Online RMS

Version (11.6.0-RTO)

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	24 Mar 2021	1.0 (RTO)	Release to Training version. Please note, changes to screen prints and descriptions may change in final PRB/PCN version

TABLE OF CONTENTS

INTRODUCTION

This document provides an overview of the software changes delivered in the 11.6.0 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 11.6.0 release.

End Date	Milestone
24 Nov 2020	11.6.0 Sprint 1 Starts
08 Dec 2020	11.6.0 Sprint 1 Ends / Sprint 2 Starts / 11.5.0 Release Available
22 Dec 2020	11.6.0 Sprint 2 Ends / Sprint 3 Starts
05 Jan 2021	11.6.0 Sprint 3 Ends / Sprint 4 Starts / 11.5.1 Service Pack Available
19 Jan 2021	11.6.0 Sprint 4 Ends / Sprint 5 Starts
02 Feb 2021	11.6.0 Sprint 5 Ends / Sprint 6 Starts / 11.5.2 Service Pack Available
16 Feb 2021	11.6.0 Sprint 6 Ends / Sprint 6 Starts
02 Mar 2021	11.6.0 Sprint 7 Ends / Stabilization Sprint 8 Starts / 11.5.3 Service Pack Available
16 Mar 2021	11.6.0 Stabilization Sprint 8 Ends / Stabilization Sprint 9 Starts
24 Mar 2021	11.6.0 RTO (Release to Training / Operations)
30 Mar 2021	11.6.0 Stabilization Sprint 9 Ends
07 Apr 2021	11.6.0 Code Lock
13 Apr 2021	11.6.0 Release Available

RELEASE ANNOUNCEMENT

Caliber Public Safety announces the release of **Online RMS 11.6.0** to the **Nlets production environment** on **Tuesday, April 13, 2021** 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.

Read the Product Release Bulletin (PRB) via the Online RMS Help menu (Help > Online Help > Product Release Bulletins) and **Watch the Release Overview Videos** to learn more about new features and functionality available in **Online RMS 11.6.0**.

- Coming Soon

Online RMS 11.6.0 includes enhancements and improvements that touch approximately 45 RMS components, including **Property/Evidence Management, Custom Forms, Court Case/Appearance, Field Arrests, Incident Report Searching, Master Indices, Calls For Service, Fleet Management, Warrants, External Queries, 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.

Below are a few software enhancements available in Online RMS 11.6.0. Check out the PRB and User Guide via Help - Online Help for more details on new modules and major features.

RMS 11.6.0 Release Highlights:

- **Doing more with Property Management**
    - Page title and label changes bring the full capabilities of Evidence Management to use for managing both Held Property and Evidence.
    - "Type" field added to distinguish between items of Evidence and Held Property when confiscating an item of property to be held in your agency's property vault.
    - Cursor focus set to the System ID field to improve searching via a property bar code label.
    - Configuration option to require at least one Requested Processing code.
    - Mass Entry options to Schedule Disposition and Enter Requested Processing.

- **Making the Most of Court Cases/Appearances**
    - o Create a Court Case directly from an Incident Report.
    - o Quick Add Action to schedule Next Court Appearance.
    - o Add or Select citation to associate with Court Case.
    - o Search Court Cases by Court Appearance – Additional Search Criteria.
- **More Information at your Fingertips**
    - o Associated Criminal Complaints and Court Cases are now viewable directly from the Master Person Details page.
    - o Improved Accurint Public Data queries – Query by SSN.
    - o More data fields added to the Incident Report – Additional Search – Combo Search.
- **Enhance your use of Custom Forms**
    - o Configure review routes with ability to select users or roles at time of route generation.
    - o Enhanced searching with Sub Form Data.
    - o Print options to meet your printing needs.
- **Expanding use of Fleet Management**
    - o Assign vehicles to employees, regardless of if the employee has an Online RMS user account.
    - o Current Officer/Employee Assignment information added to Fleet Vehicle display page.
- **Always Advancing**
    - o **Improved Accountability**
        - ✓ Incident Disapproval comments are now available for the Incident Secondary Review process and when changing the status of an approved Incident Report to disapproved.
        - ✓ New agency configurations to require Judge on Warrant creation.
        - ✓ EnRoute Date/Time added to CFS Officers display.
    - o **Usability and Efficiency Gains**
        - ✓ Ability to Delete a Master Person record entered in error.
        - ✓ Home Page Pinned Records – Ability to pin Incident Reports, Cases, and Master Persons for quick reference and access.
        - ✓ Print Preview – Selecting print will open a new browser tab rather than automatically downloading of a PDF. Choose to send directly to printer or download as PDF.
        - ✓ Print Field Contact Attachments.

