Caliber PUBLIC SAFETY

Protecting Tomorrow–Today.™

Online RMS

Release To Training Version (11.5.0-RTO)

Product Release Bulletin

08 December 2020

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	08 Dec 2020	1.0 (RTO)	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 11.5.0 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 11.5.0 release.

End Date	Milestone
04 Aug 2020	11.5.0 Sprint 1 Starts / 11.4.0 Release Available
18 Aug 2020	11.5.0 Sprint 1 Ends / Sprint 2 Starts
01 Sep 2020	11.5.0 Sprint 2 Ends / Sprint 3 Starts / 11.4.1 Service Pack Available
15 Sep 2020	11.5.0 Sprint 3 Ends / Sprint 4 Starts
29 Sep 2020	11.5.0 Sprint 4 Ends / Sprint 5 Starts
06 Oct 2020	11.4.2 Service Pack Available
13 Oct 2020	11.5.0 Sprint 5 Ends / Sprint 6 Starts
27 Oct 2020	11.5.0 Sprint 6 Ends / Sprint 7 Starts
03 Nov 2020	11.4.3 Service Pack Available
10 Nov 2020	11.5.0 Sprint 7 Ends / Stabilization Sprint Starts
18 Nov 2020	11.5.0 RTO (Release to Training / Operations)
01 Dec 2020	11.5.0 Stabilization Sprint Ends / Code Lock
08 Dec 2020	11.5.0 Release Available

RELEASE ANNOUNCEMENT

Caliber Public Safety announces the release of **Online RMS 11.5.0** to the **Online Training Environment** on **Wednesday, November 18, 2020**.

Reminder: Online RMS **11.5.0** release to the **Nlets production environment** will occur on **Tuesday, December 8, 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.

An early preview of the **Product Release Bulletin (PRB)** will be available following the release, via the Online RMS Help menu (Help > Online Help > Product Release Bulletins). Please take time to review the PRB and let us know if you have questions about the release.

Online RMS 11.5.0 includes enhancements and improvements that touch approximately 50 RMS components, including; **Criminal Complaints, Custom Forms, Field Arrests, Incident Reporting, Evidence Management, Master Indices, Calls For Service, Warrants, User Management, Collapses, 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 (4) 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 Online RMS 11.5.0. Check out the PRB and User Guide via Help - Online Help for more details on new modules and major features.

RMS 11.5.0 Release Highlights:

- **Streamline Criminal Complaint Court Filings.**
  - Ordered entry fields to improve usability and conciseness for users.
  - Enhanced functionality to set fields as required or disabled and filter the Hearing Type list of values based on the Complaint Type selected.

- **Enhance your use of Custom Forms**
  - Accountability - Multi-tier routing has been added to route a form through multiple levels of review. Configure one or multiple review levels.
  - Traceability - Number Generation for Custom Forms provides the ability to set a format and number sequence for each custom form type.
  - Usability/Awareness – The Custom Form Name has been added as a subcategory for Notifications to group custom form notifications by Form name.
- **Incident Report Accountability and Security Awareness**
  - Relate Incident Types to one or more Offenses. When adding Incident Report Types to Incident an associated offense will be required.
  - Incident Security Alert – Banner added to main incident page to highlight security groups listed on Incident Report.
- **Enhanced your use of Fleet Management**
  - New Permissions allow for improved management of Fleet Vehicles by different user groups.
  - Validations to ensure closure of users assigned to a vehicle when an assignment is ended.
  - Assurance Warning if more than one user is assigned to the same vehicle at the same time.
  - Ease of Entry - Oil icon to quickly add a new Fuel/Oil/Mileage record from the Fleet Management landing screen Cost of Ownership grid.
  - Maintenance setting to require Off Duty Miles and Service Interval when entering fuel and oil.
- **Always Advancing**
  - **Improved Accountability**
    - ✓ Broadcast messages – Login and require acknowledgement types enhanced to send broadcast messages to specific roles.
    - ✓ Evidence – Change of Location, chain-of-custody logs specified officer as From and To.
    - ✓ Warrants – Status of 'Held - Out of County' will show as Active Warrant alert.
    - ✓ Civil Process – Option to print Mugshot when printing papers.
    - ✓ Field Arrest Questions – Improved awareness of answers requiring comments.
    - ✓ User Management - Employee Image add to User Profile and Employee pages.

- **Efficiency Gains**
  - ✓ Arrest Pending Release – Improved management of Arrestees held in Custody.
    - Add Log entries for activities.
    - Add and release property.
    - Release Field Arrest.
  - ✓ Master Vehicle –
    - Search by DLN using Person additional search criteria.
    - Search by "current status" as listed on Incident Report. Easily identify vehicles reported as stolen.
  - ✓ Calls for Service –
    - Filter map to only show CFS events with valid Geo Coordinates.
    - Create Incident Reports within Online RMS from CFS events spilled to RMS without an Incident Report assigned.
  - ✓ Warrants –
    - View served date from Search Results without having to drill down to warrant.
    - Multi-Agency schemas - Assign officers regardless of agency.
    - Display of all charges and warrant reference numbers on search results.
  - ✓ Court Case Appearance – Quick select Incident Reports and Arrest from People associated to Court Case.
  - ✓ Court Location – Sort Order added to order primary Court location first in List of Values.
  - ✓ Person Collapse – Move DLN and SSN to primary search filters.
  - ✓ User Management – Left hand navigation menu simplifies user management.
- **Enhanced Security**
  - ✓ IP white listing - For agencies having security requirements to not allow access to Online RMS outside of approved networks.
    - Define authorized IP ranges for client network requests.
    - Bundle with 2FA for access outside of IP ranges.
- **Federal and State Compliancy**
  - IL NIBRS
  - MA NIBRS.
  - GA, IN, MD, 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 11.5.0 to RTO on November 18th and are preparing for production release on Tuesday, December 8, 2020. If you have questions about the release, please contact us by email at rms@caliberpublicsafety.com .

Our Very Best,

Caliber Public Safety

NEW FEATURES & ENHANCEMENTS

Online RMS 11.5.0 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 11.5.0 HIGHLIGHTS

Criminal Complaints

Streamline completion of Criminal Complaint filings and alleviate common entry errors/omissions. 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.

Ordered entry fields for Complaint Type, Charge Type, Hearing Type, and Threat Type to improve usability and conciseness for users. **Enhanced functionality** to set fields as required or disabled and filter the Hearing Type list of values based on the Complaint Type selected. based on Complaint Type. Configurations for required and disabled fields are managed by Caliber Admins. If your agency uses Criminal Complaints and would like to use these configurations, please contact Caliber Support. Below is an example of how this configuration is enabled for Massachusetts customers.

- **If Complaint Type = "Arrest"** - ***Charge Type***, ***Hearing Type*** and ***Threat Type*** list of values shall be **disabled** to not allow entry.
- **If Complaint Type Warrant". *Charge Type*** *and* ***Hearing Type*** list of values shall be **disabled** to not allow entry, ***Threat Type is required.***
- **If Complaint Type = "Hearing"** – Then
    - ***Charge Type*** *and* ***Hearing Type*** *are* **Required**. **Threat Type** should be **disabled.**
    - **Hearing Type** shall filter to only **"With Notice"**. If only one value is available, based on filtered values, RMS will default the value as selected.
- **If Complaint Type = 'Summons'** then
    - **Charge type**, **Hearing Type,** and **Threat type** fields shall be **Required.**
    - **Hearing Type** shall filter to only **"Without Notice"**. If only one value is available, based on filtered values, RMS will default the value as selected.

FIGURE 1: EXAMPLE OF DYNAMIC FIELD DISPLAY FOR COMPLAINT TYPE OF "HEARING".

Usability improvement to quick select Complainant Officer as "Myself" or and Officer listed on associated Incident Reports or Field Arrests.

FIGURE 2: CRIMINAL COMPLAINT - OFFICER COMPLAINANT - QUICK SELECT OPTIONS

An **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.

Court Case Management

Quick Select options for Agencies using standalone Court Case functionality without Criminal Complaints

Add people to the Court Case and use the quick select option to select Incident Reports and Arrest from People associated to Court Case.

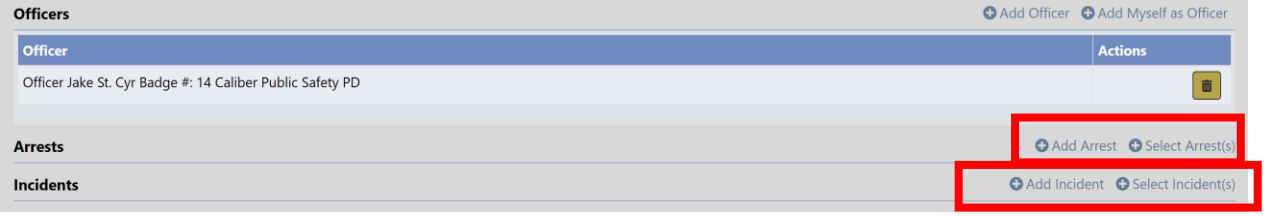


FIGURE 3: COURT CASE – QUICK SELECT OPTIONS FOR FIELD ARRESTS AND INCIDENTS.

An **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 11.5.0 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.

Custom Form Enhancements

Enhance your use of Custom Forms using Number Generation and Form Review.

1. **Accountability** - Multi-tier routing has been added to route a form through multiple levels of review.

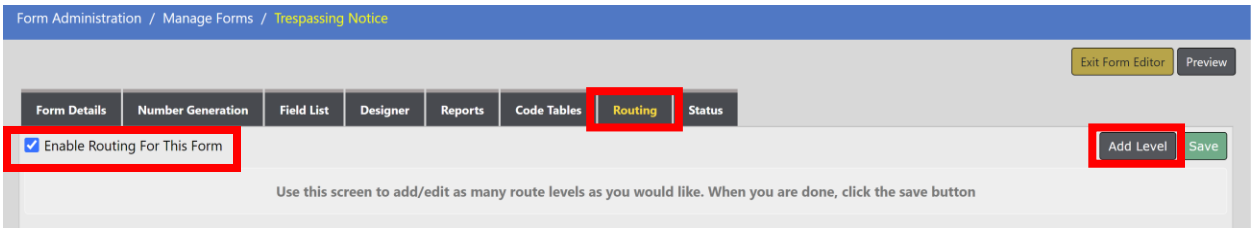


FIGURE 4: CUSTOM FORM - ROUTING TAB

Configure one or multiple levels of review. Define the following for each review level.

- Select **General Route** options
  - Require Comment on Submission of route.
  - Mandatory – User may not remove selected users/roles. Checking this box, restricts reviewer from removing designated users or roles from review level.

- User may not add additional user/roles. Checking this box, restricts users from including adding user/roles to the route when reviewing.
- User may cancel next Level. Checking this option allows the reviewer to cancel the next level of review. This option does not apply to the first review level.

- Select **Users**, and **Roles/Agencies** for routing.

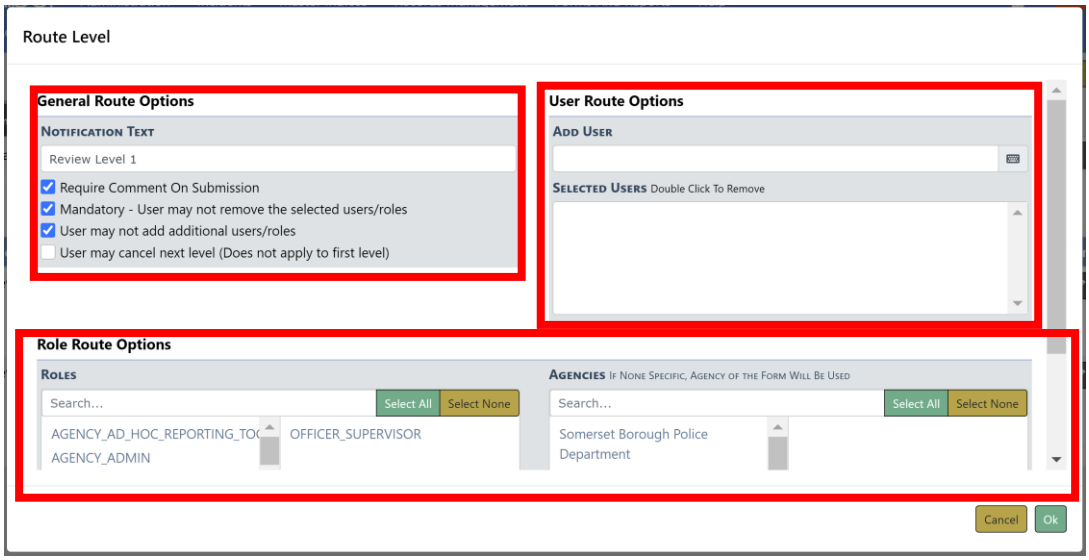


FIGURE 5: CUSTOM FORM - ROUTE LEVEL OPTIONS

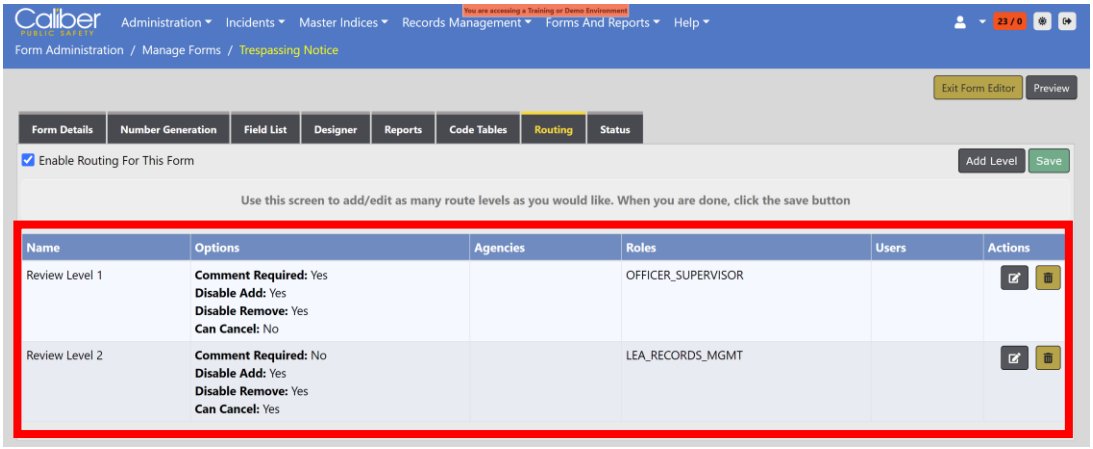


FIGURE 6: CUSTOM FORM - MULTIPLE LEVELS CONFIGURED

2. **Traceability** - Number Generation for Custom Forms provides the ability to set a format and number sequence for each custom form type.
    - Select Enable Number Generation for forms requiring individual tracking numbers.

