



Protecting Tomorrow–Today.™

# Online RMS

Version (11.3.2)

Product Release Bulletin

02 Jun 2020

## REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	02 Jun 2020	1.0	Production release.

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## INTRODUCTION

This document provides an overview of the software changes delivered in the 11.3.2 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

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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 11.3.2 release.

End Date	Milestone
05 May 2020	11.3.2 Sprint 1 Starts
26 May 2020	11.3.2 Code Lock
02 Jun 2020	11.3.2 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. The Community Reporting feature leverages the power of Online RMS Custom Forms for agencies to display a public form in an existing website using a couple of lines of HTML code.

The Community Reporting feature is complimentary 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 simple 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
- Date & Time
- Text – Single Line
- Text – Multiple Lines
- Checkbox
- Radio Buttons
- Select LOV - Single Value
- Auto Complete
- Images

Register today by entering a support ticket to request Community Reporting for your Agency.

Resources to Learn More: **Feature Video** - <https://youtu.be/vF88xTNnMw8>

## Training Video Library

A new Help menu option to provide videos to assist with training new users and to offer ongoing supplementary training aids. Checkout the Training Video Library and featured videos.

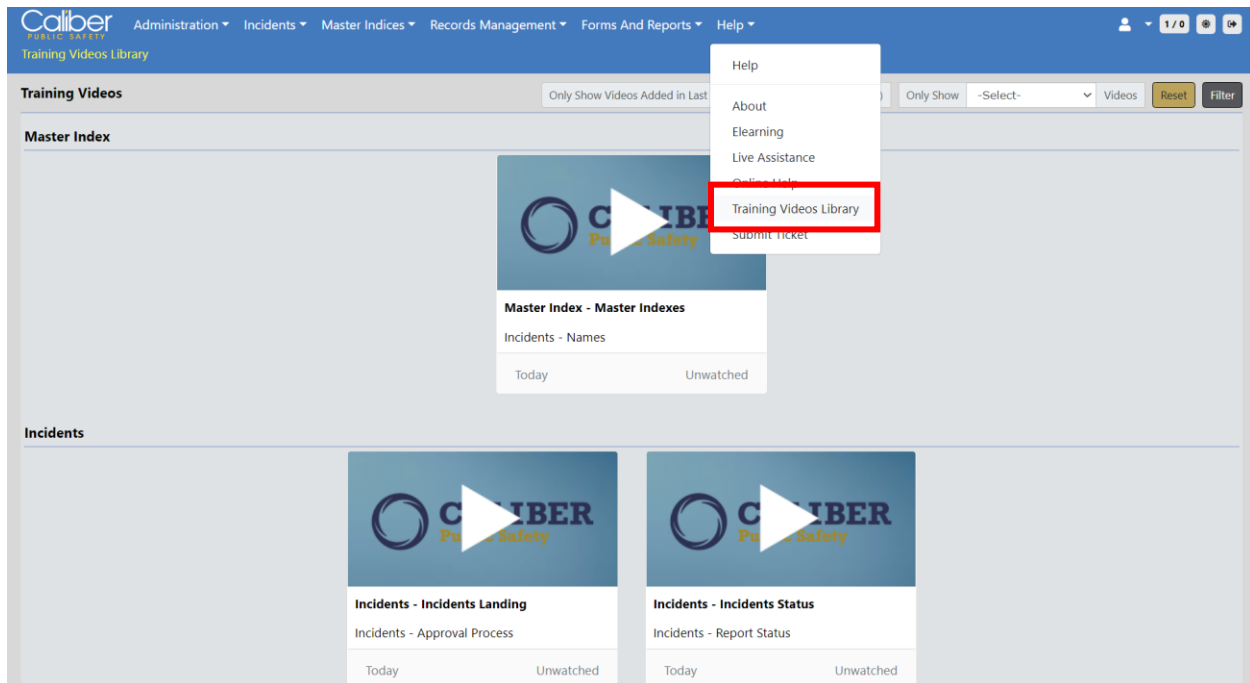


FIGURE 1: HELP MENU - TRAINING VIDEO LIBRARY



## APPENDIX: 11.3.2 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 11.3.2 release.

\* - Denotes a software resolution was released prior to the 11.3.2 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-66498	368766	Calls for Service - CAD interface is not parsing the caller name correctly	Bug/Defect	CAD Spill Interface	Usability Improvement - Software modification to better process Caller information from CAD spills to parse the name into first and last name fields.
IA-68490	N/A	NIBRSNJ: Implement DE 43 DV offense rules	Release Defects	State Submissions	State NIBRS Reporting - Update to New Jersey State NIBRS to enforce DV offense rules.
IA-68493	N/A	NIBRSNJ: Implement DE 46 Criminal Neglect Indicator rule	Release Defects	State Submissions	State NIBRS Reporting - Update to New Jersey State NIBRS for submission of the Criminal Neglect indicator.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-70034*</b>	388718	Multiple Arrest clearing Group B offense and Group A offense from different Incident	Bug/Defect	State Submissions	State NIBRS Reporting - Update to State NIBRS reporting for Incidents having both a Group A & Group B arrest.
<b>IA-70231</b>	N/A	Automated Schema Deployment	Enhancement	Admin	Usability Improvement - Software modification for Caliber Admins to streamline the deployment of new RMS schemas.
<b>IA-70234</b>	N/A	Interface Deployment Automation	Enhancement	Admin	Usability Improvement - Software modification for Caliber Admins to streamline deployment of standard interfaces.
<b>IA-70251</b>	389205	Maintenance Values Requiring Ethnicity for Victim, Offender, and Arrestee is not working when supplementing an incident	Bug/Defect	State Submissions	State NIBRS Reporting - Update to require entry of ethnicity for Victim, Offenders, and/or Arrestees added to an incident report via a supplement.
