



Protecting Tomorrow–Today.™

Online RMS

Version (11.3.1)

Product Release Bulletin

05 May 2020

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	05 May 2020	1.0	Production release.

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.3.1 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, 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 11.3.1 release.

End Date	Milestone
01 Apr 2020	11.3.1 Sprint 1 Starts
28 Apr 2020	11.3.1 Code Lock
05 May 2020	11.3.1 Release Available

NEW FEATURE ANNOUNCEMENT

Community Reporting

At Caliber, our customers are our priority. Our RMS customers provide private and public safety services to over 45 million citizens across 24 states. In response to COVID-19, we are offering a new product feature to support Community Self-Reporting in Online RMS 11.3.1. The Community Reporting feature leverages the power of Online RMS Custom Forms for agencies to embed a public form in an existing website using a couple of lines of HTML code.

The Community Reporting feature is available complimentary to all Online RMS Plus subscribers beginning May 19th through the end of 2020.

Community Reporting will help agencies:

- Keep first responders safe and protect communities from the spread of COVID-19 by reducing officer-to-public interactions for minor police reports.
- Keep officers on patrol and protecting communities by offering an alternate method for the public to report minor police reports without the need to dispatch an officer.
- Offer a non-threatening stress-free method to the public to file non-emergency police reports.

With this new enhancement, agencies can create their own Community Self-Reporting public forms using the Custom Forms module and make the forms available to the public via the agency's own website. Public forms support the following custom form field types:

- Date
- Text – Single Line
- Text – Multiple Lines
- Checkbox
- Radio Buttons
- Select LOV - Single Value
- Auto Complete

Contact us today by entering a support ticket to have the Community Reporting feature enabled for your agency.

APPENDIX: 11.3.1 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 11.3.1 release.

* - Denotes a software resolution was released prior to the 11.3.1 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-69851	386324	Address Index creation from CAD spill is setting the reporting officer and the creator and updater	Enhancement	Master Indices	Data Input Accuracy - Added a new field ("Loaded By" to Address Audit to indicate if address was created from an external source, such as a CAD system. The Address audit creator by information from CAD spills will show as the responsible user of the assigned incident report.
IA-70037	386319	NJNIBRS Reporting Multiple Drug Property	Enhancement	State Submissions	State NIBRS Reporting - Update to New Jersey State NIBRS reporting
IA-70249	N/A	OFFICERS table clean-up script	Bug/Defect	Admin	Data clean-up for duplicate officer records.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70256*	389621	NIBRS XML Conversion - XML Conversion for some addresses don't have Lat/Lon	Bug/Defect	State Submissions	State NIBRS Reporting - Update to Indiana State NIBRS reporting
IA-70288	N/A	Online RMS- Install script for release 11.3.1	DevTask	Admin	Online RMS- Install script for release 11.3.1
IA-70290*	389757	Attachments - Deleting the description cause system to spin	Defects	Incidents	Usability Improvement - Software modification for checking if attachments have a description for displaying on incident report.
IA-70299 IA-70322 IA-70365	N/A	Community Reporting using Custom Forms	Enhancement	Custom Forms / Public Forms (New Feature)	Efficiency Gain – A new product feature to support Community Self-Reporting. Community Reporting leverages the power of Online RMS Custom Forms for agencies to embed a public form in an existing website using a couple of lines of HTML code. (New Feature).
IA-70313*	390561 390546	Officer - New CAD Badge number routine preventing update/reactivation of records	Defects	Admin	Usability Improvement - Software modification for checking if attachments have a description for displaying on incident report.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70314	390555	Notifications Sending Notifications does not show other users from other agencies	Bug/Defect	Notifications	Usability Improvement - Software modification for selecting officers on ad hoc notifications.
IA-70316	390616	Field Arrest - Search by Disposition County lists results but does not display them	Bug/Defect	Arrest	Usability Improvement - Software modification for searching field arrests by disposition.
IA-70326	N/A	Accurint URL Update - Script Only	Configuration	Admin	Update Script - Stage all sites for streamline deployment of Accurint Run script against all production and gold schemas only.
IA-70379	391011	Need LUP tables synced	Bug/Defect	Admin	Operational - Updates to user look-up table.
IA-70387*	390972	IBRS XML Conversion - XML Conversion should truncate LocationCategory Code to 2 characters	Bug/Defect	State Submissions	State NIBRS Reporting - Update to Indiana State NIBRS reporting for Group B Offenses.

--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 (99.99% 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.