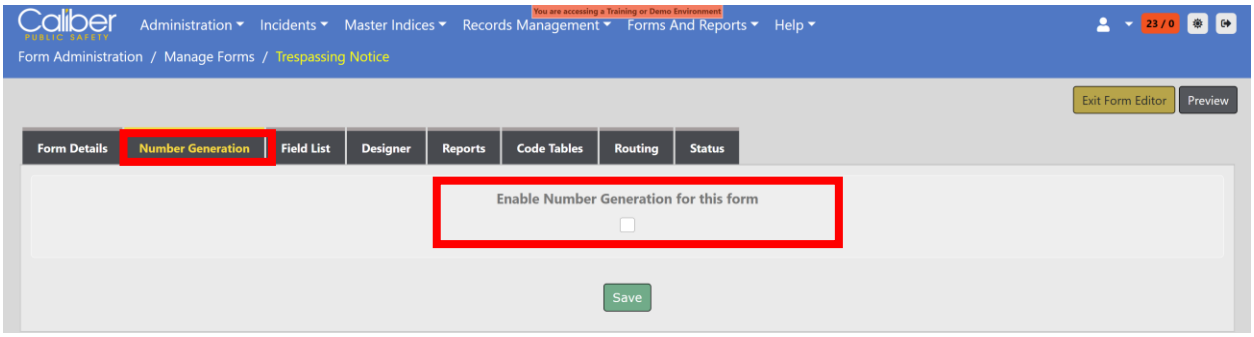


FIGURE 7: CUSTOM FORMS - NUMBER GENERATION TAB

- Define the Format, Place Holder value, Starting/Next number sequence, and Effective/Start and End dates.

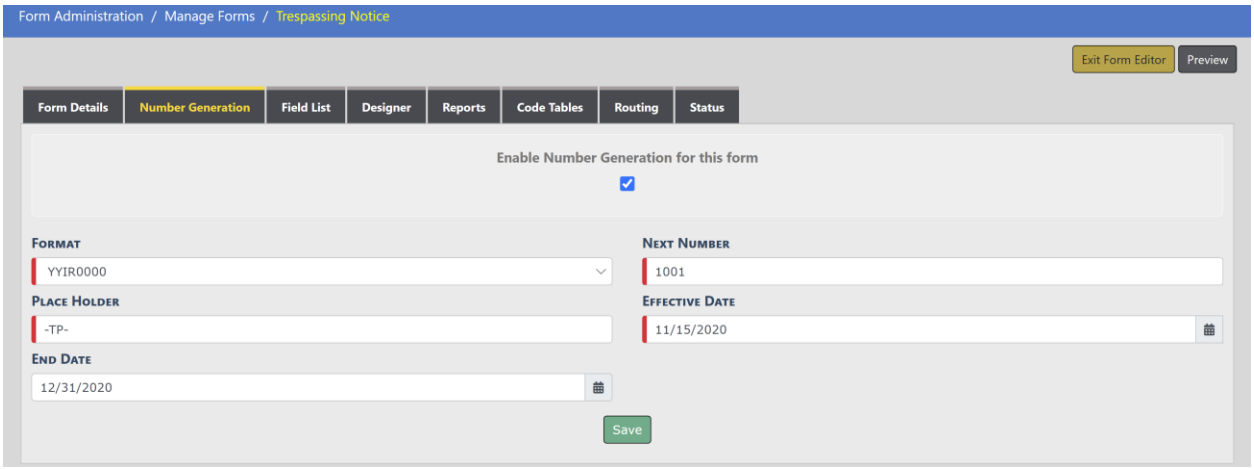


FIGURE 8: CUSTOM FORM - NUMBER GENERATION CONFIG OPTIONS

- Custom Form Instance Number will be generated from the configured Number Generation upon saving the Form.

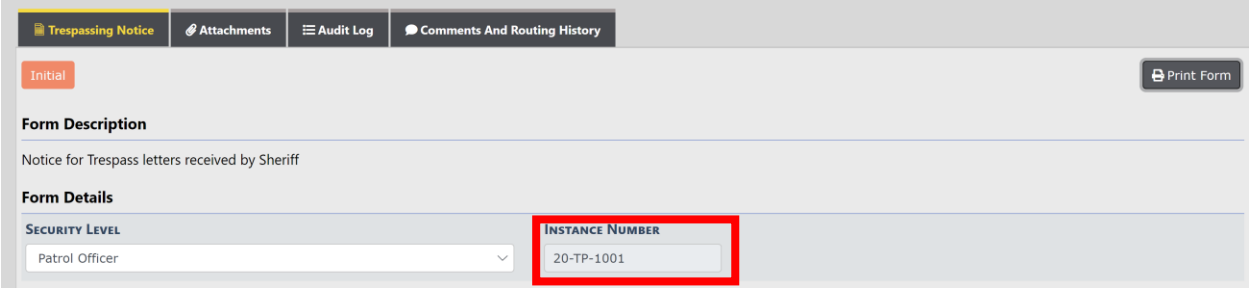


FIGURE 9: CUSTOM FORM - VIEW PAGE - INSTANCE NUMBER FIELD

- Instance Number will also print on standard Custom Form printouts.

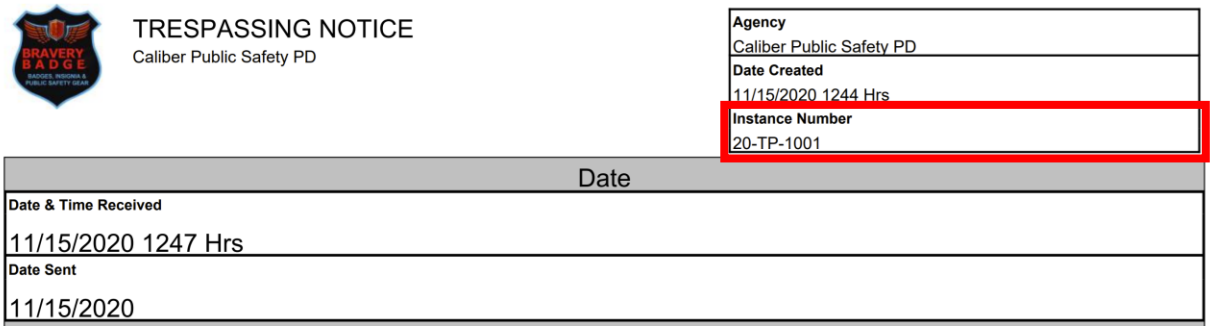


FIGURE 10: CUSTOM FORM - PRINTED FORM - INSTANCE NUMBER

3. **Usability/Awareness** – The Custom Form Name has been added as a subcategory for Notifications to group custom form notifications by Form name.

   Improved usability for reviewing Custom Forms submissions and taking action.

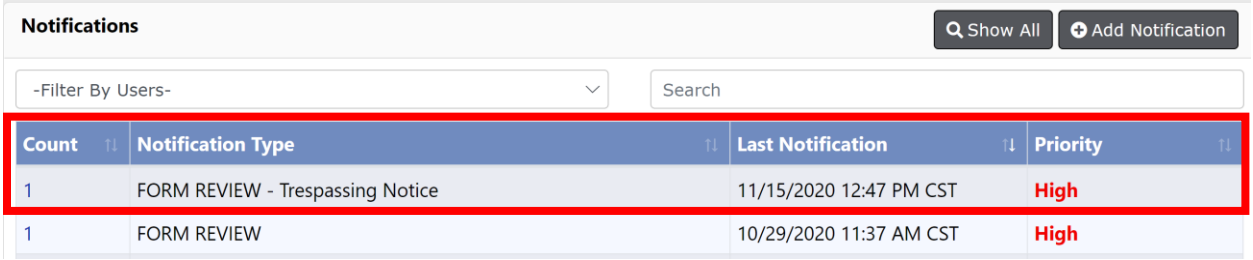


FIGURE 11: CUSTOM FORMS - REVIEW NOTIFICATION - FORM NAME EXAMPLE

Incident Reporting

Incident Report Accountability and Security Awareness

1. Relate **Incident Types** to **Offenses**. Relating one or more Incident Types to an offense will **require** at least one of related offense on the Incident Report when that Incident Type is added to an Incident Report.

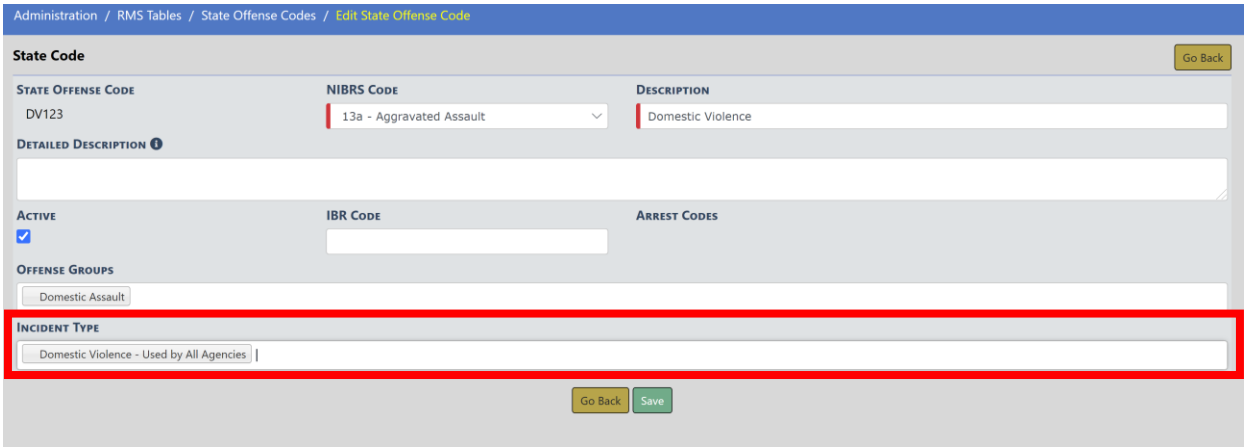


FIGURE 12: STATE OFFENSE CODE - RELATE INCIDENT TYPES

- A new Validation Warning for Offense Tab will appear to inform officer that an offense is required for the selected Incident Report Type.

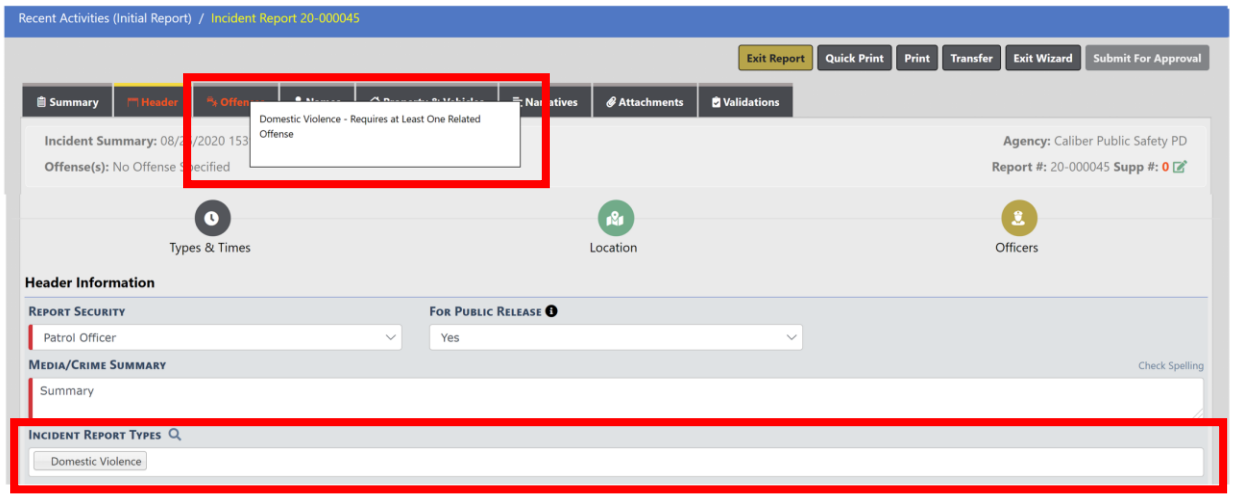


FIGURE 13: INCIDENT REPORT - OFFENSE VALIDATION FOR INCIDENT TYPE REQUIRING OFFENSE

- On the Add Offense page, select "Quick Select Report Type Offenses" to easily add offenses related to Incident Report Types on the Incident report that require an offense.