<b>IA-70307</b>	N/A	Crash Search: add reference number type and reference number fields to search and search results	Enhancement	Fleet Management Crash	Usability Improvement - Software modification to search by Reference # and Reference Type for filtering Fleet Crashes.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70308	N/A	Crash: change officer from LOV to auto-complete on report filters	Enhancement	Fleet Management Crash	Usability Improvement - Software modification to include officer badge # with Officer name to improve selecting an officer when printing the Fleet Crash involvement report.
IA-70309	N/A	Crash: change preventable, pursuit and on traffic stop to LOVs on search	Bug/Defect	Fleet Management Crash	Usability Improvement - Software modification to search by Yes or No values for filtering Fleet Crashes by Preventable, Pursuit, and Traffic Stop fields.
IA-70399	N/A	Community reporting - Web form Image uploads	Enhancement	Community Reporting	Efficiency Gain – A new product feature to support Community Self-Reporting. Community Reporting leverages the power of Online RMS Custom Forms for agencies to display a public form in an existing website using a couple of lines of HTML code. Enhanced to support public submission of image file.
IA-70447	391305	OK SIBRS 35B Offense cannot have property code of 10 Drug Narcotic	Configuration	State Submissions	State NIBRS Reporting - Update to Oklahoma State NIBRS to restrict associating Drugs to 35B Drug Paraphernalia Offenses.
IA-70453	N/A	Online RMS- Install script for release 11.3.2	DevTask	Admin	Online RMS- Install script for release 11.3.2

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70468*	N/A	OK SIBRS Victim to Offender Relationship Gender Validations	Configuration	State Submissions	State NIBRS Reporting - Update to Oklahoma State NIBRS reporting to enforce opposite sex relationships based on Victim to Offender Relationships.
IA-70469*	N/A	OK SIBRS Same Gender Validation Error	Bug/Defect	State Submissions	State NIBRS Reporting - Update to Oklahoma State NIBRS reporting to restrict same gender for spousal and dating relationships.
IA-70472	391305	OK SIBRS Blank Narrative do not submit	Configuration	State Submissions	State NIBRS Reporting - Update to Oklahoma State NIBRS for submitting narrative information.
IA-70474	391305	OK SIBRS Group B Offenses Incomplete Segments	Configuration	State Submissions	State NIBRS Reporting - Update to Oklahoma State NIBRS to report complete information for Group B Offenses.
IA-70488*	N/A	Community Reporting Create Incident Permission	Enhancement	Community Reporting	New Permission for Community Reporting. This permission controls whether the Create Incident option appears to Online RMS users when reviewing publicly available Custom Forms submitted by the public.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-70505</b>	N/A	OK SIBRS - First and Last Name Required for Persons.	Bug/Defect	State Submissions	State NIBRS Reporting - Update to Oklahoma State NIBRS reporting to handle reporting of names when first and/or last name is left blank when entered.
<b>IA-70534</b>	391670	Multiple Field Arrests are being created by clicking on Save button	Bug/Defect	Arrests	Usability Improvement - Software modification for saving field arrests.
<b>IA-70596</b>	N/A	Default Videos for pages	Configuration	Training Video Library	Training Video Library added to assist in training new staff and for ongoing supplementary training needs. Caliber will continue to build out the training library across multiple Online RMS release.

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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.