- ✓ Field Arrest Print Impound.
- ✓ Standard report available for printing Permits.
- ✓ Configuration option to print the Chain of Custody in ascending order.
- ✓ Search CFS records by address range.
- ✓ Search citations by Employee.
- ✓ Civil Process Search results updated to display Served status and date.
- ✓ Upload photos from image library to Incident Report Narrative.
  - o **Enhanced Security**
    - ✓ Advance Authentication – Email Token Support.
- **Federal and State Compliancy**
  - o GA, IL, IN, MA, MD, NC, NJ, and OK updates.
- **Evergreen Worry-free Technology Updates**
  - o 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 11.6.0 to RTO on March 24th and are preparing for production release on Tuesday, April 13, 2021. 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 11.6.0 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.*

Property Management

Do more with Property Management. Building on a great foundation to bring you more.

1. **Evidence / Held Property -** In response to listening to our customers, the Evidence module was updated to retitle fields to bring the full capabilities of Evidence Management to use for managing both Evidence and Held Property. Action Icons, Page Titles, Field Labels, and Notifications now read "**Evidence / Property Management**".
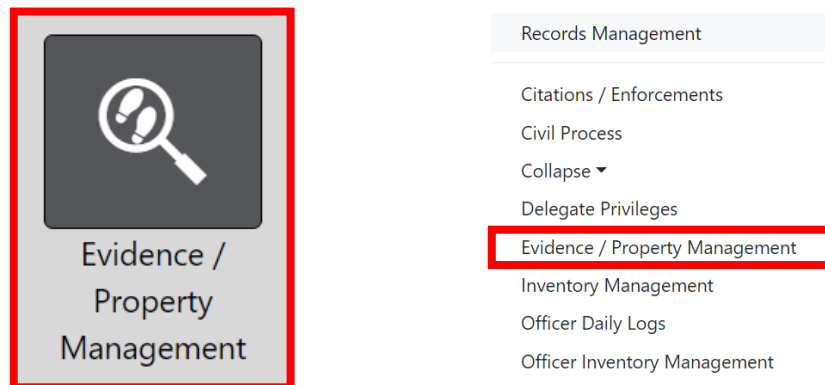
FIGURE 1: SAMPLE SCREEN-PRINTS OF NEW WORDING.

A new **"Type"** field allows users to distinguish between Evidence and Held Property when seizing or holding property in the agency's property room vault. Users

Property Room Admins can specify the "**Type**" for each property room location via the Agency Settings – Held Property Locations page. Setting a "**Type**" for the property location code will filter that location to only be available for items of property having a matching "**Type**" defined.

FIGURE 2: INCIDENT PROPERTY - CREATE EVIDENCE / HELD PROPERTY – "TYPE" FIELD

FIGURE 3: PROPERTY LOCATIONS - PROPERTY "TYPE" FIELD

The "**Type**" field is available to limit search results for mass property actions, property audit reports, and searching Evidence and Held Property records

FIGURE 4: CHAIN OF CUSTODY - SEARCH PAGE – "TYPE" FIELD

FIGURE 5: SEARCH RESULTS - COLUMN FOR "TYPE"

For agencies using the Online RMS Evidence module, the "**Type**" field for existing property in the Property room can be updated to classify as "Evidence" or "Held Property". If not set, the "Type" field is required when performing actions such as Property Check-In. A Mass update action is also available to update the "**Type**" for existing property or make edits to the "**Type**" as needed.

If you need assistance in setting the "**Type**" field for existing property records in the Property Room Vault, please submit a support ticket including a listing of System IDs and the "**Type**" to be set for each record. A listing of property records can be exported from the Chain of Custody search page using the available search parameters and choosing the "Export to Excel" option

FIGURE 6: EVIDENCE-PROPERTY MANAGEMENT SEARCH PAGE - EXPORT SEARCH RESULTS

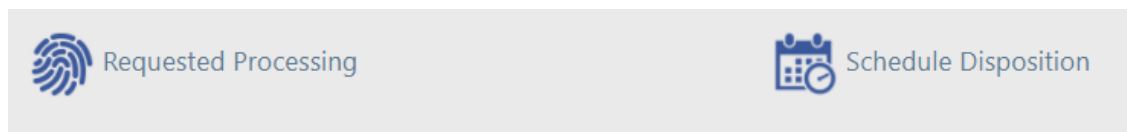2. **Mass Entry Options** to Schedule Disposition and Enter Requested Processing.

FIGURE 7: NEW MASS PROCESSING OPTIONS

Enter Requested Processing in mass by searching for Evidence / Held Property related to an incident report, based on a property location, property status, "Type", and/or barcode scanning.

FIGURE 8: MASS REQUESTED PROCESSING SEARCH PAGE

Schedule Disposition in mass by searching for Evidence / Held Property related to an incident report, based on a property location, property status, barcode scanning, and/or Initial Date range and other relevant dates.

