Caliber PUBLIC SAFETY

Protecting Tomorrow–Today.™

Online RMS

Version (RT0 -11.9.0)

Product Release Bulletin (RTO)

23 Mar 2022

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	23 March 2022	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 11.9.0 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 11.9.0 release.

End Date	Milestone
23 Nov 2021	11.9.0 Sprint 1 Starts
07 Dec 2021	11.9.0 Sprint 1 Ends / Sprint 2 Starts / 11.8.0 Release Available
21 Dec 2021	11.9.0 Sprint 2 Ends / Sprint 3 Starts
04 Jan 2022	11.9.0 Sprint 3 Ends / Sprint 4 Starts
11 Jan 2022	11.8.1 Service Pack Available
18 Jan 2022	11.9.0 Sprint 4 Ends / Sprint 5 Starts
01 Feb 2022	11.9.0 Sprint 5 Ends / Sprint 6 Starts / 11.8.2 Release Available
15 Feb 2022	11.9.0 Sprint 6 Ends / Sprint 7 Starts
01 Mar 2022	11.9.0 Sprint 7 Ends / Sprint 8 (Stabilization Starts)
01 Mar 2022	11.8.3 Service Pack Available
15 Mar 2021	11.9.0 Sprint 8 (Stabilization Continues)
23 Mar 2021	11.9.0 RTO (Release to Training / Operations)
01 Apr 2021	11.9.0 Code Lock
05 Apr 2021	11.9.0 Release Available

RELEASE ANNOUNCEMENT

Online RMS 11.9.0 is coming soon! As part of our customer commitment for major updates, the Online RMS training/demo environments will be upgraded to version 11.9.0 on March 23, 2022, to offer customer evaluation two weeks prior to production release. **As a reminder**, the production release of Online RMS 11.9.0 will occur on **Tuesday, April 5, 2022**, at **1:00 a.m. (Eastern).**

We highly recommend you watch the release overview videos to prepare for and learn more about all the new and exciting features and functionality coming to Online RMS in the 11.9.0 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 11.9.0 release by logging into your RMS online training environment beginning **Thursday, March 24, 2022.**

End-User Focused Videos:

- **General Enhancements** (Something for everyone. User Admin, NIBRS Submission, Incident Mapping Refresh, Known and Unknown Persons, Insurance Policy, Enhanced Held/Property & Evidence Check-out Display, MNI Duplicate Warning, and Warrant Search Map Display.) – WATCH
- **Add Offenses in Mass to an Incident Report** (Simplified and streamlined offense entry. A must watch video.) - WATCH
- **Incident Quick Complete Templates & Copy Incident** (Create templates to save time documenting common recurring crimes. Enhancement to import data from associated Incidents.) – WATCH
- **Incident Type Improvements** (Ability to require Offenses based on Incident Type. Default Incident Type based on selected Offense. Incident Type now included in summary displays.) - WATCH
- **Incident Searching** (Additional multi-select fields for improved searching.) - WATCH
- **Incident Report – Explanation of Offender Choices** (Refresher – Unknown Offender.) - WATCH
- **Custom Forms – Enhancement** (Configure Additional Display Details for improved awareness.) – WATCH
- **Calls For Service – Entry** (Screen redesign for improved use and efficiencies. New address entry & validation options.) - WATCH

Online RMS 11.9.0 includes enhancements and improvements that touch approximately **35 RMS components**, including **Incident Report Writing, Incident Routing, Incident/Event Mapping, Held Property/Evidence, Citations, Custom Forms, Personnel/Training, Master People, Calls For Service, Warrants, User Admin, 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 release highlights available in Online RMS 11.9.0. More information on features and functionalities available in the 11.9.0 release can be found under the Online RMS Help menu by reviewing the Table of Contents (TOC) section and by clicking on the Product Release Bulletin. Click Help > Online Help or simply click HERE to read more. A draft version of the PRB will be available on March 24, 2022.

RMS 11.9.0 Release Highlights:

- **More time for Patrol and Other Activities**
  - **Quick Fill Incident Templates** - Easily create reusable incident report templates that users can apply to quickly fill-in data for common crime occurrences such as shoplifting/retail theft from Walmart, etc. Create templates with Crime Summary, Incident Report Types, Dates/Times, Not Known Offender, Victim Names, Location, Officers, Employees, and Narratives.
  - **Copy from Associated Incident reports** - Building on the **Copy Incident** functionality introduced in the last release, users can now import data from incident reports that are associated directly to the original report. 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. This improved copy feature allows users to import data into incident reports that were auto created from responding to a CAD Call for Service. Copy 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.

- **Mass Offenses** – Save time and improve the accuracy of data using the Mass Offense entry page. The new mass entry page streamlines the entry of offenses and required offense NIBRS questions. Use the offense search bar to find and select each offense involved. Once all offenses are selected, complete the offense details for the first offense and the values will automatically populate down to all other offenses.

- **Always Advancing**
  - **Improved Accountability**
    - ✓ If your **agency admin** has configured **associations** between **Incident Types** and **Offenses**, adding an offense to an incident report will automatically add the associated Incident Type.
    - ✓ Help Text and Validation text added to clarify "**Not Known"** and **"Unknown Offender"** options.
    - ✓ Many agencies enter a **Drug Measure** value of "XX" – "Not Reported/Pending Lab Results" with a **Quantity** of "0" for initial entry of drugs on an original reports. To simplify subsequent updates, the supplement report workflow has been updated to allow a user to easily update the values when the lab results are returned, regardless of lock hours.
    - ✓ **Calls For Service Addressing** – Enhanced geo-coding options for address entry.
      - Integration with **What3Words** is available to quickly populate the location details from a caller.
      - Select to search and add an address from the Master Address using our standard RMS Google **Master Address geo-validation** integration.
      - **Google Places Auto-complete** is supported. This feature requires agencies to create their own Google Account for use of Google's required API keys. Contact Caliber Support to help configure.
    - ✓ **Personnel/Training –**
      - **Training -** Enhanced to allow the deletion of courses that are created and not needed.

- New permissions for **Personnel Management.**
  - Allow a user to edit their Profile information and their Employee information. Users without these permissions will only be able to view their Profile and Employee information.
  - Separation of Add/Edit and View for Personnel and Trainings.

✓ **Duplicate Employee Warning.** A new warning is introduced to prevent the duplication of Employee records. When First Name, Last Name, Sex, and Race are entered, the page will check for duplicate employee records matching these values. Authorized users can link and unlink employees from User Profiles.

✓ **Custom Forms –** Enhance your use of the Employee module by creating custom forms for use and association to employee records.

