



Protecting Tomorrow–Today.™

# Online RMS

RTO Version (11.8.0)

Product Release Bulletin

17 November 2021 (Draft)

## REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	17 November 2021	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 11.8.0 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.

### **IMPORTANT NOTICE FOR ONLINE RMS AGENCIES**

### **ONLINE RMS DESUPPORTS INTERNET EXPLORER (IE)**

### **EFFECTIVE, 03 AUGUST 2021**

Microsoft announced Internet Explorer (IE) 11 will stop working optimally with Microsoft 365 services on August 17, 2021. Additionally, Internet Explorer (IE) 11 desktop application will be retired by Microsoft and go out of support on June 15, 2022. Microsoft Internet Explorer (IE) is no longer supporting new web standards that are used by modern applications.

For this reason, Caliber no longer considers Internet Explorer (IE) a modern web browser and is no longer supporting Internet Explorer (IE) for use with Online RMS as of August 3, 2021. There are significant security and performance concerns with Internet Explorer (IE) 11 (see [Microsoft FAQ](#)). Agencies still using Internet Explorer (IE) should move to a modern web browser such as Microsoft Edge, Google Chrome, Mozilla Firefox, or Apple Safari for accessing Online RMS.

## RELEASE MILESTONES

The following table contains the high-level release milestones for the Online RMS 11.8.0 release.

End Date	Milestone
<b>03 Aug 2021</b>	11.8.0 Sprint 1 Starts / 11.7.0 Release Available
<b>17 Aug 2021</b>	11.8.0 Sprint 1 Ends / Sprint 2 Starts
<b>31 Aug 2021</b>	11.8.0 Sprint 2 Ends / Sprint 3 Starts
<b>14 Sep 2021</b>	11.8.0 Sprint 3 Ends / Sprint 4 Starts / 11.7.1 Service Pack Available
<b>28 Sep 2021</b>	11.8.0 Sprint 4 Ends / Sprint 5 Starts
<b>5 Oct 2021</b>	11.7.2 Service Pack Available
<b>12 Oct 2021</b>	11.8.0 Sprint 5 Ends / Sprint 6 Starts
<b>26 Oct 2021</b>	11.8.0 Sprint 6 Ends / Sprint 7 (Stabilization Starts)
<b>02 Nov 2021</b>	11.7.3 Service Pack Available
<b>16 Nov 2021</b>	11.8.0 Sprint 7 Ends / Sprint 8 (Stabilization Continues)
<b>17 Nov 2021</b>	11.8.0 RTO (Release to Training / Operations)
<b>30 Nov 2021</b>	11.8.0 Code Lock
<b>07 Dec 2021</b>	11.8.0 Release Available

## RELEASE ANNOUNCEMENT

**Online RMS 11.8.0** is coming soon! As part of our customer commitment for major updates, the Online RMS training/demo environments have been upgraded to version 11.8.0 to offer customer evaluation. **As a reminder**, the production release of Online RMS 11.8.0 will take place on **Tuesday, December 7, 2021, at 1:00 a.m. (Eastern)**.

**Watch the release overview videos** to prepare and learn more about the new and exciting features and functionalities coming to Online RMS in the 11.8.0 release. To watch each video, navigate to the Help Menu > Training Videos Library or click the **WATCH** hyperlink below. Get a **firsthand look** at the 11.8.0 release by logging into the one of the training or demonstration environments.

### End-User Focused Videos:

- General Improvements (Accurant Quick Queries & Info and Ad Hoc Notifications) - [WATCH](#)
- General Improvements (Master Address Cautions, Caution Related Events, Incident Search) - [WATCH](#)
- Copy Incident, Incident Security, and Other Incident Efficiencies - [WATCH](#)
- Field Arrest Required Location Awareness - [WATCH](#)
- Warrant Search and Other Warrant Enhancement - [WATCH](#)
- Training and Personnel - [WATCH](#)
- Tow Company Email and Vehicle Display - [WATCH](#)

**Online RMS 11.8.0** includes enhancements and improvements that touch approximately 30 RMS components, including **Incident Report Writing, Incident Security, Cautions/Alerts for Master Addresses, Caution Code Related Events, Tow Impound, Master Indices, Calls For Service, Warrants, External Queries, NIBRS State Submission Compliancy, Application Interfaces (APIs), and Security upgrades**; among many other product enhancements, integration improvements, and issue resolutions. Customer obligations, operational efficiency improvements, data entry simplification, and user friendliness were all major considerations in the development of this edition.

Below are a few software enhancements available in Online RMS 11.8.0. More information on features and functionalities available in the 11.8.0 release can be found under the Help

menu by reviewing the Online Help TOC sections and by reading the Product Release Bulletin. Click Help > Online Help or simply click [HERE](#) to read more.

### **RMS 11.8.0 Release Highlights:**

- **More time for Patrol and Other Activities**
  - Make a copy of it... With the new Copy Incident permission, you may quickly create a new incident report from an existing one. When more than one incident report is required due to various actors or crimes committed, the ability to duplicate details from the initial report will save officers time in filing reports and returning to other tasks. Copy the Crime Summary, Incident Report Types, Dates/Times, Names, Business Names, Location, Officers, Employees, Property (Not Associated with an Offense), Vehicles (Not Associated with an Offense), Associated Events (CFS, Field Arrests), Narratives, Attachments, and Custom Forms are all available.
- **Always Advancing**
  - **Improved Accountability**
    - ✓ Improved data entry for Incident report custom fields using Rule & Validations.
    - ✓ Better supervisory management for unapproved incidents via Home Page Chart enhancements.
    - ✓ Configure CAD spills to auto create Master Vehicle records regardless of whether an Incident report is created.
    - ✓ Associate master location when entering or editing an RMS Calls for Service.
  - **Increased Awareness**
    - ✓ Ability to connect one or more incident reports for a better understanding or related events.
    - ✓ Add Cautions/Alerts to Master Locations.
    - ✓ Connect events to Cautions codes for quick access to pertinent information.
    - ✓ Add Tow Company email address.
    - ✓ Master Vehicle Tow Impound display grid.
    - ✓ Search and display improvements for Personnel/Training



- **Usability and Efficiency Gains**
  - ✓ Add Attachments to an incident report without the need to file a supplement report.
  - ✓ Edit Field Arrest directly from an incident report.
  - ✓ Copy person addresses and phones to show as most recent.
  - ✓ Street # range, Incident Role, and Use of Force fields have been added to the Incident Combo search.
  - ✓ Accurant Quick Queries. Run queries for connected Addresses, People, and Vehicles retrieved in Accurant queries with a single click.
  - ✓ Search Warrants based on created date range.
  - ✓ Warrant generated number displays in Warrant search results.
  - ✓ User Groups available when sending ad hoc notifications.
  - ✓ Remove informational notifications in a more straightforward manner.
- **Enhanced Security**
  - ✓ Hide an incident report from appearing in search results and displays.
  - ✓ Set Incident Report security to default for future supplements.
- **Federal and State Compliance**
- **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 share our enthusiasm for the production release of Online RMS 11.8.0. Please contact us by email at [rms@caliberpublicsafety.com](mailto:rms@caliberpublicsafety.com) if you have any questions about the release.

Our Very Best,

Caliber Public Safety

## NEW FEATURES & ENHANCEMENTS

Many new improvements have been included in Online RMS 11.8.0, based on customer feedback, contractual commitments, and revisions to Public Safety State and Federal standards. The overall goal of this version was to improve operational efficiencies, data management, and ease of use. For additional information on the enhancements and functionality described in this release bulletin, please consult the **Online RMS User** and **Admin Help documentation**.

### ONLINE RMS 11.8.0 HIGHLIGHTS

#### *Improvements in Incident Reporting*

**Make a copy of it.** With the new Copy Incident permission, you may quickly create a new incident report from an existing one. When more than one incident report is required due to various actors or crimes committed, the ability to duplicate details from the initial report will save officers time in filing reports and returning to other tasks. Copy the Crime Summary, Incident Report Types, Dates/Times, Names, Business Names, Location, Officers, Employees, Property (Not Associated with an Offense), Vehicles (Not Associated with an Offense), Associated Events (CFS, Field Arrests), Narratives, Attachments, and Custom Forms are all available.

Authorized users can copy an existing incident and save it as a new Incident. To use this feature:

- Your agency must be using the Incident number generation feature.
- The user must be in the same organization as the incident report agency.
- The user's role must be given the copy incident permissions. **(Note: No roles have been assigned this permission for deployment. Agency Admins can assign the permission to roles as desired. If you need assistance with assigning this new permission, please contact Caliber Support).**

#### Category

Incidents - Give user the ability to copy an incident(supp 0 only) from the Incident Mega Menu.

**FIGURE 1: COPY INCIDENT REPORT PERMISSION**

Copy an incident from edit or view mode from the **Actions** menu on the Incident Summary tab. The copy process only copies information from supplement 0. The process does not copy offense-related information.

**FIGURE 2: INCIDENT REPORT - ACTIONS MENU - COPY INCIDENT REPORT**

Select the below incident details to copy to the new incident when not related to offenses:

- General information from the header, including custom fields.
- People or organizations.
- Custom forms.
- Attachments.
- Narratives.
- Property and Vehicles.
- Employees / Officers.
- Associated CFS and Fields Arrests.

