, LEA_CLERK, AGENCY_ADMIN, OFFICER_SUPERVISOR	Yes	Yes	
ESC	Person	Escape Risk			Yes	Yes	
FSG	Person	FSG VIOLENT caution			Yes	Yes	

FIGURE 16: OFFICER SAFETY FLAG

Caliber Marketplace (Phase 1)

- Accessed from Online RMS Help menu Caliber Marketplace will allow users to view features for our suite of produces (CAD, Mobile, and Online RMS)

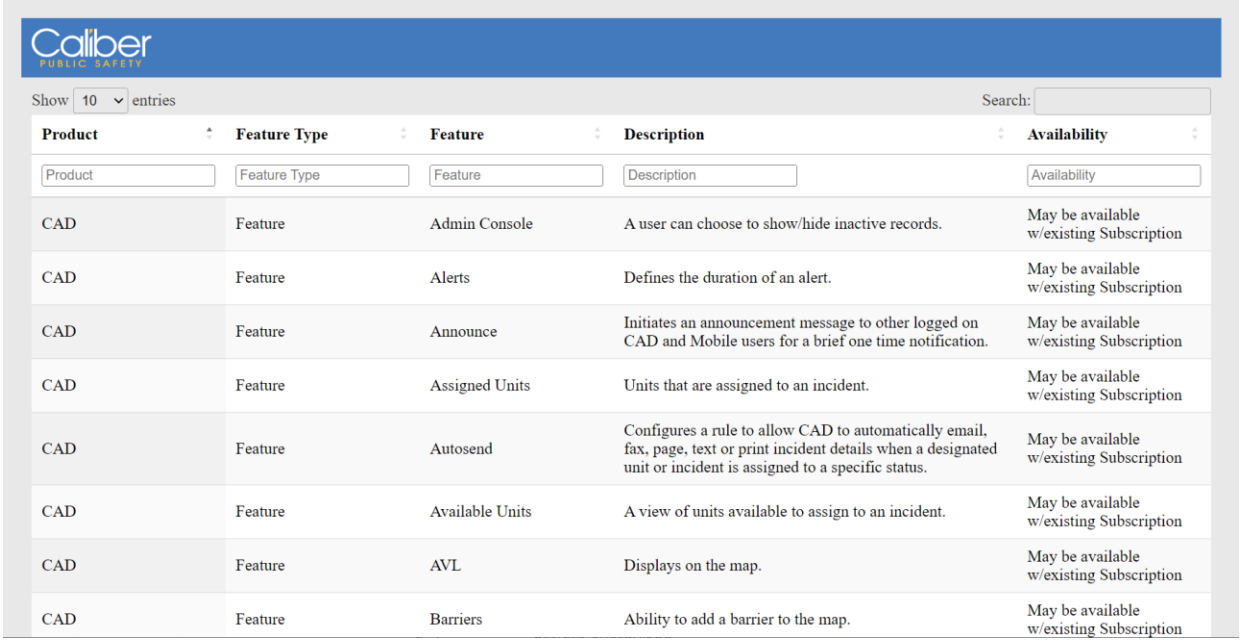

FIGURE 17: CALIBER MARKETPLACE

APPENDIX: 11.12.0 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 11.12.0 release.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-61533 IA-70886	343534	Vehicle Tow/Impound - Request to streamline the save process.	Enhancement	Tow Impound	Software Enhanced: Save buttons added to top and bottom of screen to replace all the update buttons in each section. This will streamline data entry.
IA-61701	344329	Warrants - Add a field to record time warrant received.	Enhancement	Warrants	Software Enhanced: Addition of a "Received Date" has been added to the Warrant screen and printout.
IA-74356 IA-76752	N/A	Allow editing of Certifications in Training under Personnel Management	Enhancement	Incidents	Software Enhanced: Copy Incident - Incident Report Number NIBRS Options and additional attributes for Vehicles.
IA-76802	N/A	Narrative Quick Reference: include additional information.	Enhancement	Incident Narrative	Software Enhanced: Quick Reference now includes Officer and Offenses for entry into incident narrative .
IA-76876	N/A	Master Indices - Quick Search additions for person and vehicles	Enhancement	Master Indices	Software Enhanced: Added the ability to do quick search on person and vehicle with minimal data.
IA-76901	N/A	In Custody Search	Enhancement	Master Indices	Software Enhanced: In Custody Search is now a default within Master Person Search.
IA-76916	N/A	Update Offense Details in Mass	Enhancement	Incidents	Software Enhanced: Add ability to update offense in mass grid.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-77162 IA-77164 IA-77165	N/A	Case Activity Template and mass add Case Activities	Enhancement	Follow-up Cases	Software Enhanced: Create Case Activity Template to streamline entry of activities along with the ability to add multiple case activities. Improvements to Case Activity Grid.
IA-77231	424820	RMS - Civil Process Adding Address > Addresses Geo-Verified are indicated and displayed first.	Enhancement	Civil Process	Software Enhanced: When adding an address Geo-Verified will be listed first with a green arrow.
IA-77252	N/A	Incident Report - Add Edit button to Field Arrest Grid.	Enhancement	Field Arrest	Software Enhancement: Can now edit a field arrest from the incident summary screen.
IA-65748	N/A	Creating a role, Restrict Role Access Level LOV	Enhancement	Admin	
