

# Caliber

PUBLIC SAFETY

Protecting Tomorrow–Today.™

## Online RMS

Release To Training

Version (11.4.0-RTO)

Product Release Bulletin

22 July 2020

## REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	22 JUL 2020	1.0 (Draft)	Release to Training version. Please note, changes to screen prints and descriptions may change in final PRB/PCN version

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## INTRODUCTION

This document provides an overview of the software changes delivered in the 11.4.0 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

## 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 11.4.0 release.

End Date	Milestone
<b>31 Mar 2020</b>	11.4.0 Sprint 0 Starts
<b>07 Apr 2020</b>	11.3.0 Release Available
<b>14 Apr 2020</b>	11.4.0 Sprint 0 Ends / Sprint 1 Starts
<b>28 Apr 2020</b>	11.4.0 Sprint 1 Ends / Sprint 2 Starts / 11.3.1 Code Lock
<b>05 May 2020</b>	11.3.1 Service Pack Available
<b>12 May 2020</b>	11.4.0 Sprint 2 Ends / Sprint 3 Starts
<b>26 May 2020</b>	11.4.0 Sprint 3 Ends / Sprint 4 Starts / 11.3.2 Code Lock
<b>02 Jun 2020</b>	11.3.2 Service Pack Available
<b>09 Jun 2020</b>	11.4.0 Sprint 4 Ends / Sprint 5 Starts
<b>23 Jun 2020</b>	11.4.0 Sprint 5 Ends / Sprint 6 Starts
<b>30 Jun 2020</b>	11.3.3 Code Lock
<b>07 Jul 2020</b>	11.4.0 Sprint 6 Ends / Sprint 7 Starts / 11.3.3 Service Pack Available
<b>21 Jul 2020</b>	11.4.0 Sprint 7 Ends / Stabilization Sprint Starts
<b>22 Jul 2020</b>	11.4.0 RTO (Release to Training / Operations)
<b>30 Jul 2020</b>	11.4.0 Stabilization Sprint Ends / Code Lock
<b>04 Aug 2020</b>	11.4.0 Release Available

## RELEASE ANNOUNCEMENT

Caliber Public Safety announces the release of **Online RMS 11.4.0** to the **Online Training Environment** on **Wednesday, July 22, 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) will be available following the release, from Online RMS Help menu (Help > Online Help > Product Release Bulletins).

**Reminder:** Online RMS **11.4.0** release to the **Nlets production environment** will occur on **Tuesday, August 4, 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 launch the Release Overview Video from [HERE](#)**, beginning on August 3<sup>rd</sup>, to learn more about new features and functionality available in Online RMS 11.4.0. A notification will also appear within Online RMS for all users on your first login after the update.

### Highlights of Online RMS 11.4.0 Release:

Online RMS 11.4.0 includes enhancements and improvements that touch approximately 40 RMS components, including; **Criminal Complaints (New Module)**, **Court Tracking/Appearances (New Module)**, **Field Arrests**, **Incident Reporting**, **Evidence Management**, **Follow-up Investigation Management**, **Fleet Management**, **Custom Forms**, **Tow / Impound**, **NIBRS State Submission Compliancy**, **Application Interfaces (APIs)**, and **Technology Upgrades**; as well as many other product enhancements, integration improvements, and issue resolutions. Our overall release focus was on contractual commitments, increasing operational efficiencies, simplifying data management, and improving ease of use.

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

Below are a few software enhancements available in the next major release of Online RMS (version 11.4.0), planned for August 4, 2020. Check out the Product Release Bulletin via Online Help for a complete listing of software updates.

### RMS 11.4 Release Highlights:

- **Streamline Court Filings with integration to Trial Court Charging Systems.**
  - A new Criminal Complaint Module offers the ability to complete a criminal complaint using information from an Incident Report or Field Arrest.
  - A new Application Program Interface (API) is available to exchange data electronically with Court Management Systems (CMS) to eliminate redundant data entry and improve data accuracy.
- **Improve awareness of Court Case Appearances and Disposition**
  - A new Court Case Tracking Module offers the ability to track Court Case information, including Disposition and Appearances.
    - ✓ Automatically notify assigned officers of upcoming appearances
    - ✓ View upcoming assigned appearance in User's Recent Activities
    - ✓ Search, View, and Update.
    - ✓ Calendar exports uploading to Calendar App.
- **Enhance your use of Custom Forms**
  - New form fields to support:
    - ✓ Signature Capture
    - ✓ Selection of Charge Codes
    - ✓ Selection of Offense Codes
  - Field Arrest Other Names, Now Available for Custom Form imports.
- **Tow / Impound Alerts, Warnings, and Release**
  - Improved data quality entry for Tow / Impounds by alerting users when an owner is not specified.
    - ✓ Owner information grids relocated to top of page below Vehicle information for greater visibility.
    - ✓ Visual warning if Owner is missing when saving Tow/Impound information.
    - ✓ Quick select option if Owner is Not Known.
  - Specify Organizations as the released to party.



- **Always Advancing**
  - **Improved Accountability**
    - ✓ Broadcast messages – Options to display important messages during logon and require acknowledgement.
    - ✓ Rich Media Monitoring - Agencies subscribing to Rich Media Storage can monitor usage via a new dashboard.
    - ✓ Evidence – Warning added to extended chain of custody to prevent entering a future date.
  - **Efficiency Gains**
    - ✓ My Cases and My Case Activities – Redesigned pages offer a fixed sidebar and enhanced data display header to improve usability.
    - ✓ Field Arrest - Generate Arrest Tracking # on Field Arrest and Criminal Complaints using number generation.
    - ✓ Incident Report – Incident Supplements Display - View assigned Security Groups without having to drill down to incident security.
    - ✓ Incident Report Approval – View assigned Security Groups without having to open incident security.
    - ✓ Person Image - Image Editor added to Person Add and Edit Image pages.
    - ✓ Fleet Management – Display most recent officer title for recently added records.
    - ✓ Fleet Management - Odometer entry updated to accept decimals.
  - **Enhanced Security**
    - ✓ Online RMS Access – As an added Security measure that restricts access to Online RMS from IP connections originating outside the US and Canada.
- **Federal and State Compliancy**
  - Michigan MICR upgrade to version 1.3.
  - GA, IN, NC, NJ, and OK updates.
- **Integrations that save time and improve data quality**
  - Electronic Application for Criminal Complaint – Automated filings of Criminal Complaints with Trial/Criminal Court Systems.
  - Hunter Smartshot Image Capture – Integration with Hunter Smartshot camera systems that streamlines capturing and storing Person and SMT images in Online RMS.
  - LiveScan Data Transfer – LiveScan exports for CrossMatch and MorphoTrust LiveScan devices.