FIGURE 9: MASS SCHEDULE DISPOSITION SEARCH PAGE

3. **Improved Usability** –
    a. Cursor focus set to the System ID field to improve searching by property bar code labels.

FIGURE 10: EVIDENCE / HELD PROPERTY - CURSOR FOCUS ON SYSTEM ID

FIGURE 11: QUICK SEARCH - CURSOR FOCUS ON SYSTEM ID

FIGURE 12: QUICK CHECK-IN - CURSOR FOCUS ON SYSTEM ID

    b. Agency Maintenance configuration option to require at least one Requested Processing code.

EVIDENCE_PROCESSING_REQUIRED	Y	Evidence requires at least one evidence processing

c. Ability to Default Property Actions (None, Evidence / Held Property, or Lost & Found based on Incident Property Current Status and Property Loss – Current Status.
    i. Contact Caliber by entering a Support Ticket to request this configuration option.

FIGURE 13: INCIDENT PROPERTY STATUS - DEFAULT ADDITIONAL PROCESSING ACTIONS

Custom Forms

Enhance Your Use of Custom Forms

1. **Flexible Routing** - Configure review routes with ability to select users or roles at time of route generation. Additional General Route Options as displayed below provide greater flexibility to configure routes. Configure without default Roles and Users and require the selection of a user at time of route generation.

FIGURE 14: CUSTOM FORM ROUTING - GENERAL ROUTE OPTIONS

FIGURE 15: REVIEW ROUTE EXAMPLE – USER AND COMMENT REQUIRED

2. **Other Users to Notify** – Ability to notify other users from review routes for awareness only. Specify one or more users to notify.

FIGURE 16: CUSTOM FORM REVIEW ROUTE - NOTIFY OTHER USERS

3. **Print Options** – Flexibility to meet your printing needs.
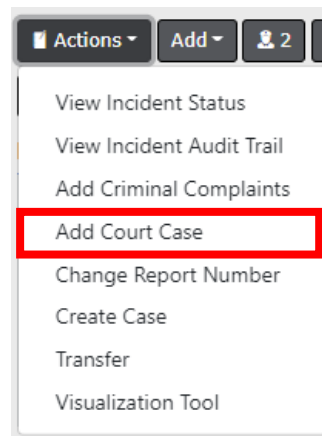

FIGURE 17: CUSTOM FORM PRINT OPTIONS

4. Search Sub Form Data – Additional Search option for Sub Form Data.

FIGURE 18: CUSTOM FORM - SEARCH SUB FORMS

Court Case Management & Appearances

Making the Most of Court Case Management and Appearances.

1. **Create Court directly from an Incident Report –** Enter Case Number, Field Date and Time and import people and officers from Incident Report. This new option will appear for Agencies having the Court Case Feature and Users with the permission to Add / Edit a Court Case.

FIGURE 19: INCIDENT ACTION - ADD COURT CASE

2. **Quick Add Action – Schedule Next Court Appearance** – Option to Add Next Court Appearance when updating an existing Court Appearance.

FIGURE 20: EDIT COURT APPEARANCE - QUICK ADD NEXT COURT APPEARANCE

3. **Related Citations to Court Case** – Ability to relate one or more Citations to a Court Case.

Add people to the Court Case and use the quick **Select Citations** option to select Citations from People associated to Court Case Or **Add Citation** option to automatically add the cited person as a defendant to the Court Case.

FIGURE 21: COURT CASE - ASSOCIATE CITATIONS

4. **Search Court Cases** – by Court Appearance details.

FIGURE 22: COURT CASE - ADDITIONAL SEARCH CRITERIA - COURT APPEARANCE

Fleet Management

Expanded Use of Fleet Management – Assign vehicles to employees, regardless of if the employee has an Online RMS user account. No need to create Online RMS users for the sole purpose of assigning Fleet Vehicles.

FIGURE 23: VEHICLE ASSIGNMENT – OFFICER / EMPLOYEES

Officer / Employee Assignment field added to Fleet Vehicle View page, providing awareness of assigned officers.

FIGURE 24: FLEET VEHICLE VIEW - ASSIGNED OFFICERS / EMPLOYEES

Always Advancing

Improved Accountability, Usability and Efficiency Gains, and Enhanced Security.

1. **Incident Disapproval Comments** – Added to Incident Secondary Review process and when changing the status of an approved Incident Report to Disapproved.
   a. **Incident Review** – Select the View Supplement link to add disapproval comments to Incident Report Supplement being reviewed.