**FIGURE 3: COPY INCIDENT - MAIN REPORT DETAILS**

**FIGURE 4: COPY INCIDENT - NAMES GRID**

Vehicles							
Vehicle Description						Role	Status
Year: 2019 Make: AUDI(AUDI) Model: 100 Vin: 34267898765432456 Lic: 234WER						Other	Other
<input type="checkbox"/> Include <input type="checkbox"/> Include Vehicle							
Officers							
Last Name	First Name	ID	Title	Agency	Role		
Friday	Joe	B9009	Officer	Caliber Public Safety PD	Reporting		
						<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Include Officer	
Properties							
Index ID	Property Description	Processing	Property Loss Code - Current Status	Value(\$)			
1331	COOLER, White Yeti Cooler; Make: Yeti; Val: \$,00	N/A	Confiscated	0			
						<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Include Property	
Narratives							
Title	Created By	Associated People	Date of Info				
Original Narrative	Friday, Joe M - Officer (Badge #: B9009)		11/14/2021 1903				
						<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Include Narrative	
File and Image Attachments							
Keyword	File Name	Description	Date of Info				
Attachment	20-000048-0_1	Original File Name: NIBRS_Offense_Codes (2).pdf	11/14/2021				
						<input checked="" type="checkbox"/> Include <input checked="" type="checkbox"/> Include Attachment	

FIGURE 5: COPY INCIDENT - VEHICLES, OFFICERS, PROPERTY, NARRATIVES, AND ATTACHMENT GRIDS

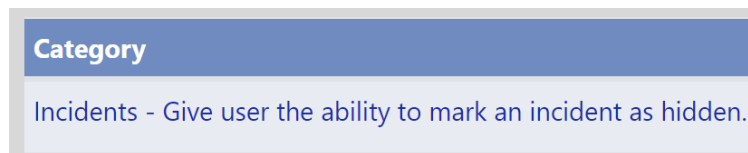
**Associated Incidents.** The option to link one incident to another has been added. A new Associated Incidents grid appears on the Incident Summary tab. Select Add Incident Association to search and select related incident reports. When the new incident copy feature is used, the incidents are automatically linked together and will display in this new grid.

The ability to copy information while associating an incident report will be supported in version 11.9 (April 2022).

Associated Incidents			
Report #	Incident Summary	Report Date	Actions
21-000017	Test	11/15/2021 2338	<input checked="" type="checkbox"/> Add Incident Association <input type="checkbox"/> Copy <input type="checkbox"/> Delete

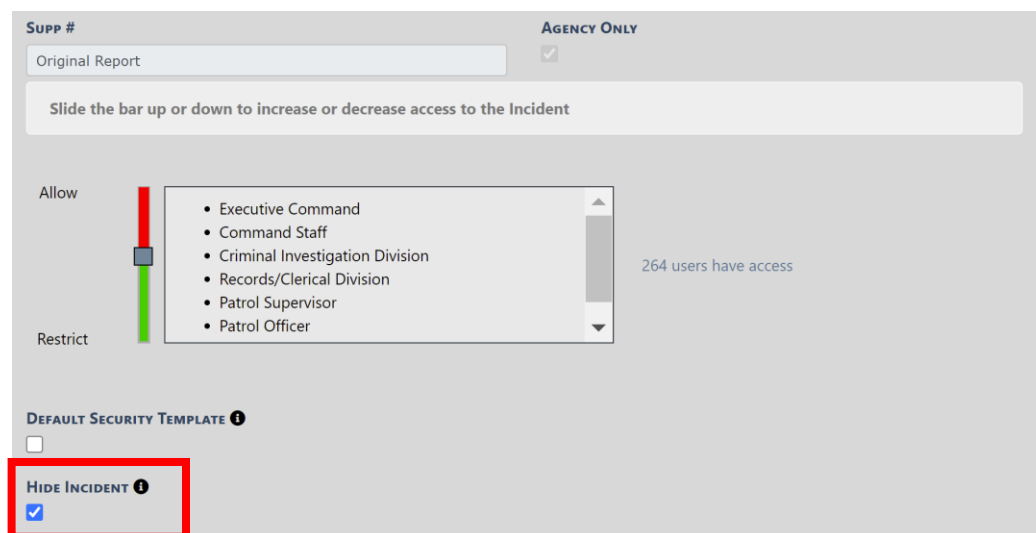
FIGURE 6: INCIDENT REPORT SUMMARY TAB - ASSOCIATED INCIDENTS DISPLAY

**Hide a Report.** Introducing the ability to hide an incident report from appearing in search results and displays. A new permission category was added to allow authorized roles to mark an incident report as hidden. This new option works in parallel with existing security measures. **(Note: No roles have been assigned this permission for deployment. Agency Admins can assign the permission to roles as desired. If you need assistance with assigning this new permission, please contact Caliber Support).**



**FIGURE 7: PERMISSION CATEGORY TO MARK AN INCIDENT AS HIDDEN**

Setting an incident report as hidden conceals the report from search results and displaying for users that don't meet the security settings for the incident report. Selecting the **Hide Incident** checkbox automatically updates the incident report to Agency Only and Unchecks the Public Access flag. When an incident is marked as hidden, users outside the agency will not be able to see or search for the incident unless they are part of a security group or are assigned to an investigative case associated to the incident. For users inside the incident agency then the standard security rules apply.



**FIGURE 8: INCIDENT SECURITY - HIDE INCIDENT**

**Supplement Security made easy.** Use the **Default Security Template** option to set the incident report security as the default security for future supplements. The default security level will be applied to all future supplements added to the incident.

**SUPP #**

Original Report

**AGENCY ONLY** ☒

Slide the bar up or down to increase or decrease access to the Incident

Allow

Restrict

- Executive Command
- Command Staff
- Criminal Investigation Division
- Records/Clerical Division
- Patrol Supervisor
- Patrol Officer

264 users have access

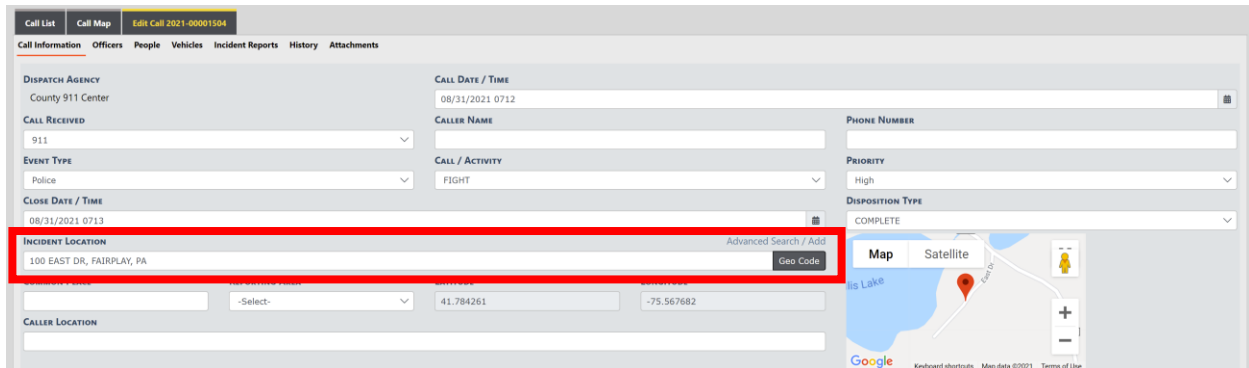
**DEFAULT SECURITY TEMPLATE** ☒

**HIDE INCIDENT** ☐

**FIGURE 9: INCIDENT SECURITY - DEFAULT SECURITY TEMPLATE**

## Calls For Service

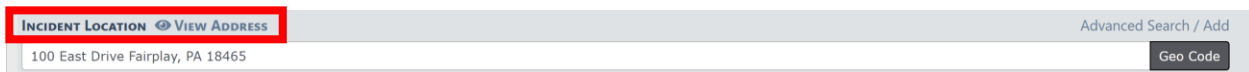
For agencies using the **Manage Calls** module to enter Calls for Service, an option appears to Search and/or Add a Master Address Location. This workflow utilizes the master address Search and Add process.



The screenshot shows the 'Manage Calls' interface for a specific call (2021-00001504). The 'INCIDENT LOCATION' field is highlighted with a red box, and the 'Advanced Search / Add' link is visible next to it. The map on the right shows the location of the incident.

**FIGURE 10: MANAGE CFS - INCIDENT LOCATION - SEARCH / ADD FEATURE**

The selected address displays a **View Address** link to view the Master Location details. The **Search / Add** link allows the user to select a new address if needed. If you entered the CFS Location text before associating an Address, it will remain unmodified to preserve the details of how the data was entered. Update the text as needed.



The screenshot shows the 'Manage Calls' interface for a specific call (2021-00001504). The 'INCIDENT LOCATION' field is highlighted with a red box, and the 'View Address' link is visible next to it. The map on the right shows the location of the incident.

**FIGURE 11: MANAGE CFS - VIEW MASTER INDICES LOCATION**

## Cautions and Related Events

Getting more out of Caution Codes. Cautions have been a fan favorite for flagging alerts on Master People. Cautions have been extended to Master Addresses / Locations. Additionally, users can connect event records to Caution codes for quick access to pertinent information.


Agency Administrators can create Caution Codes for Addresses from the Caution Codes Administration table by specifying a **Caution Type** of **Address**.