- **Increased Awareness**
  - ✓ The Offense display columns on the Master **Person Summary** and **Incident Charts** page were **enhanced to show both Incident Types** and **Offenses**. This improved display will make it easier to identify reports based on the Incident Type.
  - ✓ **Custom Forms** – Enhanced option to select Field Titles and Values to display in a new **Additional Details** column when acting on or reviewing custom forms.
  - ✓ **Personnel/Training -** Enhanced to display columns for Course Type, Course Classification, and Required flag. Columns made sortable where supported.
  - ✓ **Held Property/Evidence –** Check-out destination value added to Current Location and Chain-Of-Custody Location fields.
- **Usability and Efficiency Gains**
  - ✓ **Calls For Service**
    - A redesigned page layout with side Bar menu, improves usability.
    - Multi-tab layout allows the opening of one or more CFS records and ability to easily navigate between records to view or add and manage data on open calls.
  - ✓ **Warrant Search** – Enhanced mapping and display of Warrant info. Up to 500 warrants can be displayed on the map at one time.

- ✓ **Vehicle Insurance** – Policy # no longer required for entry.
- ✓ **Person Search** – New Search option for **Known** vs **Unknown** persons. Default set to Known to limit initial searches to known people records. A **Known person** is defined as a person with a first **name, last name, and dob** or having a **driver's license number**. Change the Person search filter to **Unknown** or **All** to search for people records that do not have a first name, last name, and DOB or not having a driver's license number.
- ✓ **Incident Searching** -Additional multi-select fields for improved searching.
- ✓ **Incident Printing** –
  - Printing of Person Details reports will only allow selection of Master Person records that are **Known**.
  - Option to Print Fillable PDFs when available for Form Attachments.
- ✓ **Incident/Event Mapping -** An added refresh button makes it easy to reset the map for new searches.
- ✓ **Officer Daily Log Search** – Enhanced to allow the selection of a specific agency within a user's organization or to view "**All Agencies**" in the user's organization.

- **Federal and State Compliancy**
- **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 11.9.0. Please contact us by email at Products@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 11.9.0, 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 11.9.0 HIGHLIGHTS

Improvements in Incident Reporting

Quick Fill Templates: Easily create reusable incident report templates that users can apply to quickly fill-in data for common crime occurrences such as shoplifting/retail theft from Walmart, etc. Create templates with Crime Summary, Incident Report Types, Dates/Times, Not Known Offender, Victim Names, Location, Officers, Employees, and Narratives.

Authorized users can create templates from an existing incident report in their Organization/Agency and save it for personal use or make available to other users in their Organization/Agency. To use this feature:

- The user must be in the same Organization/Agency as the incident report agency.
- The user's role must be assigned incident permissions. (***Note: No roles have been assigned these permission for initial deployment. Agency Admins can assign the permission to roles as desired. If you need assistance with assigning this new permission, please contact Caliber Support***).

Permission	Function
Incident Templates - Apply a Template to An Incident	If granted, displays "apply template" option in the Actions menu on the Summary Tab when editing an incident. This permission should be assigned to User Roles that create incident reports and should have access to use templates.

Permission	Function
Incident Templates - Create and Manage Templates for Agency	If granted, user can create a template from any incident within his agency (doesn't have to be the responsible user). May create the template as a "user level" or "agency level". User can edit his own templates, any user-level template for any user within his agency, any agency level template. Can edit name and description. For user level templates, can unselect thus making the template an agency level.
Incident Templates - Create and Manage Templates for Org	If granted, user can create a template from any incident within his organization (doesn't have to be the responsible user). May create the template as a "user level" or "agency level" or "org level" User can edit his own templates, any user-level template for any user within his org, any agency level template within his org, and org-level templates. Can edit name and description. For user level templates, can unselect thus making the template an agency level. Can change the agency of an agency level template. Can make agency level templates into org level templates and vice versa (done by changing the agency to/from the root agency).
Incident Templates - Create And Manage Templates for User	If granted, allows user to create templates from an incident the user is the responsible user for. Can only be created from edit mode. Can only be created as "user level" template for the user. User can only edit his own templates. Can only edit name and description.
Incident Templates - create from Incident Report	If granted, displays "create template" option in the Actions menu on the Summary Tab. To create templates, user must have BOTH this permission as well as one of the 3 create & manage permissions.
Incident Templates - Edit Template Data	At this time, this permission category is reserved for Caliber Support. If granted, "Edit Template Data" check box is displayed on Edit Template - user can modify the JSON directly.

FIGURE 1: INCIDENT QUICK FILL TEMPLATE PERMISSION CATEGORIES

Authorized users with access to create templates will find the **Create Template** option under the **Actions** menu on the **Incident Summary** tab. The process only uses information from supplement 0.

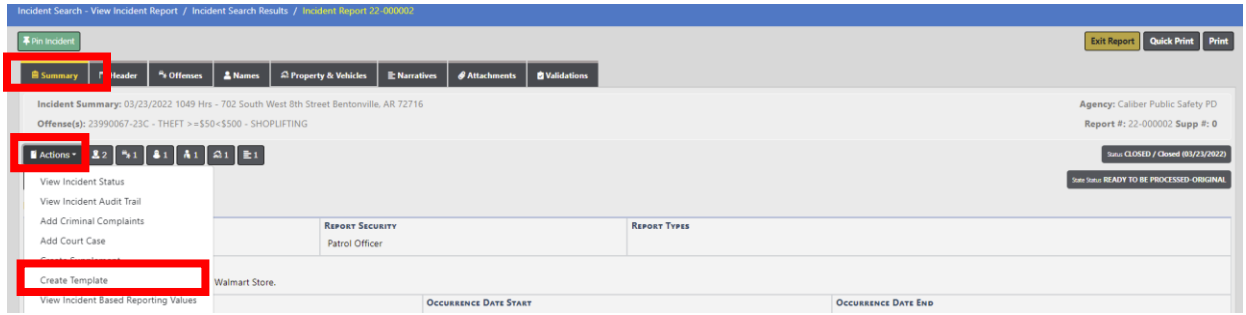


FIGURE 2: INCIDENT REPORT - ACTIONS MENU – CREATE TEMPLATE

Enter a Template Name, Description, and select from the below options for configuring the template:

- Media/Crime Summary
- Occurrence Location
- Offenses
- Not Known Offender (if used on report)
- Victims
- Narratives

Checking the **Limit to my User** checkbox will limit access to the template to the user that created the template. If your role has permissions and your RMS Agency is configured as a Multi-Agency Organization, you can select to limit the use of the template to a specific Agency or Select the Parent Agency to make available to all sub agencies.