FIGURE 25: INCIDENT REPORT REVIEW - ENTER DISAPPROVAL COMMENTS

   b. **Change Incident Status** – Select Disapproval Icon to disapprove and enter comments.
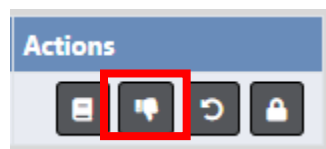
2. **Agency Configuration Options**
   a. Require Judge on Warrant Creation.

Keyword	Value	Description
WARRANT_JUDGE_REQUIRED	Y	Whether a Judge is required on a Warrant. Y or N, default N.

   b. Print Chain of Custody in Asscending order.

Keyword	Value	Description
COC_RPT_SORT_ASC	Y	Chain of Custody Report Sort Ascending

3. **Home Page Pinned Records** – Ability to pin Incident Reports, Cases, and Master Persons for quick reference and access.
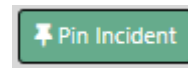
   a. Look for the Pinned Record Icon to add record to Home Page.

   b. Remove the Pinned Record Grid from Home Page via User Icon – Manage Home Screen.
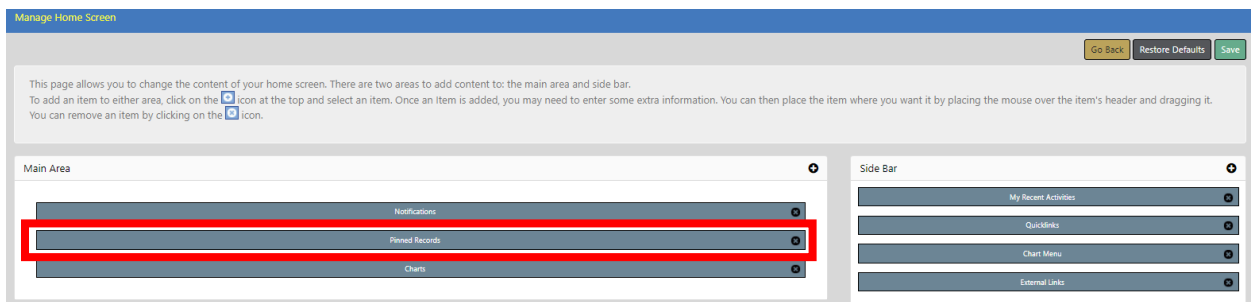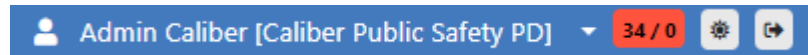
FIGURE 26: MANAGE HOME SCREEN - PINNED RECORDS GRID

4. **Clean-up Master Person Records –** New Permission categories to allow deleting master person records entered in error. Watch for the ability to remove other master index types in future releases.

Master Indices - Delete Master Index Records Within Users Agency

Master Indices - Delete Master Index Records Within Users Organization

Master Indices - Delete Master Index Records Within Users Schema

5. **Enhanced Printing**
    a. **Print Preview** – Selecting print will open a new browser tab rather than automatically downloading of a PDF. Choose to send directly to printer or download as PDF. Close browser tab when complete.
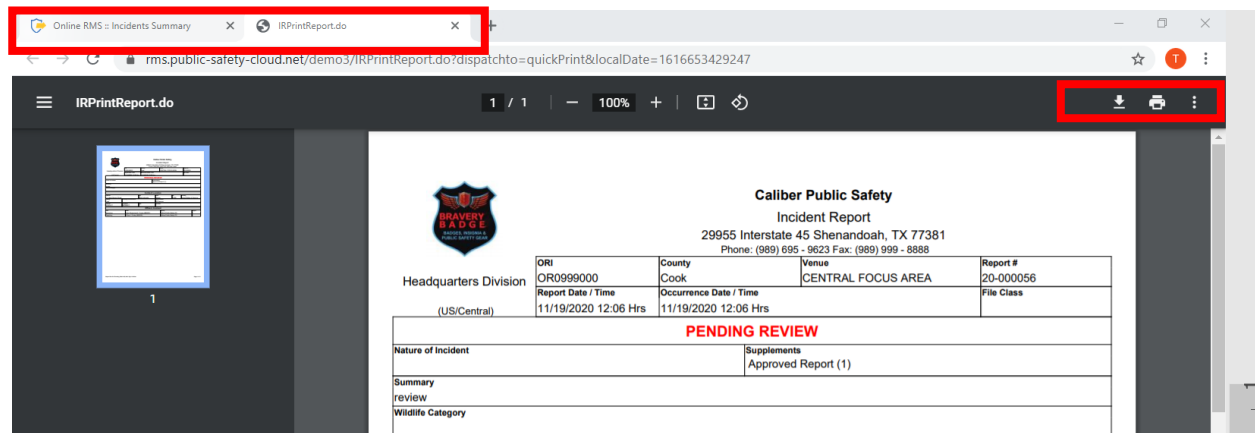
FIGURE 27: INCIDENT PRINT PREVIEW - NEW BROWSER TAB

    b. Print Field Contact - Attachments.
    c. Print Field Arrest – Impounds.
    d. Print Permits – Standard Report.