RMS Tables / Caution Codes Administration

Go Back

Caution Codes Caution Category Codes

Show 10 entries Search Add Caution Code

Code	Caution Type	Description	Category	Category Roles	Active	Actions
HLFHS	Address	Half House			Yes	 
HAZMAT	Address	Hazardous Materials Storage			Yes	 
TRS	Address	Trespass			Yes	 
PVA	Person	Armed at prior arrest			Yes	 
AST	Person	Assaulted officer	Edit Caution Codes	OFFICER	Yes	 

Check the **Can Duplicate** checkbox to allow more than one active caution on the Address record at the same time.

Edit Caution Code

CODE  
HLFHS

DESCRIPTION  
Half House

ACTIVE  
☒

CAUTION TYPE  
Address

CATEGORY  
-Select-

CAN DUPLICATE  
☒

Close Save

FIGURE 12: CAUTION CODE ADMINISTRATION - ADD NEW CAUTION - CAUTION TYPE - ADDRESS



A new grid for Caution Codes displays on the Master Address / Location Details page.

The screenshot shows the 'Master Address / Location Details' page. It includes tabs for 'Address Details' and 'Address Summary'. The 'Address Details' tab is active, showing a form with fields for INDEX ID, STREET #, DIRECTION, STREET NAME, TYPE, DIRECTION SUFFIX, SUB TYPE, SUB #, CITY, STATE, ZIP, COUNTY, and COUNTRY. Below this is the 'Intersection' section with fields for STREET #, DIRECTION, STREET NAME, and TYPE. The 'Geographical Information' section includes REPORTING AREA, LATITUDE (Y), and LONGITUDE (X). On the right, there is a map and a 'SmartSearch (0)' button. Below the map, there is a 'Total Involvements' section showing 'Incidents' for '08/31/2021' with a count of '1'. There is also a 'Common Event Associations' section. At the bottom, there is a 'Caution Codes' section with a red border, containing a 'Common Place Names' field and an 'Add' button. There is also an 'Attachments' section with an 'Add Attachment' button.

**FIGURE 13: MASTER ADDRESS - NEW OPTION TO ENTER ADDRESS CAUTIONS CODES**

A Master Address / Location can have one or more Cautions added to it. Enter the Start Date, an Expire Date, a Next Review Date, and any pertinent remarks.

The screenshot shows the 'Add Caution' form. It has a 'Caution Code' dropdown menu with 'Trespass Warning' selected. There are fields for 'DATE OF INFO' (11/14/2021), 'START DATE' (11/14/2021), and 'EXPIRE DATE'. There is also a 'NEXT REVIEW DATE' field (12/20/2021) and a 'COMMENTS' field with 'Trespass Warning'. At the bottom, there are 'Go Back' and 'Update' buttons.

**FIGURE 14: MASTER ADDRESS - ADD CAUTIONS**

Address Cautions display an Alert triangle on the Address Search page and were displayed on relevant events. Click the Alert to view Caution details.

The screenshot shows the 'Address Alerts' page. It has a 'Location Search' sidebar on the left with a search bar and filters. The main area shows 'Location Details' for '900 West McKenzie Road Greenfield, PA'. It includes fields for INDEX ID (513475), COMMON PLACE NAMES, LATITUDE (39.799998), and LONGITUDE (-85.783619). Below this is a 'Caution Codes' section with a table showing 'Hazardous Materials Storage' with a start date of '11/17/2021'. On the right, there is a table of 'Index ID' and 'Actions' for various addresses.

**FIGURE 15: ADDRESS ALERT WARNING**

Relate Incidents, Arrests, Court Papers, Court Cases, and Permits to Cautions for Person and Address to provide awareness and access to pertinent information.

Report #	Report Date	Summary	Actions
MCPD-R-2019-000047	08/22/2019 0930		

FIGURE 16: CAUTION CODES - RELATED EVENTS

## General Application Enhancements

In response to listening to our clients we are pleased to feature these general application updates focused on improving data entry, data quality, and overall application usability.

### Improved Accountability

1. Unapproved Incidents Chart - The Chart was updated to display **Days in Current Status**. The counter starts fresh as the incident report changes status.

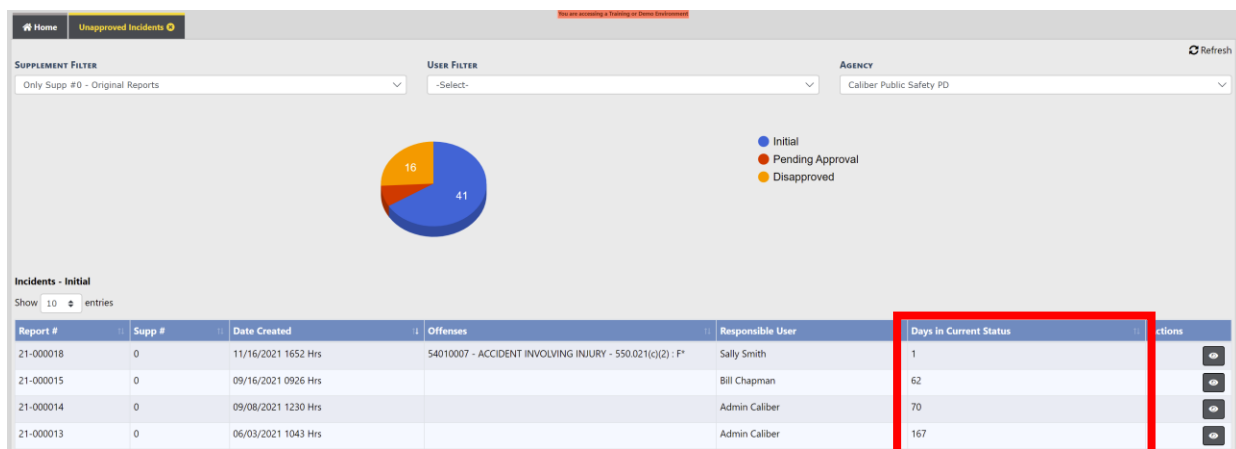


FIGURE 17: UNAPPROVED INCIDENT CHART - DAYS IN CURRENT STATUS

## 2. Improved Personnel & Training Records Accountability – A few usability items to enhancements the use of the Personnel and Training Modules.

- The Course Search results page now displays a column to indicate the number of Pass / Fails for the course. The display will appear **Red** with an **!**, if the course has attendees where a Pass / Fail status has not been entered.

Training Dashboard / Course Search / Search Results

20 results found

Course	Location	# Attendees	Pass / Fail	Start Date	End Date	Agency	Actions
Advanced Traffic Crash Investigation	Driving Range	1	1 / 0	08/20/2018 09:00			
Basic Training - Tier I		1	1 / 0	08/01/2020 09:00	11/13/2020 17:00	Model County	
Basic Training - Tier I		0	0 / 0	01/04/2021 08:00	04/23/2021 16:00	Model County	
Basic Training - Tier I		2	2 / 0	06/09/2021 00:00	08/09/2021 00:00		
Basic Training - Tier II		1	1 / 0	06/01/2020 09:00	08/01/2020 17:00	Model County	
Breathalyzer Training		4	3 / 0 !	08/24/2015 09:00			

FIGURE 18: TRAINING DASHBOARD - COURSE SEARCH RESULTS PAGE - PASS / FAIL COLUMN

- The **Course Type** column has been added to the **Employee Training** tab display. This will provide improved awareness of trainings that are mandatory / required for service.

Employee Search / Employee Search Results / Edit Employee

Employee Info Training

Manage User Go Back

Courses

Name	Course Type	Description	Score	Pass/Fail	Start Date	Completed Date	Days Until Expiration	Actions
Basic Training - Tier I	Police Training Institute Training			Passed	08/01/2020	11/14/2020	N/A	

FIGURE 19: EMPLOYEE - TRAINING TAB - COURSE TYPE COLUMN

- The **Employee / Personnel Attachments** grid was expanded to include **File Name** as part of the display. This will allow for the quick identification when needing to view an attachment.

Attachments

Add Attachment

Keyword	File Name	Description	Date Of Info	Actions
PDF	AARPSafeDriverCertificate.pdf		11/14/2021	

FIGURE 20: EMPLOYEE / PERSONNEL MANAGEMENT - ATTACHMENTS GRID - FILE NAME COLUMN

## Increased Awareness

1. **Tow Company** - The ability to capture an email address for Tow Company's is now available.

The screenshot shows the 'Edit Tow Company' form. The 'Email Address' field is highlighted with a red box. The form includes fields for Company Name, Street Name, City, State, Zip, Phone, County, and an Active checkbox.

**FIGURE 21: TOW COMPANY - EMAIL ADDRESS**

Email column added to Tow Company Search page.

The screenshot shows the 'Towing Companies' search page. The 'Email' column is highlighted with a red box. The table lists various towing companies with their details.

