



Protecting Tomorrow–Today.™

# Online RMS

Version (RTO -11.12.0)

Product Release Bulletin (RTO)

15 March 2023

## REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	15 March 2022	1.0 (RTO)	Release to Training version. Please note, changes to screen prints and descriptions may change in final PRB/PCN version.

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

## RELEASE ANNOUNCEMENT

On **Wednesday, March 15, 2023**, the **Online RMS training/demo environments** were upgraded to the Online RMS 11.12.0 (RTO) release to provide you.

**Online RMS 11.12.0** is coming to you soon! **As a reminder**, Online RMS 11.12.0 production deployment will occur on Tuesday, **April 4, 2023**, at 1:00 a.m. (Eastern).

Get a **firsthand preview** of the 11.12.0 release by logging into your RMS online training environment beginning Thursday, March 16, 2023. **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](#)

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 and sub forms.
- **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**

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](mailto: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.

The screenshot displays the 'Person Search' interface. On the left is a sidebar with 'Master Index Searches' including 'Person', 'Person in Custody', 'Mug Shot Search', 'Address', 'Organization', 'Vehicle', 'Property', and 'Gang'. Below these are 'Search Options' (Phonetic, Soundex, Caliber Power Search), 'Search Preference' (Match All Terms, Match Any Terms), and 'Search For' (All, Known, Unknown). The main 'Person Search' form has a red border at the top and contains the following fields: LAST NAME, FIRST NAME, DOB, DRIVERS LICENSE, MISC ID, MIDDLE NAME, TITLE, RACE, SEX, DRIVERS LICENSE STATE, NAME TYPE, CREATION DATE FROM, CREATION DATE TO, and ADDITIONAL SEARCH CRITERIA. A 'Quick Search' button is located between the 'MISC ID' and 'MIDDLE NAME' sections. At the bottom of the form are 'Go Back', 'Reset', and 'Search' buttons.




**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.

		Adams	John	Q		M	W
		In Custody					
		Active Cautions					
		Active Court Papers					
		Has Permits					
AD		QUINCY		SR	F	H	
		Other Subscriptions(4)					

**FIGURE 3: PERSON ALERT - IN CUSTODY**

In Custody data now include Jail Booking and Jacket numbers

### Person Alerts

PERSON IS IN CUSTODY

Booking #: 133007

Jacket #: 34426

Active Caution Alerts

Caution Code	Comments	Start Date	Expire Date
Probation	PO Rosselot	08/24/2017	

**FIGURE 4: PERSON IN CUSTODY**

## Geo Verified Addresses


- Green Checkbox denotes Geo Verified Address

Location

ADDRESS

6900 highland


Showing 11 of 11 Results



6900 Highland Street Olive Branch MS 38654

**OLIVE BRANCH COURT HOUSE**


☒



6900 Highland Street Olive Branch MS


**OLIVE BRANCH COURT HOUSE**

☐



6900 Highland Road Baton Rouge LA 70808

☒



6900 Highland Street Apartment W Olive Branch MS

**OLIVE BRANCH COURT HOUSE**

☐

Not Finding A Location? Create A New:

Postal

Intersection

Highway / Mile Marker / County Road (Non-Residence)

Show Me All The Fields

**FIGURE 5: GEO VERIFIED ADDRESSES**

## Common Place Names

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

Edit Master Index Location: Index ID #207793

**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.

Field Arrests								Add Field Arrest	
Arrest #	Arrest Date	Agency	Charges	Disposition	Last Name	First Name	Actions		
202311000	03/10/2023 1733	Olive Branch Police Department	New • 97-23-93 - SHOPLIFTING - LESS THAN \$1000 • 41-29-139 - POSSESSION OF MARIJUANA-1ST OFFENSE	Disposition: Transported to Jail Placement County: DESOTO COUNTY	Jeffries	Draper	  		

**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.

Offenses									
<input checked="" type="checkbox"/> Update Selected Offenses <input type="checkbox"/> Update All Offenses' Status <input type="button" value="+ Add Offense"/> <input type="button" value="+ Mass Offense Entry"/>									
	NIBRS	Severity	Offense	Remarks	Status Date	Status	Supp #	Actions	
<input checked="" type="checkbox"/>	13A	1	52130005-13A DEADLY CONDUCT DISCHARGE FIREARM - AGGRAVATED ASSAULT		03/12/2023 2215	Open/Pending	1	<input type="button" value="v"/>	<input type="button" value="e"/>
<input checked="" type="checkbox"/>	290	2	53060001-290 RIOT PARTICIPATION - DESTRUCTION/DAMAGE/VANDALISM OF PROPERTY		03/12/2023 2215	Open/Pending	0	<input type="button" value="v"/>	<input type="button" value="e"/>
<input checked="" type="checkbox"/>	13A	3	13990001-13A ASSAULT CAUSE BODILY INJURY - AGGRAVATED ASSAULT		03/12/2023 2215	Open/Pending	1	<input type="button" value="v"/>	<input type="button" value="e"/>