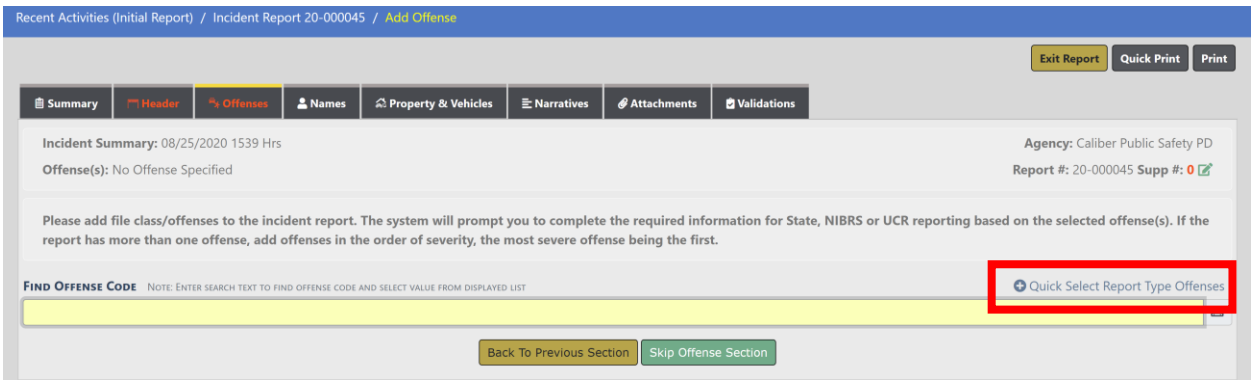


FIGURE 14: INCIDENT REPORT - OFFENSE PAGE - QUICK SELECT REPORT TYPE OFFENSES

- On the **Incident Type Offenses Quick Select** page, click the icon to select offenses. Use the filter by pick list to filter offenses by Incident Types listed on the Incident Report having a mapping to one or more offenses.

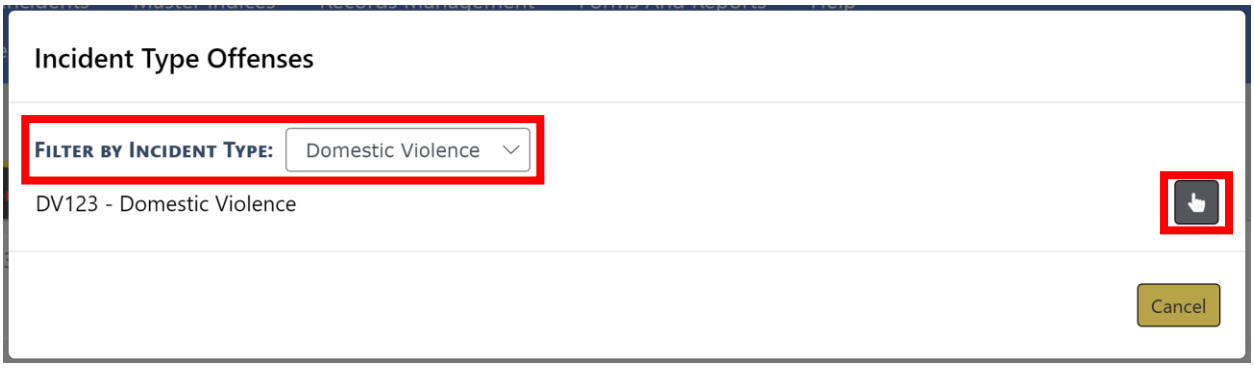


FIGURE 15: INCIDENT TYPE OFFENSES - QUICK SELECT PAGE

2. Incident **Security Group** alert banner added to main incident page to highlight security groups listed on Incident Report.

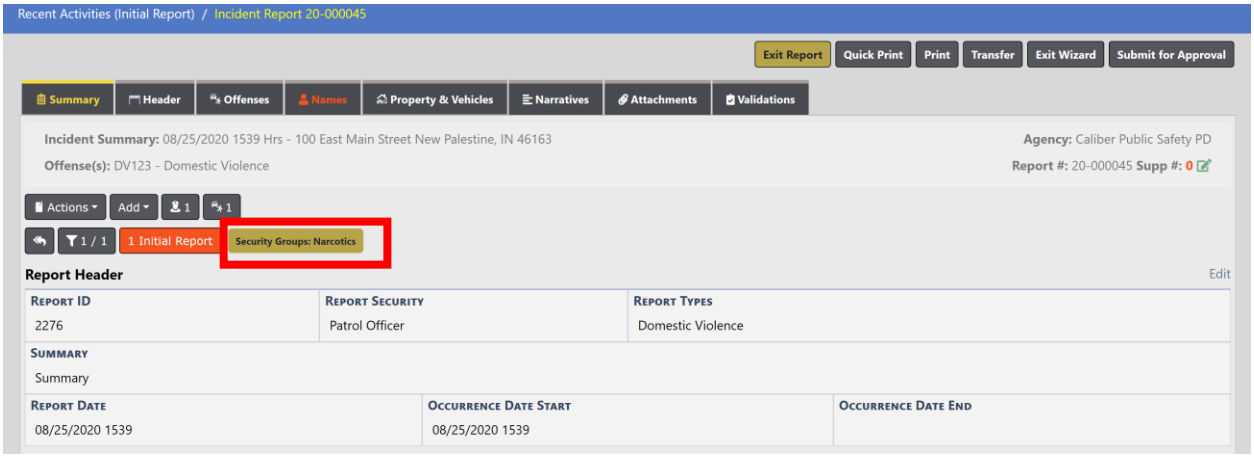


FIGURE 16: INCIDENT SUMMARY PAGE - SECURITY GROUP ALERT BANNER

Fleet Management

Enhance your use of Fleet Management. Enhancements to the fleet management module improve usability and data entry quality.

1. Quickly search for unassigned fleet vehicles via the addition of a "Vehicle Not Assigned" search Option.

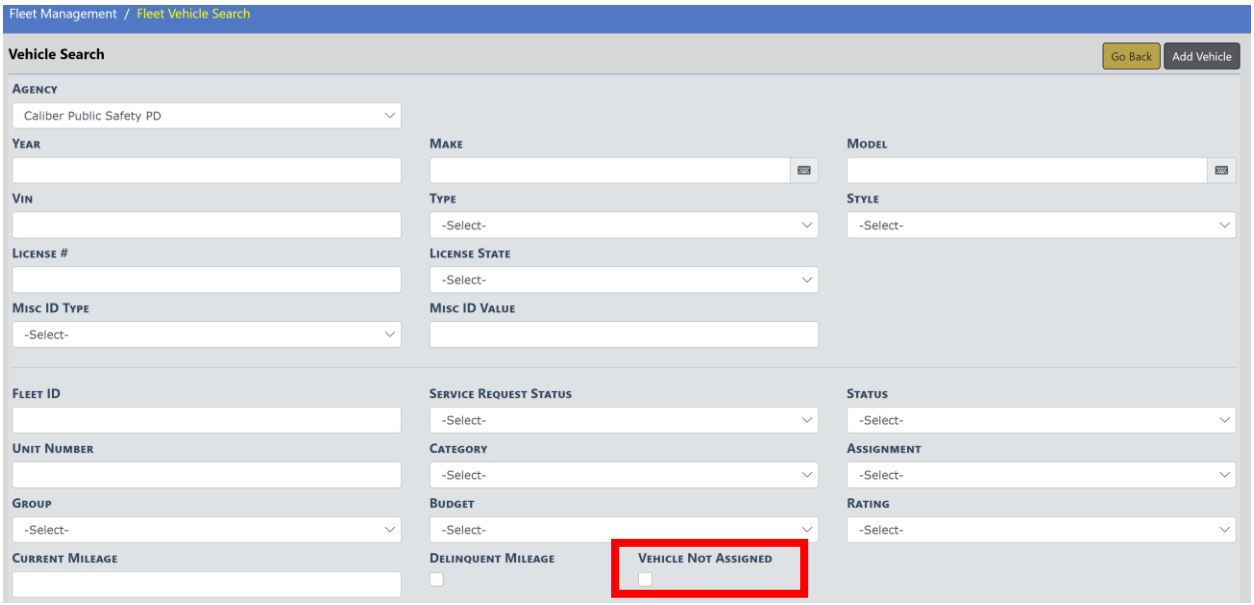


FIGURE 17: FLEET VEHICLE SEARCH - "VEHICLE NOT ASSIGNED" SEARCH OPTION

2. Improved logic added for ordering Fleet Vehicles by Unit # combination text and numbers.

FIGURE 18: FLEET VEHICLE SEARCH RESULTS PAGE

3. Automatic closure of user assignments on a vehicle when a Vehicle assignment is ended. End Date entered for Vehicle Assignment will flow to all open officer assignments for the vehicle.

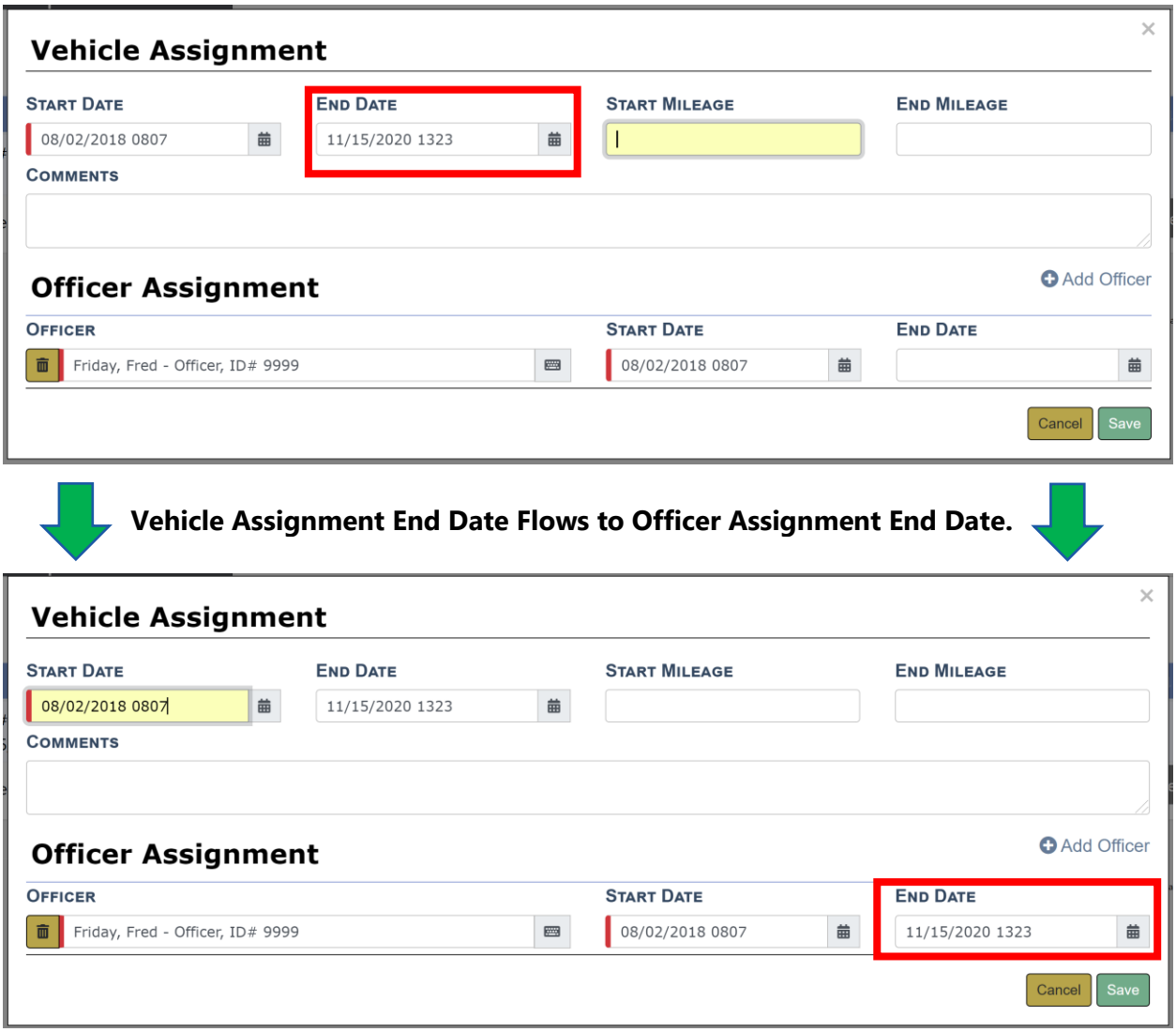


FIGURE 19: VEHICLE ASSIGNMENT AND OFFICER ASSIGNMENT - END DATES

4. Assurance Warnings if more than one user is assigned to the same vehicle at the same time or officer has more than one open assignments.

