Caliber
PUBLIC SAFETY
Protecting Tomorrow–Today.™

Online RMS

Version 11.14.0

Product Release Bulletin (PRB)

05 December 2023

REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	15 November 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	05 December 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 11.14.0 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](link) 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 11.14.0 release.

End Date	Milestone
01 Aug 2023	11.14.0 Sprint 1 Starts
15 Aug 2023	11.14.0 Sprint 1 Ends / Sprint 2 Starts
29 Aug 2023	11.14.0 Sprint 2 Ends / Sprint 3 Starts
12 Sep 2023	11.14.0 Sprint 3 Ends / Sprint 4 Starts
26 Sep 2023	11.14.0 Sprint 4 Ends / Sprint 5 Starts
10 Oct 2023	11.14.0 Sprint 5 Ends / Sprint 6 Starts
24 Oct 2023	11.14.0 Sprint 6 Ends / Sprint 7 Starts
07 Nov 2023	11.14.0 Sprint 7 Ends / Sprint 8 Starts
15 Nov 2023	11.14.0 RTO (Release to Training / Operations)
05 Dec 2023	11.14.0 Stabilization Ends / Code Lock
05 Dec 2023	11.14.0 Release Available

RELEASE ANNOUNCEMENT

Online RMS was upgraded to 11.14.0 on Tuesday, **December 5, 2023**, at **1:00 a.m**. (Eastern).

Watch the release overview video to prepare for and learn more about all the new and exciting features and functionality coming to Online RMS in the 11.14.0 release. To watch each video, navigate to the Help Menu > Training Videos Library or click the **WATCH** hyperlinks below.

End-User Focused Videos:

- **Enhanced Expungements** workflows to improve the ability to expunge
  - field arrests
  - charges
  - citations
  - warrants
  - offender role within incident report
  - attached forms and images – 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 11.14.0** includes enhancements and improvements that touch over 20 **RMS components**, including **Expungements, Incident Report Writing, Administration, Calls for Service, Cases, Custom Forms, Officer Title, Evidence/Property Management, Incident Mapping, Field Arrest, Master Addresses, Citations, Civil Process, Warrants, Master People, SmartSearch, 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 11.14.0. More information on features and functionalities in the 11.14.0 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.

- **Enhanced Expungements** workflows to improve the ability to expunge
  - field arrests
  - charges
  - citations
  - warrants
  - offender role within incident report
  - attached forms and images

- **Incident Mapping**
  - Now includes recovered property

NEW FEATURES & ENHANCEMENTS

Many new improvements have been included in Online RMS 11.14.0, 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 11.14.0 HIGHLIGHTS