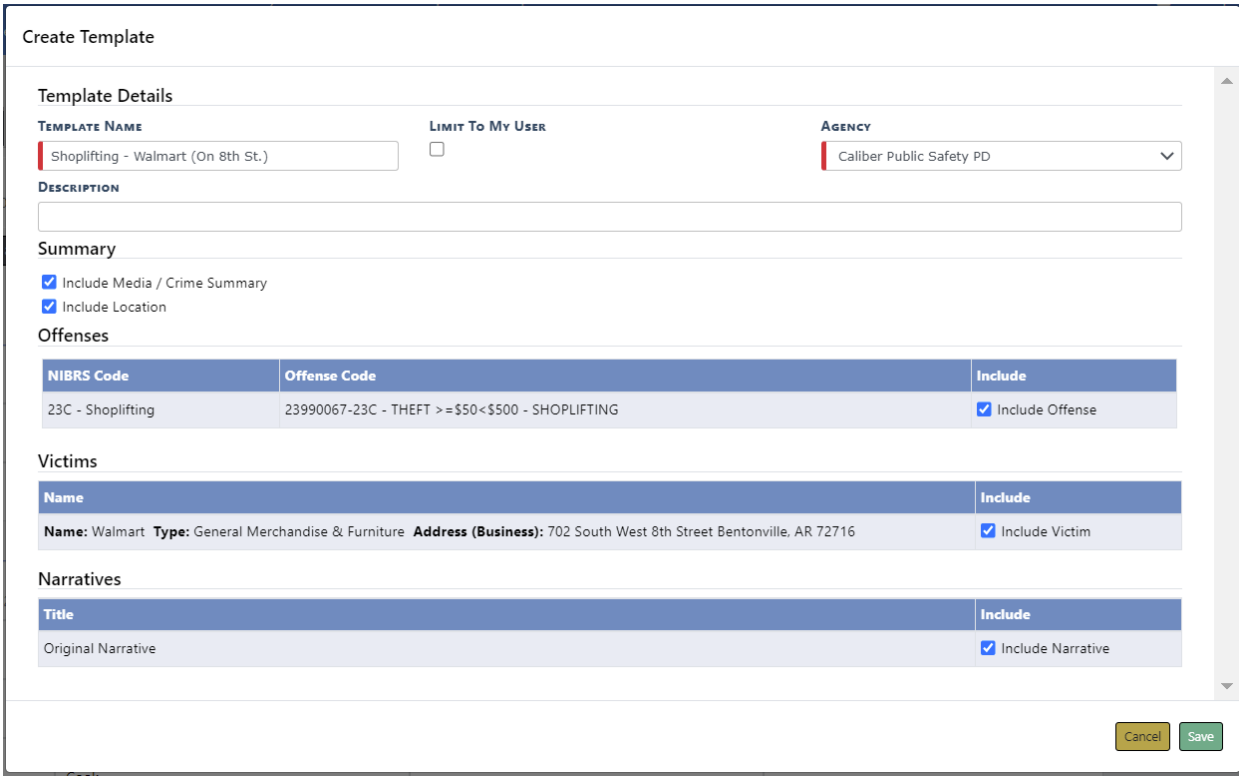


FIGURE 3: CREATE INCIDENT REPORT TEMPLATE SCREEN – CONFIGURE OPTIONS

When assigned an initial report to complete users having the permission to use **Quick Fill Templates** will see **Apply Template** under the **Actions** menu on the **Incident Summary** tab. Select **Apply Template** to view your user's available templates for quickly adding information to your incident report. This will save time and improve accuracy of common occurrences with the same or similar characteristics.

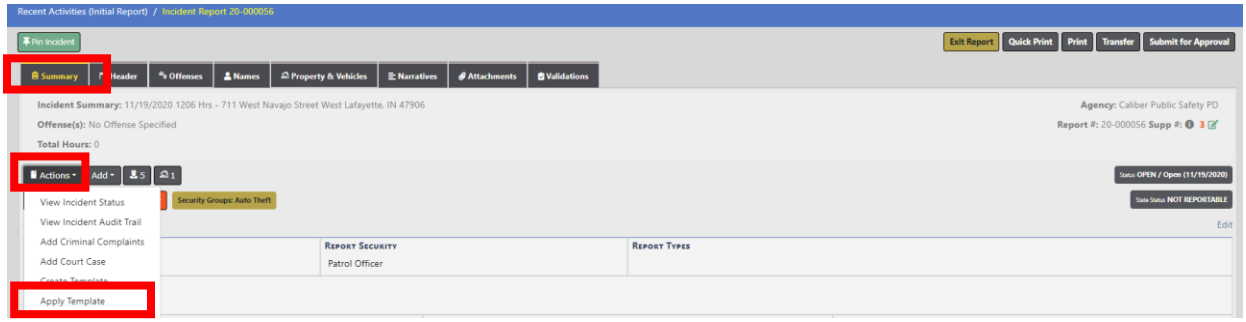


FIGURE 4: APPLY QUICK FILL INCIDENT TEMPLATE

The system will automatically filter to show the user's created Templates (**My Templates**). If no, user created templates, **My Agency Templates** will appear. Use the List of Values to change views to see available templates or select **All Templates**.

Details about each Template will display. Select the Actions icon to quickly add available information from the template to your incident report.

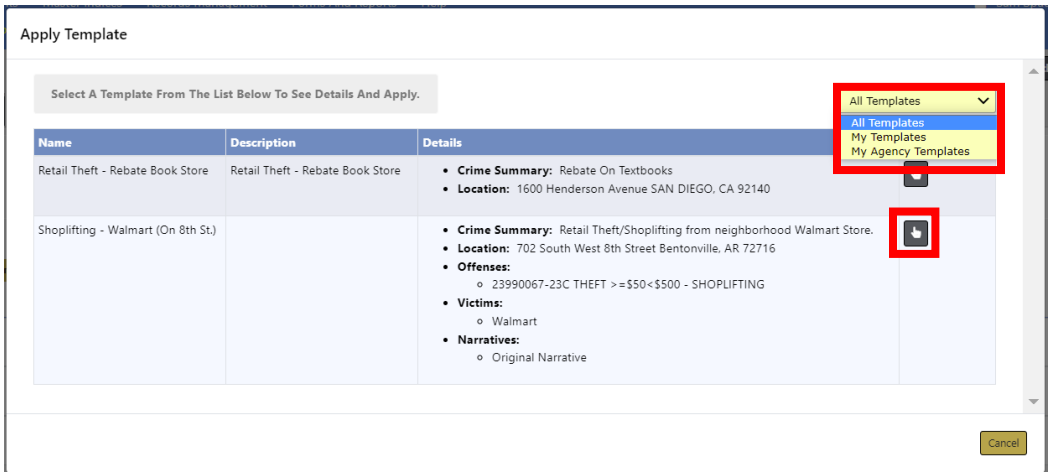


FIGURE 5: SELECT FROM AVAILABLE TEMPLATES

If your incident report already has a location, you will have the option to replace the location or retain the location already entered.

