



Protecting Tomorrow–Today.™

Online RMS

Version (11.3.3)

Product Release Bulletin

07 July 2020

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	07 Jul 2020	1.0	Production release.

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.3.3 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 11.3.3 release.

End Date	Milestone
26 May 2020	11.3.3 Sprint 1 Starts
30 Jun 2020	11.3.3 Code Lock
07 Jul 2020	11.3.3 Release Available

NEW FEATURE ANNOUNCEMENT

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 @ **Help – Training Videos – Library**.

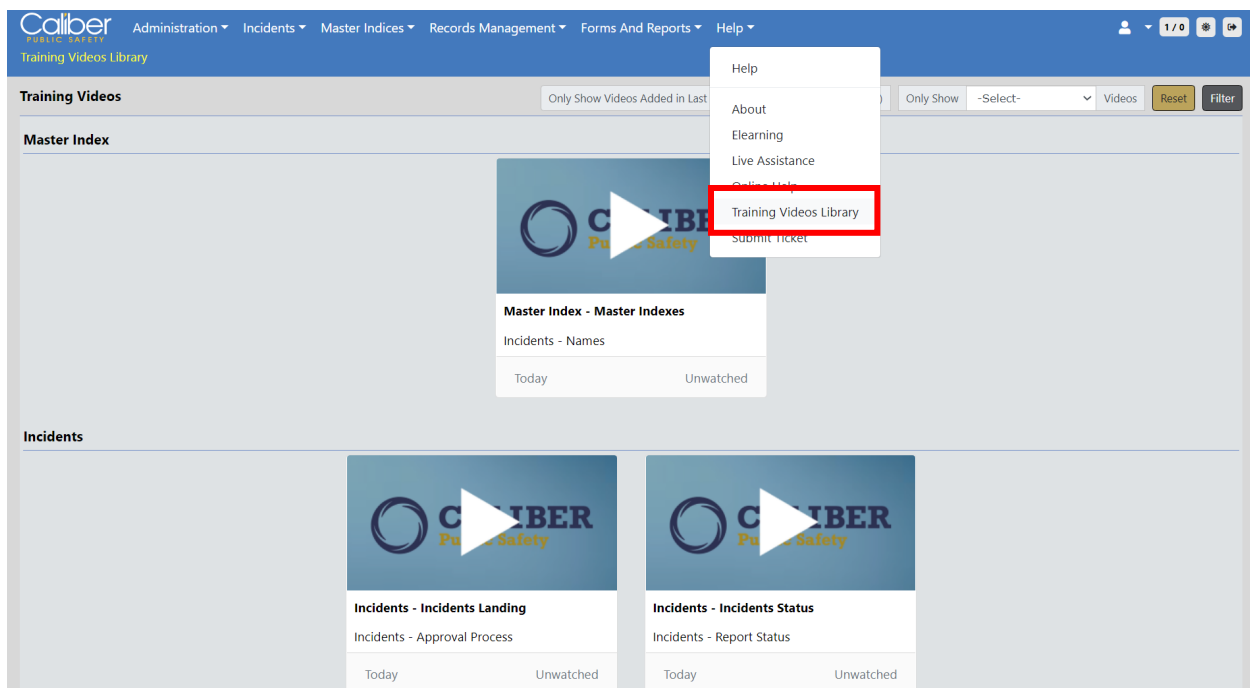


FIGURE 1: HELP MENU - TRAINING VIDEO LIBRARY

The following videos are available in the Training Video Library.

1. Intro-Overview

- **Suggest Audience:** All Online RMS users.
- **Description:** General overview of Online RMS.
 - Initial logon, Recent Activities, Quick Links, My Profile, Navigation, Tips, and Help.

2. Agency Admin

- **Suggest Audience:** Agency Administrators.
- **Description:** Starting video for new Agency Administrators.
 - Confirm and Update Agency Information, such as Name, Contact info, ORI, Location, and Agency Logo.
 - Manage Agency settings (narrative templates, etc).
 - Add and Manage agency users.