IA-73561	N/A	Front Screen - Import/Export Dashboards	Enhancement	Admin	
IA-74545	N/A	Enhancement Request Incident Report Offense search functionality	Enhancement	Incidents	
IA-74887	413718	The selection of the Notify Prosecutor Check box should show in Mega Menu > View Incident Audit Trail >	Enhancement	Incidents	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		Notification History			
IA-75070 IA-77577	N/A	Visualization Tool - Include Custom Forms, Sub-forms and Attachments	Enhancement	Master Indices	
IA-76246	N/A	RMS Unit History Module - Implementation	Enhancement	Calls For Service	
IA-76294	N/A	Address Update Details - From Associated Events (Incident, Field Arrest, etc.)	Enhancement	Master Indices	
IA-76307	420468	The date displayed on the RMS Incident Report PDF displays the date of incident and not approval date of last supplement	Enhancement	Printing	
IA-76864	N/A	Training Module - Upcoming Courses vs. Manage Courses	Enhancement	Training	
IA-77039	N/A	Home Page - Separate Charts Into Its Own Category	Enhancement	Admin	
IA-77221	N/A	Address Component - Insufficient Geocoding Fields Does Not Display Warning To User	Enhancement	Master Indices	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-77272	N/A	Custom Forms - Redo Form Designer	Enhancement	Custom Forms	
IA-77286	426935	Custom Fields display on two lines when you view Field Arrest or Criminal Complaint	Enhancement	Custom Forms	
IA-77292	N/A	Caliber Marketplace - Create Content for Phase 1 solution	Enhancement	Admin	
IA-77333	N/A	Home Page - Commits For Design Overhaul	Enhancement	Admin	
IA-77339	N/A	Incident Copy: Display vehicles to copy even if they are associated with one or more offenses	Enhancement	Incidents	
IA-77343	N/A	Caliber Marketplace - Create (more) Content for Phase 1 solution	Enhancement	Admin	
IA-77344	N/A	Dashboards - Various Fixes / Improvements	Bug/Defect	Admin	
IA-77360	N/A	Visualization Tool - Include Sub Forms	Enhancement	Master Indices	
IA-77411	N/A	Case - Apply Case Activity Templates	Enhancement	Follow-up Cases	
IA-77427	N/A	Criminal Complaint -	Enhancement	Interface	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		Submission Status and Recent Activities			
IA-77197	N/A	Warrant: update printed warrant to include Received Date/Time	Enhancement	Warrants	
IA-66549	370186	Incident Report - Remove the Incident NIBR City field	Enhancement	Incidents	
IA-72045	N/A	Person Statewide Search: View State Person page does not display Active Court Papers	Enhancement	Master Indices	
IA-72094	N/A	Evidence: issues with Evidence Take Action screen	Bug/Defect	Property Mgmt	
IA-73727	N/A	Front Screen - existing functionality remaining items	Enhancement	Admin	