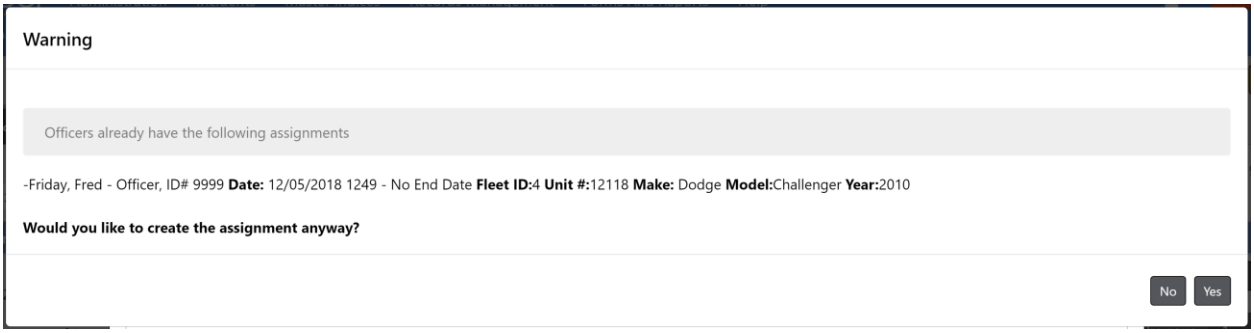
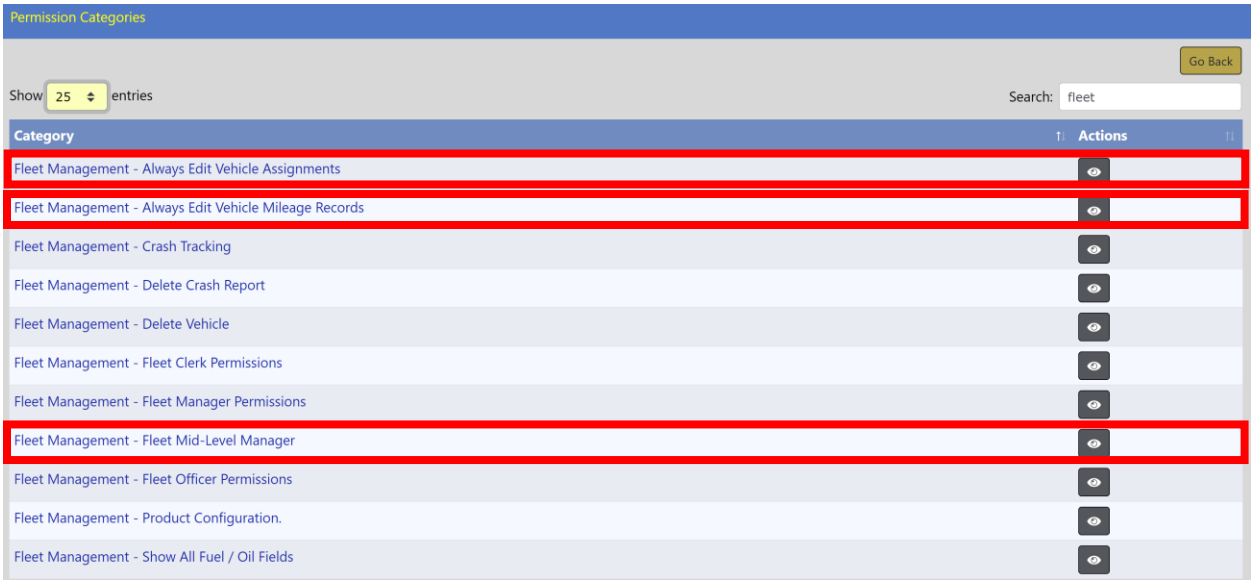


FIGURE 20: WARNING – OFFICER ALREADY HAS OPEN ASSIGNMENTS

FIGURE 21: WARNING – VEHICLE ALREADY HAS OPEN ASSIGNMENTS

5. New Permissions allow for improved management of Fleet Vehicles by different user groups.
    - Fleet Management – Always Edit Vehicle Assignments
    - Fleet Always Edit Vehicle Mileage Records
    - Fleet Management – Fleet Mid-Level Manager



6. Maintenance setting to require Off Duty Miles and Service Interval when entering fuel/oil.

Keyword	Value	Description
FLT_MGMT_FUEL_OIL_REQ_FLDS	N	Y or N. When set to Y, the "Off Duty Miles" and "Service Interval" fields on the Fuel and Oil entry dialog for Fleet Management become required. When set to N, these fields are not required.

FIGURE 22: AGENCY SETTING - MAINTENANCE VALUE - REQUIRE FIELDS

7. Ease of Entry - Oil icon to quickly add a new Fuel/Oil/Mileage record from the Fleet Management landing screen Cost of Ownership grid.

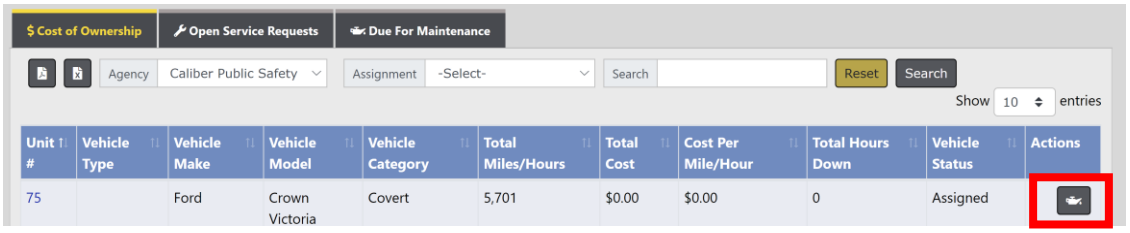


FIGURE 23: FLEET MANAGEMENT - OIL CAN

Always Advancing

Dedicated to constant improvement in usability and advancement of functionality, Caliber is please to highlight the below advancements in Online RMS.

1. **User Management** page enhanced with **left hand navigation menu** to simplify navigation. **Employee Image** added for improved accountability and personalizing account. Upload photos via the Employee Management page.

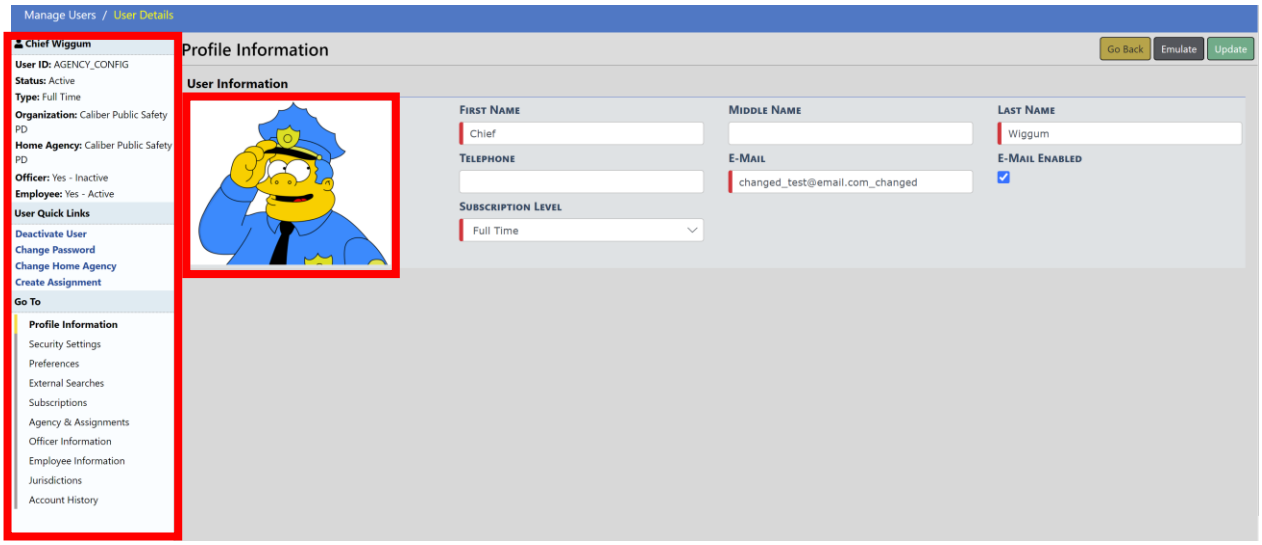


FIGURE 24: USER MANAGEMENT PAGE - LEFT HAND MENU AND EMPLOYEE IMAGE

2. **Broadcast Login** and **Require Acknowledgement Messages** enhanced to restrict messages to specific roles.

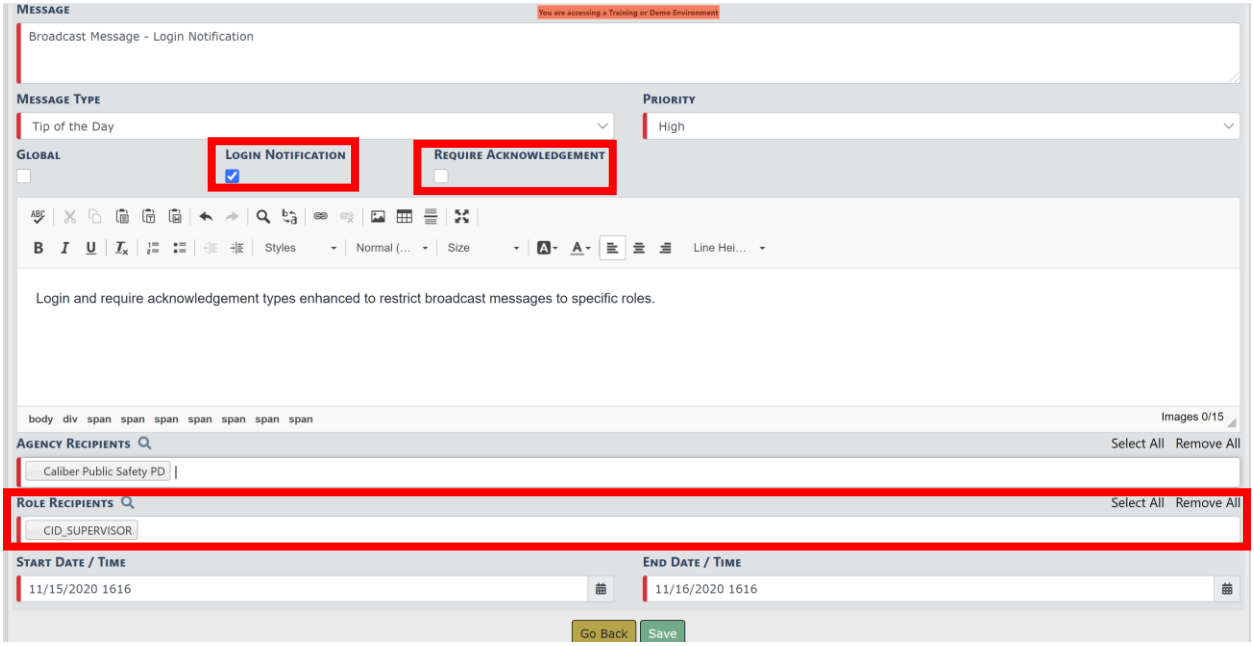


FIGURE 25: BROADCAST MESSAGE ENHANCEMENTS

3. **Evidence Change of Location** action enhanced to log specified officer as **Custody From** and **Custody To** in **Chain of Custody**.

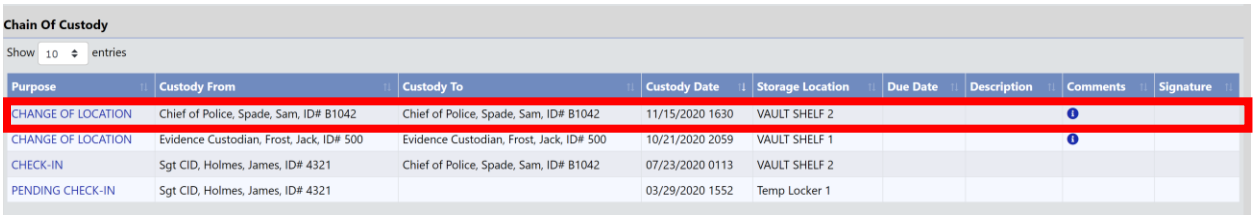


FIGURE 26: EVIDENCE CHAIN OF CUSTODY - CHANGE OF LOCATION

4. **Warrants Status** of '**Held - Out of County**' update to show as Active Warrant alert on query and view pages.

