



Protecting Tomorrow–Today.™

Online RMS

Version 11.15.0

Product Release Bulletin (PRB)

20 March 2024

REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	20 March 2024	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 11.15.0 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 11.15.0 release.

End Date	Milestone
05 Dec 2023	11.15.0 Sprint 1 Starts
19 Dec 2023	11.15.0 Sprint 1 Ends / Sprint 2 Starts
02 Jan 2024	11.15.0 Sprint 2 Ends / Sprint 3 Starts
16 Jan 2024	11.15.0 Sprint 3 Ends / Sprint 4 Starts
30 Jan 2024	11.15.0 Sprint 4 Ends / Sprint 5 Starts
13 Feb 2024	11.15.0 Sprint 5 Ends / Sprint 6 Starts
27 Feb 2024	11.15.0 Sprint 6 Ends / Sprint 7 Starts
12 Mar 2024	11.15.0 Sprint 7 Ends / Sprint 8 Starts
20 Mar 2024	11.15.0 RTO (Release to Training / Operations)
28 Mar 2024	11.15.0 Stabilization Ends / Code Lock
03 Apr 2024	11.15.0 Release Available

RELEASE ANNOUNCEMENT

Online RMS was upgraded to 11.15.0 on Wednesday, **March 20, 2024**, at **1:00 a.m.** (Eastern).

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 11.15.0** 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 11.15.0. More information on features and functionalities in the 11.15.0 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.

NEW FEATURES & ENHANCEMENTS

Many new improvements have been included in Online RMS 11.15.0, 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 11.15.0 HIGHLIGHTS

Fleet Management workflow improvements/additions

Fleet management now has a new landing page.

Which includes a new Assigned Vehicles tab with Actions of

- Attached Custom Forms
- End Open Assignments
- Add Fuel/Oil/Mileage Record
- Select

The screenshot shows the Caliber Public Safety Fleet Management interface. The top navigation bar includes links for Administration, Incidents, Master Indices, Records Management, Forms And Reports, and Help. The 'Assigned Vehicles' tab is selected, indicated by a red arrow. Below the tab, there are filters for Agency (All Agencies) and Assignment (-Select-), along with a search bar and a 'Reset' button. The table below has columns for Unit #, Vehicle Type, Vehicle Make, Vehicle Model, Vehicle Category, Assignment, Start Date, Assigned Officers / Employees, Current Mileage, and Actions. The 'Actions' column is highlighted with a red box, showing icons for a document, a gear, a trash can, and a hand cursor.

Due for Maintenance tab changes

The screenshot shows the Caliber Public Safety Fleet Management interface with the 'Due For Maintenance' tab selected. The top navigation bar is the same as the previous screenshot. Below the tab, there are filters for Agency (All Agencies) and Assignment (-Select-), along with a search bar and a 'Reset' button. The table below has columns for Unit #, Vehicle Type, Vehicle Make, Vehicle Model, Vehicle Category, Current Mileage, Last Service Mileage, Last Service Date, Next Service Mileage, Next Service Date, Vehicle Status, Assigned Officers / Employees, and Actions. A red arrow points to the 'Assigned Officers / Employees' column.