- LexisNexis ETHOS Crash – Single sign-on integration to streamline workflow and usability for creating and view Ethos crash reports.
- VA DMV OnBase URL Integration – URL integration to VA DMV OnBase file attachment storage system.
- **Evergreen Worry-free Technology Updates**
  - Technology and security updates required to make sure Online RMS remains secure and operating efficiently.
- **Miscellaneous Software Fixes and Resolutions**

We hope you join us in our excitement for the release of Online RMS 11.4.0 on Tuesday, August 4, 2020. 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 11.4.0 includes many new updates, based on customer input, contractual commitments, and Public Safety State and Federal mandates. The overall release focus was on increasing operational efficiencies, simplifying data management, and improving ease of use. **Please see *Online RMS User Help and Admin documentation for more details on the enhancements and features highlighted in this release bulletin.***

### ONLINE RMS 11.4.0 HIGHLIGHTS

#### *Criminal Complaints*

**Streamline Court Filings with integration to Trial Court Charging Systems.** The **Criminal Complaint** module allows users, with appropriate permissions, to create and manage criminal complaints against arrestees and offenders, and approve or dis-approve through a guided review process before submitting to the state.

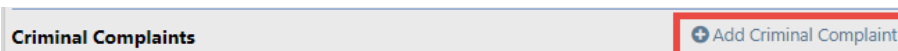
A new **Agency Feature** and **Role permissions** control access to the Criminal Complaint module. Contact your Customer Success Manager (**CSM**) or Support representative to enable the Criminal Complaint module.

Review **Chapter 13** of the **Online RMS 11.4.0 User Guide** for more information on the features and capabilities of the Criminal Complaint module. Caliber offers supplementary training services for Criminal Complaints and other modules of Online RMS as your agency is ready to do more. Contact your CSM for additional information.

A few features and capabilities of the Criminal Complaint module are highlighted below.

Two workflows exist for Users having permission to create Criminal Complaints:

1. Create a Criminal Complaint from a Field Arrest.
  - a. A new Criminal Complaint section appears on **Field Arrests** to add a Criminal Complaint or access existing Criminal Complaints.



**FIGURE 1: FIELD ARREST CRIMINAL COMPLAINT SECTION - ADD CRIMINAL COMPLAINT**

- b. Information entered on the Field Arrest **automatically flows** to the Criminal Complaint to improve data accuracy and streamline the process for creating a criminal complaint.
  - i. An option exists via **Agency maintenance** settings to enable the capability to generate an **arrest tracking #** for use on the criminal complaint or for LiveScan device integration.

Recent Activities (Open Field Arrests) / Edit Field Arrest / Edit Criminal Complaint

Go Back Print Submit for Approval

### Complaint Details

<b>CRIMINAL COMPLAINT NUMBER</b> 20COMP0054	<b>DATE AND TIME</b> 06/15/2020 1525	<b>STATUS</b> Initial	<b>STATUS DATE AND TIME</b> 06/15/2020 1525
<b>SUBMISSION STATUS</b> -	<b>SUBMISSION STATUS DATE AND TIME</b> -	<b>COMPLAINT TYPE</b> Arrest	<b>COMPLAINT AGENCY</b> District 42, Versailles
<b>COURT</b> -Select-	<b>COURT CASE NUMBER</b> -	<b>HEARING TYPE</b> -Select-	<b>THREAT TYPE</b> -Select-
<b>CHARGE TYPE</b> -Select-	<b>OBTN</b> 20OBTNARR0023	<b>IS JUVENILE</b> <input type="checkbox"/>	

View Person Details Update Person

### Person Details

<b>LAST NAME</b> ARNEY	<b>FIRST NAME</b> DUSTIN	<b>DOB</b> 10/10/1985 (Age: 34)	<b>SEX</b> Male	<b>RACE</b> Unknown	<b>DRIVER'S LICENSE #</b> 1360099593
<b>DRIVER'S LICENSE STATE</b> Indiana	<b>ADDRESS (RESIDENCE)</b> 8230 HARRIS Road POLAND, IN 47868		<b>HEIGHT</b> 5' 08"	<b>WEIGHT</b> 234	
<b>EYE COLOR</b> Brown	<b>EMPLOYER NAME</b> A School				
<b>Misc IDs</b> 20OBTNARR0023 (OBTN) 1360099593 (OLN)				<b>INDEX ID</b> 355	

**SELECT PERSON ADDRESS**  
8230 HARRIS Road POLAND, IN 47868 - Residence - Latest

### Complainant Details

**OFFICER**  
Christine Saur(Badge #: SAUR111) - District 42, Versailles

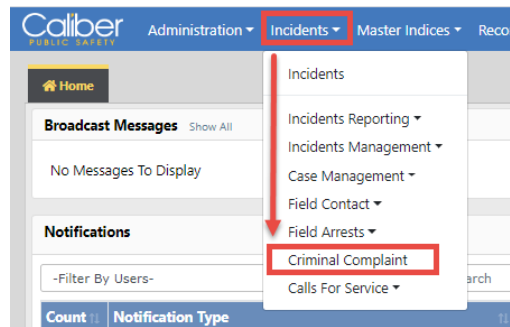
### Comments

**COMMENT**  
|

Update

**FIGURE 2: CRIMINAL COMPLAINT - EDIT PAGE - OBTN CALL-OUT**

2. Stand-alone Criminal Complaints.
  - a. Support creating a Criminal Complaint and associating one or more Incident Reports or Field Arrests to populate the Criminal Complaint.



**FIGURE 3: INCIDENTS DROP-DOWN MENU - CRIMINAL COMPLAINT**

A new Application Program Interface (**API**) is available to **exchange data electronically** with Court Management Systems (**CMS**) to eliminate redundant data entry and improve data accuracy.

### *Court Case & Appearance Tracking*

**Improve awareness of Court Case Appearances and Disposition.** A new Court Case Tracking Module offers the ability to track Court Case information, including Disposition and Appearances.

- Automatically notify assigned officers of upcoming appearances
- View upcoming assigned appearance in User's Recent Activities
- Search, View, and Update.
- Calendar exports uploading to Calendar App.

A new **Agency Feature** and **Role permissions** control access the Court Case module. Contact your Customer Success Manager (CSM) or Support representative to enable the Court Criminal Complaint module.

Review **Chapter 14: Court Case** and **Chapter 15: Court Appearance** of the **Online RMS 11.4.0 User Guide** for more information on the features and capabilities of the Court Case module. Caliber offers supplementary training services for Court Case & Appearances and

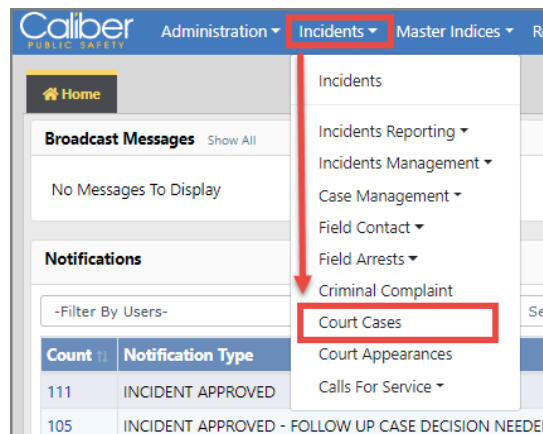
other modules of Online RMS as your agency is ready to do more. Contact your CSM for additional information.

A few features and capabilities of the Court Case module are highlighted below.

