Caliber

PUBLIC SAFETY

Protecting Tomorrow–Today.™

Online RMS

Version (11.13.0)

REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	12 July 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	01 August 2023	1.0	Update PRB for Online RMS Production Release.

TABLE OF CONTENTS

INTRODUCTION

This document provides an overview of the software changes delivered in the 11.13.0 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 11.13.0 release.

End Date	Milestone
28 Mar 2023	11.13.0 Sprint 1 Starts
11 Apr 2023	11.13.0 Sprint 1 Ends / Sprint 2 Starts / 11.11.0 Release Available
25 Apr 2023	11.13.0 Sprint 2 Ends / Sprint 3 Starts
09 May 2023	11.13.0 Sprint 3 Ends / Sprint 4 Starts
23 May 2023	11.13.0 Sprint 4 Ends / Sprint 5 Starts / 11.11.1 Service Pack Available
06 Jun 2023	11.13.0 Sprint 5 Ends / Sprint 6 Starts
06 Jun 2023	11.12.2 Service Pack Available
20 Jun 2023	11.13.0 Sprint 6 Ends / Sprint 7 Starts
18 Jul 2023	11.13.0 Sprint 7 Ends / Sprint 8 Starts (Stabilization Starts)
11 Jul 2023	11.12.3 Service Pack Available
27 Jul 2023	11.13.0 Sprint 8 Ends / Sprint 9 (Stabilization Continues)
19 Jul 2023	11.13.0 RTO (Release to Training / Operations)
01 Aug 2023	11.13.0 Stabilization Ends / Code Lock
01 Aug 2023	11.13.0 Release Available

RELEASE ANNOUNCEMENT

Online RMS was upgraded to 11.13.0 on Tuesday, **August 1, 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 11.13.0 release. To watch each video, navigate to the Help Menu > Training Videos Library or click the **WATCH** hyperlinks below.

End-User Focused Videos:

- **Home Screen Dashboards** a total of seven dashboards have been made available. These dashboards are designed to provide valuable insights and data visualizations to users within the system. However, to access and use these dashboards, users will need to enable them through their Agency Administrator and Online RMS Support.– 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 11.13.0** 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 11.13.0. More information on features and functionalities in the 11.13.0 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 11.13.0 Release Highlights:

- **Citations Module Enhancement**
  - Custom fields can be added to different sections of the citation
  - Custom Fillable PDF can be created for a wide range of citation types
  - Creating a print solution rather than an eCitation to increase legibility of handwritten citations.

- **Home Screen Dashboards**
  - Seven dashboards have been made available in this release. All dashboards are data driven and may not work for you agency if the underlying data is not available.
    - ✓ Case Management
    - ✓ Citation Dashboard
    - ✓ Evidence Dashboard
    - ✓ Evidence Checked Out
    - ✓ Scenes Processed
    - ✓ Use of Force
    - ✓ Mental Health Dashboard

- **Online RMS now supports SAML (Security Assertion Markup Language) authentication with Active Directory**

- **Agency custom evidence label enhancement now includes**
  - ✓ Arrestee Details
  - ✓ Suspect Details
  - ✓ Victim Details

- **Incident Review Routing enhancement now allow selection of LOV items not already selected for:**
  - ✓ Agency
  - ✓ Offenses
  - ✓ NIBRS codes

✓ Incident Types

- **Field Arrest search results now include Age of Arrestee at time of the arrest**

- **User listing now includes users Title**

- **Recent Activities - Usability Enhancements**
    - ✓ **My Warrants**
    - ✓ **My Court Papers**

We hope you share our enthusiasm for the production release of Online RMS 11.13.0. 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 11.13.0, 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 11.13.0 HIGHLIGHTS

Citation module enhancement

Online RMS citation module has undergone a significant enhancement, now enabling administrators to create custom fillable PDFs for a wide range of citation types. This level of flexibility is incredibly valuable, especially for agencies dealing with various types of violations and citations, such as State Traffic Violations, Local Ordinances, Warning Violations, Parking Tickets, and more.

The ability to add custom fields in addition to standard citation data allows for the capture of specific information relevant to each type of citation. This ensures that the generated fillable PDFs are accurate, comprehensive, and tailored to meet the requirements of different citation scenarios.

By providing a Fillable PDF that matches the current paper citation, we offer users a seamless and user-friendly experience. This feature streamlines the process of documenting citations, making it easier for law enforcement officers, legal professionals, and other authorities to issue and manage citations efficiently.

Moreover, this improvement will be immensely helpful for agencies who need to keep records of various citations and violations, as the generated Fillable PDFs will maintain consistency and professionalism in their documentation.

Overall, our citation module's expanded functionality will serve as a valuable tool for managing and organizing citations for different types of violations and citation types.

Creating a print solution rather than an eCitation to increase legibility of handwritten citations.