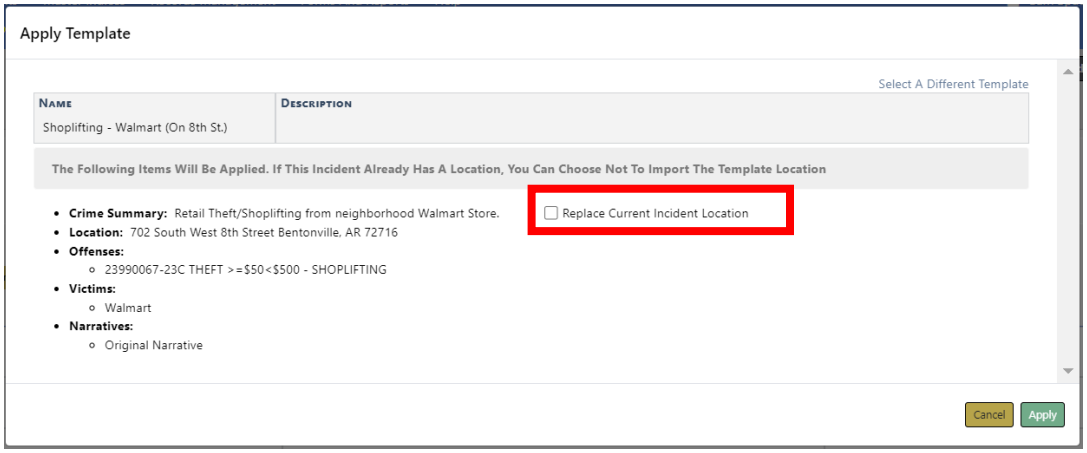


FIGURE 6:

A message will display confirming that the template data was applied to your report. This is information only and to inform you if any of the quick fill template data was not able to be imported.

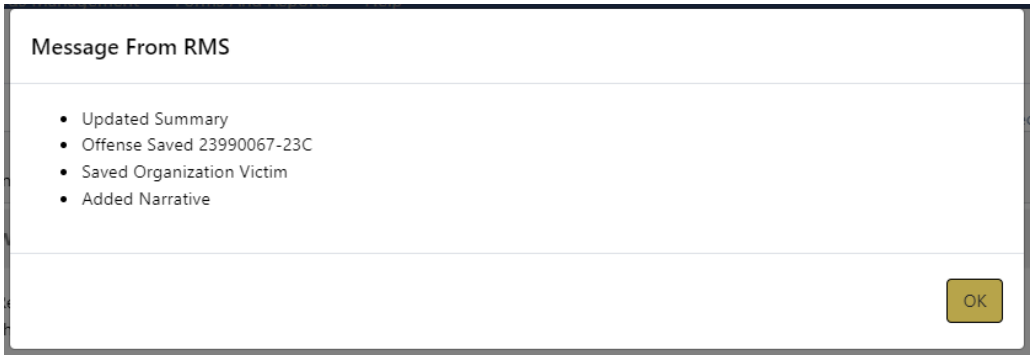


FIGURE 7: TEMPLATE CONFIRMATION MESSAGE

Incident Quick Fill Template Management: Authorized users with the proper Incident Template Permissions can see and manage existing templates for their organization/agency as well as user-created templates in their organization/agency.

Select the Incident Template table link to delete a template or modify the name, description, or adjust if a template is user specific or available to the Org/Agency.

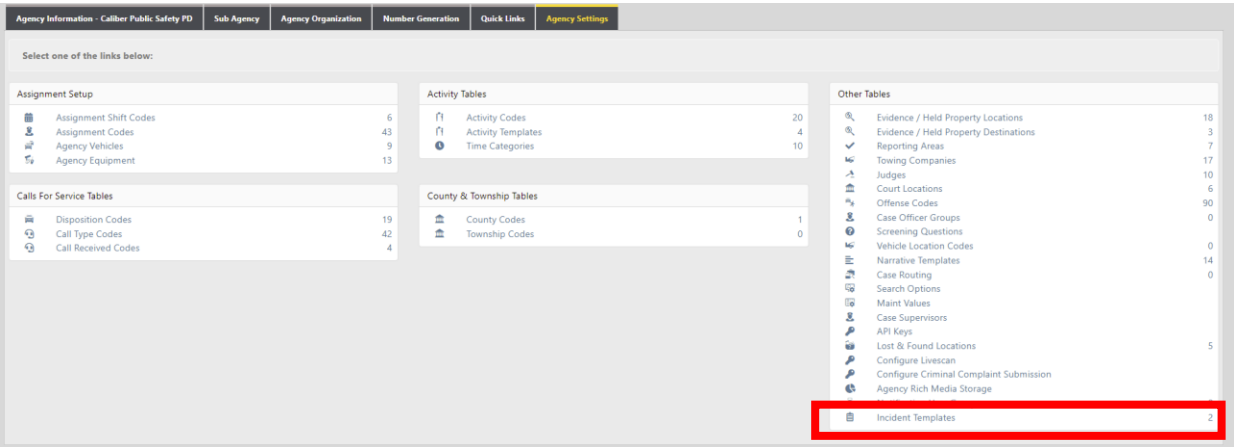


FIGURE 8: EDIT AGENCY – AGENCY SETTINGS – INCIDENT TEMPLATES

Templates can be deleted if no longer needed. Select Edit to modify the name, description, or adjust if a template is user specific or available to the Org/Agency.

FIGURE 9: AGENCY SETTINGS – AVAILABLE TEMPLATES

Modify Template Name, Template Description, and Agency or Limit to User access,

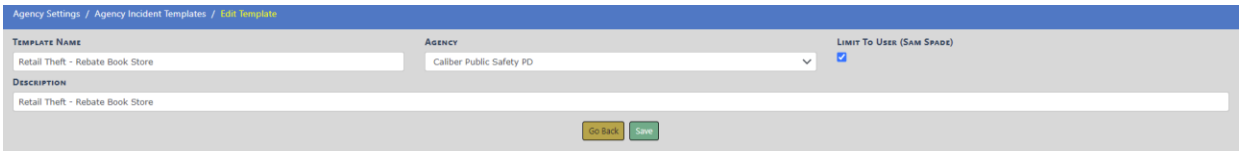


FIGURE 10: AGENCY SETTINGS – EDIT TEMPLATE SCREEN

Associated Incidents: Building on the **Copy Incident** functionality introduced in the last release, the **Associated Incidents** option was enhanced to allow users to import data from associated reports.

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. This improved copy feature allows users to import data into incident reports that were auto created from responding to a CAD Call for Service. Copy 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.

Select the **Import Data From Incident** Action icon to open the incident import screen to select data to copy to your original incident report.

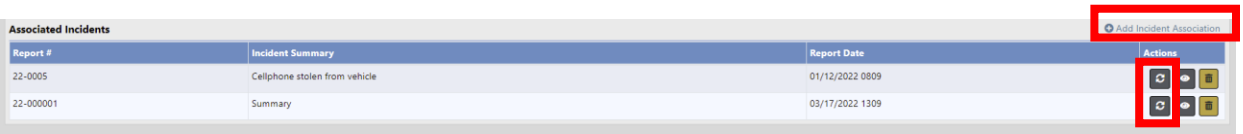


FIGURE 11: INCIDENT REPORT SUMMARY TAB - ASSOCIATED INCIDENTS – IMPORT DATA

Select the data from the associated incident report to import into your original incident report.

