



**Protecting Tomorrow–Today.™**

# Online RMS

Version (11.3.0)

Product Release Bulletin

07 April 2020

## REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	25 Mar 2020	1.0 (Draft)	Release to Training version. Please note, changes to screen prints and descriptions may change in final PRB/PCN version
T. Thompson	27 March 2020	1.1 (Draft)	Removed reference to JIRA IA-69490. Moved Service Commitment section to appendix.
T. Thompson	07 April 2020	1.2 (Final)	PCN updated with additional JIRAs (IA-70139, IA-70228). Final version posted.

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## INTRODUCTION

This document provides an overview of the software changes delivered in the 11.3.0 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

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## PRODUCT REQUIREMENTS

For best performance, we recommend a computer, laptop, or tablet purchased within the last 3 years; running an industry popular web browser that is actively supported by the browser manufacturer and connects to the internet using DSL, Cable, or 4G cellular. The browser must support TLS 1.2 or higher.

## RELEASE MILESTONES

The following table contains the high-level release milestones for the Online RMS 11.3.0 release.

End Date	Milestone
<b>26 Nov 2019</b>	11.3.0 Sprint 1 Starts
<b>03 Dec 2019</b>	11.2.0 Release Available
<b>10 Dec 2019</b>	11.3.0 Sprint 1 Ends / Sprint 2 Starts
<b>24 Dec 2019</b>	11.3.0 Sprint 2 Ends / Sprint 3 Starts
<b>02 Jan 2020</b>	11.2.1 Code Lock
<b>07 Jan 2020</b>	11.2.1 Service Pack Available / 11.3.0 Sprint 3 Ends / Sprint 4 Starts
<b>21 Jan 2020</b>	11.3.0 Sprint 4 Ends / Sprint 5 Starts
<b>29 Jan 2020</b>	11.2.2 Code Lock
<b>04 Feb 2020</b>	11.2.2 Service Pack Available / 11.3.0 Sprint 5 Ends / Sprint 6 Starts
<b>18 Feb 2020</b>	11.3.0 Sprint 6 Ends / Sprint 7 Starts
<b>26 Feb 2020</b>	11.2.3 Code Lock
<b>03 Mar 2020</b>	11.2.3 Service Pack Available / 11.3.0 Sprint 7 Ends / Sprint 8 Starts
<b>17 Mar 2020</b>	11.3.0 Sprint 8 Ends / Stabilization Sprint Starts
<b>25 Mar 2020</b>	11.3.0 RTO (Release to Training / Operations)
<b>01 Apr 2020</b>	11.3.0 Stabilization Sprint Ends / Code Lock
<b>07 Apr 2020</b>	11.3.0 Release Available

## RELEASE ANNOUNCEMENT

Caliber Public Safety announces the release of **Online RMS 11.3.0** to the **Online Training Environment** on **Wednesday, March 25, 2020**. The training environment will be unavailable for about 4 hours beginning at **5:00 pm (Eastern)**. An early preview of the Product Release Bulletin (PRB) is available from Online RMS Help menu. Help > Online Help > Product Release Bulletins.

**Reminder:** Online RMS 11.3.0 release to the **Nlets production environment** will occur on **Tuesday, April 7, 2020 at 1:00 am (Eastern)**. Our hosted delivery approach ensures that all clients benefit from the continual improvements and many benefits of Online RMS without the worries of installing software.

Please join us for one of (4) four Release Training sessions to learn more about new features and functionality available in Online RMS 11.3.0. Please mark your calendar to attend one of the below webinars for the date and time that works best for you.

- Tuesday, March 31, 2020 at 11:00 am (Eastern) - Click [HERE](#) to join the session!
- Wednesday, April 1, 2020 at 3:00 pm (Eastern) - Click [HERE](#) to join the session!
- Tuesday, April 7, 2020 at 3:00 pm (Eastern) - Click [HERE](#) to join the session!
- Friday, April 10, 2020, at 11:00 am (Eastern) - Click [HERE](#) to join the session!

### Highlights of Online RMS 11.3.0 Release:

Online RMS 11.3.0 includes enhancements and improvements that touch approximately 30 RMS components, including; Incident Report Call for Service (CFS) People, Fleet Management, Fleet Vehicle Crashes, LInXs CFS Data Sharing Extract, User management, Search Enhancements, NIBRS State Submission Compliancy, and Technology Upgrades; as well as many other product enhancements, integration improvements, and issue resolutions. Our overall release focus is to increase operational efficiencies, simplify data management, and improve ease of use for our customers.

Over the last three (3) years, by listening to and working hand in hand with our customers, Caliber has improved user efficiency and decreased the average time to complete an incident report by 70%.

Below are a few software enhancements available in the next major release of Online RMS (version 11.3.0), planned for April 7, 2020. Check out the Product Release Bulletin via Online Help for a complete listing of software updates.

- **Spend more time on patrol and less time writing reports**

- ✓ Automated reuse of CAD and CFS person data to improve data accuracy and spend less time on data entry. Exclusively for agencies with CAD integration or using the RMS Calls for Service (CFS) module.
  - Person data spilled from CAD or entered for a Call for Service (CFS) will automatically filter to the Online RMS Incident Report module and used to match to an existing Master Person record or create a new master person. For data spilled from CAD, if a person match exists or a new person created and the name has a valid involvement role entered, the name will automatically be added to the incident report Offender, Victim, or Other Names section
  - A quick entry flow streamlines the process to add a CAD or CFS person when no master name match exists or the person involvement role is not specified.
- ✓ Incident Supplement workflow improvements provide greater flexibility and ease of use. Complete, Submit, and Approve incident report supplements that do not include NIBRS reporting data (e.g. Narratives or Attachments only), prior to the original report being approved.