6. **Enhanced Security** – Support for Email delivered tokens. Requires Authentication system to support sending email tokens.
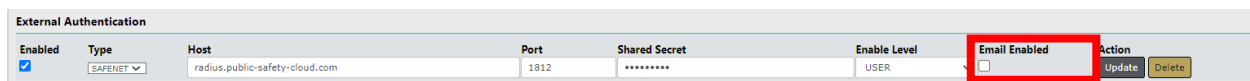
FIGURE 28: AGENCY MAINTENANCE - CONFIGURE EXTERNAL AUTHENTICATION

7. **Agency Notification User Groups** – Configure user groups at the agency level to make available to all user to filter Notifications.

FIGURE 29: NOTIFICATIONS FILTER BY USER - USER AND AGENCY GROUP FILTERS

8. **Narrative Images** – Ability to insert images from User's Image Library directly into body of Narrative. By default, the image viewer will be collapsed. Click the arrow to uncollapse. Place the cursor in the narrative where you wish to insert the image and click on the image to select.

FIGURE 30: INCIDENT REPORT NARRATIVE - QUICK INSERT IMAGE IN NARRATIVE

APPENDIX: 11.6.0 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 11.6.0 release.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-55105	151941 156399 339488	Evidence - Add Mass Disposal Date and Mass Evidence Processing	Enhancement	Property Mgmt	
IA-61728	345012 380678	Fleet Management - Track assignment to a Non-Online RMS users - Investigation	Enhancement	Fleet Mgmt	
IA-64880	360660	Citations - Add Incident Report value to Duplicate options list	Enhancement	Citations / Stops	
IA-64914	360825	EVIDENCE - Ability to Print the Chain of Custody activities in ascending order	Enhancement	Property Mgmt	
IA-65219	363058	Citations - Add ability to search by Employee	Enhancement	Citations/Stops	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-66944	372287	Incident Report - Make the Image Uploader photos available to be added in narrative	Enhancement	Incident Narrative	
IA-67372	374223	Calls for Service - Search by a range of addresses	Enhancement	Calls For Service	
IA-67455	374567	CFS - Enhancement - Add "En Route" date/time to Officers section	Enhancement	Calls For Service	
IA-67597	375104 381331	Incident Report - Add Disapproval ability to markup and add comments in the Incident Routing Review (Secondary Review) process	Enhancement	Incidents	
IA-67604	N/A	Incident: Modus operandi duplicated after editing the offense	Bug/Defect	Incidents	
IA-67940	376407	ODL - Option to make Time Category field mandatory	Enhancement	ODL	
IA-68326	378054	Incidents - Add disapproval comments when disapproving an approved report	Enhancement	Incidents	
IA-68489	394530	Ability to delete Master Indices Records	Enhancement	Master Indices	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-68791	380710 391064	Permits - add a print functionality to the permit's module	Enhancement	Permits	
IA-69827	386499	Court Paper - Add Date Served column to search results	Enhancement	Civil Process	
IA-69836	386445	NIBRS Warning - Not recognizing Victim Role	Bug/Defect	Incidents	
IA-70036	N/A	Fleet: Dashboard Performance Issues	Enhancement	Fleet Mgmt	
IA-70086	N/A	Master Person Import: Required Reason field in Potential Person Duplicates dialog box is not actually required	Bug/Defect	Master Indices	
IA-70199	N/A	Incidents View/Edit Summary Page - Add involved Court Cases	Enhancement	Court Case	
IA-70201	N/A	Court Case Search - Add Court Appearance search terms	Enhancement	Court Case	
IA-70408	391121 391340	Address - Pull County info from Google API when GEO Verifying address	Enhancement	Master Indices	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70690	392593	Administration - Split the ability to get to the EJS and RMS Tables into two (2) permissions	Enhancement	Admin	
IA-70794	N/A	NIBRS: Property with Loss of None not reported for 35B offense when Drug with Loss of None is reported for 35A offense	Bug/Defect	State Submissions	
IA-70858	N/A	MECC - Court Case Select People link needs to include arrest people as well	Enhancement	Court Case	
IA-70879	N/A	Collapse Log - Address Collapse Log not displaying all records for a particular address	Bug/Defect	Collapse	
IA-70899	N/A	MICR 1.3.0 Upgrade: Stolen and Recovered Vehicle quantity not reported	Bug/Defect	State Submissions	
IA-70942	N/A	Criminal Complaint - Delete Log	Enhancement	Criminal Complaint	
IA-70943	N/A	Person Summary Details - Criminal Complaint Grid	Enhancement	Criminal Complaint	
IA-70944	N/A	Criminal Complaint - Expungements	Enhancement	Criminal Complaint	