Name	Street	Phone	Email	County	Active	Actions
A Plus Wrecker	713 Williams Rd	570 123 1111			Yes	[Edit] [Delete]
ABC Towing	300 S Main St	432 688 0000		MIDLAND	Yes	[Edit] [Delete]
ACME Towing	123 Main	111 555 5555	Acmetowing@fakemail.com		Yes	[Edit] [Delete]
ALBURN TOWING	107 W. Midland Road	989 662 4444			Yes	[Edit] [Delete]
BEAVERTON TOWING	3881 Roehrs Road	989 435 7075			Yes	[Edit] [Delete]
BEEHR'S TOWING	113 W. Indian St.	989 631 1377			Yes	[Edit] [Delete]
COLE'S TOWING	323 W. SAGINAW RD.	989 687 2214			Yes	[Edit] [Delete]
FREELAND TOWING	7935 Webster	989 692 4444			Yes	[Edit] [Delete]
GREEN'S (MT. PLEASANT)	1504 N. Francher	989 772 0147			Yes	[Edit] [Delete]
Joe's Towing	200 S. Main St	432 688 0000		MIDLAND	Yes	[Edit] [Delete]

**FIGURE 22: TOW COMPANY EMAIL DISPLAYED ON TOW COMPANIES SEARCH PAGE**

Enter Email Address, if known, when selecting to Specify Company and manually entering Tow information.

The screenshot shows the 'Specify Company' form. The 'Email Address' field is highlighted with a red box. The form includes fields for Company Name, Address, City, State, Zip, Phone #, Driver, Reference Number, Impound Storage, Authorizing Officer, Tow Reasons, and Comments.

**FIGURE 23: SPECIFY TOW COMPANY - NEW EMAIL ADDRESS FIELD**

2. **Vehicle Impounds** - New Impound Display grid added to the Master Vehicle Details page.

The screenshot shows the 'Vehicle Details' page. The 'Impounds' section at the bottom is highlighted with a red box. It contains a table with the following data:

Impound ID	Agency	Date/Time of Tow	Towed From	Actions
50	Caliber Public Safety PD	11/14/2021 2028		[Icon]

FIGURE 24: VEHICLE DETAILS - IMPOUNDS DISPLAY GRID

## Usability and Efficiency Gains

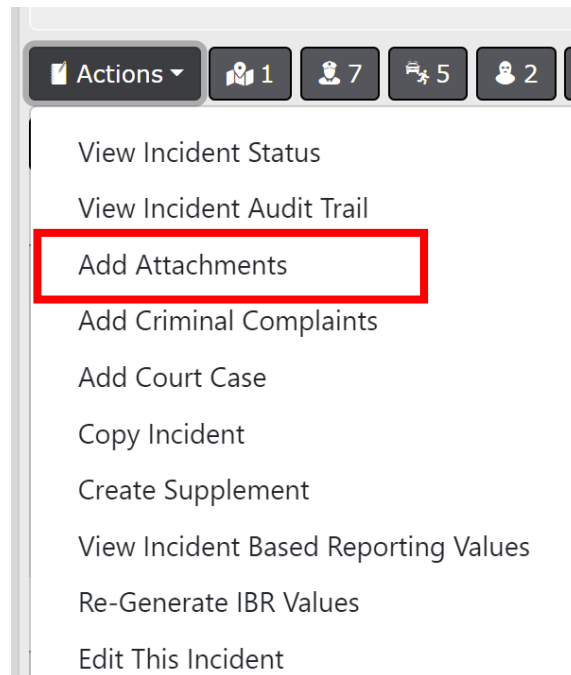
1. **Incident Attachments** - A new permission category was added to allow Attachments to be added to an incident report without the need to file a supplement report. **(Note: No roles have been assigned this permission for deployment. Agency Admins can assign the permission to roles as desired. If you need assistance with assigning this new permission, please contact Caliber Support).**

The screenshot shows a 'Category' dropdown menu with the following text:

Incident - Always Add Attachments to Incident Regardless of Status

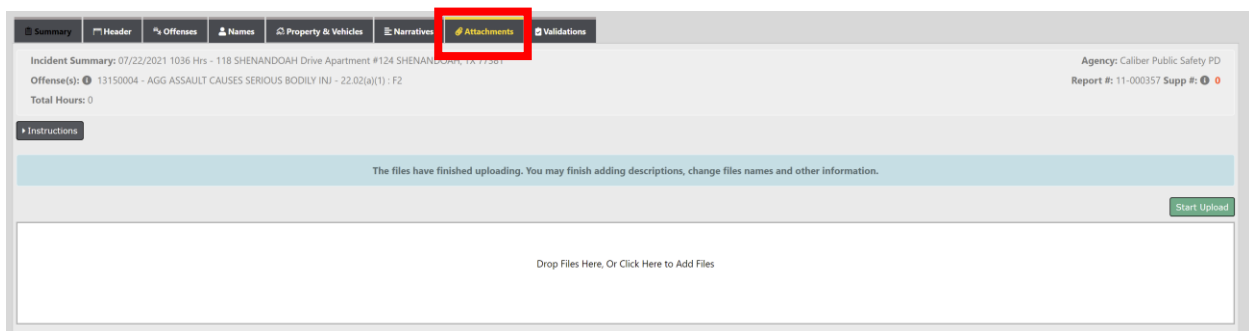
FIGURE 25: NEW INCIDENT ATTACHMENTS PERMISSION

A new option for **Add Attachments** will appear in the Incidents **Actions** drop down menu for user that have the new Add Attachments permission.



**FIGURE 26: INCIDENT ACTION MENU**

Selecting the Add Attachments action will allow the adding of one or more attachments to the selected incident report. Attachments added via this option will be associated to Supplement #0.



**FIGURE 27: INCIDENT - ADD ATTACHMENTS TAB**

2. **Send Notification** – Ability to easily select multiple users for AdHoc Notifications using User Group filters.

The screenshot shows the 'Add Notification' form. The 'Type' is set to 'INFORMATIONAL' and 'Priority' is 'High'. A red box highlights the 'Add Users From Group' dropdown menu in the 'Users to Notify' section, which lists '1st platoon' and 'Group A'.

**FIGURE 28: ADD NOTIFICATION - SEND USING USER GROUP FILTERS**

3. **Info Notifications** - Delete informational notifications in a more straightforward manner using a new **Delete** icon.

The screenshot shows the 'Notifications' table. A red box highlights the 'Delete' icon (a trash can) in the 'Actions' column for the first two rows of notifications.

	Priority	Sender	Description	Sent On	Actions
<input type="checkbox"/>	Urgent	Caliber Admin	Alexander,Brett record has been Index Accessed by Rogers,Steve	11/11/2021 11:30 AM CST	
<input type="checkbox"/>	Urgent	Caliber Admin	Alexander,Brett record has been Index Associated by Rogers,Steve	11/11/2021 11:30 AM CST	

**FIGURE 29: NOTIFICATIONS - DELETE NOTIFICATION**

4. **Master Person Phone** – Easily copy person phones to show as most recent. Select Add Phone and **Populate from Most Recent**.

The screenshot shows the 'Phone Numbers' table. A red box highlights the 'Add Phone Number' button in the top right corner.

Number	Type	Date Of Info	Actions
(228)-555-7421	Residence	10/19/2019	
(989)-615-5522	Cellular	12/15/2008	

**FIGURE 30: MASTER PERSON - ADD PHONE**

**Phone Number**

TYPE  
-Select-


PHONE NUMBER  
[Masked Input]

EXTENSION  
[Input]

DATE OF INFO  
11/14/2021

**+ Populate From Most Recent** Cancel Save

FIGURE 31: MASTER PERSON - ADD PHONE - POPULATE FROM MOST RECENT

5. **Master Person Addresses** – Easily copy a previous address to show as most recent. Select the **Make Most Recent**  icon next to an existing address to copy the address as the most recent for the person. This new feature will preserve the history when the person lives at the same address at different periods of time.



Address	Type	Occupied	Comments	Date of Info	Actions
378 West Church Street SOMERSET, PA 15501	Residence	-		12/01/2016	
607 THORNWOOD Drive SHENANDOAH, TX 77381	Residence	-		12/15/2008	

FIGURE 32: MASTER PERSON - MAKE EXISTING ADDRESS MOST RECENT

The copy feature will create a new association of the address to the person and use the system date to show it as the most recent.




Address	Type	Occupied	Comments	Date of Info	Actions
378 West Church Street SOMERSET, PA 15501	Residence	-		11/14/2021	
378 West Church Street SOMERSET, PA 15501	Residence	-		12/01/2016	
607 THORNWOOD Drive SHENANDOAH, TX 77381	Residence	-		12/15/2008	

FIGURE 33: MASTER PERSON - MOST RECENT ADDRESS



## Search Improvements

1. **Incident Combo Search** - Street # range, Incident Role, and Use of Force are now available search fields to find incident reports.

The screenshot shows the 'Incident Search' form. Red boxes highlight the following areas:

- Additional Search Criteria:** A dropdown menu set to 'Combo'.
- Incident Role and Use of Force:** Two dropdown menus, 'Incident Role' and 'Use of Force', both set to '-Select-'.
- Street # Range:** Two input fields for 'Street # Range' (From and To) with a 'To' button between them.