- **Take Care of Your Fleet**

- ✓ New Functionality - Fleet Management module expanded to track crashes involving fleet vehicles.
- ✓ Improve data input accuracy - Lock Hours now apply to fuel & oil entries. Duplicate VIN check reduces data entry errors.
- ✓ Simplified data entry – New permission to give clerical staff ability to enter fuel & oil without ability to edit vehicle.
- ✓ Quick Display for fuel & oil entry page - New permission to bring focus to the most common entry fields for fuel & oil.
- ✓ Extensibility - Custom fields included on Add page to streamline data entry by end users.
- ✓ Quick Actions – Filter Fleet Management dashboards by Assignments.
- ✓ Ease with searching - Unit # displayed in Search results for easy vehicle identification.



- **Protecting Communities with Data Sharing**
  - ✓ More Data - LInX Data Sharing enhanced to share Call for Service (CFS) data with LInX Regional data sharing systems.
- **Always Advancing**
  - ✓ **Efficiency gains -**
    - Incident Attachments – Description column enhanced to display up to 120 characters of description rather than info bubble.
    - Investigative Case Load – Supervisors can easily review investigative caseloads for officers with the addition of Offense description to the incident summary column.
    - Incident Field Arrest – View arrest disposition status directly from the Incident Field Arrest association's grid.
    - Field Arrest Warrants – Enhanced to display and print system generated warrant number, as available.
    - Investigative Cases – Ability to schedule mass disposition of associated evidence directly from case and notify evidence custodian.
  - ✓ **Most Relevant Data -**
    - Custom forms enhanced to display and print the most recent person phone regardless of phone type.
    - Calls for Service report enhanced to print the most recent phone number regardless of phone type for each person included on CFS.
  - ✓ **Data Extensibility -**
    - Expand data capture for Investigative Case Activities with the addition of custom fields.
  - ✓ **Print with Ease -**
    - Master Person - "Select All" box available for Master Person print options.
  - ✓ **More Search Options -**
    - Business/Organization - Added ability to search by organization phone number.
    - Custom Forms – Wild card added to free text search fields.
  - ✓ **User Subscription Management -**
    - Alleviate common CAD spill issues - Real-time validation to make sure new and reactivated RMS user accounts do not have a duplicate CAD Badge number.
    - Allocated and available subscription types will only be available for selection when creating or editing user accounts.

- **Federal and State Compliancy**

- ✓ Growing State NIBRS Compliancy - 22 States Supported.
- ✓ Software updates and enhancements, as required to support agency certification testing in Oklahoma and New Jersey and to support existing certified State NIBRS submissions.

- **Evergreen Worry-free Technology Updates**

- ✓ Technology and security updates required to make sure systems are secure and operating efficiently.

We hope you join us in our excitement for the release of Online RMS 11.3.0 on Tuesday, April 7, 2019. If you have questions about the release, please do not hesitate to contact us by email at [rms@caliberpublicsafety.com](mailto:rms@caliberpublicsafety.com).

Our Very Best,  
Caliber Public Safety

## NEW FEATURES & ENHANCEMENTS

Online RMS 11.3.0 includes many new updates, based on customer input, contractual commitments, and Public Safety State and Federal mandates. The overall release focus is to increase operational efficiencies, data management, and improve ease of use for all of our customers. ***Please see Online RMS User Help and Admin documentation for more details on the enhancements and features highlighted in this release bulletin.***

### ONLINE RMS 11.3.0 HIGHLIGHTS

#### *Incident CFS Streamlined Person Entry*

Over the last three (3) years, by listening to and working hand in hand with our customers, Caliber has improved user efficiency and decreased the average time to complete an incident report by 70%.

We are not stopping there. An enhancement to leverage person data contributed to a Call for Service (CFS) in CAD, Mobile, or directly entered via the Online RMS CFS module will save officers even more time when completing an incident report.

Agencies using Caliber CAD and entering person contact data will experience time savings and efficiencies from Person Names automatically being added to the incident report without user action. Person unique identifiers contributed to the CAD Call CFS event are evaluated against existing RMS Master Name records to yield one of three outcomes.

1. Person exact match. CAD CFS "Contact Type" matches RMS involvement role.
  - **Outcome:** Person added to the incident report Offenders, Victims, or Other Names section automatically without user action.
2. Person exact match. CAD Person "Contact Type" **not** provided **nor** matches RMS involvement role.
  - **Outcome:** Person added to Master Person Index automatically without user action. Use "Quick Select" option for CFS People to add person to incident report.

3. **No** Person exact match.

- **Outcome:** Use “Quick Select” option for CFS People to create person and add to incident report.

Agencies using the Online RMS CFS module for direct entry will experience time savings and efficiencies from using the “Quick Select” option for CFS People.

**Page Highlights:**

- Unmatched names from CFS appear in new section on the Incident Names tab titled **“Quick Select Names – CFS People”**.
- Names appearing as a blue hyperlink were matched automatically to an existing RMS Master Name record.

Summary

Header

Offenses

Names

Property & Vehicles

Narratives

Attachments

Validations

Incident Summary: 03/25/2020 1225 Hrs - 2300 West Broad Street RICHMOND, VA 232...

Agency: Caliber Public Safety PD

Offense(s): No Offense Specified

Report #: 20-000011 Supp #: 0

Note: People listed in the below grid are from the CFS call on this report. These people could not be matched with RMS results due to too little information. You can use the provided actions to add them and use the person add screen to enter the missing information and select a potential duplicate.