IA-70945	N/A	Court Case - Citation Association	Enhancement	Court Case	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71164	N/A	Criminal complaint: Additional search criteria for custom fields on Search page	Enhancement	Criminal Complaint	
IA-71320	N/A	Incident - Additional Search Criteria	Enhancement	Incidents	
IA-71327	N/A	OKSIBRS: Property associated with lesser offense is reported in the XML Part 2	Bug/Defect	State Submissions	
IA-71434	N/A	MICR v1.4.0 upgrade	Enhancement	State Submissions	
IA-71443	N/A	Person Collapse: Some Common Event Associations not showing after Collapse	Bug/Defect	Collapse	
IA-71479	N/A	Master Person Search Enhancement Pt 2 - Add Person Images to Combo Additional Search Criteria	Enhancement	Master Indices	
IA-71525	N/A	Master Person: change add attachment flows from Edit Person	Enhancement	Master Indices	
IA-71543	N/A	Criminal Complaint: allow user to manually add an arrest to a complaint	Enhancement	Criminal Complaint	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71568	N/A	Criminal Complaint - capture submitted by user	Enhancement	Criminal Complaint	
IA-71581	N/A	CAD Interface Setup Tools page - Add record error is blank	Bug/Defect	Admin	
IA-71602	N/A	Narrative associated person name displayed even in expunged	Bug/Defect	Incidents	
IA-71668	396401	NIBRS XML- Mutually Exclusive Offenses Cannot submit property for the lesser included Offense.	Bug/Defect	State Submissions	
IA-71678	396046	Create Universal Group For Online RMS Supervisors to Share	Enhancement	Admin	
IA-71707	N/A	Incident Delete Log - Add Dispatch #	Enhancement	Incidents	
IA-71754	N/A	Citation: Printed Citation does not show Vehicle Type	Bug/Defect	Citations/Stops	
IA-71782	N/A	MECC- MA ECitation Interface	Enhancement	Citations/Stops	
IA-71831	N/A	Custom Forms: Review/Reject links still displayed after status is changed to Initial	Bug/Defect	Custom Forms	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71832	N/A	Photo Lineup: Created Date displays time in EST (time stored in DB) for non-EST agencies	Bug/Defect	Mugshots	
IA-71957	N/A	Field Arrest Print - Add Impounds as print option	Enhancement	Field Arrest	
IA-71980	397606	Users - Deactivated user still getting email about being deactivated	Bug/Defect	Admin	
IA-71995	397054	NIBRS Submission Submit Delete when offense status changes to Unfounded	Bug/Defect	State Submissions	
IA-72018	N/A	Change the printing of reports to view vs saving to computer	Enhancement	Printing	
IA-72027	N/A	Collapse Menu Items Shows for users without access to collapse	Bug/Defect	Collapse	
IA-72043	N/A	CFS: Create Incident dialog box date fields not recognizing date shortcuts	Bug/Defect	Calls For Service	
IA-72044	N/A	Person Statewide Search: Night mode Results are unreadable	Bug/Defect	Master Indices	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72046	N/A	Custom Forms: Multi level review Approve Form screen looks imbalanced	Bug/Defect	Custom Forms	
IA-72066	N/A	Evidence: quick check in captures incorrect custody from after transfer	Bug/Defect	Property Mgmt	
IA-72068	N/A	Online RMS- Install script for release 11.6	DevTask	Admin	
IA-72073	N/A	Custom Form: Domains - Query not working from RMS XML (Investigate)	Bug/Defect	Custom Forms	
IA-72074	N/A	Criminal Complaint and Court Case Person Summary Enhancements	Enhancement	Court Case	
IA-72075	N/A	Court Appearance Enhancements	Enhancement	Court Case	
IA-72091	N/A	Permission Categories - Add / Remove Roles	Enhancement	Admin	
IA-72093	N/A	Evidence Management - Distinguish Between Held Property and Evidence	Enhancement	Property Mgmt	
IA-72123	N/A	Incident - Additional Search Criteria	Enhancement	Incidents	
IA-72163	N/A	Personnel Mgmt - Search screen label wrong	Bug/Defect	Personnel	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72187	N/A	Warrant Module Change Request Make Judge a Mandatory Field - OCSO	Enhancement	Warrants	
IA-72189	N/A	Default Radio Button to Evidence - OCSO	Enhancement	Property Mgmt	
IA-72190	N/A	Make the Evidence Processing Section a Mandatory Field - OCSO	Enhancement	Property Mgmt	
IA-72223	N/A	Allow users to pin records in RMS	Enhancement	Notifications	
IA-72225	398236	Incident -Printing Property Images with long description blocks next image	Bug/Defect	Incidents	
IA-72233	393859	Reports - Request to add a field to the canned report - Incident Audit Report	Enhancement	Reporting	