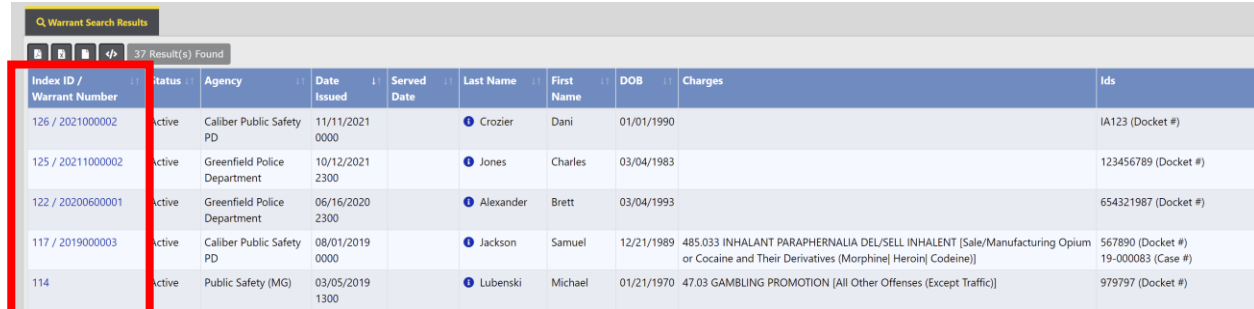
**FIGURE 34: INCIDENT SEARCH - ADDITIONAL SEARCH CRITERIA**

2. **Warrant Search** – Search by Warrant Creator Date range to view warrants entered within a specified date range.

The screenshot shows the 'Warrant Search' form. A red box highlights the 'Creator Date From' and 'Creator Date To' input fields at the bottom of the form.


**FIGURE 35: WARRANT SEARCH PAGE - CREATOR DATE RANGE**

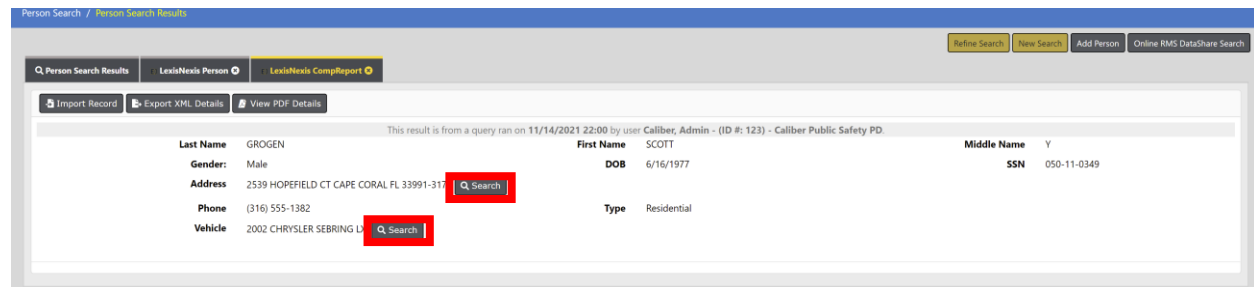
3. **Warrant Search Results** - Warrant generated number added to Warrant Search results display page.



Index ID / Warrant Number	Status	Agency	Date Issued	Served Date	Last Name	First Name	DOB	Charges	Ids
126 / 2021000002	Active	Caliber Public Safety PD	11/11/2021 0000		Crozier	Dani	01/01/1990		IA123 (Docket #)
125 / 20211000002	Active	Greenfield Police Department	10/12/2021 2300		Jones	Charles	03/04/1983		123456789 (Docket #)
122 / 20200600001	Active	Greenfield Police Department	06/16/2020 2300		Alexander	Brett	03/04/1993		654321987 (Docket #)
117 / 2019000003	Active	Caliber Public Safety PD	08/01/2019 0000		Jackson	Samuel	12/21/1989	485.033 INHALANT PARAPHERNALIA DEL/SELL INHALENT [Sale/Manufacturing Opium or Cocaine and Their Derivatives (Morphine) Heroin] Codeine]]	567890 (Docket #) 19-000083 (Case #)
114	Active	Public Safety (MG)	03/05/2019 1300		Lubenski	Michael	01/21/1970	47.03 GAMBLING PROMOTION [All Other Offenses (Except Traffic)]	979797 (Docket #)

FIGURE 36: WARRANT SEARCH RESULTS - WARRANT NUMBER

4. **LexisNexis Accurant Queries** – For agencies subscribing to the LexisNexis embedded public data query offering, a new ability was added to quickly run additional queries for **People**, **Addresses**, and **Vehicles** returned from previously run query. Click on the  button next to the record for one click access to run additional public data queries.



Person Search / Person Search Results

Q Person Search Results LexisNexis Person LexisNexis Compliance Report

Import Record Export XML Details View PDF Details

This result is from a query ran on 11/14/2021 22:00 by user: Caliber, Admin - (ID #: 123) - Caliber Public Safety PD.



Last Name	GROGEN	First Name	SCOTT	Middle Name	Y
Gender	Male	DOB	6/16/1977	SSN	050-11-0349
Address	2539 HOPEFIELD CT CAPE CORAL FL 33991-3117 				
Phone	(316) 555-1382				
Vehicle	2002 CHRYSLER SEBRING L 				
Type	Residential				

FIGURE 37: LEXISNEXIS ACCURANT - QUICK QUERIES

5. **InterDex Search Results** – Enhanced awareness and improved usability of existing information from **Caliber's Nationwide Data sharing platform**. InterDex results display potential matches to Person, Vehicles, and Property that match the required **Search Criteria** entered for the search.

The screenshot shows the 'Person Search' interface. At the top, there are tabs for 'Person Search', 'Address', 'Organization', 'Vehicle', 'Property', and 'Gang'. Below these are various search filters including 'LAST NAME', 'FIRST NAME', 'MIDDLE NAME', 'TITLE', 'DOB', 'AGE', 'RACE', 'SEX', 'INDEX ID', 'DRIVERS LICENSE', 'DRIVERS LICENSE STATE', 'SSN', 'NAME TYPE', 'CREATOR', 'CREATION DATE FROM', 'CREATION DATE TO', 'PHONETIC', 'SOUNDEX', 'CALIBER POWER SEARCH', and 'SEARCH PREFERENCE'. A red box highlights the 'Search Criteria' dropdown menu, which shows options like 'First Name and Last Name and DOB MM/DD/YYYY', 'or', 'SSN', 'or', 'Driver License Number', 'Click to view Entire Entry', and 'LexisNexis: Person Search'. Another red box highlights the 'InterDEX Search' button in the results table, which is checked.

Select	Search Criteria	Result Type	Search Status
<input type="checkbox"/>	First Name and Last Name and DOB MM/DD/YYYY	Tab	✓ Ready
<input type="checkbox"/>	or	Tab	✓ Ready
<input checked="" type="checkbox"/>	SSN	Tab	✓ Ready
<input type="checkbox"/>	or	Tab	✓ Ready
<input type="checkbox"/>	Driver License Number	Tab	✓ Ready
<input type="checkbox"/>	Click to view Entire Entry	Tab	✓ Ready
<input type="checkbox"/>	LexisNexis: Person Search	Tab	✓ Ready

FIGURE 38: INTERDEX REQUIRED SEARCH CRITERIA

InterDEX results now appear as a separate button on the **Search Results** and **Master Indices Detail** pages. If you don't have the InterDEX Search option, please contact Caliber Support to have this important feature enabled for your agency and have instant access to more than 200 Criminal Justice related external data sources.

The screenshot shows the 'Person Search Results' interface. At the top, there are tabs for 'Person Search Results', 'SmartSearch (49)', and 'Online RMS DataShare Search'. Below these are various search filters including 'Last Name', 'First Name', 'Middle Name', 'Title', 'Sex', 'Race', 'DOB', 'SSN', 'Misc ID', 'Name Type', 'Index ID', and 'Actions'. A red box highlights the 'InterDEX Search' button, which is checked.

Last Name	First Name	Middle Name	Title	Sex	Race	DOB	SSN	Misc ID	Name Type	Index ID	Actions
Smith	Charles	M		M	W	11/04/1989	309-08-0386		Primary Name	1124	

FIGURE 39: INTERDEX – NEW SEARCH RESULTS BUTTON

The screenshot shows the 'Person Details' interface. At the top, there are tabs for 'Person Search / Person Search Results / Edit Person (Smith-Charles)'. Below these are various search filters including 'Last Name', 'First Name', 'Middle Name', 'Title', 'Sex', 'Race', 'DOB', 'SSN', 'Misc ID', 'Name Type', 'Index ID', and 'Actions'. A red box highlights the 'InterDEX Search' button, which is checked.

Last Name	First Name	Middle Name	Title	Sex	Race	DOB	SSN	Misc ID	Name Type	Index ID	Actions
Smith	Charles	M		M	W	11/04/1989	309-08-0386		Primary Name	1124	

FIGURE 40: PERSON DETAILS - NEW INTERDEX SEARCH BUTTON

Results are added to the InterDEX results page as they are received from the InterDEX external data sources that are available to query. Click Expand Details to view additional details. Click Import Record to copy demographic information to create a master indices record in your Online RMS instance.

The screenshot displays the 'InterDEX Search' interface. At the top, there are tabs for 'Person Search Results' and 'InterDEX Search'. Below the tabs, there are buttons for 'Expand Details' (highlighted with a red box), 'Import Record' (highlighted with a red box), and a 'CAUTION' warning icon. The first search result for Charles Smith (DOB: 11/04/1989) shows 'Active Warrant' in the comments, 2 bookings, 1 citation, and 23 incidents. The second search result for Charles Smith (DOB: 11/04/1989) shows a middle name 'M' and an SSN of 309-08-0386. At the bottom of the results, there are 'Refine Search' and 'New Search' buttons.