Quick Select Names - CFS People

Name	Address	Physical Description	Call #	Roles	Actions
Alfonso, Thomas <b>Race:</b> Black or African American <b>Sex:</b> Male <b>DOB:</b> 01/12/2067			CFS2020000002	None Specified	<div></div> <div></div> <div></div>
<b>Smith, Billy Ray <b>Race:</b> White <b>Sex:</b> Male <b>DOB:</b> 11/11/1994</b>			CFS2020000002	Witness	<div></div> <div></div> <div></div>
<b>Spade, Samantha <b>Race:</b> White <b>Sex:</b> Female</b>			CFS2020000002	None Specified	<div></div> <div></div> <div></div>
Jazz, John <b>Race:</b> White <b>Sex:</b> Male <b>DOB:</b> 05/06/1977			CFS2020000002	Reporting Person	<div></div> <div></div> <div></div>

Offenders

Add Offender Add Unknown Offender

Name	Age (Yrs)	Role(s)	Supp #	Actions
<b>Guerra, Raul <b>Race:</b> White <b>Sex:</b> M <b>DOB:</b> 01/18/1955</b>	65 Years Old	Suspect / Offender	0	<div></div> <div></div> <div></div> <div></div>

Victims

Add Person Victim Add Organization Victim

Other Names

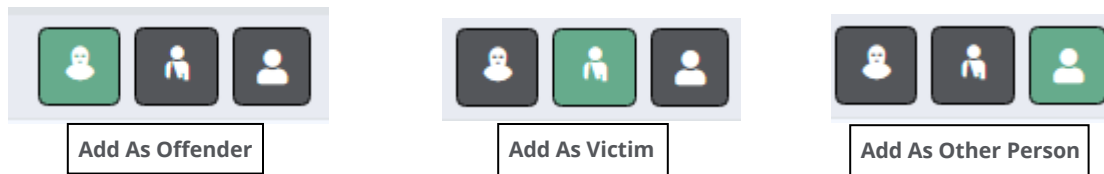
Add Person Add Organization

Back to Previous Section

Finished - Go To Next Section

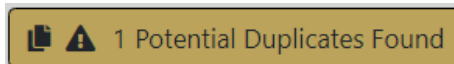
**FIGURE 1: INCIDENT NAMES TAB. QUICK SELECT NAMES – CFS PEOPLE GRID**

- Click the appropriate quick select icon in the **"Actions"** column to add the name as an Offender, Victim, or Other Person. Hover your mouse over each icon for a description of what the icon does. A green icon suggests the Recommended Action based on the CFS "Contact Type"/Involvement Role.



**FIGURE 2: INCIDENT CFS PEOPLE - QUICK SELECT OPTIONS.**

- Names appearing as black text, lack unique person identifiers required to match to or create a new master person. Select appropriate quick select action icon to create person and add to the report. A streamlined workflow opens the **"Add Person"** page and populates the page with known person data from the CFS event. Add other person data and select **"Save & Select"** to add to the incident report.
  - ✓ The auto deduplication features compares data entered to existing master person records and turns yellow to alert the user of potential duplicates.



Recent Activities (Initial Report) / Incident Report 20-000011 / Add Person

**Person Information** ✓ No Duplicates Found Go Back

**SECURITY LEVEL**  
Level 1 - Access to all Dat

**LAST NAME**  **FIRST NAME**  **MIDDLE NAME**  **TITLE**  **DOB**  **SSN**

**SEX**  **RACE**  **ETHNICITY**  **DRIVER'S LICENSE NUMBER**  **DRIVER'S LICENSE STATE**

**RESIDENCE PHONE**    **CELL PHONE**

**Physical Description**

**HEIGHT**  **Feet**  **Inches**  **WEIGHT**  **Pounds**  **EYE COLOR**  **HAIR COLOR**  **FACIAL HAIR**

**HAIR LENGTH**  **BUILD**  **SKIN COLOR**  **HAIR STYLE**  **GLASSES**  **DATE OF INFO**

**Person Photo / Mugshot**

**SELECT PICTURE**   **PHOTO TYPE**

**FIGURE 3: ADD PERSON PAGE - DEFAULTS WITH DATA FROM CFS.**

## Fleet Management – Track your Fleet

### Fleet Crashes

The Fleet Management module was enhanced to track crashes involving fleet vehicles. Maryland State Police sponsored this enhancement.

Fleet Managers, with proper permissions, have the ability to add crash reports to fleet vehicles. Refer to the Online RMS User Guide for more information.

### Configure Fleet Management:

1. Access to fleet crash is managed via two (2) new permission categories. *Only users with the Fleet Management – Crash Tracking permission have access to create, manage, and view fleet crash information.*

Fleet Management - Crash Tracking	+
Fleet Management - Delete Crash Report	+

2. Fleet Crash Management requires configuration of a new Agency Number Generation Type. From Agency Management – Number Generations – add generation format for **Fleet Crash Report #**.

### Number Generation

<b>TYPE</b> <div>Fleet Crash Report #</div>	<b>FORMAT</b> <div>YYIR0000</div>
<b>PLACE HOLDER</b> <div>-</div>	<b>NEXT NUMBER</b> <div>1001</div>
<b>EFFECTIVE DATE</b> <div>01/01/2020</div>	<b>END DATE</b> <div>12/31/2020</div>

Close
Save

**FIGURE 4: AGENCY ADMIN - NUMBER GENERATION - FLEET CRASH REPORT #.**

- Fleet Management also requires configuration of Fleet Crash specific List of Value (LOV) codes. From Administration – Module Configuration – Fleet Management add codes for *Crash Type Codes, Crash Reference Types, Crash Cause Codes, Crash Damage Codes, Crash Hours Groups, Insurance Claim Types* and other codes required for Fleet Management.

**Fleet Management Administration**

Go Back

Equipment Types | Vehicle Status | Vehicle Category | Category Roles | Vehicle Assignments | Vehicle Groups | Misc IDs | Vendors | Funding Vendors | Vehicle Repairs | Service Request Types

Service Request Status | Storage Locations | Budget Codes | Vehicle Ratings | Fuel Types | Fluid Types | Fuel Payments | Inspection Types | Inspection Status | **Insurance Claim Types**

**Crash Hours Groups** | **Crash Damage Codes** | **Crash Cause Codes** | **Crash Reference Types** | **Crash Type Codes**

+ Add Crash Type Code

Code	Description	Active	Actions
PD	Property Damage	Yes	

## Create Fleet Crash:

There are two ways to initiate a new crash report:

- Manage Crashes – Add Crash.

