



Protecting Tomorrow–Today.™

Online RMS

Version 11.12.1

Product Change Notice

2 May 2023

REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	2 May 2023	1.0	Production release.

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.12.1 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 11.12.1 release.

End Date	Milestone
28 March 2023	11.12.1 Sprint 1 Starts
27 April 2023	11.12.1 Code Lock
2 May 2023	11.12.1 Release Available

APPENDIX: 11.12.1 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 11.12.1 release. An * symbol - denotes a software resolution that was deployed prior to the 11.12.1 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-77480*	427794 429353	Evidence - Locker use count displays for multiple agencies within same schema if the locker ID in multiple agencies are the same	Bug/Defect	Property Mgmt.	Software Update: Modification to include Agency Code in LOV and counts
IA-77710*	429334	RMS - Adding Township to a location does not save	Bug/Defect	Incidents	Software Update: Modification to correct saving of township code
IA-77495	427579	Citations - Racial Profiling Report for Texas is not listing State Highway as a metric	Bug/Defect	Citations/Stops	Software Update: Modification to Racial Profile report to include State Highway as a metric

IA-77753	429367	Vehicle Tow / Impound opening a tow for edit the county always displays Allegany	Bug/Defect	Tow Impound	Software Update: Modification to correct county for tow / impounds
IA-77341	427019	Do not report any other Criminal Activity other than None if more than one like NIBRS codes	Enhancement	State Submissions	Software Update: Modification to ensure criminal activity other than None if more than one like NIBRS code
IA-77688		South Carolina ReportBeam Interface - Add Statute	Bug/Defect	Interface	Software Update: Modification to include statute in interface
IA-77575	428429	TX IBR Relationship code XR Ex-Relationship is not reporting Seg 8 for Family Violence	Configuration	State Submissions	Software Update: Modification to ensure proper Relationship codes are being reported
IA-77717		RMS CAD Interface not setting the Incident Location City Code Type Correctly	Bug/Defect	Interface	Software Update: Modification to ensure proper City Codes are being used for CFS data
IA-76714		MS eCite Interface - Integration	Enhancement	Citations/Stops	Software Update: Modification for MS eCite Interface
IA-77704		Online RMS- Install script for release 11.12.1	DevTask	Admin	Online RMS- Install script for release 11.12.1
IA-77727	429465	TX IBR Segment 8 Family Violence can be reported as N No	Enhancement	State Submissions	Software Update: Modification to ensure Segment 8 Family Violence is reported correctly.

IA-77815		Dashboards - Create Views	Enhancement	Dashboards	Software Update: Modification to add specific DB views for Dashboards
IA-77027	425028	Interface Integration - Odyssey Courts to Online RMS for Michigan City Police Department - IN (IN46)	Configuration	Interface	Software Update: Modification to add Michigan City Police, IN with Odyssey Courts Integration

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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.