The **Court Case** module allows users, with appropriate permissions, to create and manage court cases against arrestees and offenders.




Two methods to access a Court Case.

1. Standalone Access. Access the **Court Case** module, by selecting the **Court Cases** option from the **Incidents drop-down menu**.



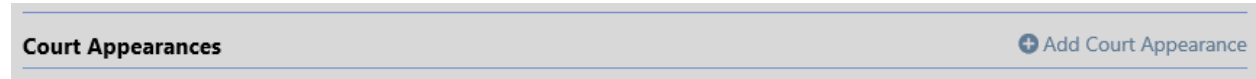
**FIGURE 4: INCIDENTS DROP-DOWN MENU - COURT CASES**

2. Criminal Complaint. Access from the **Court Case section** on the Criminal Complaint.

Location Details				
Offenses				
Charge Code	Description	Comments	Offense Date	Actions
35-43-2-2 C03	CRIMINAL TRESPASS- PROPERTY		06/22/2020 0928	 
Court Case				
Court Case ID	Court Case Number	Status	Filed Date	Actions
35		Filed	06/23/2020 1026	

**FIGURE 5: CRIMINAL COMPLAINT - COURT CASE**

**Court Appearances** are added through the Court Case module, Appearances section. A Court Appearance cannot exist without a Court Case.



**FIGURE 6: COURT CASE - ADD COURT APPEARANCE**

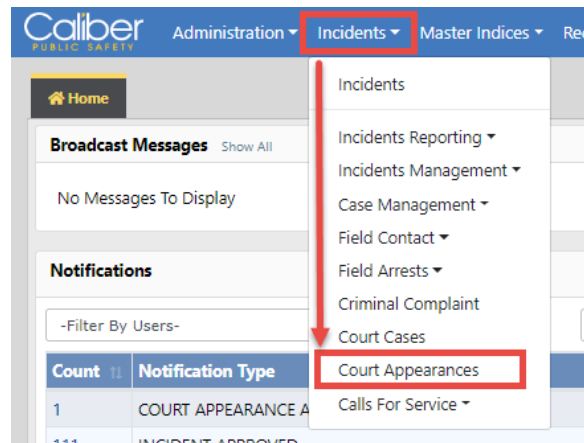
Four (4) options available to access Court Appearances.

1. Directly from a **Court Case**. Court Appearance section.

Court Appearance ID	Type	Appearance Date / Time	Status	Reason	Officers	Actions
14	OFFICER	02/01/2020 1409			Christian (osuper) Fred Gordmanson Badge #: 200 District 21, Toll Road - SC	[View] [Edit] [Delete]
31	OFFICER	09/05/2020 1153	Active		Charles Livingwell Badge #: 2014 District 42, Versailles	[View] [Edit] [Delete]
18	OFFICER	07/01/2020 1800	Dismissed	REASON 1	Charles Livingwell Badge #: 2014 District 42, Versailles Brandon Pangle Badge #: 8888a District 42, Versailles	[View] [Edit] [Delete]

**FIGURE 7: COURT CASE - VIEW, EDIT, DELETE COURT APPEARANCE**

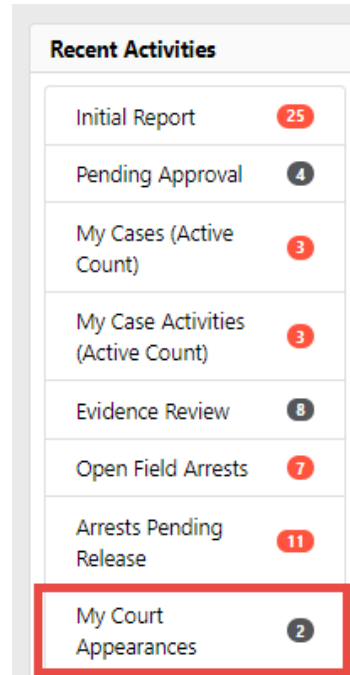
2. Court Appearance Menu item. Accessible from the **Incidents drop-down menu**. Search Court Appearances.



**FIGURE 8: INCIDENTS DROP-DOWN - COURT APPEARANCE SEARCH**

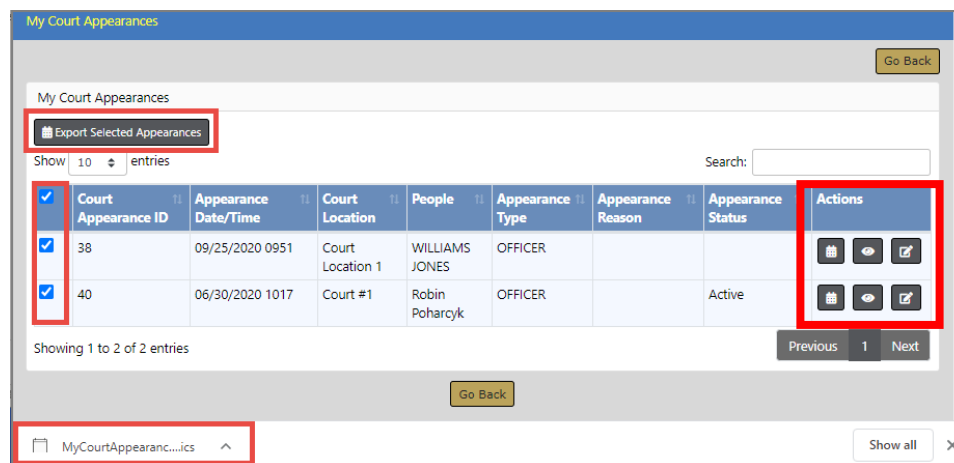
3. **Home Page Notifications** queue. Officers are notified when appearances are assigned, updated, and cancelled.

- Recent Activities. Upcoming Appearances are viewable from Recent Activities – My Court Appearances.



**FIGURE 9: RECENT ACTIVITIES - MY COURT APPEARANCES**

**My Court Appearances** are available to edit, view and download in the **.ics** calendar format to import into a local calendar application.



**FIGURE 10: MY COURT APPEARANCES - CALENDAR EXPORT**



## Custom Form Enhancements

### Enhance your use of Custom Forms via three (3) new form field types.

- New form fields to support:
  - Signature Capture
  - Selection of Charge Codes
  - Selection of Offense Codes

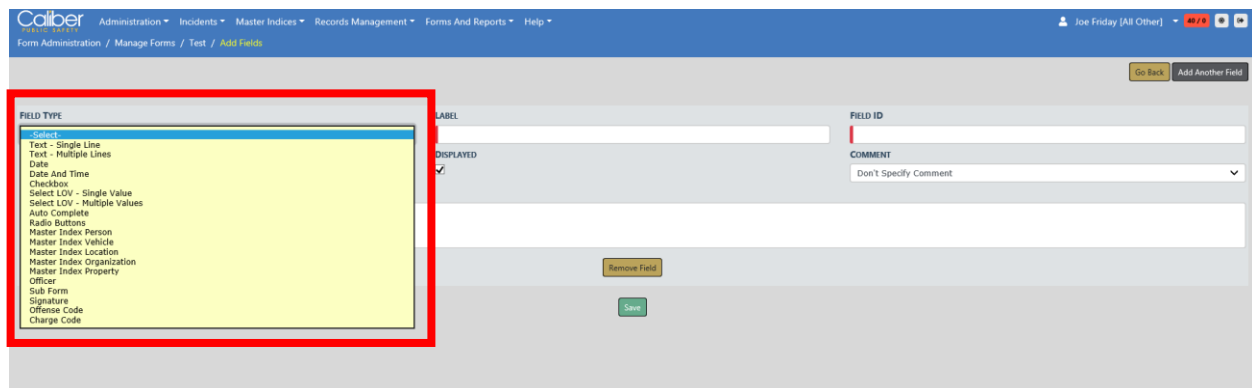


FIGURE 11: CUSTOM FORM - FIELD TYPES

## Tow Impounds Alerts, Warnings, and Release Enhancements

Improved data quality entry for Tow / Impounds by **alerting** users when an **owner is not specified**.