FIGURE 1: CITATION MODULE ENHANCEMENT

SAML Authentication with Active Directory

SAML (Security Assertion Markup Language) authentication with Active Directory provides a secure and efficient way to authenticate users across different applications and services. SAML allows single sign-on (SSO) functionality, enabling users to log in once and access multiple systems without having to provide credentials each time.

Home screen Dashboards

Dashboards are powerful tools that provide users with a concise and visual overview of real-time or relevant data. They are designed to offer a quick snapshot of what is happening within Online RMS allowing users to gain insights, monitor key performance indicators (KPIs), and make informed decisions efficiently.

In this release, a total of seven dashboards have been made available. These dashboards are designed to provide valuable insights and data visualizations to users within the system. However, to access and use these dashboards, users will need to enable them through their Agency Administrator and Online RMS Support.

This process involves the agency administrator contacting the Online RMS Support team and requesting activation for the specific dashboards that are relevant to a user's role or department. Each dashboard is configured to be accessible only to specific roles, ensuring that users can only view the data and insights that are pertinent to their responsibilities and permissions.

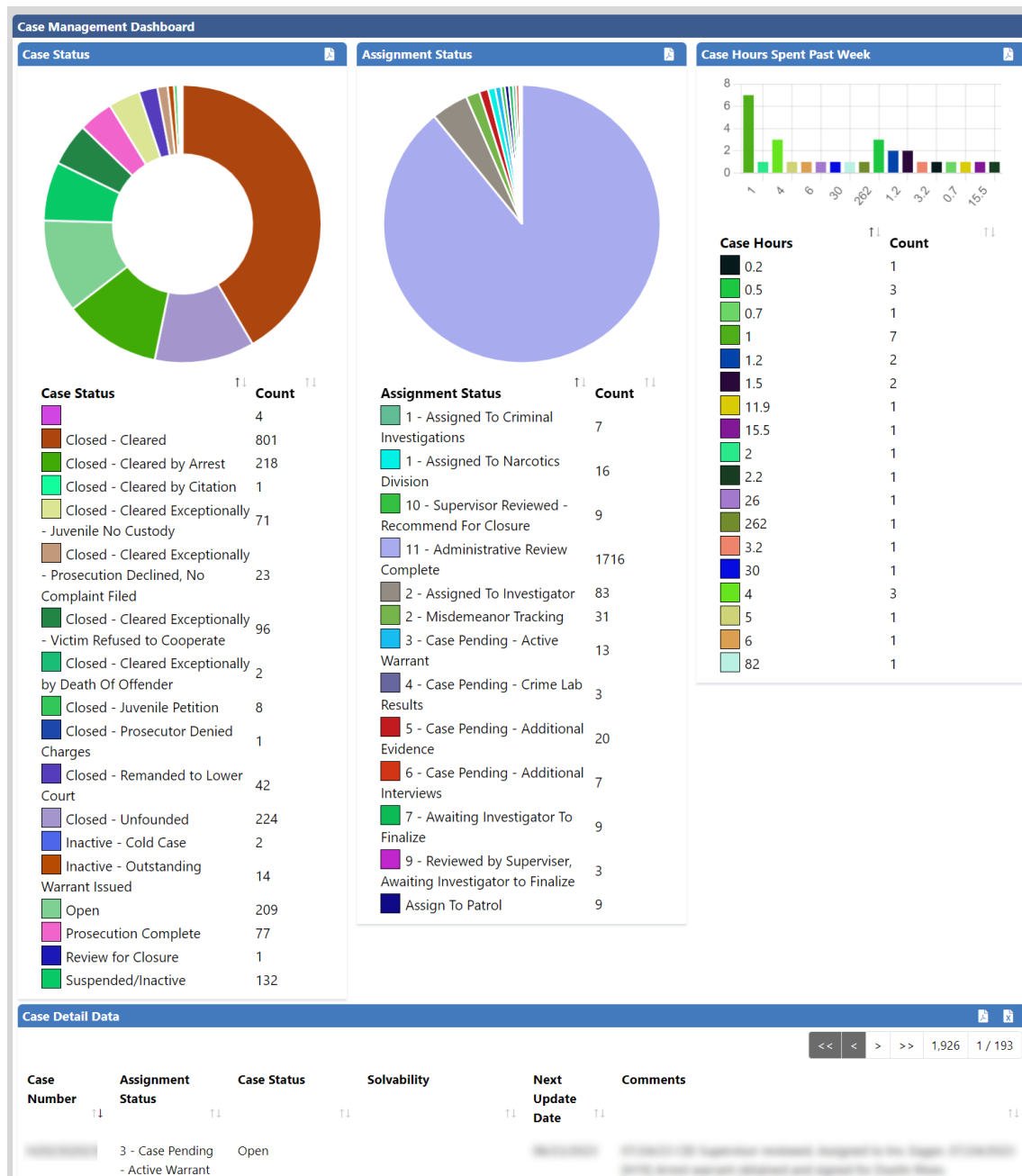Below are dashboard examples:

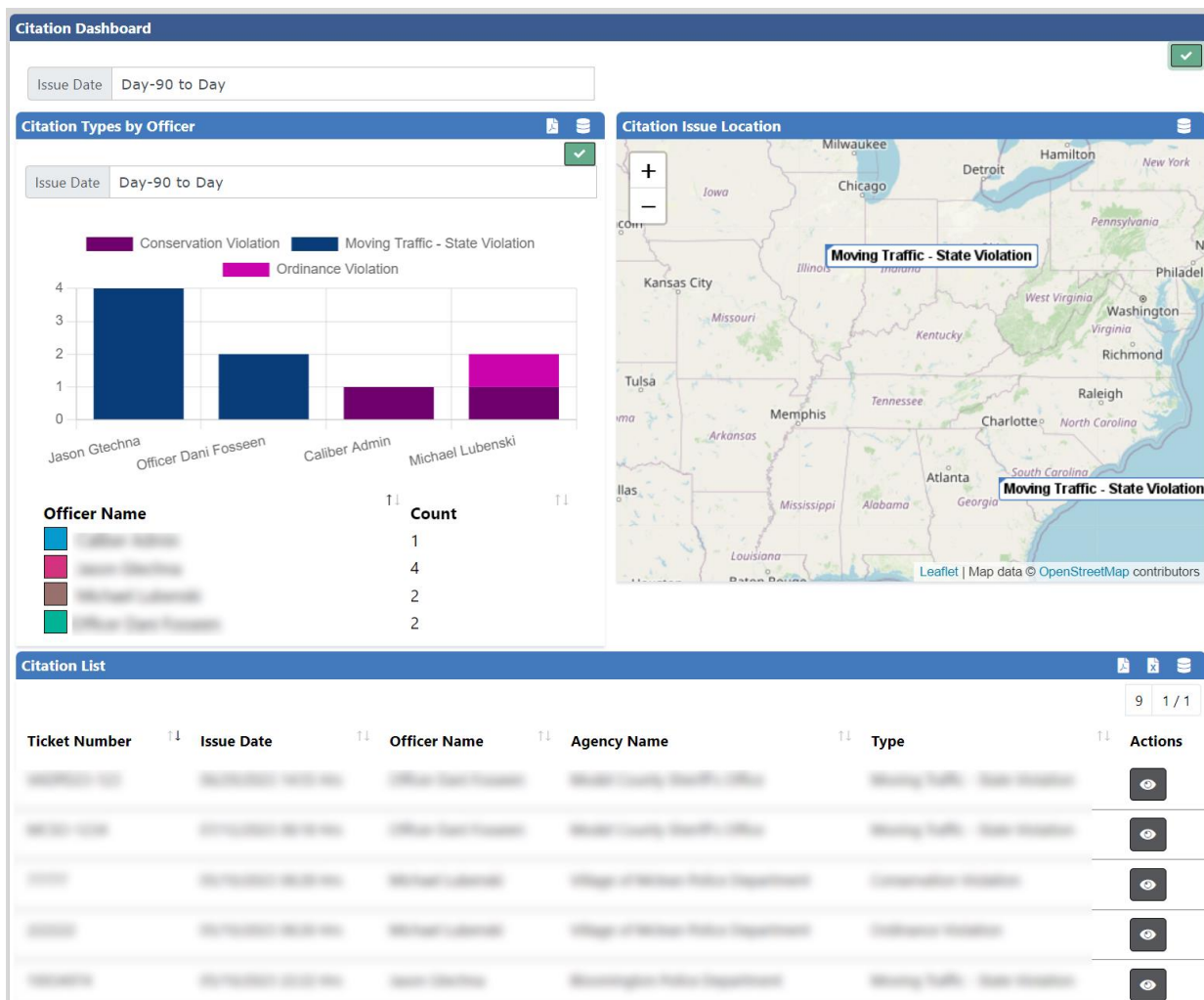# Case Management

FIGURE 2: CASE MANAGEMENT

Citation Dashboard

FIGURE 3: CITATION DASHBOARD