Field	Value
Data Provider	EJSRETTSTA
First Name	CHARLES
Last Name	SMITH
DOB	11/04/1989
Comments	Active Warrant
Booking Count	2
Citation Count	1
Incident Count	23
Warrant Count	1

Field	Value
Data Provider	EJSRETTSTC
First Name	CHARLES
Last Name	SMITH
DOB	11/04/1989
Middle Name	M
SSN	309-08-0386

**FIGURE 41: INTERDEX SEARCH RESULTS PAGE & ACTIONS**

## APPENDIX: 11.8.0 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 11.8.0 release.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-65394 IA-73405 IA-74099 IA-74179 IA-74183 IA-74186 IA-74187 IA-74200 IA-74201	363361	Rules & Validations - Enhancements	Enhancement	Incidents	Incident Report Usability - The Incident Rules & Validation engine has been enhanced to provide greater flexibility for configuring rules that involve incident types, incident header fields, and Offender and Victim pages. Without the need for new development, Caliber Admins may now configure extra business rules to address State Specific NIBRS validations and/or Agency preferences. Rules can be developed, for example, to control the display of custom fields based on Incident Types.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-65943	367655	Personnel Management - Add column "File Name" to Other Info section	Enhancement	Personnel	Improved Personnel & Training Records - The grid for Employee / Personnel Attachments has been enhanced to include File Name. When you need to view an attachment, you'll be able to quickly identify it thanks to this enhancement.
IA-65976	N/A	RMS Import Tracking	Engineering Enhancement	Interface	Interface Update – Internal enhancement to track the creation of records due to importing data from an external interface.
IA-66747	370956	Training - Add additional column to Manage Course display	Enhancement	Personnel	Improved Personnel & Training Records Accountability – The Course Search results page now displays a column to indicate the number of Pass / Fails for the course. The display will appear <b>Red</b> with an <b>!</b> , if the course has attendees where a Pass / Fail status has not been entered.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-67324	N/A	Incident: Direct user to Edit Narrative page if a Narrative is required	Enhancement	Incidents	Incident Report Usability - Add a Narrative to an Incident Supplement with fewer clicks. When a user clicks on the Narrative Tab while adding a supplement, they will be directed to the Add Narrative page if no narrative has been entered.
IA-67715	N/A	Person Mugshot Search display count discrepancies	Bug/Defect	Master Indices	Software Update – The Mugshot Line-up module has been improved to reflect the correct number of images displayed.
IA-67914	375502 396177	Attachments - Add permission to allow adding attachments to IR without a supplement	Enhancement	Incidents	Incident Report Usability - The ability to add an attachment to an incident report without completing a supplemental report has been added, per customer request. This functionality requires the addition of a new permission. For more information, see the PRB highlights section.
IA-68208	N/A	Admin: No error msg when deleting local offense code that has been added to an incident	Bug/Defect	Admin	Software Update – new error message added to provide awareness that an offense can't be deleted due to association to an incident report.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-68249	377930	Incident: Security - Add ability to set security for future Supps	Enhancement	Incidents	Supplement Security made easy - Set the incident report security as the default security for future supplements using the Default Security Template option. All future supplements added to the incident will use the default security level.
IA-68451	378807	Tow/Impound - Add email address field to Tow Company record	Enhancement	Tow Impound	Tow Company Enhancement - The ability to capture an email address for Tow Company's is now available. Additionally, users can enter Email address, if known, when selecting to Specify Tow Company and manually entering Tow information.
IA-68516	N/A	NIBRS: More than 3 Drug Types not reported as X in the submission file	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-68520	379296 RMS-I-82	Notifications - Include Filter User Groups to Select User list of values when Adding Notification	Enhancement	Notifications	Software Update from Caliber Concepts - Ability to easily select multiple users for AdHoc Notifications using User Group filters.



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-68662	380164	Warrants - Add ability to associate an existing Field Arrest	Enhancement	Warrants	Usability Enhancement - Ability to associate a Field Arrest when editing or entering a Warrant.
IA-68735	380399	ODL - Save & Continue does not save Reporting Areas	Bug/Defect	ODL	Software Update - Improve usability of Officer Daily Log module.
IA-69695	N/A	Custom Fields Validation	Bug/Defect	Custom Forms	Software Update - Enforce field validations to make sure users don't enter text longer than what is supported by the custom field type.
IA-70538	N/A	Community Reporting: Allow for multiple images upload	Enhancement	Community Reporting	Enhancing Community Reporting - There is now the option to upload multiple images. In addition, if the Community Reporting Public Form is set up to create numbers, the generated number will be displayed in the submitter's confirmation message.
IA-70568	N/A	NIBRS XML: Group B arrest report not generated when there are Group A and Group B offenses	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70608	368766	Calls for Service - CAD interface remove single line caller name for RMS import	Enhancement	Interface	Interface Update - Improved interface logic to prevent the CFS Person's tab from displaying single-line caller names. This data has already been received from CAD, and users were confused as to why names appeared twice.
IA-70769	N/A	NIBRS: XML file errors for incidents with 35A offense and another property offense and either drug or property loss is Unknown	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-70883	N/A	Master Index Person: Implement similar feature as Physical Description Populate From Most Recent for Person Addresses and Phone Numbers	Enhancement	Master Indices	Usability Enhancement - Easily copy person phones to show as most recent. Select Add Phone and Populate from Most Recent.
IA-71304	N/A	IA_CD2_CALL_TYP ES Mappings Not working for CD2 Interface Configurations	Bug/Defect	Interface	Interface Update - Improved logic handling for RMS schemas receiving spills from multiple CAD systems.

IA-71352	N/A	RMS updates to CAD Spill Interface	Enhancement	Interface	<p>Interface Update - For vehicles that have the Insurance Company incorporated with the vehicle, the RMS CAD Interface has been upgraded to load the Insurance Company information. If the Vehicle is included on the Incident Report, the Vehicle Insurance Company is stored with the Dispatch Event Vehicle and will also be stored with the Master Vehicle Insurance Record.</p> <p>The License Expiration Date for a vehicle sent by the CAD will processed and added to the vehicle information in RMS if an incident report is generated.</p> <p>The RMS Master Person ID is now sent from CAD to RMS via the CAD RMS Interface. This occurs when the CAD operator looked for a person in the RMS and added them to the CAD call. Instead of using the RMS CAD Name Matching method, when the RMS Master Person ID is received, the person will be directly matched using the Master Person ID.</p>
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JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71395 IA-74428	N/A	CFS: Import Incident Location when creating Incident from Dispatch	Enhancement	Calls For Service	Incident Report Usability - An option to Search and/or Add a Master Address Location appears for agencies using the Manage Calls module to enter Calls for Service. This workflow utilizes the master address Search and Add process. When creating an incident report from a Call for Service, the locations added to the Call will flow to the Incident Report.
IA-71458	394894	Interfaces - Add ability to set word case when imported into RMS	Bug/Defect	Admin	Interface Update - New XML_DOCUMENT OPTIONS have been added to the CAD to RMS Interface, allowing the ability to convert imported text a specified Case. CASE CAD PERSON for CAD Person Names and CASE ADDRESS for address fields are supported options. For clients using the CAD to RMS Interface, the setting DEFAULT is to maintain the Case from the spill. For further details, consult the Admin Guide or contact Caliber Support.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-71629	N/A	User management: Do not allow apostrophe, commas, other non-supported characters in USER ID when creating new user via UI or data load	Bug/Defect	Admin	Software Update - The application will restrict the use of special characters in usernames to the following characters: " . @ - _
IA-71809	N/A	FL IBR: X Drug Type Code no longer valid	Enhancement	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-72092 IA-74017 IA-74189	N/A	Incident Security Enhancements - Ability to Hide Incident Report	Enhancement	Incidents	Incident Security Enhancement - Introducing the ability to hide an incident report from appearing in search results and displays. A new permission category was added to allow authorized roles to mark an incident report as hidden. This new option works in parallel with existing security measures. (Note: No roles have been assigned this permission for deployment. Agency Admins can assign the permission to roles as desired. If you need assistance with assigning this new permission, please contact Caliber Support).