3. Master Indices

- **Suggest Audience:** All Online RMS users.
- **Description:** Overview tutorial of Master indices for People, Addresses, Organizations, Property, and Gangs.
 - Search
 - View
 - Subscriptions

4. Charts

- **Suggest Audience:** Admins and Supervisors.
- **Description:** Overview of Home Page statistical charts.
 - Offense Activity
 - Snapshot
 - Unapproved Incidents

5. Create Incident

- **Suggest Audience:** Supervisors, Officers and others that will enter incident reports or supplemental reports.
- **Description:** Overview tutorial for creating a new incident report.
 - Incident Wizard
 - Incident Header
 - Required fields
- **Report Sections (Tabs)**
 - **Offenses Tab**
 - Adding
 - Required NIBRS fields.
 - NIBRS validations.
 - **Names Tab**
 - **Search**
 - Add

- **Property Tab**
 - Add Single Property or Mass Property.
 - Relate to offense(s).
- **Narratives, Attachments, and Validations**
 - Enter Narratives
 - ✓ Quick Reference
 - ✓ Spell Check
 - Upload Images / Attachments
 - NIBRS validations
 - Submit for Approval

6. Approve-Disapprove

- **Description:** Overview tutorial for approving and/or disapproving an incident report.
- **Suggest Audience:** Supervisors or other users that will approve incident reports.
 - Approve
 - Disapprove
 - Corrections
 - Printing

7. Create a Supplement

- **Description:** Overview tutorial for adding information to an original incident report via a supplemental report.
- **Suggest Audience:** Supervisors, Officers and others that will enter incident reports or supplemental reports.

8. Assign Incident-Supplement

- **Description:** Overview tutorial for assigning an incident report to an officer (optional workflow).
- **Suggest Audience:** Supervisors or other Admin users.

9. Transfer Incident

- **Description:** Overview tutorial for transferring report to another officer in your agency (optional workflow).
- **Suggest Audience:** Supervisors, Officers and others that will enter incident reports or supplemental reports.

10. Delete-

- **Description:** Overview tutorial for deleting initial incident reports (optional workflow).
- **Suggest Audience:** Supervisors or other Admin users.

11. View Incident

- **Description:** Overview tutorial for searching and viewing incident reports.
- **Suggest Audience:** All Online RMS users.

12. Incident Status

- **Description:** Overview tutorial of viewing and changing incident status.
- **Suggest Audience:** Supervisors or other Admin users.

13. Incident Mapping

- **Description:** Overview tutorial for using a Map to search for incidents with geo-coded locations (e.g. Addresses have Latitude and Longitude).
- **Suggest Audience: Suggest Audience:** All Online RMS users.

14. SmartSearch

- **Description:** Overview tutorial for searching incident reports using RMS SmartSearch.
- **Suggest Audience: Suggest Audience:** All Online RMS users.

15. NIBRS

- **Description:** Overview tutorial for generating and submitting a general NIBRS submission file.
- **Suggest Audience: Suggest Audience:** For NIBRS Data Submission Managers.

APPENDIX: 11.3.3 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 11.3.3 release.

* - Denotes a software resolution was released prior to the 11.3.3 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-68083	N/A	NIBRS: Data Element 34 (Offender Number to be Related) & Data Element 35 (Relationship of Victim to Offender) now required for Crimes against Property	Enhancement	State Submissions	State NIBRS Reporting - Update to Georgia State NIBRS to require Victim to Offender relationship for Property offenses.
IA-70415	N/A	NJNIBRS – Display submission response Column for Errors returned	Enhancement	State Submissions	State NIBRS Reporting - Update to New Jersey State NIBRS to display submission response column.
IA-70587	N/A	Mass Drug Properties filter to not allow 35B related offenses	Enhancement	State Submissions	State NIBRS Reporting - Restrict associating Drugs to 35B Drug Paraphernalia Offenses.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70611*	N/A	GEARS XML Upload	Bug/Defect	Interface	GA State Crash Interface – Update GEARS interface to upload a PDF version of the Crash report as an attachment when the interface creates an incident report in RMS.
IA-70626	N/A	Online RMS- Install script for release 11.3.3	DevTask	Admin	Online RMS- Install script for release 11.3.3
IA-70730 IA-70766	N/A	New Videos	Enhancement	Training Video Library	New Videos added to the Training Video Library. Checkout the above feature announcement for available refresher videos.

--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.