**Fleet Management**

Go Back | **Manage Crashes** | Manage Vehicles | Manage Equipment

Cost of Ownership | Open Service Requests | Due For Maintenance

Agency: Caliber Public Safety | Assignment: -Select- | Search: [ ] | Reset | Search | Show 10 entries

Unit #	Vehicle Type	Vehicle Make	Vehicle Model	Vehicle Category	Total Miles/Hours	Total Cost	Cost Per Mile/Hour	Total Hours Down	Vehicle Status
1	Automobile	Ford	Crown Victoria	Patrol Marked	2,970	\$22,000.00	\$7.41	0	Assigned
547	Automobile	Ford	Taurus	Patrol Marked	0	\$0.00	\$0.00	0	Assigned
75		Ford	Crown Victoria	Covert	5,701	\$0.00	\$0.00	0	Assigned
77		Ford	Crown Victoria	Patrol Marked	27,684	\$6,819.05	\$0.25	0	Assigned
92-10	Automobile			Patrol Marked	92	\$29,628.20	\$322.05	0	Assigned
9204				Patrol Marked	0	\$0.00	\$0.00	0	Assigned
56					0	\$0.00	\$0.00	0	Available
58		Ford	Taurus X		10,000	\$0.00	\$0.00	0	Assigned

Showing 1 to 8 of 8 entries

**FIGURE 5: FLEET MANAGEMENT DASHBOARD - MANAGE CRASHES BUTTON.**

## 2. Manage Vehicles – Edit Fleet Vehicle – Add Crash.

Fleet Management / Fleet Vehicle Search / Fleet Vehicle Search Results / [Edit Fleet Vehicle](#)

[Go Back](#)

**Vehicle** | **Assignments** | **Fuel and Oil**

**Fleet Vehicle Information**

<b>AGENCY</b> Caliber Public Safety PD	<b>VEHICLE ID</b> 55	
<b>YEAR</b> 2016	<b>MAKE</b>	<b>MODEL</b>
<b>VIN</b> 12345	<b>TYPE</b> Automobile	<b>STYLE</b> -Select-
<b>LICENSE #</b> 92-10	<b>LICENSE STATE</b> Idaho	
<b>PRIMARY COLOR</b> Gray	<b>SECONDARY COLOR</b> -Select-	
<b>DESCRIPTION</b> MARKED POLICE CRUISER 92-10		

**Crashes** [Add Crash](#)

**Miscellaneous IDs** [Add Miscellaneous ID](#)

**Service Requests** [Add Service Request](#)

**Service / Maintenance Records** [Add Service/Maintenance Record](#)

**Inspections** [Add Inspection](#)

**Insurance** [Add Insurance](#)

**FIGURE 6: FLEET MANAGEMENT - MANAGE VEHICLE - ADD CRASH**



Selecting to Add a Crash generates the next Crash Number. Fleet Crash supports tracking of Fleet Vehicle, Date/Time, Day of Week (auto calculate field), Crash Type, Hours Group, County, Crash Cause, Factors (Preventable, Pursuit, and On Traffic Stop), Summary Description, Location, Officers, Related Incident Reports, Reference #'s, Insurance, Service / Maintenance, Towing, and Attachments.

Vehicle Information			
VEHICLE ID 55	AGENCY Caliber Public Safety PD	UNIT NUMBER 92-10	YEAR 2016
MAKE	MODEL	STYLE	CATEGORY Patrol Marked
VIN 12345	LICENSE # 92-10	CURRENT MILEAGE 253	ASSIGNMENT Investigation

Crash Details			
CRASH REPORT # 20-1001	TOTAL COST \$0.00	STATUS Open	
AGENCY Caliber Public Safety PD	CRASH DATE / TIME	CRASH DAY OF WEEK	
CRASH TYPE -Select-	HOUR GROUP -Select-	COUNTY -Select-	
CRASH CAUSE -Select-			
PREVENTABLE? <input type="checkbox"/>	PURSUIT? <input type="checkbox"/>	ON TRAFFIC STOP? <input type="checkbox"/>	
SUMMARY <div></div>			

Location Details	
<div>Update</div>	
Officer	<div>Add Officer</div>
Incidents	<div>Associate Incident</div>
References	<div>Add Reference</div>
Insurance	<div>Add Insurance</div>
Service / Maintenance Records	<div>Add Service/Maintenance Record</div>
Crash Towing	<div>Add Towing</div>
Attachments	<div>Add Attachment</div>

**FIGURE 7: CRASH MANAGEMENT - ENTRY FIELDS.**

## Fleet Usability Enhancements

- Simplified data entry – New permission added to give clerical staff ability to enter fuel & oil without ability to edit vehicle. With this permission, the Records – Fleet Management link is view only, with the exception of adding Fuel, Oil, and Mileage to Fleet Vehicles.

Fleet Management - Manage Fuel Oil and Mileage Only



- Quick Display for fuel & oil entry page. New permission added to bring focus to the most common entry fields for fuel & oil. Remove the Show All Fuel / Oil Fields permissions from roles that prefer the new quick entry page.

Fleet Management - Show All Fuel / Oil Fields +

- The Show Fields button allow user to show additional Fuel, Oil, & Mileage fields if additional data entry is required.

**FIGURE 8: FLEET VEHICLE - NEW QUICK ENTRY FUEL, OIL & MILEAGE DISPLAY.**

- Improve Data Accuracy. Data alert added to auto complete fields for:
  - Vehicle Search - Make and Model fields
  - Vehicle Add/Edit - Make and Model fields
  - Vehicle Assignment - Officer field
  - Crash Officer Dialog - Officer field
  - Equipment Search - Make and Model fields
  - Equipment Add/Edit - Make and Model Fields

When navigating out of the field, if an invalid value exists, the field will highlight red with a red info bubble.

**FIGURE 9: AUTO COMPLETE - INVALID DATA ALERT.**

*Always Advancing*

## Case Management

- Investigative Case Load. Supervisors can easily review investigative caseloads for officers with the addition of Offense description in the Incident Summary column.