Expunge/Seal workflow improvements/additions

Expunge/Seal is controlled by user Roles/Permissions

- Expunge/seal records
- View Expunge/Seal records

Expunge/Seal now include the ability to expunge Field Arrest or Arrest charges

FIGURE 1: EXPUNGE/SEAL FIELD ARREST / CHARGES

FIGURE 2: EXPUNGE/SEAL INCIDENT REPORT

- From the Incident Actions drop-down Expunge Offender is available

FIGURE 3: EXPUNGE/SEAL CITATION/ENFORCEMENT ACTIVITIES
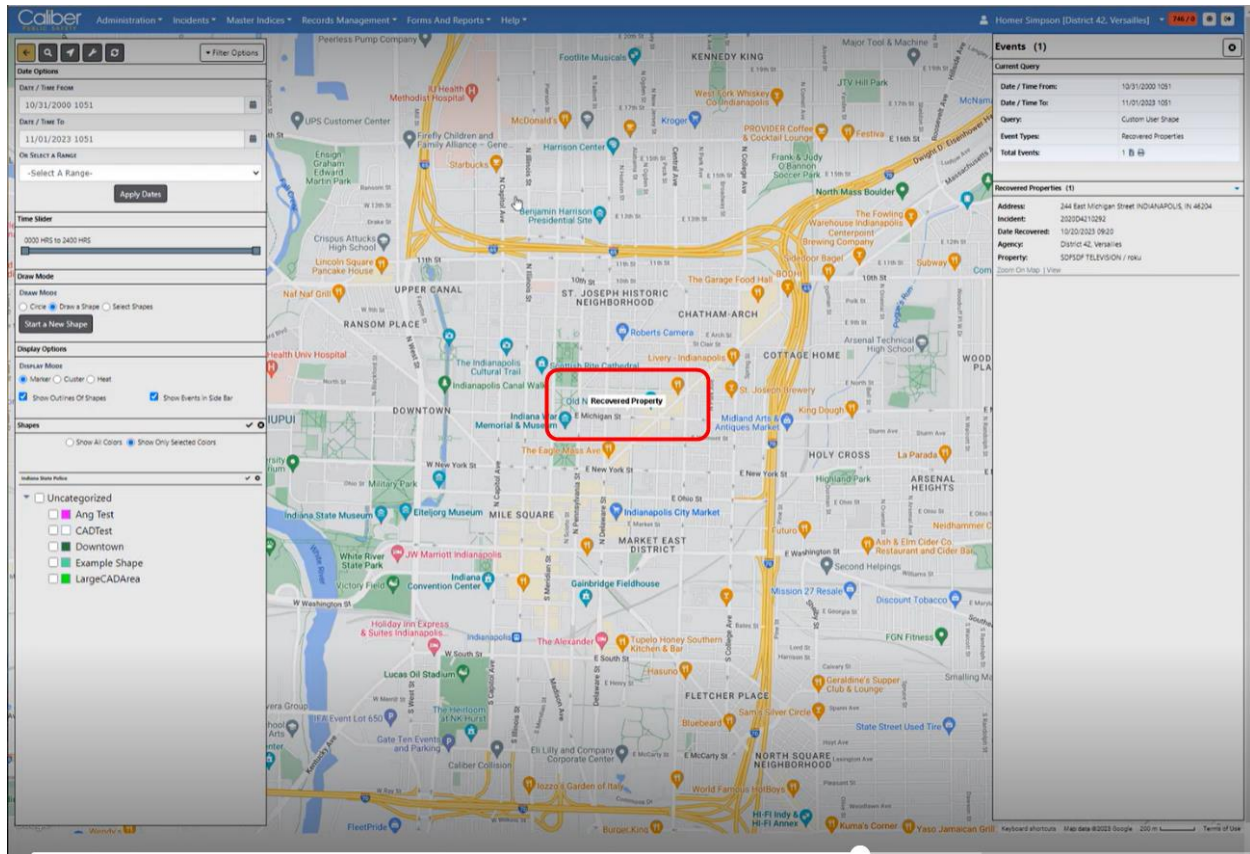
FIGURE 4: INCIDENT MAPPING - RECOVERED PROPERTY