- Owner information **grids relocated** to top of page below Vehicle information for greater visibility.
- **Visual warning** if Owner is missing when saving Tow/Impound information.
- **Quick select** option if Owner is Not Known.

Caliber Administration Incidents Master Indices Records Management Forms And Reports Help Joe Friday (All Other) 49/8

Vehicle Tow / Impound Search / Impound Search Results / Edit Impound

Go Back Print Submit

Go Tow/Impound Holds Log

**Vehicle** View Vehicle Edit Vehicle

YEAR	VIN	MAKE	MODEL	TYPE	STYLE
2018	4567654567	ACURA(ACUR)	LEGEND	Automobile / Passenger	Sedan, no. of doors unkno
LICENSE PLATE	LICENSE STATE	LICENSE MONTH / YEAR	COLOR	DATE OF INFO	INDEX ID
444TYU	IN	- / -	Lavender / -	07/10/2020 11:48:29 AM	661

**Owner Information** An Owner is required. Please enter a Person or Organization with the role of Owner or check the "Unknown Owner" checkbox below.

UNKNOWN OWNER

**People** Quick Search Advanced Search

**Organizations** Quick Search Advanced Search

IMPOUND ID: 213 APPROVAL STATUS: Initial

TOWING AGENCY: All Other DATE/TIME OF TOW: 01/16/2020 16:40 OTHER REFERENCE # CAD #

ASSOCIATED INCIDENT REPORT ID TOWED FROM CITY GEOGRAPHIC LOCATION: All Other

COUNTY: -Select-

COMMENTS

Update

**FIGURE 12: TOW IMPOUND OWNER REQUIRED GRIDS AND WARNING**

The ability to specify an **Organization** as the 'Released to' party is now supported.

Vehicle View Vehicle Edit Vehicle

YEAR	MAKE	MODEL	TYPE	LICENSE PLATE	LICENSE MONTH / YEAR
2006	HONDA(HOND)	ACCORD, ACCORD CROSSTOUR	Automobile / Passenger	XYZ999	- / -
DATE OF INFO	INDEX ID				
06/19/2013 01:09:54 PM	82				

**Release**

RELEASED DATE DISPOSITION: -Select-

RELEASING OFFICER: Joe Friday(Badge #: 11122)

AUTHORIZING OFFICER: Joe Friday(Badge #: 11122) X

RELEASED TO

**People** Quick Search Advanced Search

Person	Role	Actions
No Data To Display		

**Organizations** Quick Search Advanced Search

Organization	Role	Actions
No Data To Display		

Save

**FIGURE 13: TOW IMPOUND - RELEASED TO - ORGANIZATIONS**

Always Advancing

## Incident Enhancements

Improved awareness of security group assigned to incident report.

- Incident Report – View assigned **Security Groups** from the **Incident Supplements** display, without having to drill down to incident security.

The screenshot shows the 'Incident Report - Incident Supplements Display' page. At the top, there is a navigation bar with 'Administration', 'Incidents', 'Master Indices', 'Records Management', 'Forms And Reports', and 'Help'. The user is logged in as 'Homer Simpson'. Below the navigation bar, there are buttons for 'Go Back', 'Quick Print', 'Print', and 'Update Report #'. The main content area displays an 'Incident Summary' for '03/16/2020 0838 Hrs - 5 Main #123 Denver, CE 12345' and an 'Offense(s): 16-42-19-16 - HEALTH- LEGEND DRUG FRAUD'. A table lists incident supplements with columns: Report Type, Date, Reporting Officer, Supplement Owner, Approval Status, Security Level, Security Groups, and Actions. The 'Security Groups' column for the first row is highlighted with a red box, showing 'Test 42'. Below the table are 'Go Back' and 'Show Report(s)' buttons.

FIGURE 14: INCIDENT REPORT - INCIDENT SUPPLEMENTS DISPLAY - SECURITY GROUPS COLUMN

- Incident Report Approval – View assigned **Security Groups** on the **Incident Approval** page, without having to open incident security.

The screenshot shows the 'Incident Approval' page. The navigation bar is similar to Figure 14. Below the navigation bar, there are buttons for 'Approval Options', 'Incident', and 'Offense Glossary'. The main content area displays the same 'Incident Summary' and 'Offense(s)'. There are 'Approve' and 'Disapprove' buttons. Below these, there are dropdown menus for 'INCIDENT FOLLOW-UP ACTION' (set to 'Closed- No Action') and 'INCIDENT STATUS / DISPOSITION' (set to '-Select-'). A red box highlights the 'Security Group Test 42', 'Security Level Marine Patrol', 'Agency Only No', and 'Change Security' buttons. Below this, there is a 'Notifications To Be Sent' section with a table for sending notifications to various agencies. At the bottom, there are 'Other Options' including 'FOR PUBLIC RELEASE' and 'NOTIFY PROSECUTOR OF WARRANT / CHARGE REQUEST'. Buttons for 'Go Back', 'Approve', and 'Approve & Print' are at the bottom.

FIGURE 15: INCIDENT APPROVAL PAGE - ASSIGNED SECURITY GROUP

## My Cases and My Case Activities

Redesigned display offer a fixed sidebar and enhanced data display header to improve usability of **My Cases** and **Case Activities** assignments.