IA-72238	398647	Custom Forms - Restricted Users keep being removed from Form setup	Bug/Defect	Custom Forms	
IA-72275	N/A	RMS Home Page - Pinned Records	Enhancement	Notifications	
IA-72279	398851	Master Indices: Property - Create permission to add the "Add Evidence" hyperlink and Check-In to Evidence	Enhancement	Property Mgmt	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72283	N/A	Field Contacts: Printing Attachments	Enhancement	Field Contact	
IA-72285	N/A	Field Arrest: Release Date Title Change	Enhancement	Field Arrest	
IA-72287	N/A	Offense Table: Offense Description Displayed	Enhancement	Admin	
IA-72303	N/A	Master Index Person: Juvenile warning is incorrect	Enhancement	Master Indices	
IA-72304	N/A	Incident: Additional search criteria Property All radio button not working correctly	Bug/Defect	Incidents	
IA-72322	399055	Mass Property Entry - "Make" characters not limited	Bug/Defect	Master Indices	
IA-72330	N/A	Court Case - Search by Criminal Complaint not using wildcard	Bug/Defect	Court Case	
IA-72338	N/A	External Search not available to user	Bug/Defect	Searching	
IA-72345	N/A	Agency User/Assignments flag allows for new users and reactivation of users	Enhancement	Admin	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72347	N/A	User Admin - allow locked users to be deactivated without first reactivating	Enhancement	Admin	
IA-72349	N/A	Users: incorrect displays within officer history grid	Bug/Defect	Admin	
IA-72351	399232	LEOKA Additional Question Outside Agency ORI	Bug/Defect	State Submissions	
IA-72373	N/A	Allow the VA DMV Interfaces to Work at the Regional Level (Multi-Tier Set Up)	Bug/Defect	Interface	
IA-72375	399645	Forms Delete Log - Ability to add a delete comment is not displayed to user	Bug/Defect	Custom Forms	
IA-72377	N/A	Pinned Records - Code Review Items	Enhancement	Notifications	
IA-72378	N/A	User Admin: Password change error msg is green and doesn't stay on the screen for very long	Bug/Defect	Admin	
IA-72381	N/A	Master Person Search: Combo search results displaying the same record multiple times.	Bug/Defect	Master Indices	
IA-72390	N/A	XML Default Values - Insert Statement Syntax Issue	Bug/Defect	Interface	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72406	N/A	MICR 1.4.0: Script needed to update Arrest Charge Codes	Enhancement	State Submissions	
IA-72415	N/A	MICR 1.4.0: Script needed to add new Bias Code and Victim Circumstance Code	Enhancement	State Submissions	
IA-72435	N/A	Maryland OCMS data returns from InterDEx contain SID # but not being used in RMS	Enhancement	Interface	
IA-72438	N/A	Incident Search: Combo search Officer criteria does not return correct results	Bug/Defect	Incidents	
IA-72445	401125	Duplicate Arrestee on Incident H202100179	Bug/Defect	State Submissions	
IA-72450	N/A	Held Property - New workflow to add held property	Enhancement	Property Mgmt	
IA-72451	N/A	Held Property - Search	Enhancement	Property Mgmt	
IA-72452	N/A	Held Property - Printed Reports	Enhancement	Property Mgmt	
IA-72453	N/A	Held Property - Update labels	Enhancement	Property Mgmt	
IA-72464	N/A	Review Incident - add utilities button to the Review Incidents screen	Enhancement	Incidents	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72472	N/A	Incident Search: Age search is not returning correct results	Bug/Defect	Incidents	
IA-72474	N/A	Accurint Query - Add Exception Handling Message to User	Enhancement	Master Indices	
IA-72501	399646	Warrants - Users are able to by-pass filling in Custom Fields	Bug/Defect	Warrants	
IA-72505	401494	Incident Report Summary does not display Common Place Name in Incident Location	Bug/Defect	Incidents	
IA-72509	N/A	2FA - Request Email Link	Enhancement	Security	
IA-72518	401370	Name Input & Interface Name Input - Add process to clear trailing spaces	Enhancement	Master Indices	
IA-72526	N/A	Incidents - Court Case Grid and Create Function	Enhancement	Court Case	
IA-72528	401572	VADMV Schema / Agencies Unable to hold Roll-up Setting on Agency	Bug/Defect	Admin	
IA-72546	N/A	Country Codes - Sort Order Usability	Configuration	Master Indices	
IA-72549	N/A	Address Collapse - Add Geo-Code Identifier	Enhancement	Collapse	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72558	N/A	MECC - Criminal Complaint - Require Location and Court	Bug/Defect	Criminal Complaint	
