



Protecting Tomorrow–Today.™

Online RMS

Version 11.15.2

Product Change Notice

4 June 2024

REVISION HISTORY

Revised By	Revision Date	Version	Notes
B. Chapman	4 June 2024	1.0	Service Pack Available

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.15.2 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 11.15.2 release.

End Date	Milestone
30 MAY 2024	11.15.2 Code Lock
04 JUNE 2024	11.15.2 Service Pack Available

APPENDIX: 11.15.2 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 11.15.2 release. An * symbol - denotes a software resolution that was deployed prior to the 11.15.2 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-79505		Fountain County, IN and Sub-Agencies - CAD to Online RMS Mapping	Configuration	Interface	The Online RMS to CAD Interface for Fountain County, IN has been implemented and is currently live.
IA-79506		Warren County SO, IN and Sub-Agencies - CAD to Online RMS Mapping	Configuration	Interface	The Online RMS to CAD Interface for Warren County, IN has been implemented and is currently live.
IA-79518		Warrant Served Notification - Additional Detail	Enhancement	Notifications	Software Update:
IA-79565		Civil - can add the same to-be-served officer multiple times	Bug/Defect	Civil Process	Software Update:
IA-79566		Evidence Barcode numbering enhancement	Enhancement	Property Mgmt.	Software Update:

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
*IA-79573	443034 443062 443074 443075	Civil Process - Service Notes are printing blanks even when unchecked during print	Bug/Defect	Civil Process	Software Update:
*IA-79593		Court Paper Data Exchange - Element Mappings	Bug/Defect	Interface	The hybrid court paper data exchange has been extended to include service expiration date, judge name, appearance date/time, and service jacket comments.
*IA-79594		Court Paper Service Jacket - Served Officers	Release Defects	Civil Process	Software Update:
*IA-79595		Hybrid User Notifications	Release Defects	Interface	Hybrid user notification processing has been adjusted to check for the existence of a corresponding RMS user account.
*IA-79600		Intakes - creating notification 34/86 when no adult offender but adult victim/other	Release Defects	Incidents	Software Update:
IA-79606		Online RMS- Install script for release 11.15.2	DevTask	Admin	Software Update:
*IA-79618		Jail Tracker - Zero DL Issue	Bug/Defect	Master Indices	Software Update:
*IA-79624		Court Paper Data Exchange - Service Jacket Comment	Release Defects	Interface	The court paper data exchange has been modified to process service jacket comment as custom field data.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-79625		Additional data added to Custom Evidence Label	Enhancement	Property Mgmt	Software Update:
IA-79629		Copy Roles	Bug/Defect	Roles	Software Update:
IA-79631		Court Paper Report - Service Updates	Reports	Civil Process	Software Update:
IA-79670	443678	MSP Set incident supplement back to initial status	Configuration	Incidents	Software Update:
IA-79683		Hybrid User Notifications - Additional LUP Checks	Release Defects	Interface	Hybrid user notification processing has been adjusted to check for the existence of a corresponding RMS user account.

--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.