Reference Numbers	Status	Date Assigned	Location	Victims	Offenders	Offenses	Next Review Date	Actions
2019D4210232	Open	11/26/2019			Robin Poharcyk		12/17/2019	[Icons]

FIGURE 16: MY CASES - IMPROVED DISPLAY AND USABILITY

Case Number	Activity Type	Description	Status	Priority	Activity Date	Next Review Date	Actions
0000086CASE2014	Case Note	my description	In Progress		05/25/2020 1132	06/12/2020	[Icons]
0000087CASE2014	Case Note	another xbox	Not Started		05/29/2020 1132	06/12/2020	[Icons]
0000087CASE2014	Case Note	sdf	In Progress		05/27/2020 1138	06/12/2020	[Icons]
0000087CASE2014	Case Note	go to lab	In Progress		05/29/2020 1137	06/12/2020	[Icons]
0000092CASE2014	Case Note		In Progress		07/10/2019 0938	07/31/2019	[Icons]
0000098CASE2014	Case Note	sdf			05/24/2020 1138	06/12/2020	[Icons]
0000098CASE2014	Case Note				05/29/2020 1138	06/12/2020	[Icons]
00000106CASE2015	Case Note	activity 1			03/01/2020 1136	06/12/2020	[Icons]
00000106CASE2015	Case Note	activity 2	In Progress		05/29/2020 1137	06/12/2020	[Icons]
00000113CASE2015	Case Note	another		High	05/19/2020 1139	06/12/2020	[Icons]

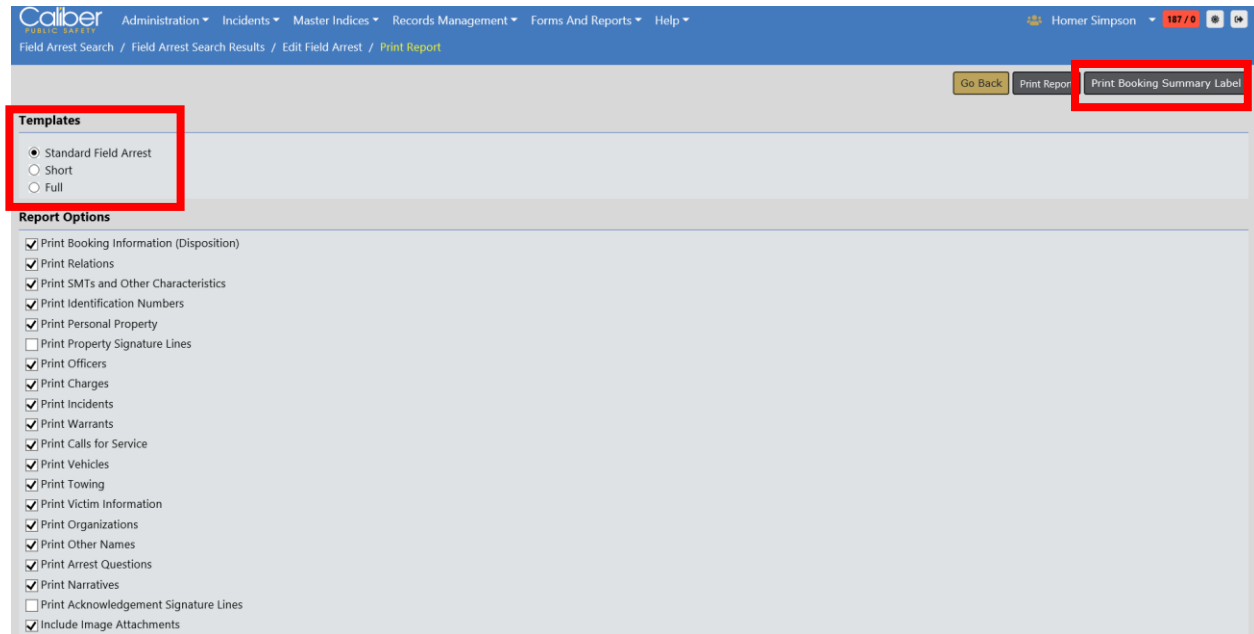
FIGURE 17: MY CASE ACTIVITIES - IMPROVED DISPLAY AND USABILITY

## Field Arrest Print Options

Enhanced to provide Field Arrest **Templates** for default **Report Options** to print **Short Report** and **Full Report**. Submit a support ticket if changes to the default **Report Options**

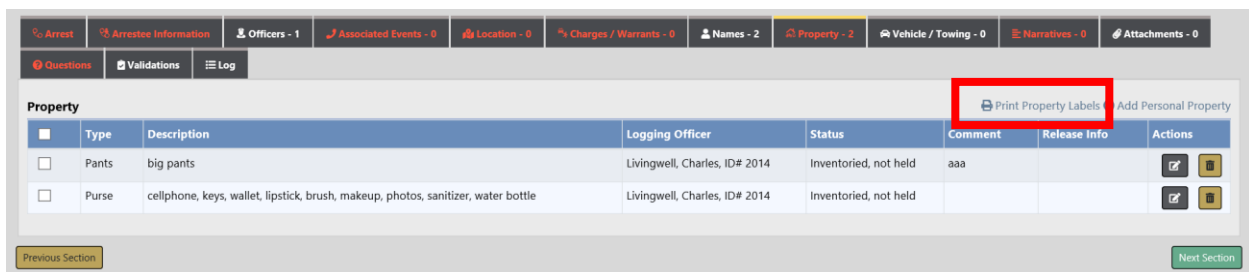
are desired. Users can manually override default **Report Options** by checking or unchecking an option.

Booking Summary Property Label available to print by selecting '**Print Booking Summary Label**'.



**FIGURE 18: FIELD ARREST - PRINT OPTIONS**

Print Property labels from the Field Arrest Property Tab. Select property to print a label for each property item.



**FIGURE 19: FIELD ARREST PROPERTY - PRINT PROPERTY LABEL**

## Broadcast Logon Messages

Admin users can now create broadcast messages to automatically display at time of user login and require acknowledgement. Users may postpone reading the message to expedite logon for critical events, however the message will display upon next logon until acknowledged.

The screenshot shows the 'Add Broadcast Message' form. The 'Message Type' is set to 'Informational' and the 'Priority' is set to 'High'. The 'Login Notification' and 'Require Acknowledgement' checkboxes are checked and highlighted with red boxes. The message content is 'Welcome to Online RMS 11.4.0'. A preview at the bottom shows the message as it will appear to the user: 'This message will display on Logon to user and require acknowledgement!'.

FIGURE 20: BROADCAST MESSAGE - LOGON & ACKNOWLEDGEMENT OPTIONS

Select **Acknowledge** check box and **Ok** or **Close** to acknowledge. To temporarily by-pass acknowledging, select **Close**. The message will display upon next logon until acknowledged.

The screenshot shows a notification window titled 'Message 1 Of 1'. The notification content is: 'Important Must Read', 'High' priority, 'Informational' message type, 'Welcome to Online RMS 11.4.0', and 'Sam Spade' as the creator. A red box highlights the checkbox 'I ACKNOWLEDGE THAT I HAVE READ THIS NOTIFICATION'. At the bottom of the window, the 'Ok' and 'Close' buttons are highlighted with a red box. The background shows the 'Broadcast Messages' list with a 'High Priority - Informational' message selected.