Case Load / View Officer Cases

Go Back

LEA Cases For	Open Assignments	Last Assigned Date
Jenkins, Andy - ID # 18	5	04/17/2019 04:45 PM CST

ShowOpen

Include	Status	Sub-Total
<input checked="" type="checkbox"/>	Open	5

LEA Case #	Incident Summary	Assigned Date	Role	Update Due	Case Status	Assignment Status	Case Agency
13-000802	<b>Report #:</b> 13-000802 <b>Report Date:</b> 08/06/2013 <b>Offense(s):</b> 71990020-UNLAWFUL THRASHING PECANS - 6143.1 : M*,13990001-13A-ASSAULT CAUSE BODILY INJURY - AGGRAVATED ASSAULT <b>Location:</b> 201 Funny Way PHARR, TX 78577	07/13/2013 11:33 AM CST	Lead Investigator	08/21/2013	Open	Assign to Patrol	Caliber Public Safety PD
0048DMPD17	<b>Report #:</b> 17-000017 <b>Report Date:</b> 03/31/2017 <b>Offense(s):</b> 22990001-BURGLARY OF BUILDING - 30.02(c)(1) : FS <b>Location:</b> 100 Main Street MIDLAND, TX	05/03/2017 03:47 PM CST	Lead Investigator	05/17/2017	Open	Assign to Patrol	Caliber Public Safety PD

FIGURE 10: INVESTIGATE CASE LOAD - OFFICER CASES - OFFENSE(S) DISPLAY.

- Investigative Cases. Ability to schedule mass disposition of associated evidence directly from case and notify evidence custodian.

Involved Property							Schedule Disposition	Show/Hide
Summary	Current Status	Associated Event #	Evidence	Evidence Status	Evidence Location	Scheduled Disposition Date	Actions	
Type: GUN - HANDGUN Gun Type: Pistol Make: Glock Model: 9mm Serial #: 56789 Value(\$): 500	Seized	Incident Report # - 13-000802 Supp# 3	Yes	Checked-In	VAULT SHELF 1		<div></div> <div></div>	
Type: BANK RECORDS Value(\$): 100	Seized	Incident Report # - 13-000802 Supp# 2	Yes	Checked-Out	N/A		<div></div> <div></div>	
Type: CROPS Make: Pecans Model: Lipan Value(\$): 10	Confiscated	Incident Report # - 13-000802 Supp# 0	Yes	Disposed	N/A		<div></div>	
Type: BAG Value(\$): 0	Seized	Incident Report # - 13-000802 Supp# 1	Yes	Checked-Out	N/A		<div></div> <div></div>	

FIGURE 11: INVESTIGATIVE CASE MANAGEMENT - INVOLVED PROPERTY/EVIDENCE - SCHEDULE DISPOSITION

- Custom Fields support for Investigative Case Activities page.

The screenshot shows the 'Add Case Activity' form in the Caliber RMS PRB system. The form includes fields for LEA Case #, Agency, Assignment Status, Case Status, Case Hours, Activity Date, Activity Type, Hours Spent, Start Date, End Date, Next Review Date, Priority, and Status. A red box highlights the 'Sample Custom Fields' section at the bottom of the form, which contains a 'SAMPLE CUSTOM FIELD' label and a large text area for input.

**FIGURE 12: INVESTIGATIVE CASE ACTIVITIES - CUSTOM FIELD SUPPORT.**

- Master People. "Select All" box available for Master Person print options.

The screenshot shows the 'Person Details Print Options' dialog box. It contains a section titled 'Please select what information you would like to include in the Person Details Report.' with several checkboxes. The 'Select All' checkbox is highlighted with a red box. Other checkboxes include 'Detail Information', 'Summary Information', 'Warrants', 'Incidents', 'Field Contacts', 'Citations', 'Permits', 'Field Arrests', 'Attachments(PDFs)', 'Court Papers', 'Redact Social Security #s', 'Display Common Event Associations', 'Persons', 'Addresses', 'Vehicles', 'Gangs', and 'Properties'.

**FIGURE 13: MASTER PERSON - PRINT OPTIONS.**

## APPENDIX: 11.3.0 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 11.3.0 release.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-55037	151737	Organizations - Search by Phone number	Enhancement	Master Indices	Efficiency Gain - Additional Search Criteria of "Phones" added to Organization search page. Search supported for Phone Type, Phone #, and Extension.
IA-62141	N/A	Admin: arrest code delete throws generic error	Bug/Defect	Admin	Operational - Software update to include user-friendly error message to indicate the selected code is associated to child records and is unable to delete.
IA-64083	N/A	View Permission Category Page Enhancements	Enhancement	Admin	Efficiency Gain - Added a Search Field to support searching by text found in the Permission category description.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-65115	362398	Attachments - Display actual Description not bubble	Enhancement	Incidents	Efficiency Gain - Incident Attachments – Description column enhanced to display up to 120 characters of description rather than info bubble.
IA-65430	364491	Fleet Mgmt - Need ability to make fields Mandatory	Enhancement	Fleet Mgmt	Data Input Accuracy - Duplicate VIN check included when entering fleet vehicles to reduce data entry errors. When trying to enter a fleet vehicle with a VIN that already exists, a validation message will display at the top of the screen that reads "VIN Already Exists".
IA-65714	N/A	LInX/N-DEx Delete Transaction for Expungements	Enhancement	Integration	Efficiency Gain - LInX Interface enhancement to update incident information or issue a delete transaction for expunged offenders. Incidents with one or more non-expunged offenders will reissue a LInX transaction minus the expunged offender. Incidents with all offenders expunged will issue a delete transaction for the incident report. Incident Security rules also apply.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-65904	N/A	Searching for active warrants will not allow search "O' " names	Bug/Defect	Warrant	Software Update - Support searches for names containing an apostrophe.
IA-65940	367031	Personnel Management allows duplicate employee records to be created	Bug/Defect	Personnel	<p>Data Input Accuracy - Added a validation check to the personnel add employee page to prevent users from entering duplicate employee records.</p> <p>When entering a new employee and clicking save, the system will perform and search by employee first and last name to identify potential duplicates. If a match exists, a warning alerts the user of the potential duplicate record.</p>
IA-66589	370290	Add Other Comments field when viewing Property from IR	Enhancement	Incidents	Efficiency Gain - Added the Incident Property "Other Comments" entry field to the Incident Report Property display. The "Other Comments" field will display in view mode if the field has a value.
IA-66624	370533	Fleet Mgmt - Add an Assignment filter to Fleet Dashboard tabs	Enhancement	Fleet Mgmt	Efficiency Gain - Filter Fleet Management dashboards by Assignments.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-66799</b>	371353	Fleet Mgmt - Prevent system from accepting duplicate VIN	Enhancement	Fleet Mgmt	Data Input Accuracy - Duplicate VIN check included when entering fleet vehicles to reduce data entry errors. When trying to enter a fleet vehicle with a VIN that already exists, a validation message will display at the top of the screen that reads "VIN Already Exists".
<b>IA-66818</b>	371352	Fleet Mgmt - Prevent deleting of mileage entries once entered in Fuel and Oil tab	Enhancement	Fleet Mgmt	Data Input Accuracy - Lock Hours now apply to fuel & oil entries. The creator can update the record within the system lock hours. Edits outside system lock hours can only be made by users having the always edit fuel & oil permission.
<b>IA-67048</b>	372476 ; 372780	CAD to RMS Enhancement - Include additional person details	Enhancement	Incidents	Efficiency Gain - Person physical descriptors import from CAD spills when creating a person record in Online RMS.
<b>IA-67347</b>	373461	Fleet Mgmt - Add Unit # to the Fleet Vehicle Search Results screen	Enhancement	Fleet Mgmt	Efficiency Gain - Unit # displayed in Search results for easy vehicle identification.



