



Protecting Tomorrow–Today.™

Online RMS

Version (11.7.2)

Product Change Notice

05 Oct 2021

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	05 Oct 2021	1.0	Production release.

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.7.2 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.

IMPORTANT NOTICE FOR ONLINE RMS AGENCIES

ONLINE RMS TO DESUPPORT INTERNET EXPLORER (IE) 11 – AUG 2021

Microsoft announced IE 11 will stop working optimally with Microsoft 365 services on Aug. 17, 2021. IE is no longer supporting new web standards that are used by modern applications. For this reason, Online RMS will no longer consider IE a modern web browser. Caliber recommends agencies plan to move from IE 11 to a modern web browser as soon as possible.

RELEASE MILESTONES

The following table contains the high-level release milestones for the Online RMS 11.7.2 release.

End Date	Milestone
31 Aug 2021	11.7.2 Sprint 1 Starts
28 Sep 2021	11.7.2 Code Lock
05 Oct 2021	11.7.2 Release Available

APPENDIX: 11.7.2 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 11.7.2 release.

* - Denotes a software resolution was released prior to the 11.7.2 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73696	407315	Custom Forms - "Cancel Next Route" option requires a User or Role be added to Cancel the next route	Bug/Defect	Custom Forms	Software Improvement - A user is no longer required to be added to a route to cancel the next route.
IA-73767	407628	Photo Lineup Image Key Randomly Displays Names, Leaving Some Blank	Bug/Defect	Photo Lineup	Report Improvement - Resolved an issue where names associated to a collapsed person were not included on the printed Photo Lineup Key report.
IA-73835	N/A	MICR v1.5 upgrade	Enhancement	State Submissions	Software Update - Version upgrade to meet changes made the Michigan State MICR/NIBRS submission process.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73882*	408214	SmartSearch Person in Jail spins indefinitely	Bug/Defect	SmartSearch	Software Improvement - Resolved an issue where queries to Jail Tracker to look-up current and previous incarceration information from the Person Details page were not returning results.
IA-73964	N/A	FL IBR: Weapon/Force Code 99 (None) not available for some offense codes	Configuration	State Submissions	Software Configuration - Weapons code configuration updates based on Florida State NIBRS validations.
IA-73976	408763	Community Policing - When creating an IR from form check to see if one has already been created	Enhancement	Community Reporting	Software Improvement - Logic added to check that there is not an incident report already associated to a Custom form before creating a new incident report from a custom form.
IA-74003	408932	MECC Criminal Complaint does not contain the proper Zip Code in PDF print	Bug/Defect	Criminal Complaint	Report Improvement – Updated Criminal Complaint printed report to print zip codes with leading 0's.
IA-74057*	409245	Custom Forms - Add UI Blocking Elements to Comments and Submissions	Bug/Defect	Custom Forms	Software Improvement - Logic added to check if form has been submitted when user clicks the submit button. This update will keep custom form review submissions from being duplicated.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74071*	409129	Custom Forms - Multiple instances of the form are being created	Bug/Defect	Custom Forms	Software Improvement - Update to improve saving a custom form when a user has multiple browser sessions of Online RMS open and active.
IA-74084	N/A	Master Person - InterDEx import not importing MDSP - OCMS misc. id	Bug/Defect	Master Indices	InfoExchange upgrade required - Issue traced to an issue with data contained in InterDEx results. The fix requires deployment of an updated InfoExchange OCMS adapter by Maryland State Police.
IA-74087	N/A	MECC - MACCS Citation - Add Posted/Actual Speed, Detection Method, Fine Amount and City	Bug/Defect	Interface	Interface Improvement - Add Posted/Actual Speed, Fine Amount and City Code to the MA State MACCS eCitation interface.
IA-74118	N/A	Online RMS- Install script for release 11.7.2	DevTask	Admin	Online RMS- Install script for release 11.7.2
IA-74144	N/A	Ethos - Change DOB from String to Long	Bug/Defect	Incidents	Interface Improvement - Updated format for how DOB information is passed to the LexisNexis Ethos Crash system.
IA-74163	N/A	MICR: v1.5 upgrade new Arrest Codes	Configuration	State Submissions	Software Configuration - New Arrest Codes added for Michigan clients to comply with the Michigan State MICR/NIBRS submission process.

--END--

APPENDIX: SERVICE COMMITMENTS

Caliber Public Safety designs its processes and procedures related to its RMS system based on the service commitments that Caliber Public Safety makes to its business units, the laws and regulations that govern the system and the operational and compliance requirements that Caliber Public Safety has established.

Security, availability, confidentiality, and processing integrity commitments include, but are not limited to, the following:

Security Commitments

- Secure Socket Layer (SSL) FIPS140-2 compliant encryption is used to encrypt the transmission of data with Caliber hosted systems.
- Access to customer data is restricted to Caliber employees and/or subcontractors whose job function requires access.
- RMS Development, operations, and customer service personnel are required to maintain active CJIS certification.
- Systems are subject to vulnerability scanning.

Availability Commitments

- Caliber will maintain a highly available platform (99.9% 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.