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72231	N/A	Create/Match Vehicle from CFS regardless of Incident Report	Enhancement	Calls For Service	Interface Update - The Online RMS CAD Interface has been enhanced to provide the ability to load and match CAD Vehicles from the CAD XML even when there is not an Incident Report Created. A new XML_DOCUMENT_OPTIONS for the CAD interface has been added MATCH_VEHICLE_INCIDENT_ONLY. Please contact support if you would like this option enabled for your agency.
IA-72524	373684	Information Notification - Request option to Action & Delete Option	Enhancement	Notifications	Notification Usability Enhancement - Delete informational notifications in a more straightforward manner using a new Delete icon.
IA-72527	N/A	Master Vehicle - Tow Impound Grid	Enhancement	Tow Impound	Usability Update - New Impound Display grid added to the Master Vehicle Details page.
IA-72686	401808	Unfounded Group A Offenses should not be available for an Arrest Offense	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72828	393593	Incident Combo Search - Add	Enhancement	Incidents	Usability Update - Street # range, Incident Role, and Use of Force are now available search fields to find incident reports via the Combo Search option.
IA-72955	403823	Incident - Cannot delete a report with a person associated to a narrative	Bug/Defect	Incidents	Software Update - Improvements to delete routine.
IA-73025	N/A	SCIBRS: New Offense Codes	Configuration	State Submissions	State NIBRS Reporting - State specific update to add South Carolina specific NIBRS Offense codes.
IA-73026	N/A	SCIBRS: New Location/Place Codes and Mappings	Configuration	State Submissions	State NIBRS Reporting - State specific update to add South Carolina specific NIBRS Place codes.
IA-73027	N/A	SCIBRS: Conditional rule for Location Types 18(Parking Lot) and 40 (ATM)	Configuration	State Submissions	State NIBRS Reporting - State specific update to add South Carolina specific NIBRS Place codes.
IA-73029	N/A	SCIBRS: New Criminal Activity Codes and Mappings	Configuration	State Submissions	State NIBRS Reporting - State specific update to add South Carolina specific NIBRS Criminal Activity codes.
IA-73031	N/A	SCIBRS: New Weapon Codes and Mappings	Configuration	State Submissions	State NIBRS Reporting - State specific update to add South Carolina specific NIBRS Weapon codes.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73032	N/A	SCIBRS: New Drug Code and Mappings	Configuration	State Submissions	State NIBRS Reporting - State specific update to add South Carolina specific NIBRS Drug codes.
IA-73035	N/A	SCIBRS: Add/Edit/Remove Incident Victim Validations	Enhancement	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-73036	N/A	SCIBRS: New Circumstance Code Mappings	Configuration	State Submissions	State NIBRS Reporting - State specific update to add South Carolina specific NIBRS Circumstance codes.
IA-73037	N/A	SCIBRS: New Relationship Codes and Mappings	Configuration	State Submissions	State NIBRS Reporting - State specific update to add South Carolina specific NIBRS Relationship codes.
IA-73042	N/A	SCIBRS: Do not report Arrestee Segment for certain Offense Codes	Enhancement	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-73044	N/A	SCIBRS: SCIBRS specific data elements - DES2 Status Indicator and DES3 Status Change Date	Enhancement	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-73046	N/A	SCIBRS: Additional rule for LEOKA reporting	Enhancement	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73090	N/A	Evidence - issues on discrepancy report screens	Bug/Defect	Property Mgmt.	Software Update - UI blocking element added to prevent creating duplicate reports if clicking on save or finalize buttons multiple times.
IA-73093	N/A	Fleet - search results and vehicle tab display employee twice if login id tied to multiple employee records	Bug/Defect	Fleet Mgmt.	Software Update - The Fleet Vehicle display has been enhanced to better handle instances where a user id is associated with several employee records.
IA-73156	404031	XML NIBRS file error returned from State missing victim to offense association	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-73161	404031	Arrest on 000 offense do not put into Open Data	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-73214	N/A	NIBRS: Group B - UCRChargeCode associated to arrestee not reported correctly	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73286 IA-74108 IA-74109 IA-74184	N/A	Add Cautions Codes for Addresses	Enhancement	Master Indices	<p>Getting more out of Caution Codes. Cautions have been a fan favorite for flagging alerts on Master People. Cautions have been extended to Master Addresses / Locations. Additionally, users can connect event records to Caution codes for quick access to pertinent information.</p> <p>Agency Administrators can create Caution Codes for Addresses from the Caution Codes Administration table by specifying a Caution Type of Address. See more details in PRB highlights section.</p>
IA-73305	N/A	MICR: Victim Type Clean-up for Offense File classes 42000, 41001 and 41002	Configuration	State Submissions	State NIBRS Reporting - Software configuration update for Michigan MICR submission.
IA-73306	N/A	Warrant - incorrectly sends Warrant Served notification and ends officer assignments when added to arrest	Bug/Defect	Field Arrest	Software Update - improved processing for warrants added to field arrests.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73318	N/A	Field Arrest - Removing warrant from field arrest not cleaning up served information	Bug/Defect	Field Arrest	Software Update - improved processing for handling warrants removed from field arrests.
IA-73442 IA-74136	N/A	Caution Codes - Related Events	Enhancement	Master Indices	Enhance Awareness - Relate Incidents, Arrests, Court Papers, Court Cases, and Permits to Cautions for Person and Address to provide awareness and access to pertinent information.
IA-73447 IA-74258	N/A	Accurint Auto Query Person from Vehicle Query	Enhancement	Master Indices	LexisNexis Accurint Queries – For agencies subscribing to the LexisNexis embedded public data query offering, a new ability was added to quickly run additional queries for People, Addresses, and Vehicles returned from previously run query. Click on the Search button next to the record for one click access to run additional public data queries.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73448 IA-74258	N/A	Accurint Auto Query Person from Address Query	Enhancement	Master Indices	LexisNexis Accurint Queries – For agencies subscribing to the LexisNexis embedded public data query offering, a new ability was added to quickly run additional queries for People, Addresses, and Vehicles returned from previously run query. Click on the Search button next to the record for one click access to run additional public data queries.
IA-73595	N/A	Streamline Field Arrest - allow edit of arrest from Incident Names tab	Enhancement	Field Arrest	Incident Report Usability - Easily access and edit Field Arrests associated to an Incident report where the arrest is not complete.
IA-73636	N/A	Tow/Impound Search - Vehicle criteria retained from previous search even though field is cleared and JavaScript error on Vehicle ID info bubble in search results	Bug/Defect	Tow Impound	Software Update - Improvement for searching Tow / Impounds.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73648	N/A	Incident Change Name dialog - add text to help user	Bug/Defect	Incidents	Usability Update - Additional language has been added to the Incident Report Change Name window to assist users in choosing a new name. "Change Name - Select Primary or Alias name to display on Incident Report" is now the title of the dialog.
IA-73678	407291	Community Reporting - Number Generation not working on forms	Bug/Defect	Custom Forms	Usability Update - Enhanced Custom Form Number generation to work with custom forms used for Community Reporting.
IA-73701	N/A	Tow/Impound - Tow Date and Release Date search fields issue	Bug/Defect	Tow Impound	Software Update - Improvement for searching Tow / Impounds.
IA-73704	N/A	Master Person - create OLN from external search import even if state is not provided	Bug/Defect	Master Indices	Software Update - support to create a OLN entry from an external person import, when the OLN does not have a State supplied.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73708	N/A	Evidence Duplication - Browser Back Arrow	Bug/Defect	Property Mgmt.	Software Update - Improvements to prevent duplicate evidence from being created if the user navigates away from the page using the browser back button. It's worth noting that utilizing the browser's back button isn't advised. Use the buttons on the Online RMS application's graphical user interface.
IA-73736	N/A	Custom Forms: Fleet Vehicle custom form export - Record details column shows html	Bug/Defect	Custom Forms	Software Update - Custom Form export improvement.
IA-73737 IA-73928	N/A	Move Civil to Spring from Struts	Engineering Enhancement	Civil Process	Technology Update. The Civil Process module was changed to a more flexible, reusable, and resilient application development framework as part of our commitment to security and performance.
IA-73738	N/A	Evidence Report - label change	Bug/Defect	Property Mgmt.	Software Update - label change.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73748	407326	Incident Mapping Export to Excel Column header Change	Enhancement	Incident Mapping	Software Update - The header of the Incident Map export has been adjusted to read Occurred Date Start, and additional columns for Occurred Date End and Report Date have been added.
IA-73756	N/A	Data Submission: Click to Download all Generated Files as zip generates error msg if there are separate Group B arrest XMLs from one Incident Report	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-73776	N/A	MECC - EACC additional Items when multiples exist on person item	Enhancement	Interface	Interface Improvement - Updates to MA EACC Court Interface.
IA-73859	N/A	FL IBR: Where there are multiple reportable property offenses, property to offense associations are not correct	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-73866	N/A	Online RMS- Install script for release 11.8.0	DevTask	Admin	Online RMS- Install script for release 11.8.0

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73915	N/A	Field Arrest Location Needs To Be Highlighted	Enhancement	Field Arrest	Software Update - Field Arrest Location will now display as a required field.
IA-73919	N/A	PORT - MA IBR - Segment length changes	Enhancement	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-73935	N/A	Criminal Complaint - Offenses loading performance	Performance	Criminal Complaint	Software Performance Improvement - Criminal complaints having charges with multiple charges token will load much faster.
IA-73971	N/A	Fleet Vehicle Edit VIN Warning - MSP Sponsored	Enhancement	Fleet Mgmt.	Client Sponsored - When the VIN information on a Fleet Vehicle record is altered from what was previously submitted, a new Data Warning Message is displayed to alert users. The user must confirm their desire to proceed with the change or pick the option to revert/cancel the VIN
IA-73975	N/A	NIBRS XML- Mutually Exclusive Offenses Cannot submit property for the lesser included Offense RESURRECTED	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-73977	408749 408683 408650	NIBRS Resubmit fixing data errors	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73985	408809	FL NIBRS Warning on Hate Bias Motivation even when it is None is displaying	Configuration	State Submissions	State NIBRS Reporting - Software configuration update for Hate Bias Warning. Applied to all customers.
IA-73988	N/A	OK SIBRS: Vehicle ID Ref incorrect and missing when vehicle is associated to two reportable offenses	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-73989	N/A	OK SIBRS: XML reporting property loss for lesser offense when the property is associated to both offenses and property losses are different	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-74032	N/A	Tow/Impound - (Initial) (Past 30 Days) listing from Recent Activities is not correct	Bug/Defect	Tow Impound	Software Update - Recent Activities - Tow Impound is filter to only display Impounds for the logged in user.
IA-74065	N/A	ODL: Vehicle without model added displays 'null' in grid	Bug/Defect	ODL	Software Update - Improved display for vehicles on ODL.