**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.

**[13A Aggravated Assault] - 52130005-13A - DEADLY CONDUCT DISCHARGE FIREARM - AGGRAVATED ASSAULT**

<b>OFFENSE STATUS</b> <input type="text" value="Open/Pending"/>	<b>OFFENSE STATUS DATE</b> <input type="text" value="03/12/2023 2215"/>	<b>REMARKS</b> <input type="text"/>
<b>ATTEMPTED / COMPLETED</b> <input type="text" value="Completed"/>	<b>SPECIFY WHETHER OR NOT THE OFFENSE IS DOMESTIC VIOLENCE RELATED?</b> <input type="text" value="No"/>	<b>BIAS</b> <input type="text" value="None (No Bias)"/>
<b>CRIMINAL ACTIVITY / GANG INVOLVEMENT</b> <input type="text" value="None/Unknown"/>	<b>OFFENDER SUSPECTED OF USING</b> <input type="text" value="Alcohol"/>	<b>WEAPONS(S) OR FORCE USED</b> <input type="text" value="Unknown"/>
	<b>TYPE OF LOCATION / PREMISE</b> <input type="text" value="Residence/Home"/>	<input type="text" value="Other/Unknown"/>

**[290 Destruction/Damage/Vandalism Of Property] - 53060001-290 - RIOT PARTICIPATION - DESTRUCTION/DAMAGE/VANDALISM OF PROPERTY**

<b>OFFENSE STATUS</b> <input type="text" value="Open/Pending"/>	<b>OFFENSE STATUS DATE</b> <input type="text" value="03/15/2023 1727"/>	<b>REMARKS</b> <input type="text"/>
<b>ATTEMPTED / COMPLETED</b> <input type="text" value="Completed"/>	<b>BIAS</b> <input type="text" value="None (No Bias)"/>	<b>TYPE OF LOCATION / PREMISE</b> <input type="text" value="Residence/Home"/>
	<b>OFFENDER SUSPECTED OF USING</b> <input type="text" value="Alcohol"/>	<input type="text" value="Not Applicable"/>

**FIGURE 10: OFFENSES MASS UPDATE/ADD**

## Case Activity Template

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

Template Activity

<b>ACTIVITY TYPE</b> Victim Interview	<b>PRIORITY</b> High	<b>STATUS</b> In Progress
<b>ACTIVITY DATE (# DAYS FROM CREATION DATE)</b> 14	<b>START DATE (# DAYS FROM CREATION DATE)</b> 14	
<b>DESCRIPTION</b> Testing		
<b>ASSIGN TO OFFICER</b> -Select-		
<b>NOTIFY OFFICER UPON ASSIGNMENT</b> <input checked="" type="checkbox"/>		
<b>INCLUDE OFFENDERS</b> <input checked="" type="checkbox"/>	<b>INCLUDE VICTIMS</b> <input checked="" type="checkbox"/>	<b>INCLUDE OTHER NAMES</b> <input type="checkbox"/>

Close Save

FIGURE 11: CASE ACTIVITY TEMPLATE

## Selecting Case Activity Template

Caliber Administration • Incidents • Master Incidents • Records Management • Forms And Reports • Help • Admin Caliber • 24/7

Case Search / Case Search Results / Select Template

No Template Selected  
Select Template

Activities

Activity #1  
• No Activity Type  
• 03/15/2023 01:40 Hrs

WARNING: Selecting A Template Will REMOVE ALL Activities You Have Already Entered, and Replace Them With Activities From The Template.

Name	Description	Agency	Activities	Actions
Interview Victim	Testing Testing Testing	Bloomington Police Department	1 Activities	→

Don't Apply Template

☒ Notify Assigned Officer(s) On Creation

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.