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-67880	N/A	Unknown Offender cannot add duplicate descriptors	Bug/Defect	Incidents	Improved Data Entry - Added ability to add duplicate descriptors, such as clothing for <b>Unknown Offenders</b> added to an incident report. Offender display grid updated to show duplicate identifiers in the popup for the info bubbles.
IA-68110	377183	Offense Routing - Case Decision notification being sent on Incidents without Offense	Bug/Defect	Incidents	Software Update - For agencies using offense routing, with routes configured to send investigative follow-up case notification, the notification will no longer be automatically generate for Incident reports without an offense. As needed, send the incident for investigative follow-up by checking the route option.
IA-68254	375651	Incident - Add Field Arrest disposition information to Summary Page Field Arrest section	Enhancement	Incidents	Efficiency Gain - View arrest disposition status directly from the Incident Field Arrest association's grid.
IA-68637	379980	Notifications - Select User displays Deactivated and All Other users	Bug/Defect	Notifications	Software Update - Filter Adhoc Notification "Users to Notify" selection field to not display deactivated users.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-68644</b>	380042	Incident creation officer assigned the incident report the tab order out of sequence	Engineering Enhancement	Incidents	Efficiency Gain - For sites manually creating incident reports, without a number generation, the cursor will automatically default to the Incident report # field and eliminate the need to tab to the field.
<b>IA-68712</b>	N/A	Cosmetic fix - Agency page	Bug/Defect	Incidents	Software Update - Label spelling correction.
<b>IA-68719</b>	380287	Change field label of Property Original Status and Current Status	Enhancement	Incidents	Ease of Use - On the Incident Report Property entry page, status labels updated to improve user understanding. The labels now read "Property Loss Code - Original Status" and "Property Loss Code - Current Status".
<b>IA-68945</b>	N/A	Case Mgmt: Property - Evidence enhancements on case	Enhancement	Investigative Case	Efficiency Gain - Ability to schedule mass disposition of associated evidence directly from case and notify evidence custodian.
<b>IA-69011</b>	N/A	Location Tag: Latitude and Longitude column too small and CPN info bubble not working.	Bug/Defect	Address	Software Update - Updated the location summary display grid to increase size of Latitude and Longitude columns.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-69301	N/A	LN Accurint Vehicle - Printable Report	Enhancement	Integration	Always Advancing - Printable Vehicle Report now available for agencies subscribing to Online RMS embedded Accurint Public Data queries.
IA-69302	N/A	LN Accurint Address - Printable Report	Enhancement	Searching	Always Advancing - Printable Address Report now available for agencies subscribing to Online RMS embedded Accurint Public Data queries.
IA-69324	N/A	Prevent duplication of active CAD Badge Number when creating user ID	Enhancement	Admin	Data Input Accuracy - Alleviate common CAD spill issues. Real-time validation to make sure new and reactivated RMS user accounts do not have a duplicate CAD Badge number.
IA-69383	383957	Approval Process - Narrative stays in Comment Mode when notes not added	Bug/Defect	Incidents	Software Update - Improved process of adding a narrative comment. If the "Add Corrections" button is selected and the user exits the process without adding comments, the Narrative will no longer show as being corrected.
IA-69406	N/A	VA DMV - Add Business External Search capability to RMS	Enhancement	Master Indices	Contractual Commitment - Interface query integration with VA DMV system for Business/Organization searches.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-69413	384105	Employee Information - Cannot update the First Name field	Bug/Defect	Personnel	Software Update - Updated Save function for Employee first name field.
IA-69470	N/A	LINX CFS Data Extract - Base Query	Enhancement	Integration	Contractual Commitment - LInX Data Sharing enhanced to share Call for Service (CFS) data with LInX Regional data sharing systems.
IA-69507	N/A	Online RMS- Install script for release 11.3.0	DevTask	Admin	Configuration - Update Online RMS release version.
IA-69537	N/A	Unknown Offender View Screen displays labels not values for descriptors	Bug/Defect	Incidents	Software Update - Unknown Offender descriptors values updated.
IA-69548	384760	Supplements - Add without invoking validation checks if info added has no validation checks	Enhancement	Incidents	Efficiency Gain - Incident Supplement workflow improvements provide greater flexibility and ease of use. Complete, Submit, and Approve incident report supplements that do not include NIBRS reporting data (e.g. Narratives or Attachments only), prior to the original report being approved.