\$ Cost of Ownership tab changes

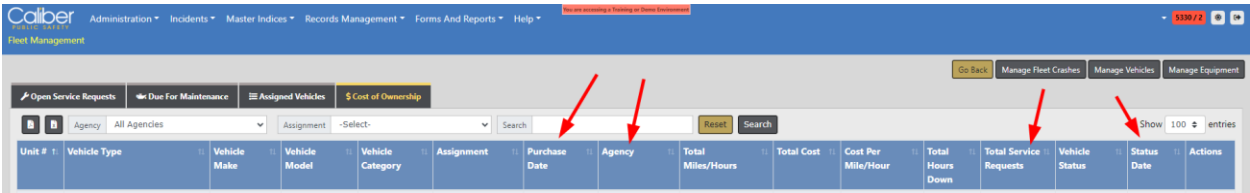


FIGURE 1: FLEET MANAGEMENT WORKFLOW

APPENDIX: 11.15.0 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 11.15.0 release. An * symbol - denotes a software resolution that was deployed prior to the 11.15.0 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74854		MICR - Zero Segment Not Working	Bug/Defect	State Submissions	MICR XML now supports zero segments
IA-75371	415797 428308	NIBRS submission data Reports	Enhancement	State Submissions	"Export to CSV" option at the top-right of the included offenses chart. This will export CSV values which can be loaded into Excel for creating charts
IA-76100		Collapse - Struts To Spring - Port Logging Features	DevTask	Searching	Technology Upgrade: Java framework updates for ease of use and maintainability.
IA-77563	428157	Reports - System Report called Ticket Index Report appears to be looking at Date & 0000 not Date & 2359	Bug/Defect	Admin	Updated this report logic to account for the start and end of the day. Dates entered will now have the appropriate times appended to them (not in the UI, but in the

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					report query). So the query will be [from date+0000 to date+2359]
IA-77883		Struts To Spring - Location Add	Enhancement	Master Indices	Technology Upgrade: Java framework updates for ease of use and maintainability.
IA-78200		Struts To Spring - System Tables & Interface Maintenance	Engineering Enhancement	Admin	Technology Upgrade: Java framework updates for ease of use and maintainability.
IA-78389	433740	RMS when searching incident reports by street name intersection locations only one street name appears	Bug/Defect	Printing	Software Update:
IA-78399		Fleet Management Usability Improvement Items	Enhancement	Fleet Mgmt	<p>-Officer Fleet landing page now allows the officer (who is either the creator or has always edit assignments permission) to end Vehicle assignments.</p> <p>-Added new Assigned Vehicles tab</p> <p>-Rearranged columns in Cost of ownership tab and added a few values (Purchase date, Agency, Total Service Requests). Removed all</p>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					actions and replaced them with just the edit vehicle option. -Rearranged column in fleet vehicle search results
IA-78425	434269	RMS - Evidence Created from Master Index Property will not print evidence label	Bug/Defect	Property Mgmt	Fixed. In this workflow, we were trying to find victims for the incident, but did not do a proper null check on the incident id. Since there was no incident id, we got a null pointer exception.
IA-78468	434416	Held Property - Check in with no assigned Incident and Item # causes an error	Bug/Defect	Property Mgmt	Fixed. When an item number is added to held property without an incident, the 'validate item number' routine now works without throwing an error message to the user.
IA-78469	434354	RMS-Southaven, MS17HAV Expunged record does not display as Expunged.	Bug/Defect	Expungements	Software Update:
IA-78490	434511	RMS- NJ NIBRS reduce the zip code to report only the 5 characters and not the extension (plus 4)	Bug/Defect	State Submissions	The Online RMS Incident Based Reporting for the state of New Jersey (NJ NIBRS) has been modified to report a 5 digit zip code for the incident address. This

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					resolve an issue with the state of New Jersey submissions which has a conflict with a 9 digit zip code (5+4) where a dash is required, but the specifications state 9 digits only. This modification only impacts NJ NIBRS RMS clients.
IA-78613	434194	RMS- When attempting to change a Security Group from MSP Statewide to All Agencies the value remains at MSP Statewide	Bug/Defect	Security	Fixed a bug when updating security group agency to All Agencies. Setting the agency to All Agencies should save correctly now.
IA-78661		Custom Forms and Fields enhance adding Code tables	Enhancement	Custom Forms	Added a new link at the bottom, also will now focus on the latest code field when add is clicked (top or bottom)
IA-78765		MICR v1.10.0 update	Configuration	State Submissions	The Online RMS Incident Based reporting for Michigan (MICR) has been updated to generate State Submissions using the MICR v1.10.0 standard.
IA-78797	436420	Unknown Person due to missing DOB as offender on an incident report	Enhancement	Incidents	New info bubble for Offenders that have a MI record associated but are still considered Unknown in RMS.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-78801	436703	FL NIBRS Multiple offense can not be included within a single property segment	Enhancement	State Submissions	The Online RMS Incident Based Reporting has been modified for the state of Florida (FL NIBRS) to only report a single offense augmentation when reporting the property item. This is a modification to the XML sent to the Florida NIBRS Submission and will only report a single offense associated to the property in the RMS. Previously it would report multiple offenses when associated to the property, which caused an error in Florida NIBRS.
IA-78803	436703	FL NIBRS Nibrs code 13C they want broken down to report as code Intimidation or Stalking	Enhancement	State Submissions	The Online RMS Incident Based Reporting for Florida clients has been updated to correctly report Incidents that have offenses that are associated to NIBRS 13 C (Intimidating or Stalking) to correctly report the 13C based on Florida NIBRS specifications. This will report the offense as Intimidation or Stalking depending on