IA-75199	N/A	Rules and Validations: Caution icon (validation) displays for some custom field types even though they are correct	Bug/Defect	Custom Forms	
IA-75200	N/A	Rules and Validations: Required validation msg not displayed for Multi Select LOV field	Bug/Defect	Custom Forms	
IA-75395	N/A	Copy / Import Incident - displays expunged offenders but shouldn't	Bug/Defect	Incidents	
IA-76237	N/A	Field Arrest: Info bubble for CPN address not working if Arrest Location has CPN	Bug/Defect	Field Arrest	
IA-76300	N/A	MICR v1.8.0 Upgrade	Enhancement	State Submissions	
IA-76473	N/A	FL IBR: 1.3 upgrade	Enhancement	State Submissions	
IA-76493	N/A	Property - InterDEx button is double when going from Details to Summary to Details tab	Bug/Defect	Property Mgmt	

IA-76623	N/A	Custom Subform: Required field validation error not displayed if required field data accidentally removed after successful save of subform	Bug/Defect	Custom Forms	
IA-76728	N/A	Emulation - 2FA is preventing users with Emulation permission from doing so within their agency	Enhancement	Admin	
IA-76777	422973	RMS - Associated People Field in Narrative no longer displays Date of Birth	Enhancement	Incident Narrative	
IA-76789	423240	RMS - Charge will not update	Bug/Defect	Admin	
IA-76932	N/A	IP Whitelisting needs to be disabled for DBA/Caliber Employee System Admin	Enhancement	Admin	
IA-76933	N/A	Front Page / Dashboard Work	Enhancement	Admin	
IA-76980	N/A	Cases: Case Activity Notification appends 'null' to Comments if no incident associated	Bug/Defect	Follow-up Cases	

IA-76983	N/A	CFS: Clicking Yes to confirm that attachments will not be saved does nothing	Bug/Defect	Calls For Service	
IA-77001	N/A	Struts To Spring - Towing Companies Admin	Enhancement	Admin	
IA-77002	N/A	Struts To Spring - Admin Towing Companies	Enhancement	Admin	
IA-77003	N/A	Struts To Spring - Finish Vehicles	Enhancement	Master Indices	
IA-77021	N/A	Admin: Agency Vehicle Location Codes - User is not taken back to previous search results page after editing or deleting a code	Bug/Defect	Admin	
IA-77024	N/A	RMS Searches - add escapeForOracle() to all search parameters	Bug/Defect	Searching	
IA-77036	N/A	Home Page Dashboards - Export / Import Process (Part 1)	Enhancement	Admin	
IA-77037	N/A	Home Page Dashboards - Loading Them Fails Unless You Have Admin Access	Bug/Defect	Admin	

IA-77051	N/A	Script to remove AGENCY_CODES in the AGENCY_NIBR_CITIES table for non-MI agencies	Configuration	Incidents	
IA-77055	N/A	Admin - Edit Role Permissions Remove All link doesn't work	Bug/Defect	Admin	
IA-77061	N/A	Admin: Towing Companies - User is not taken back to previous search results page after editing or deleting a code	Bug/Defect	Tow Impound	
IA-77088	N/A	Struts To Spring - Officers	Enhancement	Admin	
IA-77127	N/A	RMS - Add meta tags to login screens (jasper server too) for SEO - Research/Implementation	Enhancement	Security	
IA-77129	N/A	Master Index Vehicle: Date Selector not working for Tow Dates	Bug/Defect	Master Indices	
IA-77130	N/A	Court Paper: Court Paper Sub Type Value not retained after Refine Search	Bug/Defect	Civil Process	
IA-77143	N/A	Common Place Name - user can select inactive common place name	Bug/Defect	Master Indices	