IA-69550	N/A	VA DMV - Implement CSS Business Search	Enhancement	Integration	Contractual Commitment - Interface query integration with VA DMV system for Business/Organization searches.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-69565	384836	Case Load - Add the statute listing to the Incident Summary column	Enhancement	Investigative Case	Efficiency Gain - Investigative Case Load page. Supervisors can easily review investigative caseloads for officers with the addition of Offense description to the incident summary column.
IA-69607	N/A	Add DLA Banner Image File To Product Code set	Enhancement	Login	Operational - Security banner for DLA client only.
IA-69613	385252	Personnel Management- Edit Employee Other info add sorting to the header columns	Enhancement	Personnel	Efficiency Gain - Added Sort options to data columns on employee edit page.
IA-69615	385272	Master Indices : Person - Statewide Search no longer statewide	Enhancement	Searching	Ease of Use - With the enhancement for agencies to share data across state lines, the external search results label updated to read "Online RMS DataShare Search".
IA-69648	N/A	Jasper Server Upgrade - Baseline SVN Artifacts For JS 7.2	Technical Upgrade	Infrastructure	Evergreen Technology - Staging for Jasper Server Upgrade.
IA-69675	385547	Add Admin Capability to maintain the XML for state submissions	Enhancement	Admin	Operational -Admin page for Caliber Admins to assist agencies with managing credentials to connect to web service portals for State NIBRS submissions.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-69711	385980	Incident - Dropdown for search by Officer ID not displaying Inactive users correctly.	Bug/Defect	Incidents	Software Update - Improve List of Value (LOV) for Officer field on Incident Search page.
IA-69753	386206	Incidents : Transfer - Using enter to initiate officer search does not work correctly	Bug/Defect	Incidents	Software Improvement - When transferring an incident report, pressing <b>Enter</b> key on the officer page will automatically initiate search. Changing the "Search By" or "Filter By Agency" List of Values (LOV) will also automatically initiate the search.
IA-69632 IA-69683 IA-69684 IA-69724 IA-69725 IA-69726 IA-69727 IA-69728 IA-69729 IA-69730 IA-69731 IA-69754 IA-69874 IA-69979 IA-69986 IA-70013	N/A	Fleet Management Crash	Enhancement	Fleet Mgmt	Contractual Commitment - Fleet Management module expanded to track crashes involving fleet vehicles.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-69758</b> <b>IA-69759</b> <b>IA-69760</b> <b>IA-69762</b> <b>IA-69763</b> <b>IA-69764</b> <b>IA-69766</b> <b>IA-69768</b> <b>IA-69876</b> <b>IA-69946</b> <b>IA-69947</b> <b>IA-69954</b>	N/A	Criminal Complaint - Feature, Permissions, and Number Generation	Enhancement	Criminal Complaint	Contractual Commitment - New Feature added to support Criminal Complaint Charging requests for State of Massachusetts. Feature disabled for additional development for August 2020 release.
<b>IA-69771</b>	386247	Fleet Module - Display Custom Fields prior to saving and to prevent by-passing of mandatory fields	Enhancement	Fleet Mgmt	Software Improvement - Custom Fields have been added to the fleet vehicle add page for direct entry prior to creating the vehicle record. This improvement will make sure users are entering required fields.
<b>IA-69778</b>	N/A	Case Mgmt: Property enhancement remaining Issues	Enhancement	Investigative Case	Usability Gains - When scheduling the disposition of evidence from an investigative case the following information will be included in the notification details: Case Number, Property Type, Property Id, System Evidence ID, Scheduled Disposal Date, and Comment.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-69805</b>	386293	Fleet Mgmt - Add new permission to allow Adding/Editing Fuel & Oil records to Fleet Vehicles	Enhancement	Fleet Mgmt	Usability Gain - Quick Display for fuel & oil entry page. New permission to bring focus to the most common entry fields for fuel & oil.
<b>IA-69814</b>	386338	Custom Forms Searching text fields does not return results	Enhancement	Custom Forms/Fields	Usability Gain - Wild card added to free text search fields.
<b>IA-69863</b>	386700	Bypass printing of Fill-able PDF attachments in Field Arrests	Bug/Defect	Incidents Arrests	Software Improvement - Password protected PDFs uploaded to Online RMS cannot be printed due to the password protection. This change will skip password protected PDFs when merging attachments to print with Incident and Arrest reports.