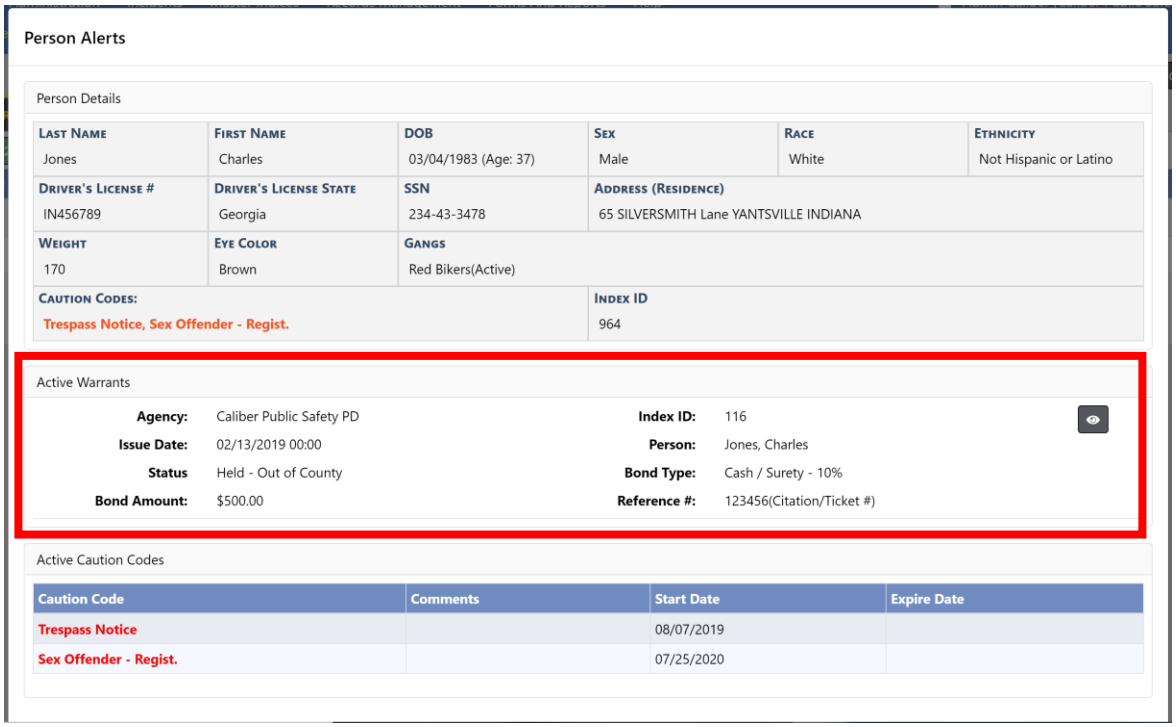


FIGURE 27: PERSON ALERTS - SHOWING WARRANT ALERT FOR "HELD - OUT OF COUNTY"

5. Field Arrest Questions enhanced to improve usability and awareness of answers requiring comments.

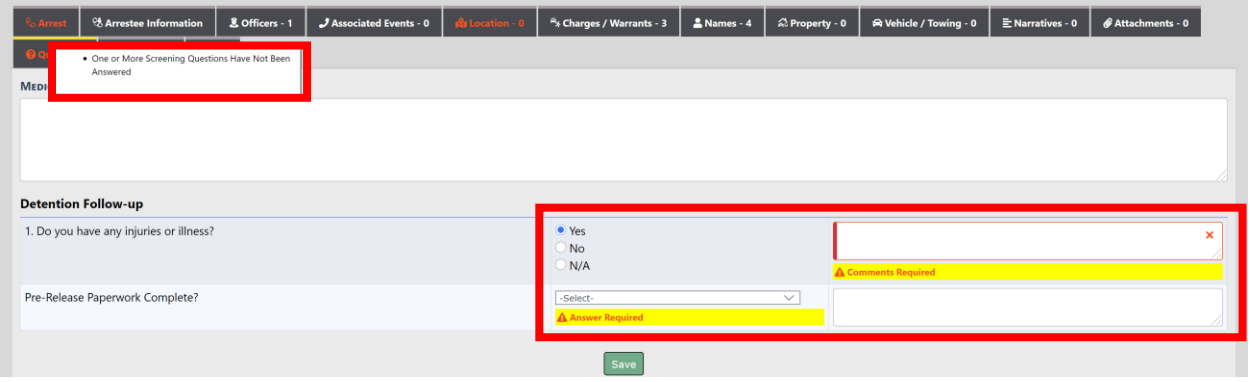


FIGURE 28: FIELD ARREST QUESTIONS ALERTS AND WARNINGS

6. **Arrest Pending Release** process offers improved management of Arrestees held in local custody. For Agencies using **Field Arrests** and having a **Disposition** configured with a **status code** of "**Complete Without Release**".

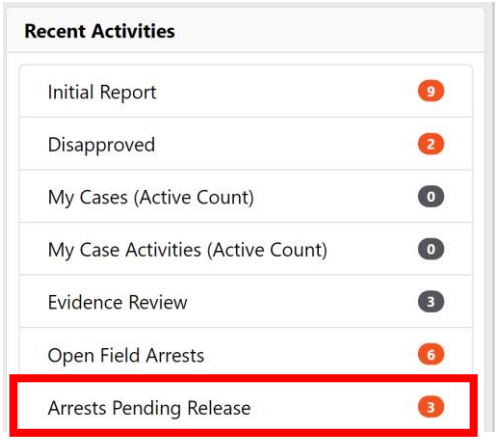


FIGURE 29: RECENT ACTIVITIES – ARREST PENDING RELEASE

- Review and Add **Arrest Log** entries for in custody activities.

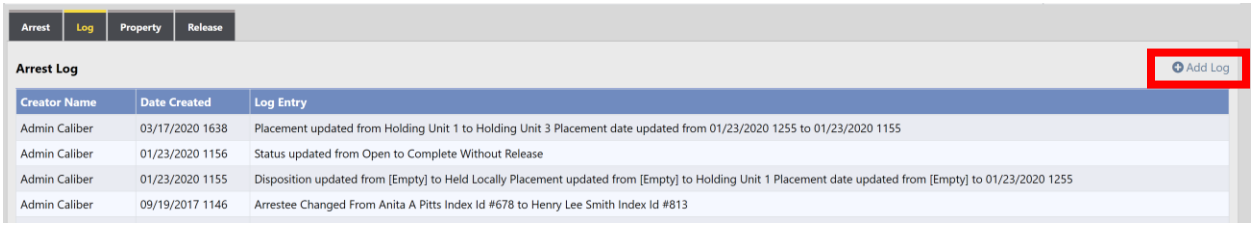


FIGURE 30: ARREST PENDING RELEASE - REVIEW AND ADD LOG ENTRIES

- Review, Add, and Release **Arrestee Property**, including printing property labels.

FIGURE 31: ARREST PENDING RELEASE – REVIEW, ADD, AND RELEASE PROPERTY

7. Enhanced functionality to Search **Master Vehicles.**
    - Search by DLN using Person additional search criteria.

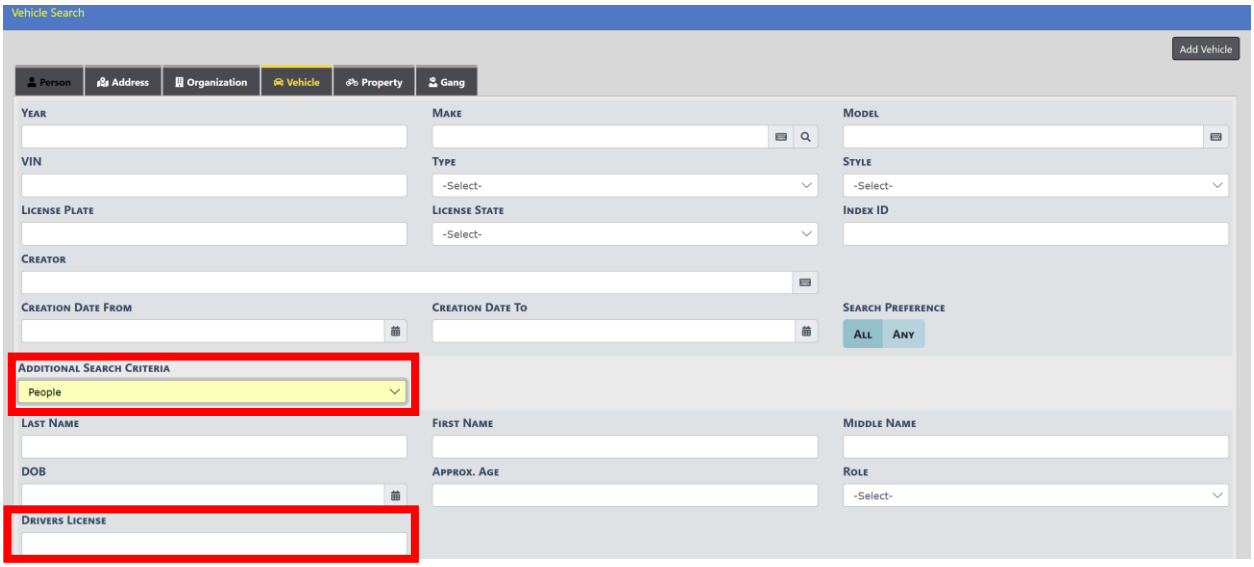


FIGURE 32: MASTER VEHICLE SEARCH - ADDITIONAL SEARCH CRITERIA - PEOPLE DLN

- Search Master Vehicles by "current status" as listed on Incident Report. Search to see all vehicles identified as stolen.

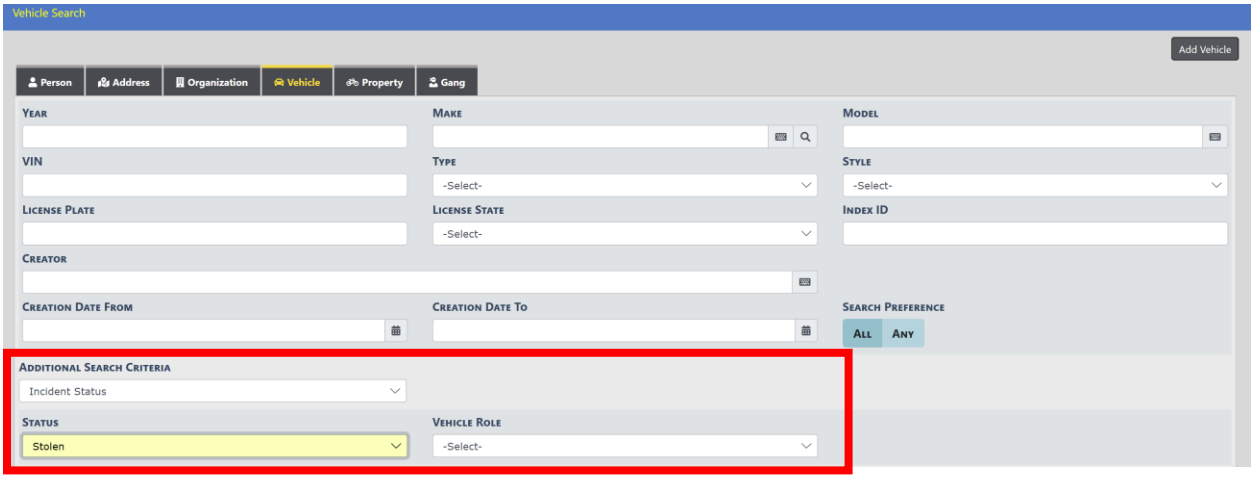


FIGURE 33: MASTER VEHICLE SEARCH - ADDITIONAL SEARCH CRITERIA - INCIDENT STATUS

8. Calls for Service map enhanced to only show CFS events with valid Geo Coordinates.

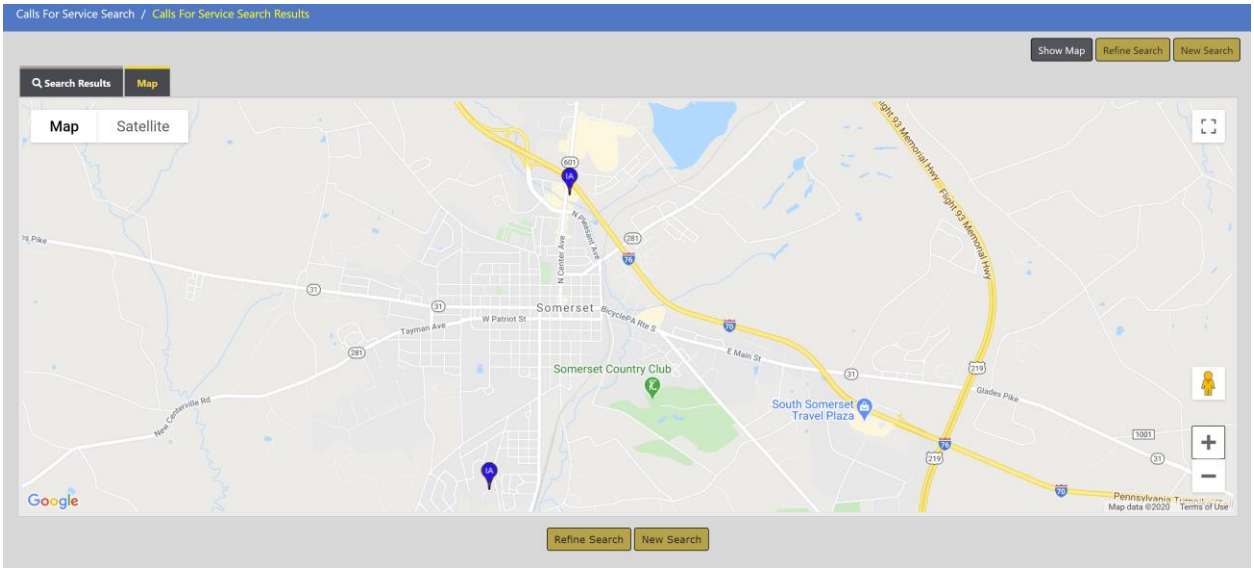


FIGURE 34: CFS EVENT MAP

9. Ability to **Create Incident Reports** within Online RMS from CFS events spilled to RMS without an Incident Report assigned. For agencies desiring the ability to create an incident report without having to contact Dispatch/Communication Center to have them access CAD event and generate RMS Incident/Case Number.
   - On the view page, a "Create Incident" button will appear on the top of the page if the user has access to create Incident Reports and a role with one of the following permission categories:
     - "CFS View - Create Incident – My Calls". The user listed as an officer on the CFS record can create an incident report.
     - "CFS View – Create Incident – My Agency". The user belongs to the CFS CAD agency Or the Responding Agency and there are officers listed on the CFS record.

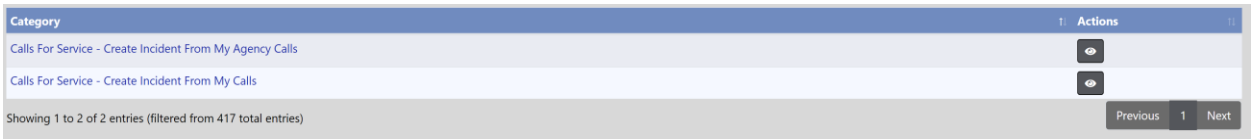


FIGURE 35: CFS - CREATE INCIDENT PERMISSIONS

- Create Incident button appears on CFS view page. Select to create Incident Report.