IA-77144	N/A	Arrest - common place names info bubble not working on Edit Arrest	Bug/Defect	Field Arrest	
IA-77163	N/A	Case - Case Activity Template Data Model	Enhancement	Follow-up Cases	
IA-77167	N/A	EJS_USERS.login_failed not cleared out upon successful login for password expire	Bug/Defect	Admin	
IA-77170	N/A	User Profile - User Self-Assignment not warning about need to log out	Bug/Defect	Admin	
IA-77192	426258	Citation Interface - Does not appear to be pulling in Charge Data for Local Ordinances from Interface	Enhancement	Interface	
IA-77211	N/A	Feature Name Change	Enhancement	Field Contact	
IA-77217	426465	Reports - Officer Daily Activity Report needs the ability to look at all officer ID's at once	Enhancement	Admin	
IA-77230	412308	FL NIBRS Delete of Zero Segment report	Enhancement	State Submissions	
IA-77247	N/A	Custom Forms Change the Label form Inactive to View Only	Enhancement	Custom Forms	

IA-77259	N/A	TIBRS Segment 9: Additional work for Offense penal codes 3 and 6	Enhancement	State Submissions	
IA-77267	426471	RMS - Custom Field Duplication	Bug/Defect	Custom Forms	
IA-77327	N/A	Criminal Complaint - Incident PDF Attachment	Bug/Defect	Criminal Complaint	
IA-77335	N/A	Write a Way To View A Form Via a JS Call	Enhancement	Custom Forms	
IA-77354	427094	Create Web Interface for Warrants at Oklahoma County SO (OK55)	Configuration	Interface	
IA-77356	N/A	RMSDEx / LInX Extract - Restrict Supplemental Narratives	Enhancement	Interface	
IA-77358	N/A	RMSDEx / LInX Extract - Add Additional data elements	Enhancement	Interface	
IA-77361	N/A	RMSDEx / LInX - Citation Data Extract	Enhancement	Interface	
IA-77367	N/A	External Storage - Quick view on Person Details to support retrieving/viewing TIF and PNG image file	Enhancement	Attachments	
IA-77400	N/A	Update legacy code to use Utilities.getIpAddress to get Remote IP Address	Bug/Defect	Auditing	

IA-77426	427394	RMS- A NIBRS Warning notification is preventing a supplement in initial status from deleting	Bug/Defect	Incidents	
IA-77446	N/A	Dashboard Export / Import - 2nd Round	Enhancement	Dashboards	
IA-77447	N/A	Master Vehicle - add mobile results link to Add Vehicle	Enhancement	Master Indices	
IA-77456	N/A	Auditing - capturing wrong info for Use of Force on incident search	Bug/Defect	Auditing	
IA-77465	424978	RMS - Officer Safety flag	Enhancement	Master Indices	
IA-77470	N/A	Home Page: Notifications - No Go Back button at the top and search criteria and results not retained	Bug/Defect	Admin	
IA-77476	N/A	Complaint - delete notification 80 if submission status is manually updated	Enhancement	Criminal Complaint	
IA-77479	N/A	Caliber Marketplace - CONTENT ISSUES #2 - phase 1 solution	Enhancement	Admin	

IA-77485	427495 427425 427206 427097	GA XML Submissions Need to be able to send delete XML for the test submissions for certifications	Enhancement	State Submissions	
IA-77486	N/A	NDEX XSLT Adjustments	Bug/Defect	Interface	
IA-77515	N/A	MECC – Criminal Complaint – Require Location City	Enhancement	Criminal Complaint	
IA-77642	N/A	Caliber Marketplace – Phase 1	Enhancement	New Feature	

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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.