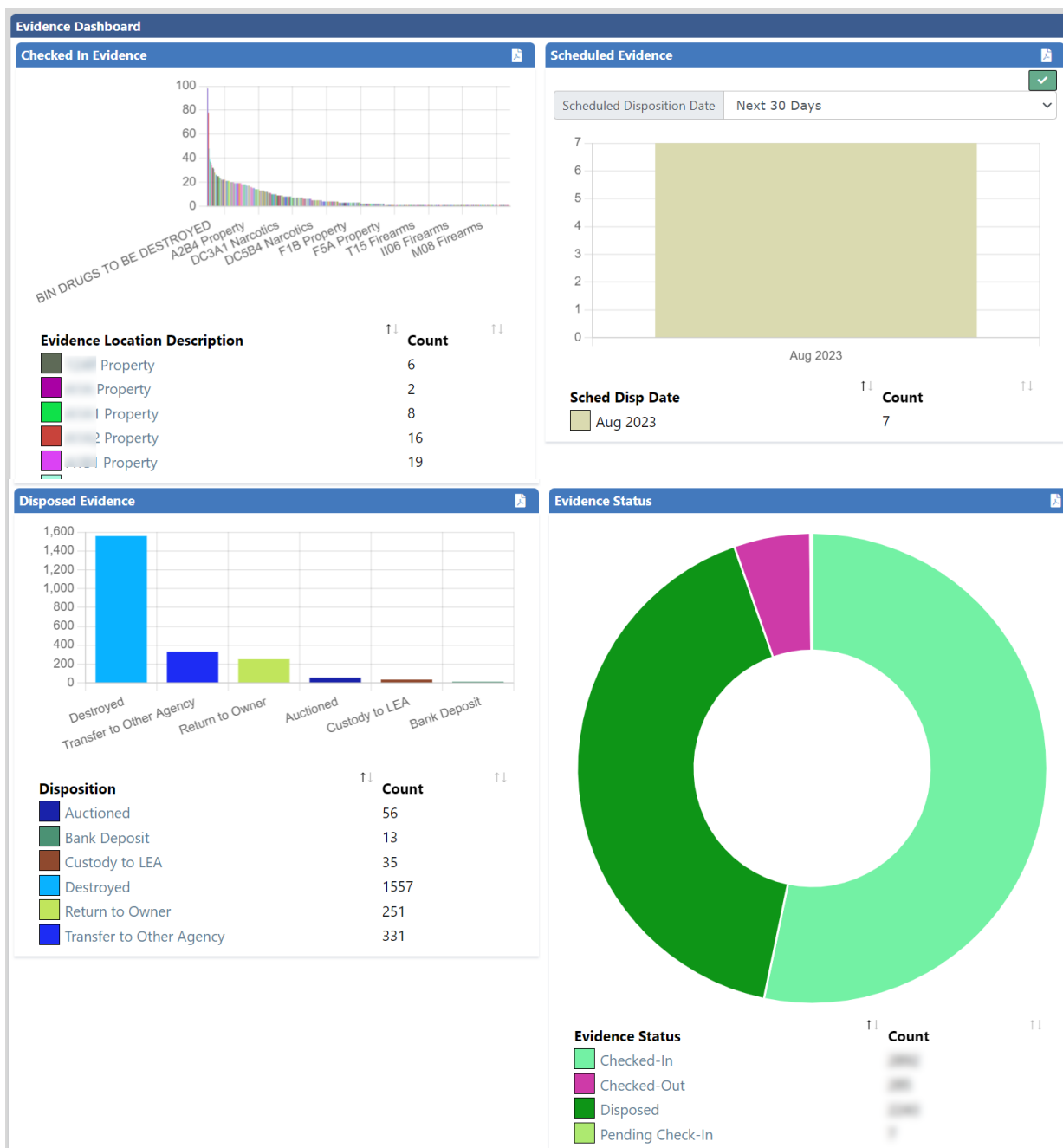
Evidence Dashboard
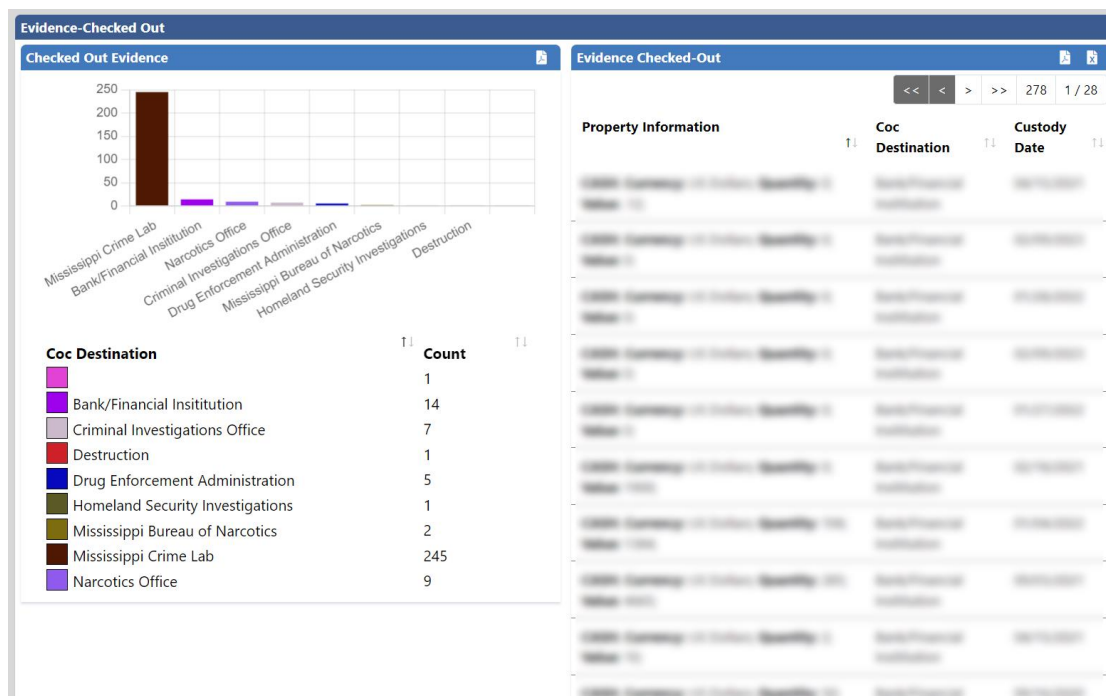
Evidence Checked Out