IA-72559	401757	VA NIBRS submissions error on 250 Counterfeit Offense	Bug/Defect	State Submissions	
IA-72574	400785	Notifications: Form Review - Informational not going out as Urgent	Bug/Defect	Notifications	
IA-72576	N/A	User Dynamic Routing for Custom Forms	Enhancement	Custom Forms	
IA-72577	N/A	Custom Form Print Options	Enhancement	Custom Forms	
IA-72578	N/A	Custom Form Search by Sub Form Data	Enhancement	Custom Forms	
IA-72581	N/A	MA IBR - Segment length changes	Enhancement	State Submissions	
IA-72585	N/A	NIBRS Validation for Victims not linked to Offenses, not enforced by the application	Bug/Defect	Incidents	
IA-72588	N/A	Fleet: Vehicle Assignment Display on Vehicle Tab	Enhancement	Fleet Mgmt	
IA-72599	401213	Custom Form: Domains - Query not including Number Generation field	Bug/Defect	Custom Forms	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72600	401926	XML IN-NIBRS submission Recovered Property did not submit recovered date data element 17	Bug/Defect	State Submissions	
IA-72630	N/A	Incident Report - Combo - Address Fields - County LOV	Enhancement	Incidents	
IA-72632	N/A	Investigate Auto Completes where they don't belong	Bug/Defect	General / UI	
IA-72634	402115	Incident - Viewing Offender Information Unknown causes error message	Bug/Defect	Incidents	
IA-72635	N/A	Ability to regenerate IBR values	Bug/Defect	State Submissions	
IA-72646	401770	Evidence - Not showing up in RMS Application Evidence module	Bug/Defect	Property Mgmt	
IA-72652	N/A	Add Unique Identifier to PRINT_TEMPLATES table for internal use	Enhancement	Field Arrest	
IA-72666	N/A	Evidence - Duplicate Chain of Custodies record being added	Bug/Defect	Property Mgmt	
IA-72668	N/A	Custom Forms: Dynamic Routing Users To Notify Feature additions	Enhancement	Custom Forms	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72694	N/A	Field Arrest Report Print Options - Usability items	Bug/Defect	Field Arrest	
IA-72695	N/A	Field Arrest - Associate Calls For Service	Enhancement	Field Arrest	
IA-72700	N/A	Drug Property - decimal entry	Bug/Defect	Master Indices	
IA-72703	N/A	Ipad security setting for case and view incident report	Bug/Defect	Security	
IA-72705	N/A	Evidence Management - Focus on System ID field	Bug/Defect	Property Mgmt	
IA-72709	N/A	XML Submissions - Show Status Summary	Enhancement	Incidents	
IA-72717	387186	KIBRS Property Color if two tones there needs to be / to separate the colors	Bug/Defect	State Submissions	
IA-72727	402242	Descriptors' and Remarks not saving in the Unknown Offender section	Bug/Defect	Incidents	
IA-72742	387186	KIBRS Need to set V/O relationship code BG Boyfriend/Girlfriend does not accept victim and offender of the same sex	Configuration	State Submissions	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72759	402818	Recent Activities: Custom Forms - Entry appears to be only looking at Home Agency not Assigned Agency	Bug/Defect	Custom Forms	
IA-72761	N/A	NIBRS Validation for Victims not linked to Offenses, not enforced by the application Part 2	Bug/Defect	Incidents	
IA-72782	402867	Evidence - Does not show in Evidence module but shows on the Location Discrepancy Audit Report	Bug/Defect	Property Mgmt	
IA-72783	402986	Incident Summary Actions View Incident Based Reporting values showing Forrest Co data on a Hattiesburg Incident	Bug/Defect	Incidents	
IA-72784	402987	System Generated Society Record 240000001 make this so it cannot be collapsed	Bug/Defect	Master Indices	
IA-72785	403012	Evidence - Not showing up in RMS Application Evidence module	Bug/Defect	Property Mgmt	

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72801	403047	XML File Submission Group B Arrest Error Duplicate on File	Bug/Defect	State Submissions	
IA-72810	N/A	Active Warrant Web Service	Enhancement	Interface	
IA-72818	403047	XML File remove <nc:RoleOfPersons:ref="PersonSubject1" /> On Unknown Offenders	Bug/Defect	State Submissions	
IA-72822	401890	Evidence Audit report is not randomizing results	Bug/Defect	Property Mgmt	
IA-72824	N/A	Evidence Management - Focus on System ID field	Bug/Defect	Property Mgmt	

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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 (99.9% 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. In practice, Caliber routinely exceeds 99.99% uptime.
- 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.