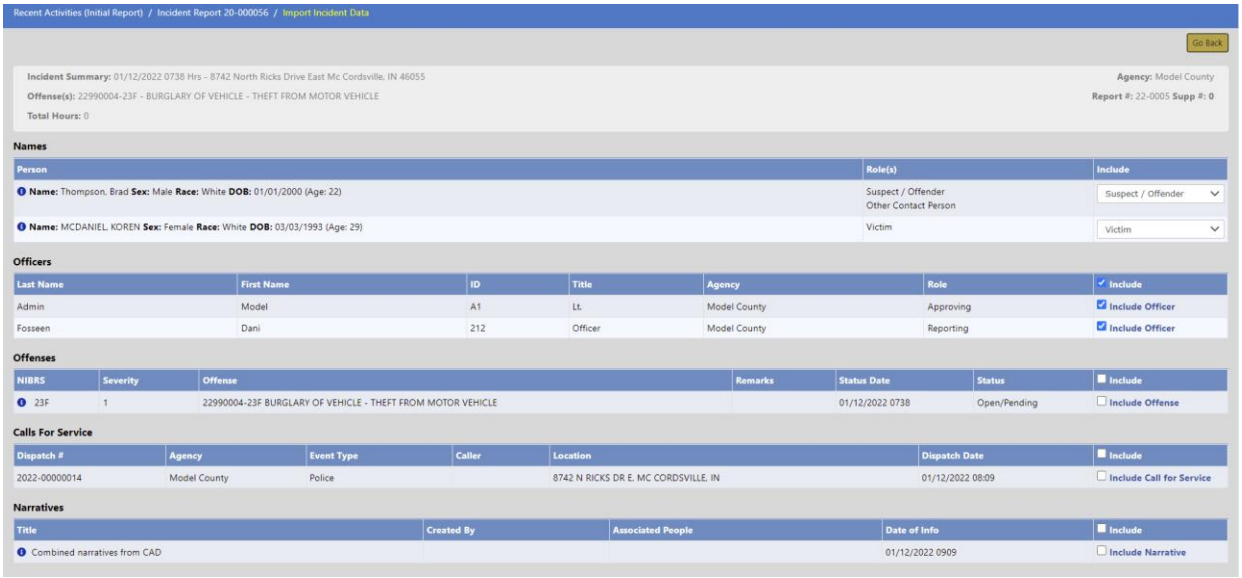


FIGURE 12: ASSOCIATED INCIDENTS – IMPORT DATA FEATURE – SELECT DATA SCREEN

Mass Offenses: Using the new Incident Report **Mass Offense** entry process, you can save time and improve data entry accuracy when completing incident reports involving one or more offenses. The Mass Offense flow streamlines the entry of offenses as well as the appropriate offense NIBRS questions.

When browsing/navigating to the Offense Tab in Wizard mode, the Mass Offense screen is now the default. To identify and select each crime involved, use the offense search bar. Complete the offense details for the first offense once all offenses have been selected, and the values will automatically populate down to all other offenses.

For agencies that have Offenses linked with Incident Types, a new left-hand Sidebar menu will provide Incident Types that require an offense, as well as a list of associated Offenses for quick addition to the incident report.

FIGURE 13: MASS OFFENSE SCREEN – REQUIRED OFFENSES BY INCIDENT TYPE – SIDEBAR MENU

The Incident Type warning will be met by selecting a required offense.

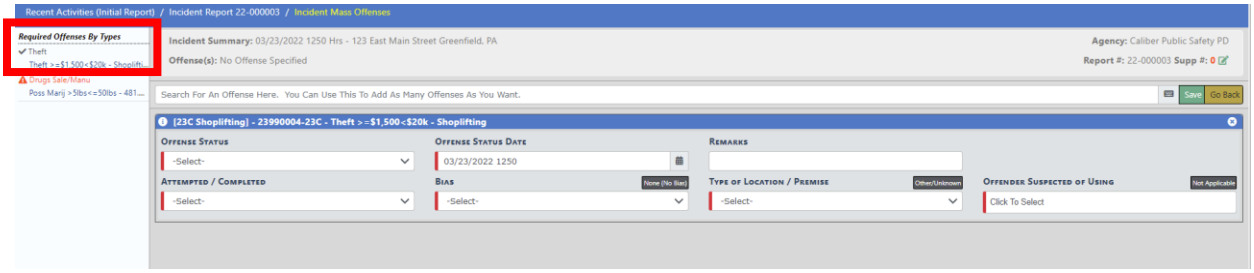


FIGURE 14: MASS OFFENSE – REQUIRED OFFENSE – VALIDATION MET

Use the **"Search For An Offense Here. You can Use This To Add As Many Offense As You Want"** Search Bar to add one or more offenses to the report. Search and select each offense.

FIGURE 15: MASS OFFENSE SEARCH BAR

Once all offenses have been selected, fill out the offense details for the top offense, and the data will automatically populate down to the additional offenses.

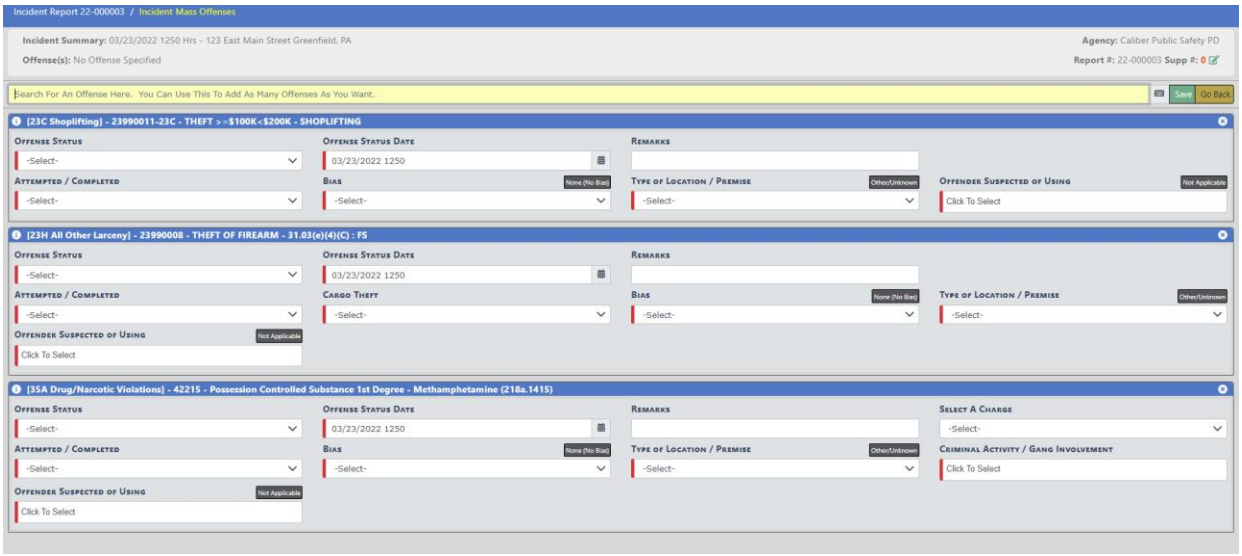


FIGURE 16: MASS OFFENSE ENTRY – FILL IN FIELDS

Calls For Service

The **User Interface (UI)** for agencies that use the **Manage Calls** module to enter Calls for Service has been redesigned for increased usability.