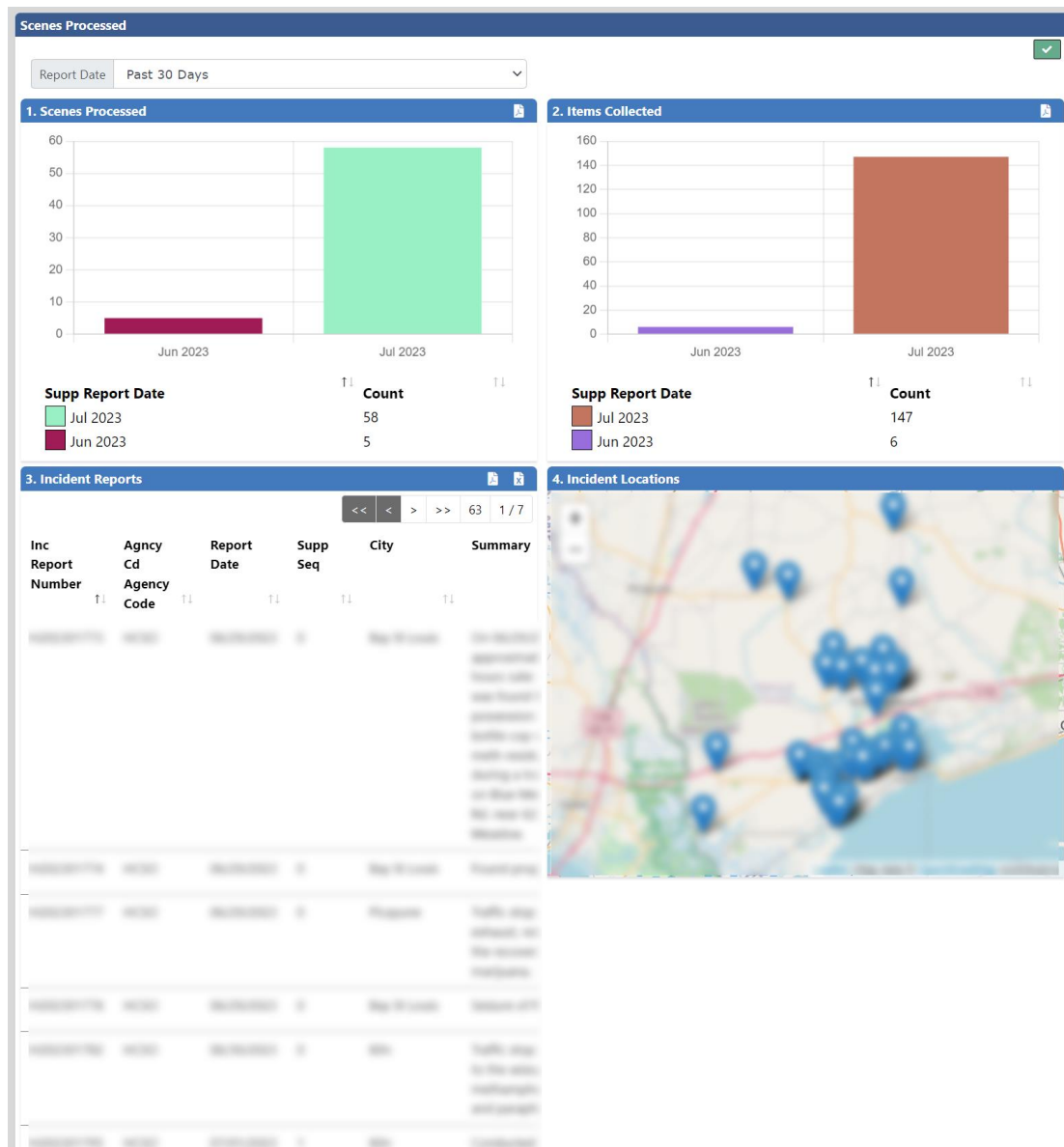**FIGURE 5: EVIDENCE CHECKED OUT**

Scenes Processed

FIGURE 6: SCENES PROCESSED
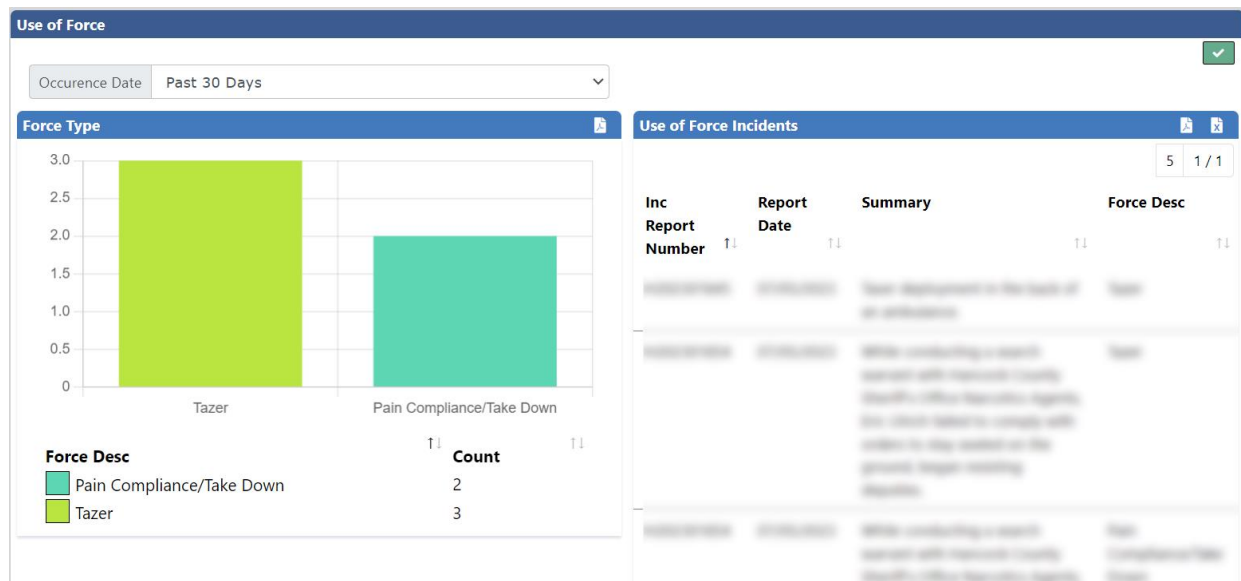
Use of Force

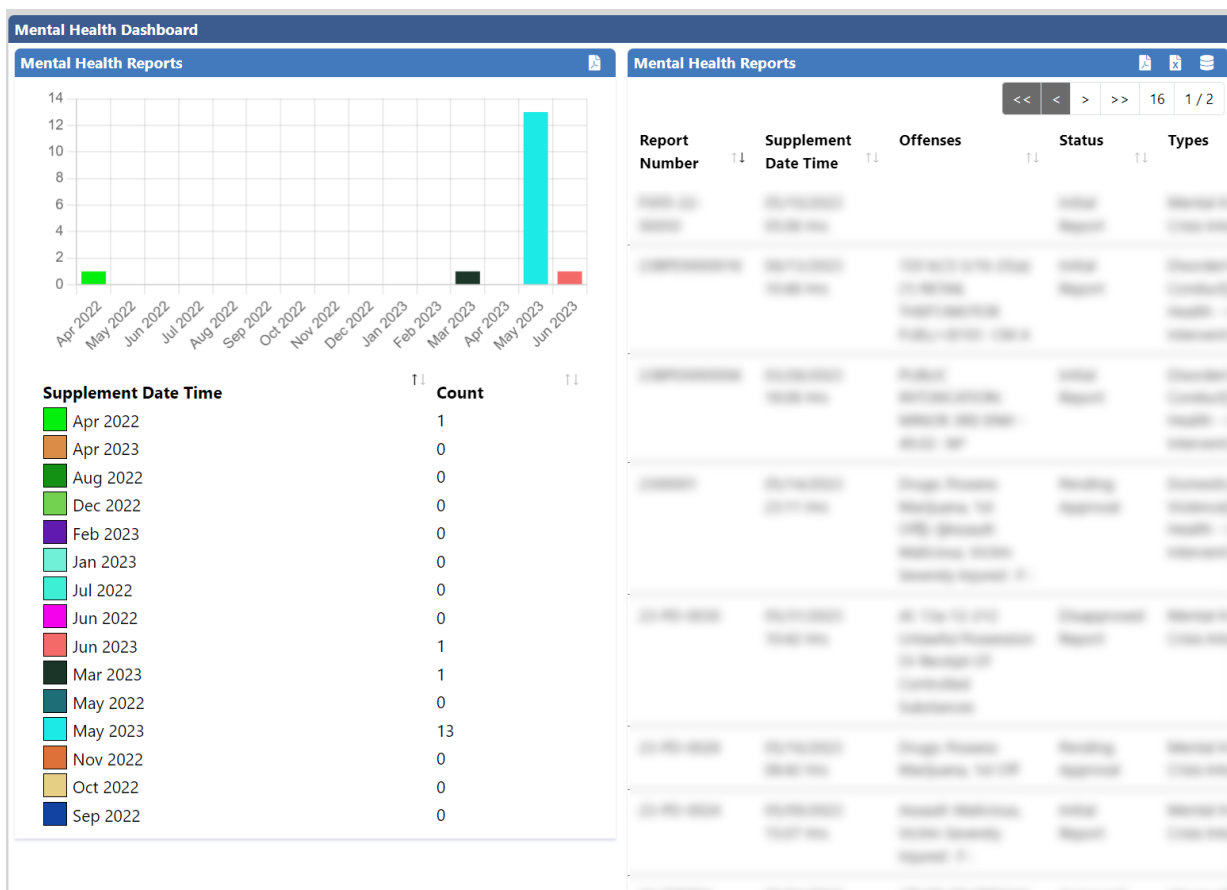**FIGURE 7: USE OF FORCE**

Mental Health Dashboard

FIGURE 8: MENTAL HEALTH DASHBOARD

Agency custom evidence label enhancement

Agency custom evidence label enhancement We have added the ability to include Arrestee Details, Suspect Details, and Victim Details to the custom evidence label.

FIGURE 9: CUSTOM EVIDENCE LABEL

Review Routing

Review Routing screens have been enhanced to allow selection of Agency, Offenses, NIBRS Codes, and Incident types to only display in the LOV items not already selected.

FIGURE 10: REVIEW ROUTING

Field Arrest "Age of Arrestee" added

FIGURE 11: FIELD ARREST SEARCH RESULTS

Recent Activities - My Warrants - Usability Enhancements

1) Add columns to Warrant information to Display "Warrant Type".

2) Update the Charges column to concatenate the Charge Category Description & Charge Category Class as a suffix to the charge information.