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-69885</b>	N/A	Incident CFS People Streamline Integration Prototype	Enhancement	Incidents	<p>Efficiency Gain - Spend more time on patrol and less time writing reports. Automated reuse of CAD and CFS person data to improve data accuracy and spend less time on data entry. Exclusively for agencies with CAD integration or using the RMS Calls for Service (CFS) module.</p> <ul style="list-style-type: none"> <li>• Person data spilled from CAD or included in the CFS entry page will automatically match to existing Master People records and add to an incident report, without user action.</li> <li>• A quick entry flow streamlines the process to add a CAD or CFS person when no master name match exists or the person involvement role is not specified.</li> </ul>
<b>IA-69912</b>	387023	Fleet Mgmt - Page numbers selector appears twice	Bug/Defect	Fleet Mgmt	<p>Software Improvement - Update to improve page number selection on Fleet Management Manage Vehicle search results page.</p>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-69919</b>	N/A	Common Place Location / Clery Codes Issues	Bug/Defect	Incidents	Software Improvement - For University or other agencies required to report Clery data, Online RMS supports association of Clery codes to Common Place location to simplify selection by officers when completing an incident report. Clery location will default based on the Common Place location selected on the incident report or related to the incident report location.
<b>IA-69929</b>	387067	Calls for Service - Print all available Phone Numbers	Enhancement	CFS	Usability Gain - Calls for Service report enhanced to print the most recent phone number regardless of phone type for each person included on CFS.
<b>IA-69951</b>	387127	Master Indices : Person - Add a Select All box to Print Options	Enhancement	Master Indices	Usability Gain - Calls for Service report enhanced to print the most recent phone number regardless of phone type for each person included on CFS.
<b>IA-69961</b>	387307	Permits - Search results displaying the wrong field value	Bug/Defect	Permits	Software Improvement - Printing Permit # and Sort by Permit ID on Permit search results page.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-69966	387174	Workgroups - Creating a workgroup name over the limit causes error without notification	Bug/Defect	Admin	Software Improvement - Workgroup name limit to 30 characters.
IA-69968	387413	Fleet Mgmt : Fuel & Oil - Change MILEAGE/HOURS ODOMETER warning limit	Enhancement	Fleet Mgmt	Improved Data Entry - Fuel oil now warns the user they have exceeded 8,000 miles rather than 10,000 miles.
IA-69975	387463	Tow/Impound - Print option update	Enhancement	Tow/Impound	Usability Improvement - Changed Garage Owner Section checkbox on Tow/Impound print options to default to checked.
IA-69976	N/A	Limit Fields Displayed for Fuel/Oil/Mileage Entry for Officers	Enhancement	Fleet Mgmt	Simplified data entry – New permission to give clerical staff ability to enter fuel & oil without ability to edit vehicle.
IA-69980	N/A	Cross Site Scripting Vulnerabilities	Engineering Enhancement	Infrastructure	Security Update - Protect against cross-site scripting threats.
IA-69981	N/A	Blind SQL Injection	Engineering Enhancement	Infrastructure	Security Update - Protect against blind SQL injection threats.
IA-69988	387487	Incident : Redaction - DOB redaction should include Property Owner	Bug/Defect	Incidents	Usability Improvement - Redaction print settings apply to Property and Vehicle owner name and DOB.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-69990</b>	387512	Agency User Subscription - change value names for subscription types	Enhancement	Admin	Usability Improvement - Allocated and available subscription types will only be available for selection when creating or editing user accounts.
<b>IA-70003</b>	N/A	Homepage Recent Activities Pending UCR Review.	Engineering Enhancement	State Submissions	Usability Improvement - Removed 'Pending UCR Review' from Recent Activity link on home page. Added a new Quick Link option for 'Pending UCR Review'.
<b>IA-70006</b>	387472	Fleet Mgmt - Add Wildcard search to field	Bug/Defect	Fleet Mgmt	Software Improvement - Fleet Management Manage Vehicle Search wild card searching for Misc ID, Serial #, and OAN fields.
<b>IA-70066</b>	388869	Geo Verify - Appears to be getting wrong Lat/Lon	Bug/Defect	Address	Software Improvement - Update Google Geo search to use street type.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-70067</b>	388768	AJAX Fields - Request is to add a warning when selection not chosen from list	Enhancement	Fleet Mgmt	<p>Usability Improvement - Warning for auto complete fields on the following pages:</p> <ul style="list-style-type: none"> <li>Vehicle Search - Make and Model fields</li> <li>Vehicle Add/Edit - Make and Model fields</li> <li>Vehicle Assignment - Officer field</li> <li>Crash Officer Dialog - Officer field</li> <li>Equipment Search - Make and Model fields</li> <li>Equipment Add/Edit - Make and Model Fields</li> </ul> <p>The field will highlight red with a red info bubble to alert the user of typing an invalid value.</p>
<b>IA-70076</b>	388860	Field Arrest - System Warrants Warrant# will not appear unless added as Reference Type on Warrant	Enhancement	Arrest	<p>Usability Improvement - Field Arrest Warrants, enhanced to display and print system generated warrant number, as available.</p>
<b>IA-70077</b>	388941	Custom Forms - Add cell phone number to Master Index Person Field Type information	Enhancement	Custom Forms/Fields	<p>Usability Improvement - Custom forms enhanced to display and print the most recent person phone regardless of phone type.</p>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70082	388981	Incidents - Search results don't show Veh Make	Bug/Defect	Incidents	Software Improvement - Display make, when make has not associated vehicle type code.
IA-70090	N/A	NIBRSNJ: Group B Victim Resident Code is invalid	Bug/Defect	State Submissions	State NIBRS Reporting - Update to New Jersey State NIBRS reporting.
IA-70100	N/A	NIBRSVA: Property Quantities not reported if property is associated with multiple offenses	Bug/Defect	State Submissions	State NIBRS Reporting - Update to New Jersey State NIBRS reporting.
IA-70108	N/A	Arrest: printed arrest doesn't display generated warrant number, only warrant ref numbers	Bug/Defect	Arrest	Usability Improvement - Field Arrest Warrants, enhanced to display and print system generated warrant number, as available.
IA-70110	N/A	Add Person SSN	Bug/Defect	Master Indices	Usability Improvement - Prevent copy paste of invalid characters in SSN field.
IA-70111	N/A	NIBRSNJ: Group B Data Element 16 STREET ADDRESS is blank	Bug/Defect	State Submissions	State NIBRS Reporting - Update to New Jersey State NIBRS reporting.
IA-70126	N/A	Lock Hours Update not working	Bug/Defect	Admin	Usability Improvement - Admin setting for Record Lock Hours.
IA-70129	N/A	DMV - OnBase External Attachment - Display Link	Bug/Defect	Integration	Usability Improvement - Display link to access External Attachment source for Incident View, Add, and Edit pages.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-70131</b>	N/A	NIBRSNJ: DV offender custom fields reporting FALSE value when it should be TRUE	Bug/Defect	State Submissions	State NIBRS Reporting - Update to New Jersey State NIBRS reporting.
<b>IA-70139</b>	N/A	Update Security Question Display to asterisks	Enhancement	Security	Software update to hide security question answers from shoulder surfers. Click the 'eye' icon to toggle the fields to display answers.
<b>IA-70228</b>	389520 389575	Profiles - Changing user Home Agency unchecks the Active box on User Profile	Bug/Defect	Admin	Software update to improve saving of officer information when changing user home agency.

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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 (99.99% 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.
- 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.