A left-hand **Sidebar menu** provides simplified access to **Create a New Call**, **Manage Screen Options**, **Drag and Drop Officers on Calls that you own (from Call List)**, and **Exit** the screen.

FIGURE 17: CALLS FOR SERVICE – MANAGE CALLS – REDESIGNED UI

A multi-tabbed management design allows you to have multiple Calls for Service open at the same time for viewing or making individual edits.

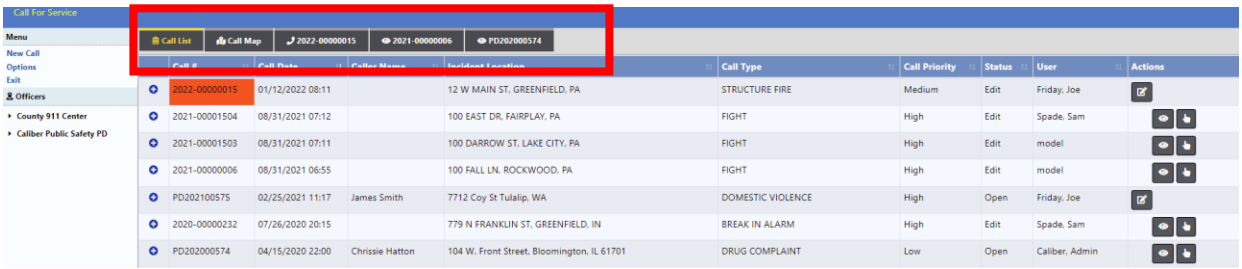


FIGURE 18: CALLS FOR SERVICE – MANAGE CALLS – MULTI-TAB MANAGEMENT

The Call Map tab will display all geo-coded calls in the filter in a Map view.

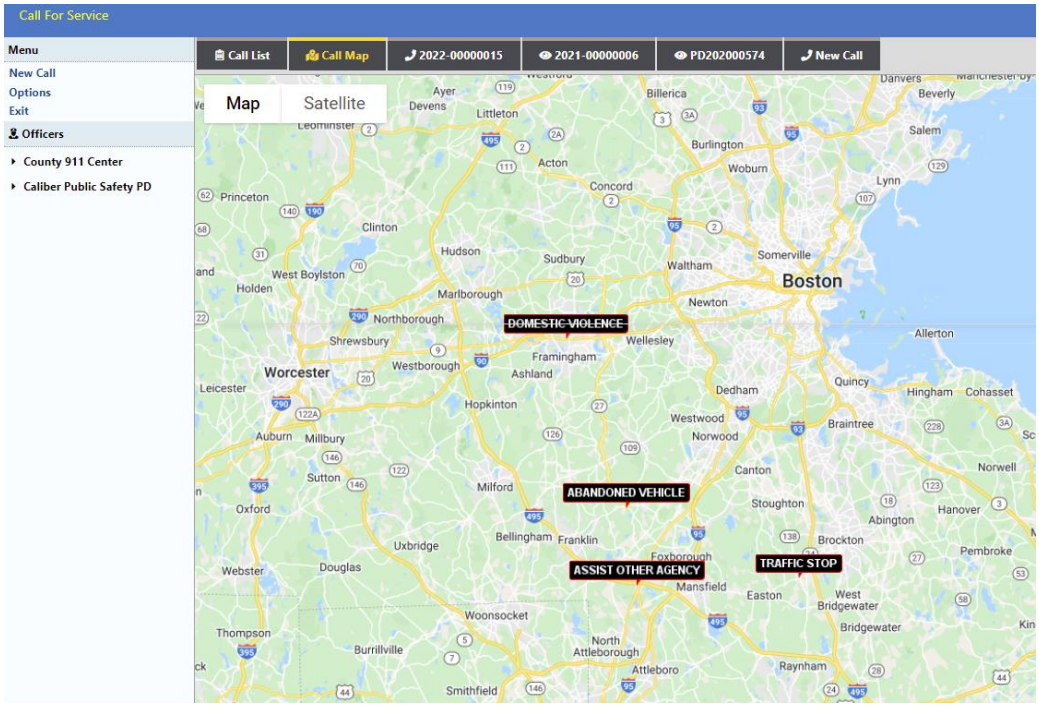
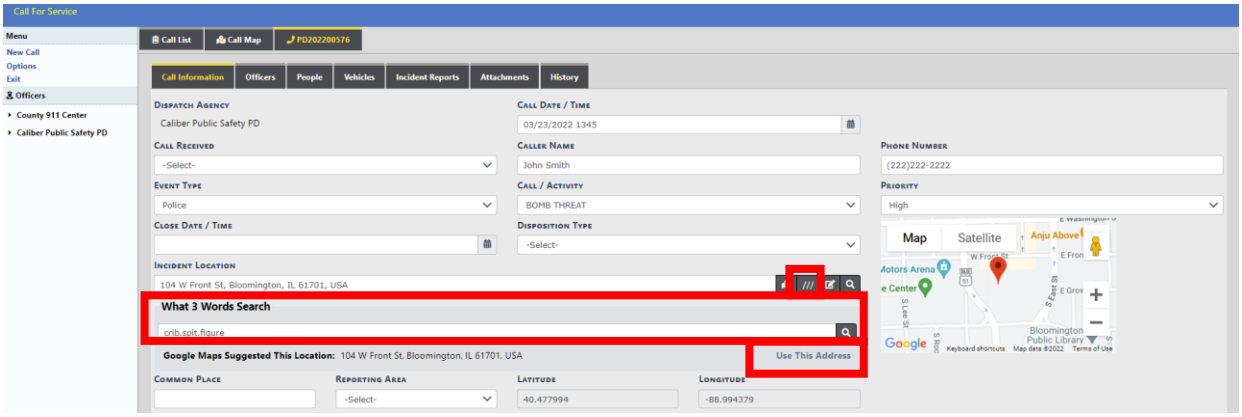


FIGURE 19: CALLS FOR SERVICE - MANAGE CALLS - CALL MAP

Enhanced geo-coding options for address entry.

