



Protecting Tomorrow–Today.™

Online RMS

Version (11.4.3)

Product Release Bulletin

03 Nov 2020

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	03 Nov 2020	1.0	Production release.

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.4.3 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 11.4.3 release.

End Date	Milestone
30 Sep 2020	11.4.3 Sprint 1 Starts
28 Oct 2020	11.4.3 Code Lock
03 Nov 2020	11.4.3 Release Available

APPENDIX: 11.4.3 PRODUCT CHANGE NOTICE (PCN) – DETAILED JIRA LISTING

TABLE A: Release Enhancements and Product Software Issue Resolutions

This table contains enhancement, software issue, and interface JRAs contained in the 11.4.3 release.

* - Denotes a software resolution was released prior to the 11.4.3 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-69379*	383752	Call For Service - Manage Calls - New Call time issue for Day Light Savings	Bug/Defect	Calls for Service	Software Improvement for Daylight Savings when using the Calls for Service module for direct entry of calls.
IA-71505	395768	IN XML NIBRS - XSD Error returned from the State	Bug/Defect	State Submissions	Usability Improvement - Updated NIBRS service to detect if no IBR values were found when generating a new incident and logs error of "No IBR Field Values Found". A new icon appears in the far right labeled "Regenerate IBR Values" will attempt to regenerate the IBR values for incidents with the "No IBR Field Values" error. Once the process is complete, select to generate XML files.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71593	396184	Case Assignments - Notification of assignment causes an error	Bug/Defect	Case Management	Software Improvement to generate notification on follow-up investigations having 20+ associated incidents.
IA-71621*	N/A	Dispatch Search Agency List of Values Filter Improvements	Bug/Defect	Calls for Service	Software Improvement for multi-tenant schemas with a CAD integration where all agencies are using the same Incident/Case # format in CAD.
IA-71626*	N/A	Change criminal complaint Recent Activities to be agency specific	Bug/Defect	Criminal Complaints	Software Improvement to make the criminal complaint count indicator agency specific.
IA-71632*	N/A	Performance viewing a person record	Performance	Master Indices	Performance Improvement for viewing Master Person Details records.
IA-71636	N/A	Online RMS- Install script for release 11.4.3	DevTask	Admin	Online RMS- Install script for release 11.4.3.
IA-71645*	N/A	Field Arrest OBTN value not being retained on updates.	Bug/Defect	Field Arrest	Software Improvement to resolve issue with retaining OBTN value when updating a field arrest.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71646	396232	Fleet Mgmt. Break-out Always Edit Mileage - Permission from Fleet Manager	Bug/Defect	Admin	Usability Improvement - Update Fleet Vehicle to modify permissions for editing mileage. Users must now have either the "Always edit Mileage" permission or be the creator of the mileage record in order to edit a fleet vehicle mileage record.
IA-71655*	N/A	Livescan - Left Pad SSN with Leading Zeros to 9 Characters	Bug/Defect	Interface	Software Improvement - SSN is stored as a number in the database. The livescan extract was modified to left pad the data being returned with leading zeros.
IA-71659*	N/A	Field Arrest – Filter Disposition by Agency Specific values	Bug/Defect	Field Arrest	Usability Improvement - to filter arrest disposition list of values by agency.
IA-71664*	N/A	Booking Summary Label and Arrest Property Level Printing	Bug/Defect	Field Arrest	Usability Improvement to change layout and increase size of Field Arrest Booking and Property labels.
IA-71691	N/A	Reports Menu - Incident Report Types	Bug/Defect	Reporting	Software Improvement for Incident Report Types Report parameters.
IA-71692*	N/A	Transmit to LiveScan - Offense Date Validation	Bug/Defect	Field Arrest	Interface Improvement to not require offense date for warrant arrests.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71752	N/A	Change of Location - Chain Of Custody - Custody From and To	Bug/Defect	Evidence Management	Usability Improvement to populate the Chain-of-Custody "From" and "To" fields for "Change of Location" actions with the Officer selected on the Change of Location page.

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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.