IA-74074 IA-74204	N/A	Duplicate / Copy Incident Report	Enhancement	Incidents	<p>Incident Report Usability - Make a copy of it. With the new Copy Incident permission, you may quickly create a new incident report from an existing one. When more than one incident report is required due to various actors or crimes committed, the ability to duplicate details from the initial report will save officers time in filing reports and returning to other tasks. Copy the Crime Summary, Incident Report Types, Dates/Times, Names, Business Names, Location, Officers, Employees, Property (Not Associated with an Offense), Vehicles (Not Associated with an Offense), Associated Events (CFS, Field Arrests), Narratives, Attachments, and Custom Forms are all available.</p> <p>Authorized users can copy an existing incident and save it as a new Incident. To use this feature:</p> <ul style="list-style-type: none"> <li>• Your agency must be using the Incident number generation feature.</li> <li>• The user must be in the same organization as the incident report agency.</li> <li>• The user's role must be given the copy incident permissions. (Note: No</li> </ul>
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JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
					roles have been assigned this permission for deployment. Agency Admins can assign the permission to roles as desired. If you need assistance with assigning this new permission, please contact Caliber Support). See the PRB highlight section for more information.
IA-74093	N/A	Custom Evidence Bar Code Label - Print items	Bug/Defect	Property Mgmt.	Print Update - Added padding to barcode label for custom labels to improve scanning.
IA-74100	N/A	Incident: Cancel add additional location results in error msg	Bug/Defect	Incidents	Software Update - Improvements to Go Back button.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74102	N/A	Incidents Unapproved Chart - Enhancement	Enhancement	Incidents	<p>Usability Update - Two enhancement requests to make the chart more relevant for the different statuses.</p> <p>1) Change the Column heading of "Open Days" to "Days in Current Status".</p> <p>2) Update the count in the newly renamed "Days in Current Status" column to reflect the number of days the report has been in the status.</p> <p>Rather than the present display, which indicates the number of days the supplement was open, this change will help supervisors to better manage reports. The date of creation displays to indicate the age of the report.</p>
IA-74109	RMS-I-137	Add Warrant Number to Warrant Search Results Page	Enhancement	Warrants	Software Update from Caliber Concepts - Warrant generated number added to Warrant Search results display page.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74112	RMS-I-189	Retitle Person Search Tab	Enhancement	Searching	Software Update from Caliber Concepts - People, Address, Organizations, Property, Vehicle, and Gang tab titles have been altered to incorporate the phrase "Search" to let users understand that this is not a data entry page. "Person Search" is an example.
IA-74113	RMS-I-210	Warrant Search by Creator Date Range	Enhancement	Warrants	Software Update from Caliber Concepts - The ability to search warrants by Creator date has been added.
IA-74121	N/A	NIBRS: XML with 35A offense and another property offense and either drug or property loss is Unknown	Bug/Defect	State Submissions	State NIBRS Reporting - Software update for NIBRS submission.
IA-74124	N/A	Vehicle Summary Hyperlink Display - Add License Plate #	Enhancement	Master Indices	Software Update - License Plate added to the Vehicle Summary hyperlink.
IA-74129	N/A	Streamline Offense Process - Bugs	Bug/Defect	Incidents	Software Update - Caliber Internal process for updating and applying State Offense updates to all Caliber customers in a State.
IA-74135	N/A	MICR v1.5 upgrade	Enhancement	State Submissions	State NIBRS Reporting - Support new Michigan MICR version.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74137	N/A	Photo Lineup: Person Index ID on printed report should be Master Person ID	Bug/Defect	Photo Lineup	Print Update - Photo lineup report updated to print master person ID.
IA-74151 IA-74278	408249	Jasper Folder - Jasper Reporting add EXPUNGEMNET role	Enhancement	AdHoc Reporting	AdHoc Reporting - Add following role to Jasper reporting: EXPUNGE_ADMIN. This will be used for restricting access to Reports and Folders within Jasper Reporting.
IA-74158	N/A	Field Arrest Printed Report	Bug/Defect	Field Arrest	Print Update - The print report for a field arrest has been improved to handle scenarios where the arrestee has multiple addresses with the same date of information.
IA-74167	N/A	Column Sorting for Evidence Audit	Bug/Defect	Property Mgmt.	Software Update - On Evidence Audit, there is now support for sorting columns. The default sort order is Location (in ascending order), followed by Incident Report # (ascending).
IA-74168	N/A	Custom Forms: Circle spins forever if user tries to submit form without any users or roles	Bug/Defect	Custom Forms	Software Update - Custom Form routing improved to handle submitting form without user or role specified.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74170	N/A	Custom Forms: Improve error msg workflow when reviewing custom forms	Bug/Defect	Custom Forms	Software Update - Custom Form error messages improved.
IA-74172	N/A	Data Migration - Arrest Pre-Insert Trigger Overrides Creator/Updater Date	Bug/Defect	Interface	Data Conversion - Update to load processing to retain loaded creator and updater dates.
IA-74175	N/A	Person information on Field Arrest can be misleading	Enhancement	Field Arrest	<p>Software Update - On a Field Arrest, the person information includes current phone numbers, addresses, and physical descriptions. It can be deceiving if the user believes the information is dated for the field arrest as it is in the printed report.</p> <p>To make it easier to understand, the label was changed from "Person Information" to "Most Current Person Information."</p>
IA-74194	RMS-I-244	Employee Training Page - Add Columns	Enhancement	Personnel	Software Update from Caliber Concepts - The Course Type column has been added to the Employee Training tab display. This will provide improved awareness of trainings that are mandatory / required for employees.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74199	N/A	Incident - Add related incidents	Enhancement	Incidents	<p>Incident Report Usability - The option to link one incident to another has been added. When an incident copy is performed, the incidents are automatically linked together.</p> <p>The ability to copy information while associating an incident report will be supported in version 11.9 (April 2022).</p>
IA-74209	N/A	Home Page - Menu Display Issue	Bug/Defect	Admin	Software Update - improved menu display.
IA-74212	N/A	Agency Config - Agency Select NIBRS Option	Bug/Defect	Incidents	<p>Incident Report Usability - Improvement to the configuration option that allows the incident report's responsible user to choose a different NIBRS reporting jurisdiction for the report. This feature is useful for agencies who collect reports on behalf of other organizations, such as tribal governments. If your agency wants to use this setting option, contact Caliber support.</p>



JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74219	N/A	Investigate ability to Leverage RADSec for Radius Encryption.	Engineering Enhancement	Admin	Engineering investigation of solutions to support RADSec for 2 Factor Authentication Systems requiring Radius Encryption. This work will allow for a solution to support RADSec in a future release.
IA-74256	N/A	RMS and InterDex Query Improvements	Enhancement	Interface	InterDex Enhancements - On the Search Results and Master Indices Detail pages, InterDex results now have their own button. If your agency does not have access to the InterDex Search option, please contact Caliber Support to have this important function enabled for your agency and gain fast access to over 200 Criminal Justice-related external data sources.
IA-74283	N/A	Incident Delete - Deleting incident with people associated to narrative throws error	Bug/Defect	Incidents	Software Update – Improved the process for deleting an incident report where a narrative has been entered and associated to a person.
IA-74300	N/A	Mass Property/Drug - Message of Creating evidence has wrong count.	Bug/Defect	Incidents	Software Update – Update to the mass property summary count calculation.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74302	N/A	NIBRS Validation Links for Property - Quantity and Measure are not working as Expected	Bug/Defect	Incidents	State NIBRS Reporting - Software update for NIBRS submission.
IA-74329	410669	Case Mgmt. - Removing last Case Tag gives an error	Bug/Defect	Follow-up Cases	Software Update - Improved logic for removing Follow-up Investigative Case tags applied to My Cases.
IA-74364	N/A	OK SIBRS - Configuration Updates.	Configuration	State Submissions	State NIBRS Reporting - Software configuration update for Oklahoma SIBRS submission.
IA-74365	N/A	FL IBR: Update Config to disallow certain properties for certain offenses	Configuration	State Submissions	State NIBRS Reporting - Software configuration update for illogical property associations. Applied to all customers.
IA-74388	N/A	Login - Last Login Date Not Updated When Using Challenge Question Password Reset	Bug/Defect	Security	Software Update - Improved processing for capturing last login date when resetting password.
IA-74405	N/A	Criminal Complaint - Performance and Charge Token	Bug/Defect	Criminal Complaint	Software Updates - Performance improvements for displaying charges and charge token on Criminal Complaints.
IA-74418	N/A	Cross Site Scripting - Property Holds	Bug/Defect	Security	Security Update - To protect against security risks, Caliber runs frequent security checks and makes software updates as appropriate.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74435	N/A	NIBRS BIAS Configuration Tweaks	Configuration	Incidents	State NIBRS Reporting - Software configuration update for Hate Bias Warning. Applied to all customers.
IA-74441	411217	User cannot login. He receives logged out due to inactivity every time he logs in.	Bug/Defect	UI - Home Page	Software Update - Improved processing for Pinned Records.
IA-74467	N/A	Ethos Crash - Vehicle Extract Date Coming Over As Null	Bug/Defect	Interface	Interface Update - Improvement for LexisNexis Ethos Crash Interface.

--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.