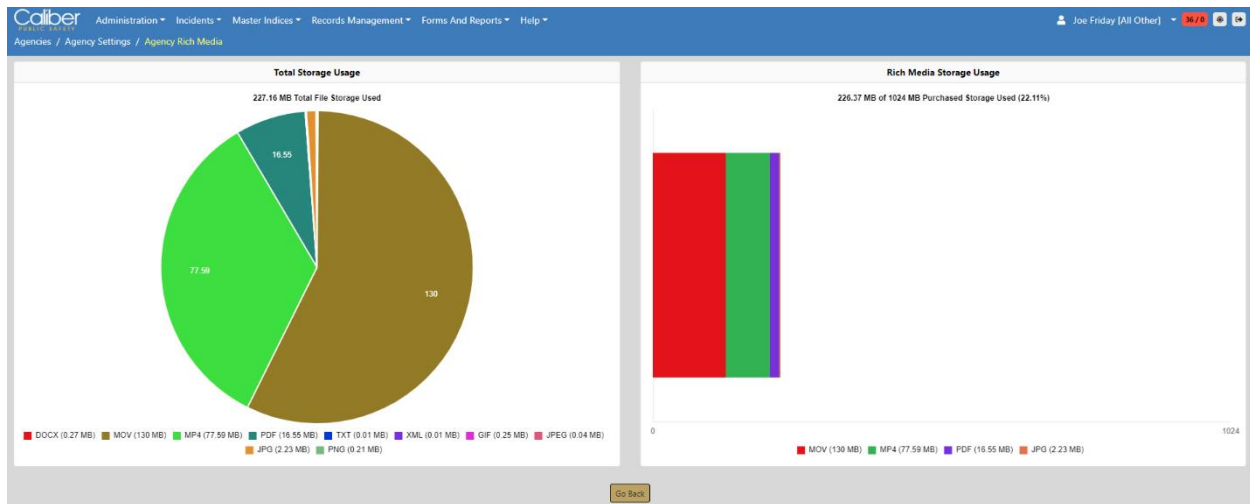
FIGURE 21: ACTIVE LOGON BROADCAST MESSAGE - REQUIRING ACKNOWLEDGEMENT

### Online RMS Rich Media Storage

Maximize your use of Online RMS with Rich Media Storage. As demands for capturing and storing digital media increase for your agency, look to Online RMS to meet the need. Rich Media storage offers the ability to upload and store video and audio files, up to 50 MB for each file, as attachments in Online RMS.

Rich Media Storage will enable secure access to store video and audio files to improve usability and streamline access to relevant incident, arrest, and case attachments. Prosecutors, Investigators or other authorized users of Online RMS are able to download and play. Affordability priced, Rich Media packages start at 100GB per year. Contact your CSM for more information.

Agencies subscribing to Rich Media Storage can monitor usage via a new dashboard.



**FIGURE 22: RICH MEDIA STORAGE ADMIN - STATS PAGE**

## APPENDIX: 11.4.0 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 11.4.0 release.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-61716	N/A	JAIL_TRACKER_FACILITIES code	Enhancement	Admin	Configuration - JAIL_TRACKER_FACILITIES configuration code added to all schemas to support sites where Jail Tracker is implemented.
IA-65082	364432 362258	Tow Impound - Release Tow Impound to Organization Enhancement	Enhancement	Tow & Impound	Contractual Commitment - Enhanced Tow Impound module to support releasing a vehicle to an Organization in lieu of a Person.
IA-65153	N/A	MICR - Encrypt Credentials	Configuration	Security	Software Update - Enhanced Security measure to encrypted credentials for Web Services for NIBRS data exchanges.
IA-67205	N/A	Security Account Sign In from outside normal state	Engineering Enhancement	Security	Software Update - Enhanced Security measure that restricts access to Online RMS from IP connections originating outside the US and Canada.



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-68082	377033	Incident Report Printing Issue - Address Date of Info	Bug/Defect	Incidents	Software Improvement: When printing an incident report, if the person has the same address listed multiple times on their master index record, the incident report will print the most recent date of info.
IA-68190	377603	Incidents - Indicate what Security Groups Supps have been assigned to	Enhancement	Incidents	Efficiency Gain - View assigned Security Groups without having to drill down to incident security. A new column "Security Groups" appears on the Incident Supplements table of the "Incident Report Filter" page. This column will display the first Security Group added to a supplement. An info bubble will appear if more than one security group exists. Click the info bubble to see all Security Groups.
IA-68292	389695	Custom Form Enhancement Allow for Signature Capture	Enhancement	Custom Forms	Always Advancing - New field type for Custom Forms to add signature capture to any form. Capture one or more signatures using an electronic signature pad or touch screen device. Signature field are available for inclusion in fillable PDFs.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-68471</b>	379166	MIBRS submission file generate with the correct naming convention	Engineering Enhancement	State Submissions	State NIBRS Reporting - Update to Missouri NIBRS reporting to generate the submission file name to comply with State Submission standards.
<b>IA-68587</b>	378882 378067	Custom Fields / Custom Forms - Add ability to add offenses as a field	Enhancement	Incidents	Always Advancing - New field type for Custom Forms and Custom fields to select Offenses. Quick select offenses on incident report to add to custom form.
<b>IA-69037</b>	N/A	MICR: Version Upgrade	Enhancement	State Submissions	State NIBRS Reporting - Update to Michigan MICR reporting to upgrade to V1.3.0.
<b>IA-69332</b>	N/A	NIBRS: IN and NC data submission enhancements	Enhancement	State Submissions	State NIBRS Reporting - Updates to FBI, IN, and NC NIBRS web service submissions. <ul style="list-style-type: none"> <li>• Support to resubmit of XML file.</li> <li>• Color-coding indicates that one or more files in dataset have been submitted to State.</li> </ul>
<b>IA-69620</b>	385445	CFS Entity in RMS. CFS numbers rolled over to the new numbering at 2300 in the Central Time Zone	Bug/Defect	Calls For Service	Software Update - Modified Agency Number Generations to handle different time zones.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-69769</b> <b>IA-69770</b> <b>IA-69850</b> <b>IA-70020</b> <b>IA-70058</b> <b>IA-70097</b> <b>IA-70215</b> <b>IA-70217</b> <b>IA-70298</b> <b>IA-70643</b> <b>IA-70644</b> <b>IA-70645</b> <b>IA-70723</b>	N/A	Criminal Complaint -New Module	Enhancement	Criminal Complaint	Contractual Commitment - New Online RMS Module to prepare a Criminal Complaint and Streamline Court Filings with integration to Trial Court Charging Systems. <ul style="list-style-type: none"> <li>A new Criminal Complaint Module offers the ability to complete a criminal complaint using information from an Incident Report or Field Arrest.</li> <li>A new Application Program Interface (API) is available to exchange data electronically with Court Management Systems (CMS) to eliminate redundant data entry and improve data accuracy.</li> </ul>
<b>IA-69801</b>	N/A	MECC - Booking Property Label	Enhancement	Field Arrest	Contractual Commitment - Software Update to print labels for Field Arrest property. One label printed for each property record included on Field Arrest.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-69803	N/A	MECC - Booking Summary Label	Enhancement	Field Arrest	Contractual Commitment - Software Update to print summary booking label for Field Arrest. An option appears on the Field Arrest Print Options page to print booking label.
IA-69804	N/A	MECC - Field Arrest Print Options	Enhancement	Field Arrest	Contractual Commitment - Software Update to support default print options for Field Arrests.
IA-69852	386627	Tow/Impound - make Person section mandatory or unknown option	Enhancement	Tow & Impound	<p>Contractual Commitment – Improved data entry for Tow / Impounds by alerting users when an owner is not specified.</p> <ul style="list-style-type: none"> <li>• Owner information grids relocated to top of page below Vehicle information for greater visibility.</li> <li>• Visual warning if Owner is missing when saving Tow/Impound information.</li> <li>• Quick select option if Owner is Not Known.</li> </ul>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-69957	N/A	Custom Forms - Field Arrest Enhancements	Enhancement	Custom Forms	Efficiency Gain - Enhancements for Custom Form integration to Field Arrest. For Custom Forms having a field type of "Master Index Person", names entered on the Field Arrest "Names" tab are available for import on a Custom Form.
IA-69973	387235 391582	Persons Mugshot/Photo attachment add the photo editor	Engineering Enhancement	Attachments	Efficiency Gain - Image Editor added to Person Add and Edit Image pages.
IA-69984	N/A	HTML form without CSRF protection	Engineering Enhancement	Security	Security Update - CSRF protection for HTML forms.
IA-70039	387529	Screening Questions - Unable to have multiple Question Types	Bug/Defect	Field Arrest	Usability Improvement - Update to Field Arrest Screening Questions Admin page.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70167	N/A	Review the Court Module FRD and create a plan of attack	Enhancement	Court Tracking & Appearance	<p>Contractual Commitment - New Online RMS Module to track Court Case information, including Disposition and Appearances.</p> <ul style="list-style-type: none"> <li>• Automatically notify assigned officers of upcoming appearances.</li> <li>• View upcoming assigned appearance in User's Recent Activities.</li> <li>• Search, View, and Update.</li> <li>• Calendar exports uploading to Calendar App.</li> </ul>
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IA-70595					