FIGURE 36: VIEW CFS - CREATE INCIDENT REPORT

10. Warrant enhancement to improve usability and efficiency.
    - View served date from Search Results without having to drill down to warrant.
    - Display of all charges and warrant reference numbers on search results.
    - Display multiple warrant reference #'s in Ids column.

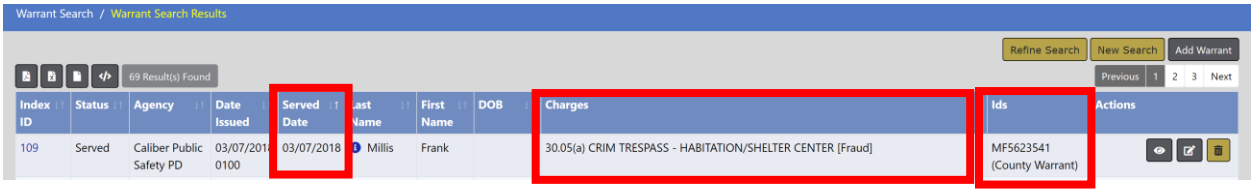


FIGURE 37: WARRANT SEARCH RESULTS - SERVED DATE AND CHARGES COLUMNS

- Agencies in a shared Online RMS tenant/schema, can assign warrant service officers regardless of agency.

FIGURE 38: WARRANT SERVICE OFFICERS – SELECT PAGE – AGENCY FILTER OPTIONS

11. Person **Collapse** enhanced to move **DLN** and **SSN** to **primary search filters**.

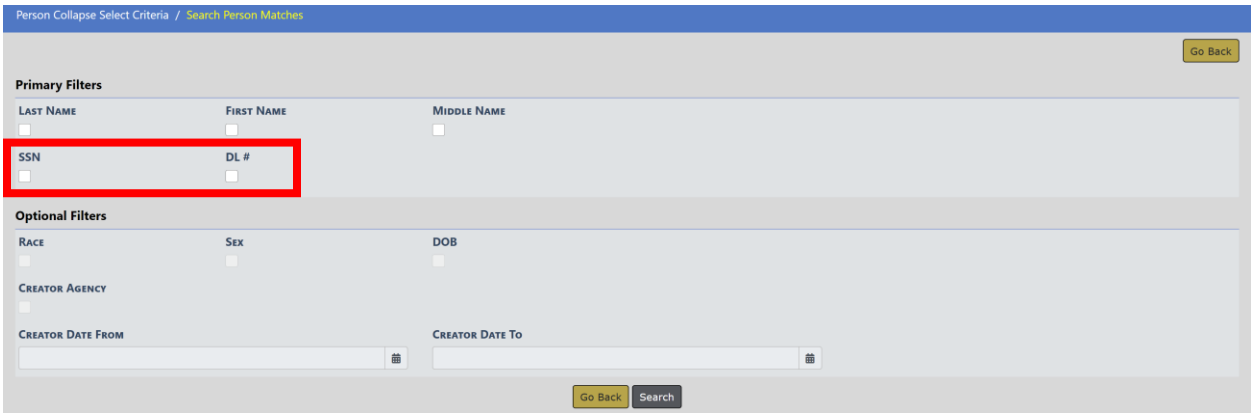


FIGURE 39: PERSON COLLAPSE - PRIMARY FILTERS

12. Court Location, **Sort Order** added to order primary Court location first in List of Values.

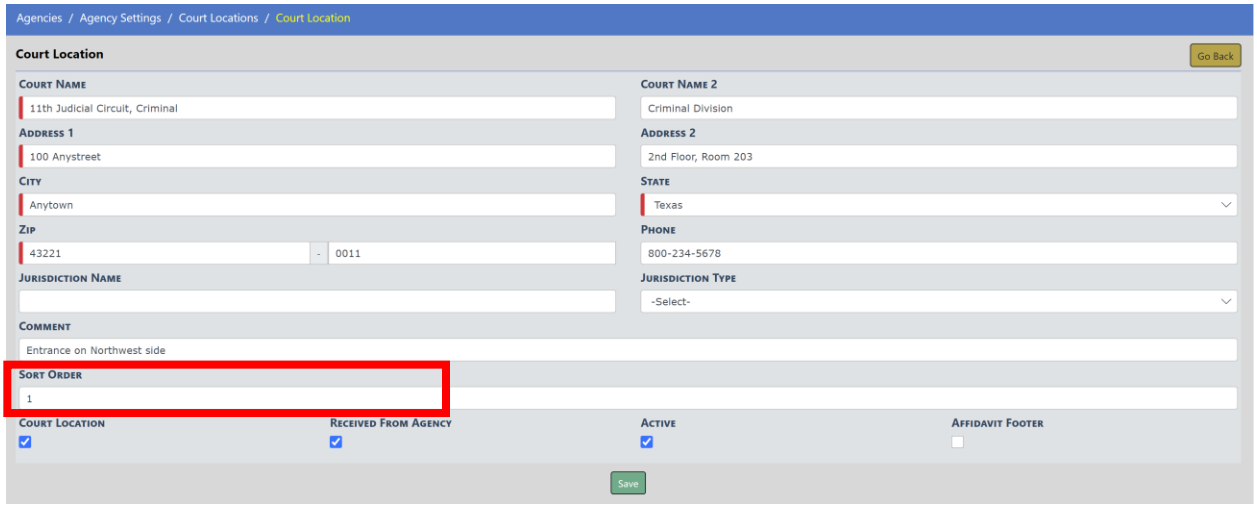


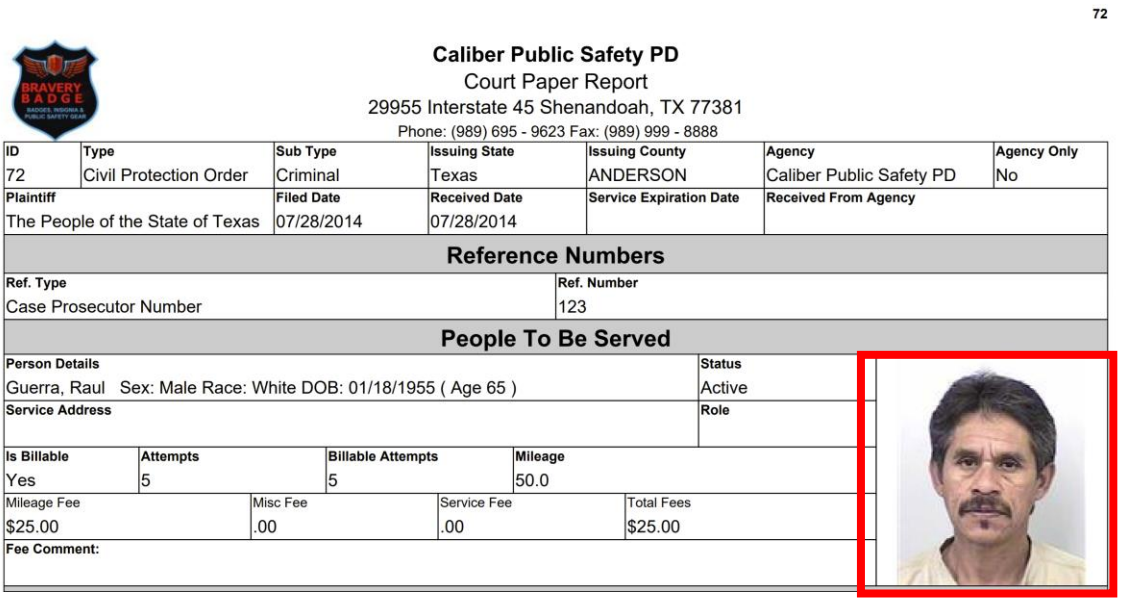
FIGURE 40: AGENCY SETTINGS - COURT LOCATIONS - SORT ORDER

- Example of Court Location ordered in pick list for Criminal Complaints.

FIGURE 41: CRIMINAL COMPLAINT - COURT LOCATION PICK LIST

13. New print option for **Court Papers**. "**Print Mugshots** (if available)". If the option is selected, any People to Be Served with a mugshot available will have their primary mugshot printed with their person information. If the person has no mugshot available or is an unknown person, no photo section will display.

FIGURE 42: COURT PAPER - PRINT OPTIONS - PRINT MUGSHOT



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Caliber Public Safety PD
Court Paper Report
29955 Interstate 45 Shenandoah, TX 77381
Phone: (989) 695 - 9623 Fax: (989) 999 - 8888

ID	Type	Sub Type	Issuing State	Issuing County	Agency	Agency Only
72	Civil Protection Order	Criminal	Texas	ANDERSON	Caliber Public Safety PD	No

Plaintiff	Filed Date	Received Date	Service Expiration Date	Received From Agency
The People of the State of Texas	07/28/2014	07/28/2014		

Reference Numbers

Ref. Type	Ref. Number
Case Prosecutor Number	123

People To Be Served

Person Details	Status
Guerra, Raul Sex: Male Race: White DOB: 01/18/1955 (Age 65)	Active
Service Address	Role

Is Billable	Attempts	Billable Attempts	Mileage
Yes	5	5	50.0

Mileage Fee	Misc Fee	Service Fee	Total Fees
$25.00	.00	.00	$25.00

Fee Comment:

FIGURE 43: SAMPLE COURT PAPER PRINT - WITH MUGSHOT OPTION SELECTED

14. Vehicle Description "**Populate From Most Recent**" button is now available to quickly create a new description by copying data from the most recent description. This will allow users to quickly copy data and then update license expiration dates or license number without having to manually enter each vehicle description field.

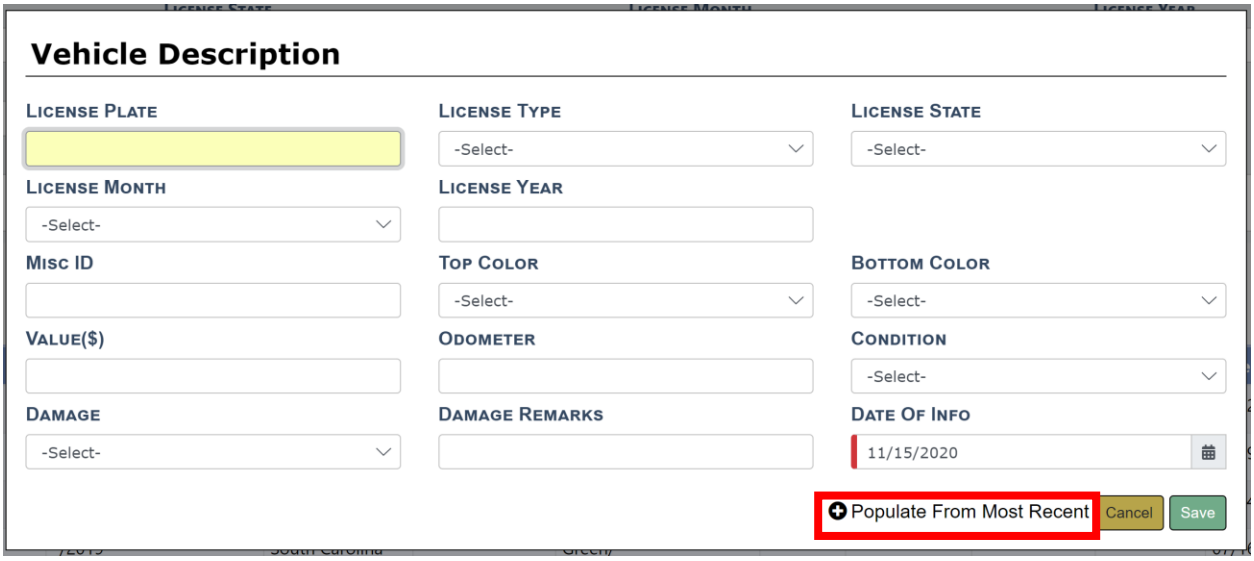

FIGURE 44: VEHICLE DESCRIPTION - POPULATE FROM MOST RECENT OPTION

15. **IP White Listing** enhanced security option. For agencies having security requirements to not allow access to Online RMS outside of approved networks.
    - Define authorized IP ranges for client network requests.
    - Bundle with 2FA for access outside of IP ranges.
    - Requires a System Admin or Caliber DBA to configure via

Admin icon.