3) Add Sort Order to Columns:

- Warrant Id
- Warrant Type
- Issue Date
- Name (order by last name)
- Charge Description

4) Provide options to Search/Filter by:

- Warrant Type
- Issue Date Range
- Name
- Charges
- Charge Category
- Address City

5) Add a hyperlink to the person name. This will allow the officer to quickly view additional details of the person.

FIGURE 12: RECENT ACTIVITIES - MY WARRANTS - USABILITY ENHANCEMENTS

Recent Activities - My Warrants - Usability Enhancements

1) Add column to My Court papers to Display "Received Date".

2) Add Sort Order to Columns:

- Reference #
- Type
- Sub Type
- Received Date
- Expiration Date
- Name (order by last name, First Name)

3) Provide options to Search/Filter by:

- Type
- Sub Type
- Issue Date
- Received Date

- Expiration Date
- Name
- Address City

4) Add Photo bubble to Person name. This will allow the officer to quickly view a photo if available.

5) Add a hyperlink to the person name. This will allow the officer to quickly view additional details of the person.

FIGURE 13: RECENT ACTIVITIES – COURT PAPERS - USABILITY ENHANCEMENTS

User listing now includes Title

FIGURE 14: USER LISTING

APPENDIX: 11.13.0 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 11.13.0 release.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-78093	N/A	Add display of Title on User search screen	Enhancement	Admin	Software Enhanced: Title is now displayed on User search screen
IA-78091	N/A	Add Victim to available Fields for Agency Custom Evidence Label	Enhancement	Property Mgmt	Software Enhanced: Agency Custom Evidence Label has been enhanced to include the field Victim
IA-78080	N/A	PDF Filler - Support for Images	Enhancement	Citations/Stops	Software Enhanced: Support for images is now available with Fillable PDF
IA-78079	N/A	Custom Fields - Signature Field Type Support	Enhancement	Custom Forms	Software Enhanced: Custom Fields now support Signature field
IA-77988	431238	Review Routing - Update setup screen to use selection boxes like Role Permissions	Enhancement	Admin	Software Enhanced: Review Routing setup screen has been redesigned and now is multi-column allowing easier selection from LOV