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-70136</b> <b>IA-70146</b> <b>IA-70152</b> <b>IA-70153</b> <b>IA-70154</b> <b>IA-70155</b> <b>IA-70319</b> <b>IA-70484</b> <b>IA-70707</b> <b>IA-70713</b>	N/A	MECC LiveScan Interface	Enhancement	Interface	Contractual Commitment - LiveScan Data Transfer exports for CrossMatch and MorphoTrust LiveScan devices.
<b>IA-70157</b>	N/A	Case Evidence: hide schedule disposition button if there is nothing to dispose	Bug/Defect	Follow-up Cases	Usability Improvement - Hide Disposition for Case Evidence grid if no evidence exists on case.
<b>IA-70162</b>	N/A	Closed data sets Warning Notifications tab	Configuration	State Submissions	Usability Improvement - Hide Warning Notifications History Tab for closed data sets if now warning exists.
<b>IA-70209</b> <b>IA-70252</b> <b>IA-70254</b> <b>IA-70255</b> <b>IA-70257</b> <b>IA-70258</b> <b>IA-70633</b> <b>IA-70764</b>	N/A	MECC - Hunter SmartShot Camera Interface	Enhancement	Interface	<p>Contractual Commitment - Integration with Hunter Smartshot camera systems that streamlines capturing and storing Person and SMT images in Online RMS.</p> <p>This interface will allow Online RMS users to send the RMS master person id to the Hunter SmartShot Camera System application using a web service.</p>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-70213</b> <b>IA-70318</b> <b>IA-70551</b> <b>IA-70213</b> <b>IA-70318</b> <b>IA-70551</b> <b>IA-70634</b>	N/A	MECC - MA Specific LexisNexis Crash Interface	Enhancement	Interface	Contractual Commitment - Single sign-on integration with LexisNexis ETHOS Crash Application to streamline workflow and usability for creating and view Ethos crash reports. Presently available for customers in Massachusetts.
<b>IA-70218</b>	N/A	Criminal Complaint: Implement means to control if OBTN field is displayed	Enhancement	Criminal Complaint   Field Arrest	Contractual Commitment - Generate Arrest Tracking # on Field Arrest and Criminal Complaint using number generation. <ul style="list-style-type: none"> <li>• New Maintenance Values for Arrest Tracking Number.               <ul style="list-style-type: none"> <li>○ Label Name (ARST_TRACK_NUM_LABEL)</li> <li>○ OBTN_REQUIRED</li> <li>○ ARST_TRACK_NUM_REQUIRED</li> </ul> </li> <li>• New Number Generation Types for generating Arrest Tracking number on Criminal Complaint ('Offender / Arrest Tracking Number - Complaint') and Field Arrest ('Offender / Arrest Tracking Number - Arrest').</li> </ul>