- Integration with **What3Words** is available to quickly populate the location details from a caller when they provide the three words for their location.
- Select to search and add an address from the Master Address using our standard RMS Google **Master Address geo-validation** integration.
- **Google Places Auto-complete** is supported. This feature requires agencies to create their own Google Account for use of Google's required API keys. Contact Caliber Support to help configure.

What3Words – Select the /// icon to display the What 3 Words Search bar. Enter the three words received from the caller. Search to see the location on the map. RMS integration with Google maps will attempt to match the geo-coordinates with a Suggested address. Click on **Use This Address** link to use the suggested address as the CFS Incident Location.



Google Places Auto-complete – when enabled users can type int the CFS Incident Location field and suggested locations will automatically appear that match the key words entered. Suggested location will be based on locations in the vicinity of the user's location. This feature requires agencies to create their own Google Account for use of Google's required API keys. Contact Caliber Support to help configure.

CFS Address Search – Use the icon to use information entered in the Incident Location field to search the RMS Master location file. If no address is found, the information can be reused to create a new address to link to the CFS record.

The CFS Edit icon displays the formatted address in separate fields, allowing the user to modify or add additional details as required.

Incident Notes has been modified to log the date, time and user initials when entering a new comment. This enhanced process will reduce the chance of unintentionally typing over previous notes entered in the notes field. On the right, above the incident notes text section, there is a "Enable Editing" link that will make the text area editable. This will allow for modifications as needed.

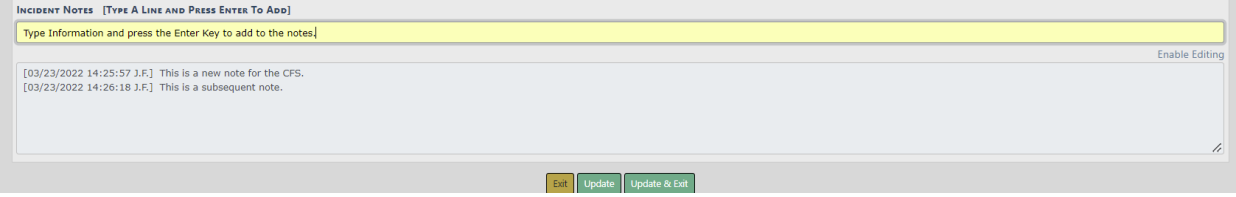


FIGURE 20: CALLS FOR SERVICE – MANAGE CALLS – CFS/INCIDENT NOTES

Custom Form – Additional Display Fields

Getting more out of Custom Forms. Customer-sponsored enhancement allowing the selection of one or more fields on a Custom Form that can be used to offer more information to readily distinguish the Form when reviewing and/or acting on notifications.

Authorized users can choose which fields to display for Additional Details when creating a Custom Form. To pick fields for existing Custom Forms, disable the Form first and edit the individual Form fields. Sub Form fields are not supported.

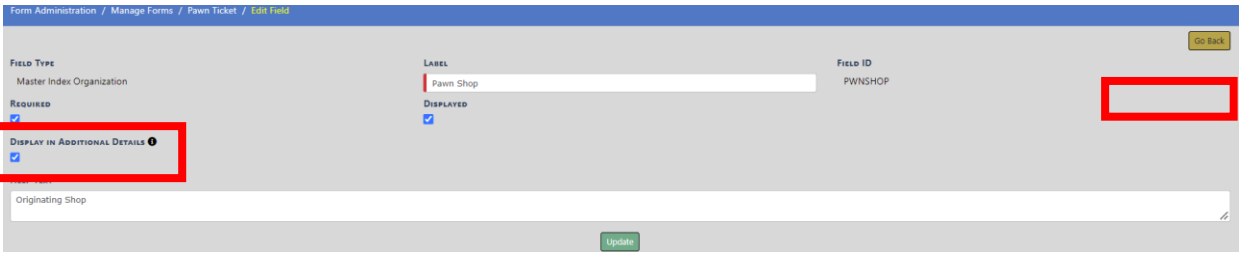


FIGURE 21: CUSTOM FORM ADMINISTRATION - SELECT FIELDS TO DISPLAY IN ADDITIONAL DETAILS

Selected fields display as Additional Details when the custom form is displayed in My Forms screen (initial and rejected), Forms for Review, Form Search results, and Notifications (FORM REVIEW, FORM DISAPPROVED, and FORM REVIEW – INFORMATIONAL). Additionally, the Form Instance number was added as a column and to the Notification Details.

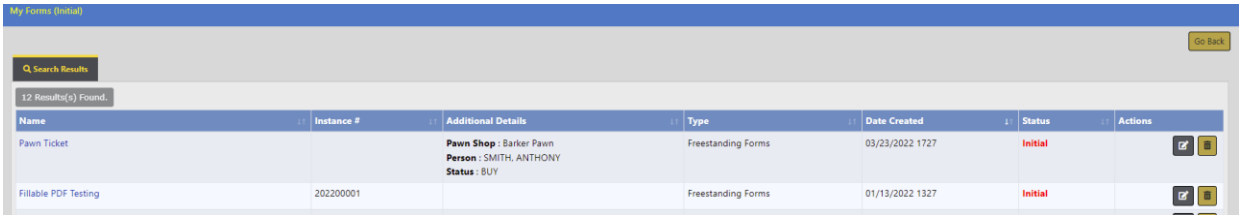


FIGURE 22: CUSTOM FORM - ADDITIONAL DETAILS DISPLAY COLUMN

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. **Unknown Offender** - Help Text and Validation text added to clarify "Not Known" and "Unknown Offender" options. Per NIBRS requirements, if all Sex, Race, and Age are Unknown, then the Offender should be entered as Not Known (00). If receiving this message, exit the page and select the Offender Information Not Known option or enter a known identifier for the suspected offender