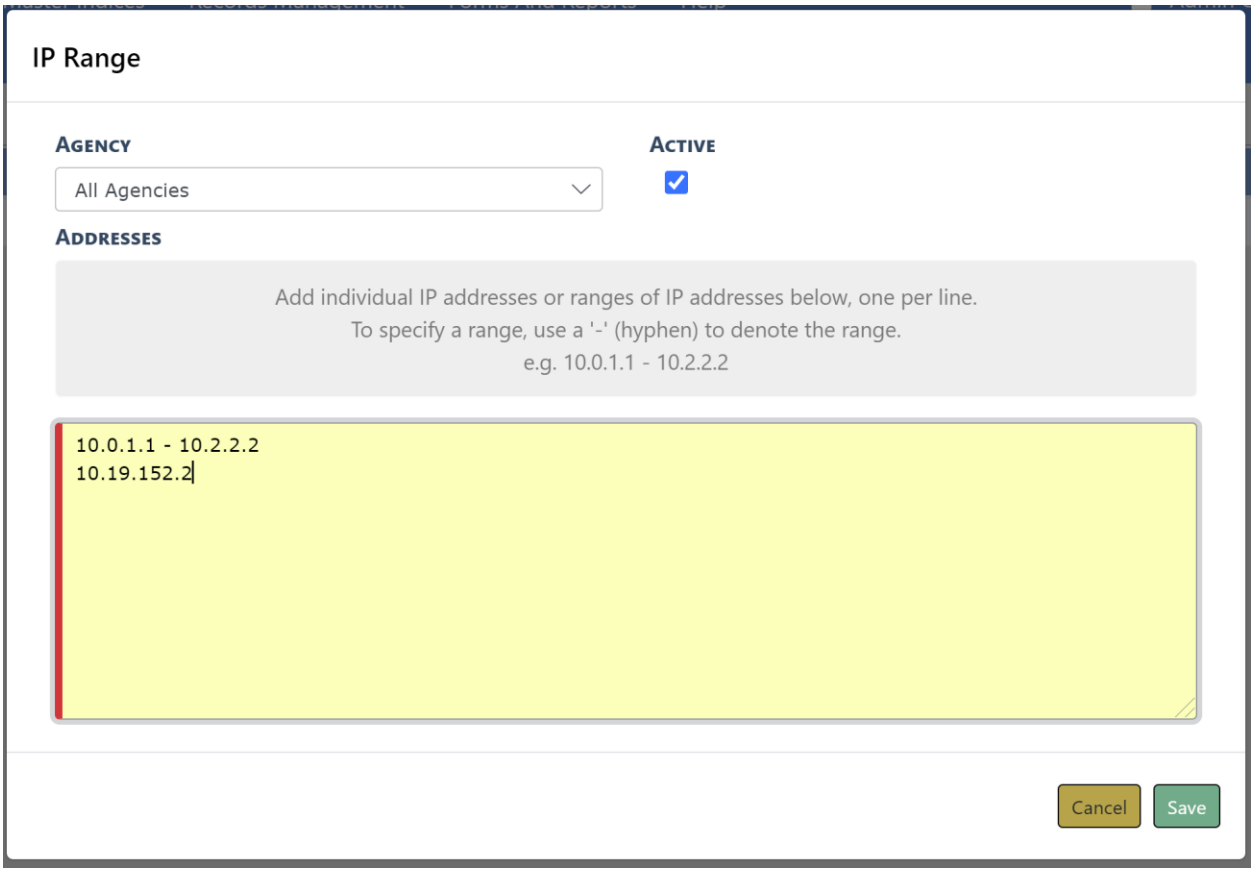

FIGURE 45: IP WHITE LISTING CONFIGURATION PAGE.

APPENDIX: 11.5.0 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 11.5.0 release.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-36790	373647	Civil Process- Person Mugshot Profile Print of Court Paper	Enhancement	Civil Process	Usability Improvement - New print option for Court Papers. "Print Mugshots (if available)". If the option is selected, any People to Be Served with a mugshot available will have their primary mugshot printed with their person information. If the person has no mugshot available or is an unknown person, no photo section will display.
IA-37086	373629	Warrant Search Results - Display all ID#'s and charges	Enhancement	Warrants	Usability Improvement - New column added to Warrant Search Results page to display charge information selected on warrant. State IDs column renamed to IDs. The column will now display all reference #s added to the warrant.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-55576	154310	Master Indices - Warrant address not associating to person	Enhancement	Warrants	Usability Improvement - Service Addresses selected on Warrant will appear on the Person Address Common Event Associations for the warrant person.
IA-59056	169287	Warrants - Add ability to assign officers outside agency	Enhancement	Warrants	Usability Improvement - Agency filter added to filter officers by user's agency, user's organization, or ability to select from other agencies sharing the same Online RMS schema/instance.
IA-65138	359859	Add ability to search Vehicles by current status and display plate information	Enhancement	Master Indices	Usability Improvement - Search by “current status” as listed on Incident Report. Search to see all vehicles identified as stolen.
IA-66712	370921 396189	Attachments - Post warning or error when attachment is null - Research	Enhancement	Attachments	Usability Improvement - A new warning will display at the top of the page to indicate if an image failed to upload due to an error processing the image file. The dialog will indicate each file that failed.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-67832	375943	Updating Vehicle Plate information	Enhancement	Master Indices	Usability Improvement - A "Populate From Most Recent" button is now available to quickly create a new description by copying data from the most recent description. This will allow users to quickly copy data and then update license expiration dates or license number without having to manually enter each vehicle description field.
IA-68114	376747	Warrant Mugshot image displays smaller in 11.0 than 10.31	Bug/Defect	Warrants	Usability Improvement - A new "Download Original Image" link appears below the Warrant image that will download the full-size original image to the user's computer.
IA-68391	N/A	Incidents: Dispatch date in CFS grid is incorrectly displaying the CFS call date	Bug/Defect	Incidents	Software Improvement - Dispatch Date column in the CFS grid updated to display Dispatch date/time rather than the Call Date.
IA-68538	N/A	User Security Questions Issues	Enhancement	Admin	Security Improvement - General security improvement to the User Security Questions page.
IA-69451	384308	Incident Delete Log - Search Issue pagination and Export Issues	Bug/Defect	Incidents	Usability Improvement - Options to export as PDF and Excel are available. Searching, Sorting, and Pagination improvements.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-69616	385319	Incidents - Reports only allow selection of Assist Agency on the Offense Status	Enhancement	Incidents	Usability Improvement - Improved process for agencies using the Assist Agency feature and updating Assist Agency value in supplements.
IA-69854	N/A	Admin: User Jurisdiction ISSUES	Bug/Defect	Admin	Usability Improvement - Improvement to updating Jurisdiction for Users have access to more than one Online RMS schema/instance.
IA-70028	388633	Enhancement Request / LOE - Add Sequential Number Field to a Custom Forms	Enhancement	Custom Forms	Contractual commitment - Number Generation for Custom Forms provides the ability to set a format and number sequence for each custom form type.
IA-70029 IA-71466	388635	Enhancement Request / LOE - Add Secondary Review Process to Custom Forms	Enhancement	Custom Forms	Contractual commitment - Multi-tier routing has been added to route a custom form through multiple levels of review. Configure one or multiple review levels.
IA-70103	N/A	Master Person Search Enhancement	Enhancement	Master Indices	Usability Improvement - New Additional Search Criteria ("Person Images") available for Searching Persons to search by Photo type and date range.
IA-70138	389099	Warrants - Allow status of Held Out of County to give Active Warrant Warning	Enhancement	Warrants	Usability Improvement - Warrants with status 'Held - Out of County' will display active warrant alerts on the person and address search results.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70148	N/A	Case Mgmt: Evidence Action - UI Updates	Bug/Defect	Follow-up Cases	Usability Improvement - UI updates to Case Management Evidence action page.
IA-70200	N/A	Arrests View/Edit Page - Add involved Court Cases	Enhancement	Court Case	Usability Improvement - Grid added to Field Arrest page to display court cases associated to Field Arrests from the Court Case Module or via the Criminal Complaint module having Court Cases generated.
IA-70261	N/A	MECC - Hunter SmartShot - RMS Camera Interface Control Document	Enhancement	Interface	Interface Control Document Created.
IA-70268	389698	Fleet Mgmt - Unit # on Search results pages not sorting correctly - Research possible solutions	Bug/Defect	Fleet Mgmt	Usability Improvement - improved sorting order of Fleet Vehicles by unit #.
IA-70329	390565	Fleet Mgmt - - Make Off Duty Miles and Service Interval Mandatory Fields on Fuel & Oil entry	Enhancement	Fleet Mgmt	Usability Improvement - Maintenance setting to require Off Duty Miles and Service Interval when entering fuel and oil. If set to "Y", the fields become required, and the record will not save without populating them. A red validation indicator will alert for missing data.

IA-70333	390652	Fleet Mgmt.: Permissions - Remove vehicle editing from Fleet Mgmt -Always Edit Vehicle Assignments	Enhancement	Fleet Mgmt	Configuration/Usability Improvement - New Permissions allow for improved management of Fleet Vehicles. • Fleet Management - Always Edit Assignments now works like always edit fuel oil mileage. You need the specific Permission category to always edit otherwise users can only edit assignment they create. • New permission category for Deleting a fleet vehicle. Permission removed from the Fleet Manager Permission Category. Agency Admins will need to assign the Delete Fleet Vehicle category to roles that shall be able to delete a fleet vehicle. • New permission to edit Vehicle Primary Fields. The permission is added to the Fleet Manager Permission Category by default. This permission allows the user to edit the primary details of the fleet vehicle. Roles without the Fleet Manager Permission