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					the offense reporting on the Incident. This update only impacts Florida RMS clients.
IA-78824		Typo in Role description for EXPUNGE_RPT [Very Minor]	Release Defects	Expungements	fixed
IA-78827	436456	RMS - ISP cannot print custom forms from Training site	Bug/Defect	Printing	Software Update:
IA-78866	437137	RMS - Master Indices Person record reflects old OLN and will not update	Bug/Defect	Master Indices	There was an issue in the existing person code to get the drivers license for the form - a new DL was actually being created, but this new DL was not being reflected on the top form. this is now fixed
IA-78870	437259	Fleet Equipment - Search screen does not appear to default to correct settings.	Bug/Defect	Fleet Mgmt	<p>The status is controlled by a Maint val called FLEET_EQUIP_DEFAULT_STATUS. This maint val is defaulted to ACTIVE. If you want the status to default to -Select- you will have to change this maint val to a status code that does not exist like NULL or NO_DEFAULT.</p> <p>Hitting rest will now use the user's preferred agency</p>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					option instead of the user's default agency.
IA-78881		Custom Court Paper Jacket - TESTING ISSUES	Release Defects	Civil Process	Software Update:
IA-78892		Online RMS Crash Reporting Module	Enhancement	Crash Reporting	
IA-78911		Evidence - bad request 400 error when taking action on schedule disposition notification	Bug/Defect	Property Mgmt	Fixed.
IA-78928		NIEM Arrest XSLT - Additional Elements	Enhancement	Interface	
IA-78934		Online RMS- Install script for release 11.15	DevTask	Admin	Check the application install date.
IA-78945		NIBRS Code 40C is a Society Crime need to remove Victim Type I and L	Configuration	State Submissions	
IA-78967		Port - Maintenance Setting NIBRS_WINDOW S_UPDATES = N but still including incidents with past occurrence dates	Enhancement	Incidents	The Online RMS Incident Based Reporting (NIBRS) for Maryland has been modified to not report Incidents where the Incident Start Date is before the defined NIBRS_INCLUDE_DATE. If an incident is created or supplemented that has

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					a start date before the defined date, it will be marked as NOT REPORTABLE and not submitted in the NIBRS data set.
IA-78970		Add additional Style to CK Editor for Narratives	Enhancement	Incident Narrative	Added Additional Style to CK editor for Incidents and Field Arrest narratives. The new style is called Redact. Redacted text should never show in any *view narrative screens or printed reports*. When highlighting redacted text the user should only see XXXXX instead of the original text.
IA-78977		Collapse Log - Struts to Spring TESTING ISSUES	Release Defects	Collapse	Technology Upgrade: Java framework updates for ease of use and maintainability.
IA-78984	438227	Citations - Manual creation allowing duplication of ticket numbers	Bug/Defect	Citations/Stops	Fixed.
IA-78997	438311	RMS - Evidence Receipt prints signature line for each item when disposing multiple items at one time	Release Defects	Printing	Software Update:

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-78999		Offense Details not displaying correctly between screens	Bug/Defect	Incidents	I changed the 'offense view' page to allow for embedded HTML tags.
IA-79000	438005	RMS- MSP requests the ability to disable Add Other Agency Officer from the Incident Report Summary	Enhancement	Incidents	By default the add officer dialog on incidents should function exactly the same. Changing the maint val INCIDENT_ALLOW_ADD_OTHER_AGENCY_OFFICER = 'N' should remove the "Add Other Agency Officer" tab from the add officer dialog on an Incident Report.
IA-79001		Tables Web Services are not displaying on the front end.	Bug/Defect	Admin	Updated the schema copy routines to decrypt then re-encrypt the user id and password in EJS_WEB_SERVICES table.
IA-79003	438403	OK SIBRS Do not report victims of 90Z Group B offenses	Enhancement	State Submissions	The Online RMS Incident Based Reporting for Oklahoma (OK SIBRS) has been updated to not report victims for 90Z offenses, when only 90Z offenses are reported to OK SIBRS.
IA-79007	438343	RMS- Pentagon Secondary Review not working. Directs	Bug/Defect	Notifications	Software Update:

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		to a notification named zzz			
IA-79015		Cleanup / modify Features and Roles	Enhancement	Admin	Software Update:
IA-79017		OpenAI Services-Get to NLETS	Configuration	Misc Other	No testing needed - dev task
IA-79018		Remove the legacy NIBRS System from Display on the closed Dataset	Enhancement	State Submissions	Systems not marked as legacy compatible will no longer show in the highlighted table (the table won't show at all if there are none)
IA-79022	438586	Custom Forms and Fields - Show a warning when removing a Field if already in Designer	Bug/Defect	Custom Forms	this was fixed with IA-78592.
IA-79026		Crash - evaluate EasyStreet Drawing tool and feasibility of integrating into RMS	Enhancement	Incidents	
IA-79034	438874	Fleet Management - Sorting by Unit # on the \$ Cost of Ownership tab is slow for MSP	Enhancement	Fleet Mgmt	Software Update:
IA-79055		Crash - data model creation	Enhancement	Crash Reporting	
IA-79082		Fleet - rename crash to Fleet Crash	Enhancement	Fleet Mgmt	Changed some labels so the users can differentiate between Crash and Fleet Crash

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-79083		NIEM Warrant Export - Warrant Number	Bug/Defect	Interface	The NIEM warrant export has been adjusted to retrieve the warrant number from warrant references when this information is not stored directly on the warrant record.
IA-79090		Adult Expungement	Bug/Defect	Expungements	Software Update:
IA-79102	437961	RMS - Evidence Audit Location Discrepancy Audit Location Shelf A10 contains system numbers not in system	Bug/Defect	Property Mgmt	Fixed.
IA-79103	439338	RMS- When searching Master Indices Person Additional Information Address the Sub# will only allow numeric characters not letters	Bug/Defect	Master Indices	Fixed- you can now enter characters in this field (and the search works)
IA-79104	439107	RMS- Taking action on Warrant Log Notification results in error	Bug/Defect	Warrants	Warrant View page now has button at the top called Edit Warrant (should only display if the user has permission)
IA-79105	439358	RMS- Incident search by Offense "Intelligence"	Bug/Defect	Searching	Software Update:

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		does not yield results			
IA-79106		Fleet - add status date column to DEPARTMENT_VEHICLES	Enhancement	Fleet Mgmt	Added STATUS_DATE to DEPARTMENT_VEHICLE S table. Changed trigger to automatically record the date/time when the status is changed to a different value. Status date is now displayed on cost of ownership dashboard, fleet vehicle search results screens, as well as edit/view screens.
IA-79117		Narrative Redaction - Adding a Narrative with no text causes an error on Arrests and Incidents	Bug/Defect	Incident Narrative	Software Update:
IA-79126		Add the ability to Assign an Supplement to the Incident Mega Menu	Enhancement	Incidents	Software Update:
IA-79131		ODL - Usability Enhancement - Activity and Category - Show All Values	Enhancement	ODL	Software Update:
IA-79133		VA DMV - CSS Vehicle Interface Issue	Bug/Defect	Master Indices	Software Update:

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-79135		CFS - Add Officers - Drag and Drop	Bug/Defect	Calls For Service	Software Update:
IA-79137		Label Change - Incident Arrestee Details Grid	Enhancement	Incidents	<p>On the Online RMS Incident Reporting Screen</p> <p>The Offender Arrestee Details Grid as been modified , to provide additional clarification, the label as been changed from "Most Serious Arrest Charge" to read "Most Serious Reportable Arrest Charge."</p>
IA-79151		Fleet - Assigned Vehicles Dashboard TESTING ISSUES	Release Defects	Fleet Mgmt	Software Update:
IA-79152		Fleet - dashboards automatically filter by user's agency but agency LOV shows "all agencies"	Bug/Defect	Fleet Mgmt	Software Update:
IA-79176	439966	RMS - Document Number Field character limit changed from 6 to 8	Enhancement	Master Indices	The Online RMS Master Properties Document Number field has been updated to support document numbers greater than 6 characters, previously supported. The document # can now

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					be stored and searched on up to 32 characters.
IA-79177	439917	RMS - MSP requests all data / all fields for user XXXX from 2017 to today	Reports	State Submissions	
IA-79182		Incident Search - Excel, CSV, and PDFs Exports to include Address and Offense information	Bug/Defect	Incidents	Fixed - all search results will now have summary-address-offense columns at the end (reordered them in some cases for consistency)
IA-79184		Fleet - Assigned Vehicles Dashboard Additions	Release Defects	Fleet Mgmt	<p>-End Date has been removed from Assigned Vehicles dashboard</p> <p>-Assigned Vehicles dashboard no longer shows duplicates. It now only displays the oldest active assignment</p> <p>-Assigned Vehicles dashboard now only returns vehicles with a status of ASSIGNED</p>
IA-79185		Fleet - Automatically end open assignment when creating new assignment	Enhancement	Fleet Mgmt	Adding or updating an assignment on a fleet vehicle that has existing open assignments will now close all existing open assignments and set the end date equal to

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					<p>the start date of the assignment that is being added or updated.</p> <p>Also fixed a bug where the status of the fleet vehicle was not changing to available or assigned when adding, updating or deleting an assignment.</p>
IA-79187		Crash - Add Page	Enhancement	Crash Reporting	Created the new Crash Add screen. This should not be available though the UI yet.
IA-79188		Crash - Edit Page Mockup & Prototype	Enhancement	Crash Reporting	
IA-79191	439933	NJ NIBRS Warnings not displaying for any agency in NJ	Bug/Defect	State Submissions	Software Update:
IA-79198	439756	RMS- Updating Master Indices Birthplace Citizenship does not save	Bug/Defect	Master Indices	Software Update:
IA-79201	440086	RMS- Case management Case Print displays city code and not city name	Bug/Defect	Printing	Software Update:
IA-79206		MICR Mutually Exclusive	Bug/Defect	State Submissions	Software Update:

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		reporting of offense only applies if associated to the same victim			
IA-79226		Agency Admin - Route Setup Pages Not Linked Correctly	Bug/Defect	Admin	Software Update:
IA-79231	440065	RMS- Warrant edit screen does not display	Bug/Defect	Warrants	
IA-79247		Fleet - rollback changes from IA-79185	Release Defects	Fleet Mgmt	Changes have been reverted. Adding a new assignment now longer closes all existing assignments.
IA-79248		Incident - print truncating property document number after 20 characters	Release Defects	Incidents	Fixed - document # now fully displays
IA-79249		Crash - Crash Details	Enhancement	Crash Reporting	
IA-79251		Crash - Vehicles	Enhancement	Crash Reporting	
IA-79255		Warrant Status Updated Notification - Adding to Arrest	Enhancement	Warrants	Software Update:
IA-79258		Crash - Diagrams	Enhancement	Crash Reporting	
IA-79271		Hybrid Warrant Upload - XSLT and Processing Adjustments	Bug/Defect	Interface	Software Update:

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-79303		Warrants - Edit/Manage External Identifiers and Information	Enhancement	Warrants	Two new permissions have been created -
IA-79311		Incident - property summary errors if document number 32 long	Release Defects	Incidents	Software Update:
IA-79321		Field Arrest Extract - Add External Warrant and DCFS Notified	Enhancement	Field Arrest	Software Update:
IA-79323		Add OFFENSE_CODES and NIBRS_OFFENSES to Audit Log	Configuration	Auditing	Enabled auditing for these tables
IA-79329		External Warrants - Case Number Field	Enhancement	Interface	Software Update:

--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.