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70225	N/A	Master Vehicle Index: Creation date search criteria not working	Bug/Defect	Master Indices	Usability Improvement - Search on Vehicle Creator Date Range.
IA-70236	N/A	RMS Rich Media Storage Monitoring - Database	Enhancement	Admin	Always Advancing - Rich Media Monitoring. Agencies subscribing to Rich Media Storage can monitor usage via a new dashboard.
IA-70237	N/A	Online RMS In App Notification	Enhancement	Admin	Usability Gain - Admin users can now create broadcast messages to automatically display at time of user login and require acknowledgement. Users may postpone reading the message to expedite logon for critical events, however the message will display upon next logon until acknowledged.
IA-70248	N/A	MECC - CopLink Interface - Application Enhancements	Enhancement	Incidents	Usability Gain - Default Incident Agency Only Security based on Incident Types associated to an incident supplement. Incident Security of Agency Only will automatically default during approval process based on Incident Types on incident report.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70253	N/A	Incident: Org Vehicle Owner not showing on Printed Incident Report	Bug/Defect	Incidents	Software Improvement - Vehicle owner if specified on incident report will automatically print even if owner is an organization.
IA-70259	N/A	NIBRS XML Conversion - Internal file name should use Header ID	Enhancement	State Submissions	Usability Improvement - Header ID reference Added to Internal File name to assist Caliber Staff in troubleshooting NIBRS XML errors.
IA-70289	N/A	Online RMS- Install script for release 11.4.0	DevTask	Admin	Configuration - Update Online RMS release version.
IA-70310	390560	Fleet Management using old Officer record when entering data into the module	Bug/Defect	Fleet Mgmt.	Usability Improvement - Display most recent officer title for recently added records.
IA-70315	390601	Custom Forms - Making a field in Code Table inactive does not remove from selection in new form	Bug/Defect	Custom Forms	Usability Improvement - Deactivated codes will not appear for selection in list of values.
IA-70330	390694	NIBRS XML Submissions need a submission progress bar or affirmation the files have been sent.	Enhancement	State Submissions	Usability Improvement - Added a progress bar and affirmation that files have been sent when submitting NIBRS XML submissions.
IA-70380	390915	Failed logins - System allowing more than 3 attempts if 2FA is used	Bug/Defect	Admin	Software Improvement - Reset login attempts to zero (0) upon successful 2 Factor Authentication login.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70381	390972	XML File Generation missing property elements	Bug/Defect	State Submissions	Software Improvement - Resolved NIBRS property issue for reporting drug under specific circumstances.
IA-70392	N/A	RMS Rich Media Storage Monitoring - Application	Enhancement	Admin	Usability Improvement - Agencies subscribing to Rich Media Storage can monitor usage via a new dashboard.
IA-70430	N/A	Crash: assigned officers with start date outside of a year are not displayed in Add officer dialog	Bug/Defect	Fleet Mgmt.	Usability Improvement - All officers assigned to the fleet vehicle who do not have an end date will always be display. The 1 year filter off is now based on the Assignment end date rather than the start date.
IA-70437	391150	Evidence - Add Warning to Extended Chain of Custody when date is in the future	Enhancement	Evidence	Usability Improvement - Warning added to extended chain of custody to prevent entering a future date.
IA-70467	N/A	NIBRS Report Arrest Offense Code data element 45 can be unique from Incident offense data element 6	Configuration	State Submissions	Usability Improvement - Update to Indiana State NIBRS for Arrest charge information.
IA-70470	N/A	UI - Fixed Elements on Case Activities Page	Enhancement	Follow-up Cases	Usability Improvement - Redesigned pages offer a fixed sidebar and enhanced data display header to improve usability.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
<b>IA-70471</b>	391419 391295	Narratives - Multiple narrative sessions being created	Bug/Defect	Incidents	Usability Improvement - Implemented to handle potential situations where a user may have the same narrative session open on multiple devices. When a user selects to add or edit an incident narrative, a check occurs for other RMS open sessions. If true, a dialog displays asking the user to close those sessions. Selecting 'Yes', will close the other sessions so the sessions are closed and the user can continue working on their narrative.
<b>IA-70478</b>	N/A	Calls For Service (CFS): Officer Field Color Changed	Bug/Defect	Calls For Service	Usability Improvement - Color change to highlight selection of assigned officer when adding to a CFS.
<b>IA-70526</b>	391659	Incident Delete Log recording multiple entries	Bug/Defect	Incidents	Usability Improvement - Added protection on Incident Delete page to prevent creating duplicate log entries.
<b>IA-70573</b>	N/A	Web Application Security Vulnerabilities	Engineering Enhancement	Security	Security Update - Security scan and resolution of potential vulnerabilities.
<b>IA-70591</b>	392025	XML File Generation Attempted 35B offense requires property of 1 none or 8 unknown	Bug/Defect	State Submissions	Software Improvement - NIBRS XML update for 35B offenses with unknown property.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70600	N/A	Incident Offenses - Performance Improvements	Performance	Incidents	Performance Improvement - Enhancements to reduce DB calls and improve performance on incident reports.
IA-70601	N/A	NIBRS XML: 35A Attempted offense requires Substance section with Property Status of 1 (none)	Bug/Defect	State Submissions	Software Update - Indiana State NIBRS 35A Attempted offense with property status of None.
IA-70612	N/A	Custom Forms - Signature Images on Fillable PDFS	Enhancement	Custom Forms	Always Advancing - Support for signatures on fillable PDFS
IA-70613	N/A	Update Vehicle Makes and Models to new NCIC listing	Configuration	Admin	Usability Improvement - Updated NCIC Vehicle Make and Model codes.
IA-70622	392095	Field Arrest - New Impound doesn't alert about not hitting Select	Bug/Defect	Field Arrest	Usability Improvement - Workflow update on Field Arrest page when adding a New tow Impound. The Save button was replaced with a Save & Select button for selecting a vehicle. When adding a Tow Impound, the Save and Save & Select button are disabled as soon as the button is pressed to stop users from clicking multiple times and creating duplicate impound records.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70706	392536	Reactivated or New Users not appearing until Cache is cleared or next day	Bug/Defect	Admin	Usability Improvement - User name cache automatically reset when adding new users, activated, and deactivated.
IA-70712	N/A	Master Person - add check box for front only images in carousel	Bug/Defect	Master Indices	Usability Improvement - A new checkbox on the person page defaults to filter person images to display the most recent front mugshot. Unchecking will display all person images.
IA-70721	N/A	UI - data tables don't auto-adjust if screen size is changed	Bug/Defect	Admin	Usability Improvement - Auto scaling of UI display on data tables page.
IA-70740	392746	Fleet Mgmt. - Fuel/Oil/Mileage window does not scroll	Bug/Defect	Fleet Mgmt.	Software Improvement - Scroll bar added to Fuel, Oil, and Mileage tab.
IA-70765	N/A	MECC - MA NIBRS Configuration and Admin Segment	Enhancement	State Submissions	Always Advancing - New NIBRS configuration for State of Massachusetts NIBRS submissions.
IA-70776	392914	Incident Approval - Add a banner showing any Security Groups associated with	Enhancement	Incidents	Usability Improvement - View assigned Security Groups without having to open incident security.
IA-70785	N/A	InterDex Web Service Query of RMS.	Bug/Defect	Interface	Usability Improvement - Update to RMS InterDex query adapter to return permit information.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70816	393113	Unapproved Incidents Chart - Locks up IE Browser	Bug/Defect	Incidents	Software Improvement - Incident Charts update to resolve error using Internet Explorer browsers.
IA-70820	N/A	Community Reporting - Create Incident	Enhancement	Custom Forms	Usability Improvement – Ability to Create incident report from a public form that does not have an incident report associated, even if the form has been reviewed.
IA-70822	N/A	Manage User Admin Pages - Security Vulnerability	Bug/Defect	Admin	Software Improvement - Update security on Manage User Admin pages to eliminate security vulnerabilities.
IA-70824	N/A	Remove Reference to Interact	Configuration	Admin	<p>Software Update - Remove reference to InterAct.</p> <ul style="list-style-type: none"> <li>Update title of External Search Interface on Person Tab from 'InterAct Incident Search' to 'Incident SmartSearch'. This search option use person information to search incidents.</li> <li>Update title of External Search Interface on Vehicle Tab from 'InterAct Vehicle Search' to 'Incident SmartSearch'. This search option use vehicle information to search incidents.</li> </ul>

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70826	N/A	Evidence - button issues on search and search results	Bug/Defect	Evidence	Software Improvement - Evidence Search button issue resolved.
IA-70838	393304	Fleet Mgmt. - Fuel and Oil tab odometer readings do not accept decimal figures	Bug/Defect	Fleet Mgmt.	Software Improvement - Odometer mileage for Fleet Vehicles updated to accept decimals.
IA-70840	N/A	Script to configure Victim to Offender Relationships for Property Crimes.	Configuration	State Submissions	Configuration – Update to capture victim to offender relationships for all property crimes. Per FBI NIBRS 2019 specifications.
IA-70850	N/A	Improve Time Zone Conversion Procedure	Performance	Admin	Software Update - Time zone conversion for central time zone.
IA-70868	N/A	Parent / Guardian not active in ROLE_CODES table	Configuration	Incidents	Configuration - Update to activate Parent / Guardian role for incident reports.
IA-70875	N/A	Incident Recent Activities - Performance Improvements	Performance	Incidents	Performance Improvement - Enhancements to improve performance of Recent Activity Counts.
IA-70876	N/A	Audit Logging - log failed attempts	Enhancement	Security	Security Improvement - Add two (2) new columns - LOGIN_FAILED_FLAG and FAILED_REASON_CODE_TYPE to track failed logins.

--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.