The screenshot displays the 'Form Designer - Trespassing Notice' interface within the Caliber Public Safety Online RMS PRB system. The interface is divided into several sections:

- Options:** Includes checkboxes for 'Warn Before Removing Items', 'Snap To Added Items', and 'Show Controls'.
- Actions:** Includes buttons for 'Create Field', 'Add Section', 'Add Row To Last Section', and 'Available Fields'.
- Form Description:** Displays the title 'Notice for Trespass letters received by Sheriff'.
- Form Details:** Includes a 'SECURITY LEVEL' dropdown menu.
- Date Section:** Contains fields for 'DATE & TIME RECEIVED' and 'DATE SENT', each with a 'Click To Add Section Help Text' link and a 'Select Address' dropdown.
- Location Section:** Contains fields for 'LOCATION (WHERE BANNED FROM)', 'BUSINESS (BANNED FROM)', and 'BANNED COMMENTS', each with a 'Click To Add Section Help Text' link and a 'Select Organization' dropdown.

The interface also features a 'Go Back' button and a 'Save' button in the top right corner.

**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).

Administration

Incidents

Master Indices

Records Management

Forms And Reports

Help

602 / 0

Unit History Search

Unit History Search

Go Back

AGENCY

District 42, Versailles

DATE FROM

TIME FROM

DATE To

TIME To

UNITS

Click To Select

UNIT LOCATION

UNIT ACTIVITY

UNIT STATUS

LOGGED BY

EMPLOYEE NAME

INCIDENT LOCATION

REPORT NUMBER

☐ No Report
☒ Has Report
☐ Specify #

DISPATCH NUMBER

☐ No Call
☐ Has Call
☒ Specify #

Reset

Search

Show 25 entries

Showing 1 to 25 of 810 entries

Previous

1

2

3

4

5

...

33

Next

Unit	Date / Time	Agency	Unit Location	Status	Activity	Logged By	Employee Name	Report #	Dispatch #
42-6	07/13/2022 23:07:00	District 42, Versailles	D2-Sub D2	AVAILABLE	Remarks #36	FREEBIRD	Free Bird	2022D4210404	2017-00032728
42-4	03/22/2022 23:03:00	District 42, Versailles	104-West Patrol	ON CALL	Remarks #94	TED_EMP	Ted Handler	2022D4210394	2018-00000323
101	11/26/2019 09:11:00	District 42, Versailles	21-1	DISPATCHED	Remarks #78	STATE_OFFICER3	Rachel (off) Hospelhorn	2019D4210232	2019-00000250

**FIGURE 14: RMS UNIT HISTORY**

## 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 .

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
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.
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	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
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 > Notification History	Enhancement	Incidents	
IA-75070	N/A	Visualization Tool - Include Custom Forms	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	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
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	
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	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-77344</b>	N/A	Dashboards - Various Fixes / Improvements	Bug/Defect	Admin	
<b>IA-77360</b>	N/A	Visualization Tool - Include Sub Forms	Enhancement	Master Indices	
<b>IA-77411</b>	N/A	Case - Apply Case Activity Templates	Enhancement	Follow-up Cases	
<b>IA-77427</b>	N/A	Criminal Complaint - Submission Status and Recent Activities	Enhancement	Interface	
<b>IA-77197</b>	N/A	Warrant: update printed warrant to include Received Date/Time	Enhancement	Warrants	
<b>IA-66549</b>	370186	Incident Report - Remove the Incident NIBR City field	Enhancement	Incidents	
<b>IA-72045</b>	N/A	Person Statewide Search: View State Person page does not display Active Court Papers	Enhancement	Master Indices	
<b>IA-72094</b>	N/A	Evidence: issues with Evidence Take Action screen	Bug/Defect	Property Mgmt	
<b>IA-73727</b>	N/A	Front Screen - existing functionality remaining items	Enhancement	Admin	

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



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

<b>IA-76983</b>	N/A	CFS: Clicking Yes to confirm that attachments will not be saved does nothing	Bug/Defect	Calls For Service	
<b>IA-77001</b>	N/A	Struts To Spring - Towing Companies Admin	Enhancement	Admin	
<b>IA-77002</b>	N/A	Struts To Spring - Admin Towing Companies	Enhancement	Admin	
<b>IA-77003</b>	N/A	Struts To Spring - Finish Vehicles	Enhancement	Master Indices	
<b>IA-77021</b>	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	
<b>IA-77024</b>	N/A	RMS Searches - add escapeForOracle() to all search parameters	Bug/Defect	Searching	
<b>IA-77036</b>	N/A	Home Page Dashboards - Export / Import Process (Part 1)	Enhancement	Admin	
<b>IA-77037</b>	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	

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

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

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

<b>IA-77485</b>	427495 427425 427206 427097	GA XML Submissions Need to be able to send delete XML for the test submissions for certifications	Enhancement	State Submissions	
<b>IA-77486</b>	N/A	NDEX XSLT Adjustments	Bug/Defect	Interface	

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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.