APPENDIX: 11.14.0 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 11.14.0 release. An ***** symbol - denotes a software resolution that was deployed prior to the 11.14.0 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-78653	N/A	Agency Admin - Agency information spins for some agencies	Release Defects	Admin	
IA-75329		Expanding Field Characters	Enhancement	Officer	
IA-76027		Calls For Service - Manage Calls - Link to Access Incident Report	Enhancement	Calls For Service	
IA-76292		Civil - printed court paper prints blank pages in MECC	Bug/Defect	Civil Process	
IA-76635		Agency Admin - Update Agency Organization Settings Page	Bug/Defect	Admin	
IA-76758		GEO Shape Files - Improvements	Enhancement	Admin	
IA-77541	427825	RMS - Users should have the ability to edit a Narrative Title when Expunging a record	Enhancement	Expungements	
IA-77686		Case: navigation issue for creating supp to incident from review case	Bug/Defect	Follow-up Cases	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-78022	431499	Evidence Print Label needs to print the Evidence Owner Information	Bug/Defect	Property Mgmt	
IA-78116		Online RMS CFS Manage Calls - Add Ability to Quick Select Vehicles From CFS on Incident	Enhancement	Calls For Service	
IA-78189	432675	NE NIBRS Additional Data Elements	Enhancement	State Submissions	
IA-78231	431485	VA Community Policing .csv export file	Enhancement	Custom Forms	
IA-78301		Evidence Receipt for multiple Items being checked out not page breaking in PDF	Bug/Defect	Property Mgmt	
IA-78311		PORT - Criminal Complaint - change ATTACHMENTS.TYPE_CODE = CITATION for attachment pulled from citation when creating via Incident	Bug/Defect	Criminal Complaint	
IA-78314	433636 434162	RMS-Unable to add address from Master Indices	Bug/Defect	Master Indices	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		Add Address hyperlink			
IA-78317	433774	RMS-Photo Lineup is misspelled in breadcrumbs	Bug/Defect	Records	
IA-78337	429976	PORT - RMS- Unable to delete Role CID_SUPERVISOR _REVIEW MSP	Bug/Defect	Admin	
IA-78354		Incident Report - Header Tab - Section Colors	Bug/Defect	Incidents	
IA-78368	433638	PORT - RMS - Southaven MS17HAV New Home Page appears even with Maint Value set to N	Bug/Defect	Routing	
IA-78380	433849	PORT - RMS- When searching a Master Indices address > address not in system > add address > the address search does not populate	Bug/Defect	Master Indices	
IA-78384		Manage Sub Forms - Designer Tab - remove button for old designer	Bug/Defect	Admin	
IA-78395	434066	RMS-Master Indices	Bug/Defect	Master Indices	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		organization search returning data from previous search			
IA-78414		Warrant Upload - Process New Log Entries	Enhancement	Interface	
IA-78435	434234	RMS- Supervisor receives a blank screen when attempting to approve a report with an Incident Security Level higher than the supervisor	Enhancement	Incidents	
IA-78459		Charge Code table search not working past first page	Bug/Defect	Admin	
IA-78466	434297 434345	RMS - Unable to use stylus or finger to sign custom forms with touch screen	Bug/Defect	Custom Forms	
IA-78492		RMS- Arrange NIBRS Codes in the State Offense Code / Local Offense Code Table alphabetically or numerically	Enhancement	Admin	
IA-78544		Update VIBRS on Agency Admin Screen	Enhancement	Admin	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-78546		PORT - RMS Hybrid Street Type Codes	Engineering Enhancement	Interface	
IA-78591		Juvenile Arrest - prevent user from viewing even from case if not creator nor has view permissions	Release Defects	Field Arrest	
IA-78605		PORT - Citation Import - Winona PD	PORT	Interface	
IA-78612	435124	PORT - RMS - Recent Activities > Assigned Calls for Service link not working Phelps, NE	Bug/Defect	Reporting	
IA-78633	435636	RMS - Unable to add Address using Add address hyperlink	Bug/Defect	Master Indices	
IA-78649		Incident Mapping - Add Property Recovered on Incidents - LOE Only	Enhancement	Incident Mapping	
IA-78650		Incident SmartSearch add Calendar functionally	Enhancement	SmartSearch	
IA-78679	435625	RMS - Master Indices Person Email / Web Address Field does not support	Bug/Defect	Master Indices	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		social media profile names			
IA-78684	435861	RMS- CFS created but missing	Bug/Defect	Calls For Service	
IA-78687	435913	RMS- When performing IP Whitelisting after restricting to an agency the Agency column still displays All Agencies	Bug/Defect	Admin	
IA-78693		Warrant Served Notification	Enhancement	Warrants	
IA-78698	435492	PORT - RMS - Offender details has a delay before appearing MSP	Bug/Defect	Incidents	
IA-78700		Court Paper Data Exchange - Service/Status Export	Enhancement	Interface	
IA-78723	436007	RMS - Unable to Collapse Organization Records	Bug/Defect	Collapse	
IA-78742		Recovered Property - Mapping Portion	Enhancement	Incident Mapping	
IA-78751		Warrants - Judge Number	Enhancement	Warrants	
IA-78754		Custom Warrant Reports - McLean	Reports	Reporting	
IA-78755		Custom Court Paper Service Jacket Report - McLean	Reports	Civil Process	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-78759		Warrant Data Exchange - Service Log Export/Synchronization	Enhancement	Interface	
IA-78789		Open AI Services - Additional Parameters	Enhancement	Admin	
IA-78790	435381	PORT - Jasper AdHoc - Cannot export Dashboards (As a result you cannot schedule then either)	PORT	AdHoc Reporting	
IA-78818		Recent Activities Counts - Warrants And Court Papers - Performance Improvements	Enhancement	Civil Process	
IA-78821		NE Offense Updates 2023	Configuration	Admin	
IA-78828	436771	RMS - MSP requests Script ran for fleet vehicle equipment.	Configuration	Fleet Mgmt	
IA-78841		Court Paper Service Jacket - Add Mugshot Image	Enhancement	Reporting	
IA-78878	437265	MSP Interface Incident Approval is displaying Trooper Smalls,	Bug/Defect	Incidents	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		Samuel in application			
IA-78205 IA-78206 IA-78207 IA-78208 IA-78209 IA-78210 IA-78211 IA-78212 IA-78213 IA-78214 IA-78216 IA-78217 IA-78377 IA-78378 IA-78385 IA-78464 IA-78555 IA-78560 IA-78609 IA-78615 IA-78629 IA-78651 IA-78652 IA-78666 IA-78689 IA-78690 IA-78715 IA-78716 IA-78732 IA-78740 IA-78746 IA-78786 IA-78793 IA-78802 IA-78805 IA-78806	N/A	Enhanced Expungements to add the ability to expunge field arrests, citations, warrants, and charges as well as the offender role.	Enhancement	Admin	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-78808 IA-78810 IA-78815 IA-78847 IA-78850 IA-78851 IA-78852 IA-78853 IA-78857					

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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.