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					Category will not be able to the primary Fleet Vehicle detail fields. • New Permission Category added "Fleet Management - Mid-Level Manager". This new Permission Category has the same permissions as the Fleet Manager Permission Category except the permission to edit Vehicle Primary Fields. This allows mid-level managers to manage assignments but not edit the primary vehicle fields.
IA-70342	N/A	Custom Form - Notification type	Enhancement	Custom Forms	Usability Improvement - Custom Form Name has been added as a subcategory for Notifications to group custom form notifications by Form name. This will allow acting on Custom Form Review notifications by Form Name.
IA-70373	390925	Address - Addresses will not collapse	Bug/Defect	Collapse	Usability Improvement - Address collapse improvement for handling addresses previously flagged as not duplicates.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70390	N/A	Broadcast Messages - Add Ability to send message to a specific schema	Enhancement	Broadcast Messages	Usability Improvement - Caliber Admin improvement to direct broadcast message to specific Customer schemas.
IA-70459	N/A	Cadillac Online Training Video: Embedded video entry points	Enhancement	Admin	Usability Improvement - Caliber Admin improvement to configure training videos to support configuring more than one entry point for triggering playing video.
IA-70518	N/A	Warrants - Create new permissions	Enhancement	Warrants	Usability Improvement - Added new permission ("Warrants - Add and Edit on a Schema Level") for managing warrants at the System level permission apply to • Adding a Warrant (Agency selection is all schema Agencies). • Editing a Warrant (Agency selection is all schema Agencies). • Searching a Warrant (Edit button will always show for users with the schema edit permission). For users without the Warrants - System permission, the Warrants module will operate as it does for agency warrants.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70520	391599	Fleet Mgmt - Prevent assigning an officer to more than one vehicle and one vehicle to more than one officer	Enhancement	Fleet Mgmt	Usability Improvement - Fleet Vehicle assignment improvements. New warnings added for: • When assigning a user to a fleet vehicle, if the officer has an active assignment (overlapping dates) on another fleet vehicle, display a warning to the user of the open/active assignment. • When adding an assignment for a fleet vehicle, if the fleet vehicle has an active assignment (overlapping dates) to another officer display a warning to the user that of the open/active assignment.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70574	N/A	Incident Report Type - Offense Relationship	Enhancement	Incidents	Usability Improvement - Ability to relate Incident Types to Offense Codes to ensure reports include offenses that are consistent with the Incident Type selected. When an Incident Report type having offenses mapped is added to an Incident Report, an Incident Validation/Alert will enforce the report have at least one of the mapped offenses prior to submitting for approval.
IA-70683	N/A	Add driver's license number to the vehicle search	Enhancement	Master Indices	Usability improvement - Search Vehicles by person driver's license. Driver's License search field added to Vehicle Additional Search Criteria for searching by Person.
IA-70714	N/A	Tool Tip for Date shortcuts no longer working	Bug/Defect	Admin	Usability Improvement - UI improvement to display tooltip shortcuts for date fields. Mouse over calendar icon to view shortcut tips.
IA-70722	N/A	Court Locations - allows agency to configure sort order and default Court for court locations	Bug/Defect	Admin	Usability Improvement - Sort order added to Agency Settings Court locations. Use the Sort Order to order the display of Courts as the appear in the Courts List of Values.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70768 IA-70771 IA-70772 IA-70773 IA-70774 IA-71303 IA-71414	N/A	MECC - MA NIBRS	Enhancement	State Submissions	Always Advancing - Support MA State specific NIBRS output submission file.
IA-70781	392948	Person Collapse - Move SSN and DL# up to Primary Filters	Enhancement	Collapse	Usability Improvement - Moved DLN and SSN match criteria to Person Collapse primary search filters.
IA-70784	N/A	Add Permits to Address Alert Search Web Service	Enhancement	Interface	Interface Improvement - Alerts for active permits added to Address Alert Search Web Service.
IA-70791	N/A	New Web Service for Phone Alerts	Enhancement	Interface	Interface Improvement - New web service to display alerts base on persons having a specific phone number.
IA-70902 IA-70946 IA-70947 IA-70948 IA-71042	N/A	IL State NIBRS	Enhancement	State Submissions	Always Advancing - Support IL State specific NIBRS output submission file.
IA-70910	N/A	VA DMV - WS Photo Integration	Enhancement	Interface	Contractual Commitment - A new Application Program Interface (API) to retrieve photos from VA DMV WS photo system.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70930	N/A	Tow/Impound - Display Org Owner in Owner section on Printed Tow Impound report	Bug/Defect	Tow Impound	Usability Improvement - Impound printed report will now display both person AND org owners in the owner field. If there is both a person and an org listed as owners, the person will be displayed in the primary owner field and the org will be displayed in the other parties' section.
IA-70934	393650, 396987	Recent Activities not showing up for user without certain roles	Bug/Defect	Admin	Usability Improvement - Recent Activities update to use a more generic permission. The Recent Activity widget will be available to users managing their front screen layout.
IA-70976	N/A	Court Case Quick - Select Incidents / Arrests	Enhancement	Court Case	Efficiency Gain - Quick select option for Court Cases to select from Incident Reports and Arrests associated to people listed on the Court Case.
IA-70979	393850	Warrants - Add Warrant Served Date to Search Results.	Enhancement	Warrants	Usability Improvement - Sortable Served Date column added to the Warrants search results page.
IA-70996	N/A	Add Person screen - set vehicle type	Bug/Defect	Master Indices	Usability Improvement - Default vehicle type on Add Person page when vehicle Make, and Model entered.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70999IA-71039IA-71783	N/A	VA DMV - CSS integration	Enhancement	Interface	Contractual Commitment - A new Application Program Interface (API) to retrieve Person, Vehicle and Organizational (business) data stored in the Virginia DMV CSS system.
IA-71033	N/A	Global Broadcast Messages - Add Ability to filter by Role(s)	Enhancement	Broadcast Messages	Usability Improvement - Logon and require acknowledgement types enhanced to restrict broadcast messages to specific roles.
IA-71035 IA-71157	N/A	User Page Redesign	Enhancement	Admin	Usability Improvement - Redesign User page with a left had navigation window to reduce the need to scroll to view and manage user data. Supports personalizing each user profile with an employee photo. Upload photos via the Employee Management page.
IA-71050	N/A	Online RMS- Install script for release 11.5.0	DevTask	Admin	Online RMS- Install script for release 11.5.0
IA-71075	394186	Field Arrest Narratives - Copy & Paste narrative did not have word wrap	Enhancement	Field Arrest	Usability Improvement - Improved copy and paste of Narratives. Added 'pre' as a disallowed element when pasting html into narratives.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71114	N/A	Calls For Service View Page - Create Incident Report	Enhancement	Calls For Service	Usability Improvement - Create Incident Reports within Online RMS from CFS events spilled to RMS without an Incident Report assigned. On the view page, a "Create Incident" button will appear on the top of the page if the user has access to create Incident Reports and a role with one of the following permission categories: • "CFS View - Create Incident – My Calls". The user listed as an officer on the CFS record can create an incident report. • "CFS View – Create Incident – My Agency". The user belongs to the CFS CAD agency Or the Responding Agency and there are officers listed on the CFS record.
IA-71120	N/A	Fleet Mgmt - Add 'Mileage' to Fuel/Oil tab label	Enhancement	Fleet Mgmt	Usability Improvement - Changed "Fuel and Oil" tab name to "Fuel / Oil / Mileage" for all instances of this tab in Fleet Management.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71121	N/A	Criminal Complaint - add link for select officers from involved incidents and arrests	Enhancement	Criminal Complaint	Efficiency Gain - Quick select option for Officers will display if there is at least one incident or fields arrest associated to Criminal Complaint.
IA-71125	394291	Local Offenses - Within application all Local Offense Codes are not being displayed	Bug/Defect	Admin	Usability Improvement - Manage Offense page enhanced to display Active and Inactive offense codes.
IA-71129	394616	Incident - Add a banner showing any Security Groups associated with	Enhancement	Incidents	Usability Improvement - Incident Security Banner added to main incident page to highlight security groups listed on Incident Report.
IA-71172	394794	Narratives - 1/4, 1/2, etc. are not being passed correctly to PDF for printing when pasted in	Enhancement	Incidents	Print Improvement - Enhanced to support special characters for 1/4, 1/2, 3/4, etc.
IA-71177	N/A	Incident Mapping: Current query criteria for processing different from criteria entered	Bug/Defect	Incident Mapping	Display Improvement - Refresh Current Query details with details from search.
IA-71196	390542	Vehicle Collapse - Unable to collapse	Bug/Defect	Collapse	Usability Improvement - Vehicle collapse where vehicles to be collapsed are both associated to the same business.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71209	394806	Fleet Mgmt - Base Next Service Mileage/Hours off actual services that affect the mileage not every Service / Maintenance Records	Enhancement	Fleet Mgmt	Usability Improvement - Fleet Management Next service mileage. • New checkbox to Add/Edit Fleet Management Service Records called "Reset Service Interval Mileage". This box is unchecked by default. • Adding a new service record through the dialog on a fleet vehicle or editing an existing one through the edit screen will display this new option. • When checked, the service record will be used to determine the next service mileage/date, the original behavior. However, if unchecked, the service record will not affect the next service mileage/date. • Existing service records have been defaulted to 'Y' for this flag, to preserve old behavior and continue displaying next service mileage.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71213	N/A	Criminal Complaint - associate arrest from incident to criminal complaint	Enhancement	Criminal Complaint	Usability Improvement - Automatically associate Field Arrest to Criminal Complaint generated from an Incident Report if the Incident Report has an associated Field Arrest for the Defendant selected for the Criminal Complaint.
IA-71216	N/A	White listing IPs for a schema	Enhancement	Security	Security Improvement - Added support for IP white listing for agencies having security requirements to not allow access to Online RMS outside of approved networks. • Define authorized IP ranges for client network requests. • Bundle with 2FA for access outside of IP ranges.
IA-71233	395047	Fleet Mgmt - Add quick link to Fuel/Oil/Mileage Entry	Enhancement	Fleet Mgmt	Efficiency Gain - Oil icon to quickly add a new Fuel/Oil/Mileage record from the Fleet Management landing screen Cost of Ownership grid.
IA-71302	N/A	Add CREATE_INCIDENT _FLAG column to CAD Interface Setup Tools page	Enhancement	Admin	Usability Improvement - For Caliber Admins, a new column will display on CAD Setup Page for Call Type Codes that should Create Incident Reports (CREATE_INCIDENT_FLAG).

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71359	N/A	Fleet Mgmt - Assignment Usability items	Enhancement	Fleet Mgmt	Usability Improvement - Fleet Vehicle assignments enhanced to support the following: • When entering an end date on a Vehicle Assignment, open Officer assignments will automatically be end date, using same date. Save times and eliminates errors with ending officer assignments when vehicle assignment ends. • Warning added that if the Vehicle Assignment does not have an end date, that at least one officer is assigned to the vehicle with an open-end date.
IA-71365	N/A	Field Arrest - Attachments Count Indicator	Bug/Defect	Field Arrest	Display Improvement - Update count indicator for Field Arrest Attachments.
IA-71422	395142	Fleet Mgmt - Officer Assigned LOV not doing anything	Bug/Defect	Fleet Mgmt	Usability Improvement - New checkbox on the Fleet Vehicle Search page for "Vehicle Not Assigned". Checking the box will return vehicles that are not assigned.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71430	N/A	Criminal Complaint - Field Arrest	Enhancement	Criminal Complaint	Efficiency Improvement - When creating a Complaint from a Field Arrest, if the Field Arrest has an incident report attached, the incident report will automatically associate to the Criminal Complaint.
IA-71441	395517	Custom Forms - Security Level not visible	Bug/Defect	Custom Forms	Usability Improvement - Custom Form Security Display.
IA-71445	N/A	Fleet: due for maintenance dashboard Last Service Date using incorrect records	Bug/Defect	Fleet Mgmt	Usability Improvement - Display improvement for last service/maintenance date and mileage.
IA-71452	N/A	Add "Attach Fillable Forms" option to Incident Criminal Complaint Dialog	Enhancement	Criminal Complaint	Usability Improvement - Print fillable PDF for Custom Forms associated to Incidents when printing Incident Report and choosing option to print Custom Forms.
IA-71455	N/A	Associate Narrative with Incident Person	Enhancement	Incidents	Usability Improvement - Option to relate people on an Incident Report with Incident Narrative. This provides the option to enter individual narratives for each victim statement and related the narrative to an Incident Person.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71457	395538	Images - Create warning for bad image upload and skip bad image when printing	Bug/Defect	Incidents	Print Improvement - Validation check added when printing Incident Reports to check that images are valid files. If invalid files are found, a message will be displayed to the user and the file will be skipped when printing.
IA-71463	395095	Fleet Management: Equipment - Agency field has no Statewide option	Bug/Defect	Fleet Mgmt	Usability Improvement - The equipment search will now search organization wide.
IA-71478	N/A	Master Person - cannot add physical description in image upload screen	Bug/Defect	Master Indices	Usability Improvement - Streamline the process for adding a physical description when adding a person photo. Person photos with a physical description are available from searching in the Photo Line-Up module.
IA-71488	N/A	Query View INCIDENT_PERSON_OFFENSES_VW needs tuned	Bug/Defect	Incidents	Performance Improvement - Incident Report Details.
IA-71527	395854	Incident - Missing incident location is not showing validation issues	Bug/Defect	Incidents	Usability Improvement - Validation to make sure a location/address is entered on an Incident Report.
IA-71542	N/A	Criminal Complaint: add delete icon to arrest grid on edit complaint screen	Enhancement	Criminal Complaint	Usability Improvement - Ability to delete Field Arrest from Criminal Complaint for users with permission to edit a Criminal Complaint.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71551	N/A	Field Arrest: Custom Form Icon shortcut not working in View Field Arrest	Bug/Defect	Field Arrest	Usability Improvement - Viewing Custom Form when viewing Field Arrest.
IA-71552	N/A	Auto Select All Form Fields When Generating Domains	Enhancement	Custom Forms	Usability Improvement - All Form Fields will be selected by default when generating a domain for Custom Forms.
IA-71576	N/A	Add Sort Order DB Column to Tables Maintenance EJS_Codes	Configuration	Admin	Usability Improvement - Ability to set Sort Order available for EJS Codes Table Maintenance.
IA-71590	395948	Person Master Index edit and add Person Image in attachment Physical Description blank	Bug/Defect	Master Indices	Usability Improvement - Streamline the process for adding a physical description when adding a person photo. Person photos with a physical description are available from searching in the Photo Line-Up module.
IA-71591	N/A	Ethos Crash Reporting - Generic Link	Enhancement	Incidents	Interface Improvement - A Link "Crash Reporting" will appear on the Incidents Menu for user with roles having the permission category of 'Ethos - Crash Reporting' and Agencies where the LexisNexis Ethos Interface is configured. The link will take the user to the Ethos application home page.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71630	N/A	Criminal Complaint - Usability Items (Citation #, Warrant Reason, Hearing Type)	Enhancement	Criminal Complaint	Usability Improvement - Streamline Criminal Complaint Court Filings. • Organized entry fields improve usability and conciseness for users.
IA-71661	396393	Unable to get to RMS tables tab in iOS/MacOS	Bug/Defect	Admin	Usability Improvement - Resolved issue with accessing RMS table via iOS/MacOS.
IA-71667	N/A	Field Arrest Questions - Usability Items	Bug/Defect	Field Arrest	Usability Improvement - Improved awareness of Field Arrest Question when selecting an answer that requires a comment.
IA-71671	N/A	Master Person: Edit Alias dialog truncates leading 0s for SSN and displays the value wrong	Bug/Defect	Master Indices	Usability Improvement - Improved process for handling SSNs with leading 0s.
IA-71675	N/A	Field Arrest Place of Birth Usability Item	Enhancement	Field Arrest	Usability Improvement - Field Arrest - Place of Birth the Country field will be set to the same value as the Citizenship.
IA-71697	N/A	Public Forms - Change Status	Bug/Defect	Custom Forms	Usability Improvement - When editing public forms, the editing user will be set to the responsible person.
IA-71708	N/A	Calls for Service - Search - Show Map - Don't plot Calls having lat and log set to 0	Bug/Defect	Calls For Service	Usability Improvement - CFS map display improved to not display CFS events with a latitude or longitude that has 0 values.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71709	396206	Warrants - INVESTIGATE how required Custom Fields are being by-passed	Bug/Defect	Warrants	Usability Improvement - Added UI Blocking to Warrant create page.
IA-71712	395768	IN XML NIBRS - XSD Error returned from the State	Bug/Defect	State Submissions	Usability Improvement - Ability to generate XML data values for incident reports where XML values have not been generated.
IA-71746	396625	Warrants - Search by Offense does not hold filter when returning to results	Bug/Defect	Warrants	Usability Improvement - Warrant search - viewing warrant shall return user to search page with focus on the warrant that was viewed.
IA-71763	396358	Incident - For Public Release checkbox not being updated	Bug/Defect	Incidents	Usability Improvement - Resolved issue with checking the Incident Public Release Checkbox. The Public Release option is a print only feature when printing and viewing an Incident Report. If Public Release is not checked, the report will display and print with the Not For Public Release Checkbox.
IA-71764	396752	Fleet Management - Current Mileage/Hours only looking at Oil/Fuel/Mileage entry	Bug/Defect	Fleet Mgmt	Usability Improvement - Fleet Management updated to display current mileage from selecting highest mileage entered from Oil/Fuel/Mileage and Service Maintenance records.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71772	N/A	Criminal Complaint - Usability Items - Adjustments	Enhancement	Criminal Complaint	Usability Improvement - Streamline Criminal Complaint Court Filings. • Dynamic display logic has been applied to set fields as required or disabled based on Complaint Type.
IA-71784	N/A	Accurint Query Audits	Bug/Defect	Admin	Usability Improvement - Added improved Audit tracking for Accurint queries.
IA-71804	N/A	My Recent Activities - Arrests Pending Release	Enhancement	Field Arrest	Efficiency Improvement - Arrest Pending Release – Improved management of Arrestees held in Custody. • Added ability to enter Log entries for activities. • Added ability to add and release property and print labels. • Ability to Release Field Arrest without needing Always Edit Field Arrest permission.
IA-71830	N/A	Update Caliber Logo on Browser tab and Error pages	Enhancement	Admin	Display Improvement - Updated Caliber Logos.
IA-71859	N/A	Live assistance link not working	Bug/Defect	Admin	Usability Improvement - Updated link for Help - Live Assistance.

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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.