IA-77962	N/A	Home Page - My Recent Activities - Incident Review Action Summary Listing Page & Notification	Enhancement	Incidents	Software Enhanced: Incident Review notification now has Request Date and Incident Type added and Offense was renamed to Summary
IA-77934	430173	RMS - Google Places Search Other Sources Label	Enhancement	Incidents	Software Enhanced: "Other Sources" label has been changed to "Google Places"
IA-77898	N/A	Incident Route Review Improved Workflow	Enhancement	Incidents	Software Enhanced: Incident Route review has been streamlined for enhanced usability
IA-77859	N/A	Add evidence processing Field to Evidence Label Designer	Enhancement	Property Mgmt	Software Enhanced: Evidence Processing is now available to be added to Agency Evidence Label
IA-77820	N/A	Incident Offense field Select a Charge auto fill with Charge code linked to offense code	Enhancement	Incidents	Software Enhanced: On the incident offense screen the field "Select a Charge" will now auto fill with the Charge Code linked to the Offense Code if there is a 1:1 relation.
IA-77724	N/A	Incident Report - Print Person Details Redact SSN option	Enhancement	Incidents	Software Enhanced: Person Details report now has an option to redact the SSN except for the last 4 digits
IA-77591	N/A	Field Arrest Search Results - Column for Age of Arrestee	Enhancement	Field Arrest	Software Enhanced: An additional column "Age of Arrestee" has been added to the Field Arrest search screen

IA-77589	N/A	Add Person - Photo Type	Enhancement	Master Indices	Software Enhanced: User must select photo type when adding a person photo
IA-77428	N/A	Recent Activities - My Warrants - Usability Enhancements	Enhancement	Warrants	
IA-77260	N/A	Recent Activities - My Civil Papers - Usability Enhancements	Enhancement	Civil Process	
IA-66551	370078, 378233	User Created Vehicle Models - Usability enhancements and Clean-up of Unused Models	Enhancement	Master Indices	
IA-78204	432821	Person - Delete returns error message about Bolo People Count and will not delete the record	Bug/Defect	Admin	
IA-78185	N/A	Copy role does NOT copy all permissions	Bug/Defect	Admin	
IA-78184	N/A	New Home Screen Recent Activities not showing in Red	Release Defects	Dashboards	
IA-78168	432603	Person Collapse - Unable to collapse person record if listed in the PERSON_CUSTODIES table	Bug/Defect	Collapse	

IA-78167	432458	Fleet Mgmt. - Assigned checkbox not returning active assignments for specific users	Bug/Defect	Fleet Mgmt.	
IA-78098	N/A	Criminal Complaint - sort by date is broken	Bug/Defect	Criminal Complaint	
IA-78083	N/A	Citation Redesign - Default Citation Configurations	Release Defects	Citations/Stops	
IA-78082	N/A	Citation Redesign - Racial Profiling Changes	Release Defects	Citations/Stops	
IA-78051	N/A	Incident Add Property LOV Display, on Android Phone using Chrome	Bug/Defect	Incidents	
IA-78027	N/A	Pinned Records - can't scroll if more that 8 records have been pinned	Bug/Defect	Dashboards	
IA-78013	431529	Organization Index Employees Middle Name displays in all Caps.	Bug/Defect	Master Indices	
IA-77968	430929	Civil Process adding Fee Collections is failing due to apostrophe in the comment	Bug/Defect	Civil Process	
IA-77931	430601	Report Module - Incident Type Report is showing error message of "This page isn't responding"	Bug/Defect	Reporting	

IA-77900	430529	Broadcast Message - Messages with a future date are not appearing	Bug/Defect	Broadcast Messages	
IA-77788	N/A	Attachments Preview icon not displayed if file type is PDF in all caps	Bug/Defect	Attachments	
IA-77725	429453	RMS - Zip Code begging with 0 disappears upon Save in Vehicle Tow / Impound	Bug/Defect	Tow Impound	
IA-77680	N/A	Evidence - print receipt for transfer custody prints from and comments twice	Bug/Defect	Property Mgmt.	
IA-77674	N/A	Master Indices - print person prints duplicate offenses if on multiple supplements	Bug/Defect	Master Indices	
IA-77667	N/A	Arrest - remove edit field arrest button from the review field arrest screen	Release Defects	Field Arrest	
IA-77655	N/A	Evidence - Add Comment dialog labels not formatted correctly	Bug/Defect	Property Mgmt.	

IA-77563	428157	Reports - System Report called Ticket Index Report appears to be looking at Date & 0000 not Date & 2359	Bug/Defect	Admin	
IA-77261	N/A	My Warrants & My Court Papers - Show Map Issue	Bug/Defect	Warrants	
IA-77173	N/A	Incident: Offense severity gets messed up when all offenses are updated in a supp and then one of the offenses is 'deleted' for the supp	Bug/Defect	Incidents	
IA-76982	N/A	CFS: No 'Save and Close All' buttons when adding multiple attachments	Bug/Defect	Calls For Service	
IA-76977	N/A	Time Zones - Update convert function to help with DST Dates (2-3am)	Bug/Defect	Searching	
IA-76821	N/A	Warrant - printing custom form doesn't use fillable form PDF	Bug/Defect	Warrants	
IA-75442	N/A	Custom Field Additional Search Criteria - Changing Agencies causes Available Fields to no longer display	Bug/Defect	Custom Forms	

--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.