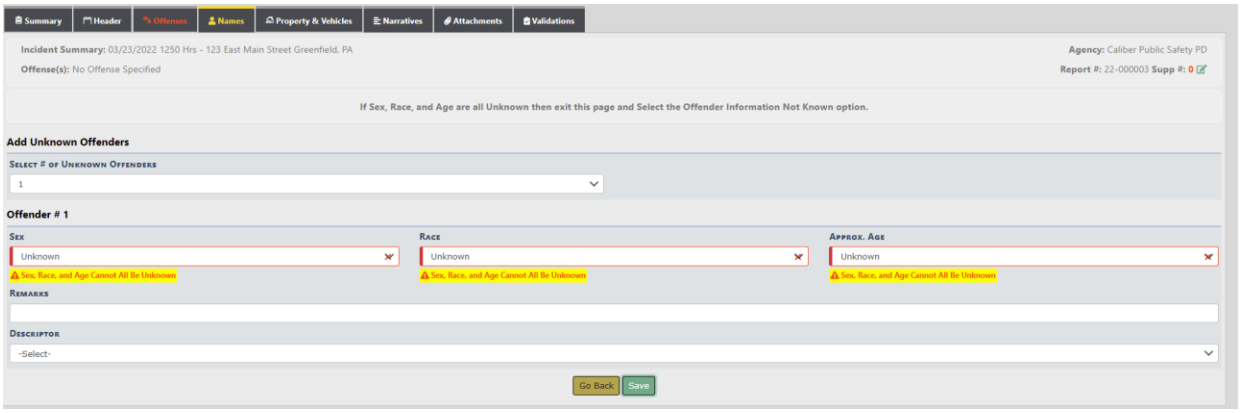


FIGURE 23: NEW VALIDATION WARNINGS FOR INCIDENT REPORT - UNKNOWN OFFENDERS

2. **Improved Personel & Training Records Accountability –** A few usability items to enhancements the use of the Personnel and Training Modules.
   - The Training Course Search Results have been enhanced to allow the deletion of courses that are created and not needed.
   - New permissions added for Personnel Management. Users without these permissions will only be able to view their Profile and Employee information.

Category
User - Allow User to Update Their Employee Information
User - Allow User to Update Their Profile Information

   - **Duplicate Employee Warning**. A new warning is introduced to prevent the duplication of Employee records. When First Name, Last Name, Sex, and Race are entered, the page will check for duplicate employee records matching these values.

     Authorized users can link and unlink employees from User Profiles.

FIGURE 24: MANAGE EMPLOYEE – UN-ASSOCIATE USER ACCOUNT

3. **Custom Forms –** Enhance your use of the Employee module by creating custom forms for use and association to employee records.

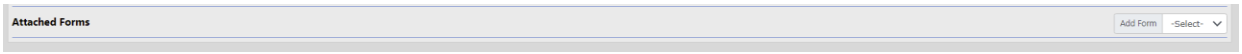


FIGURE 25: EMPLOYEE MANAGEMENT - ATTACH CUSTOM FORM

4. **Improved management of the Personnel and Training modules** - Separate permission categories for managing access to Add/Edit and View Only. The Permission categories are self-explanatory.
   - **Personnel Management Permission categories**

Category
Personnel Management - Add/Edit Agency Records
Personnel Management - Add/Edit Organization Records
Personnel Management - Add/Edit Schema Records
Personnel Management - View Agency Records
Personnel Management - View Organization Records
Personnel Management - View Schema Records

FIGURE 26: PERMISSION CATEGORIES - PERSONNEL MANAGEMENT

   - **Training Permission categories**

Category
Training - Add/Edit Agency Records
Training - Add/Edit Schema Records
Training - View Agency Records
Training - View Organization Records
Training - View Schema Records
Training- Add/Edit Organization Records

FIGURE 27: PERMISSION CATEGORIES - PERSONNEL MANAGEMENT

5. **Incident Drug Measure & Quantity Updates** - Many agencies enter a Drug Measure value of "XX" – "Not Reported/Pending Lab Results" with a Quantity of "0" for initial entry of drugs on an original reports. To simplify subsequent updates, the supplement report workflow has been updated to allow a user to easily update the values when the lab results are returned, regardless of lock hours.

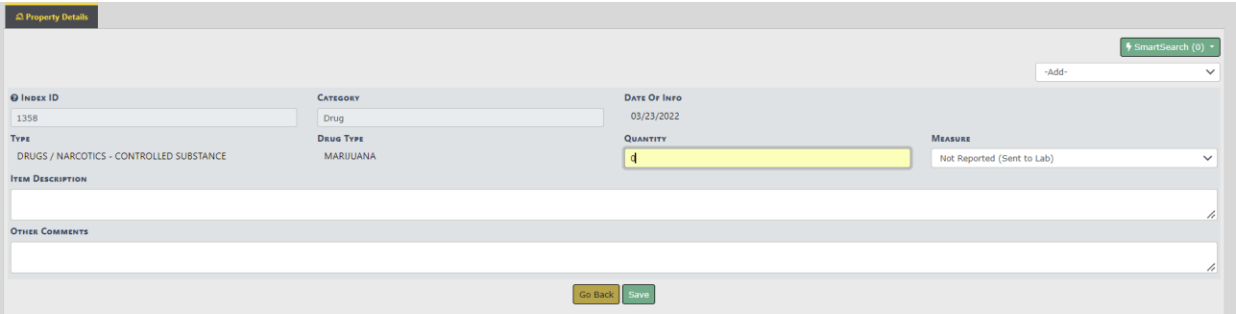


FIGURE 28: INCIDENT REPORT - OPEN SUPP – UPDATE QUANTITY IF "0" AND MEASURE IF "XX"

Increased Awareness

1. **Training Dashboard** - **Course Type** and **Course Clasification columns** added Upcoming Courses, Expired Courses, and Near Expired Courses, as well as Manage Courses -> Search Course results. This will provide improved awareness of trainings that are mandatory / required for service.

FIGURE 29: TRAINING DASHBOARD DISPLAY COLUMNS

2. **Personnel/Training Dashboard** - Columns made sortable where possible. To sort, click on the column header/name.

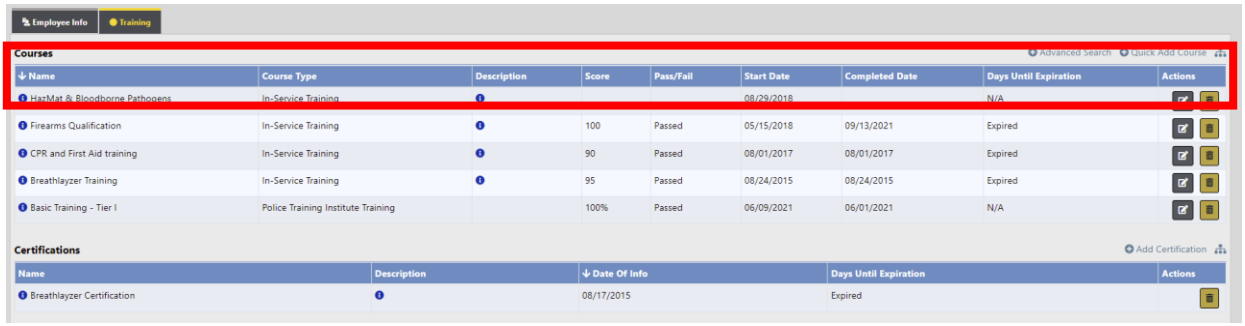


FIGURE 30: EMPLOYEE TRAINING TAB - SORTABLE COLUMNS

3. **Incident Types and Offense** - The Offense display columns on the **Master Person Summary** and **Incident Charts** page were enhanced to **show both Incident Types** and **Offenses**. This improved display will make it easier to identify reports based on the Incident Type.

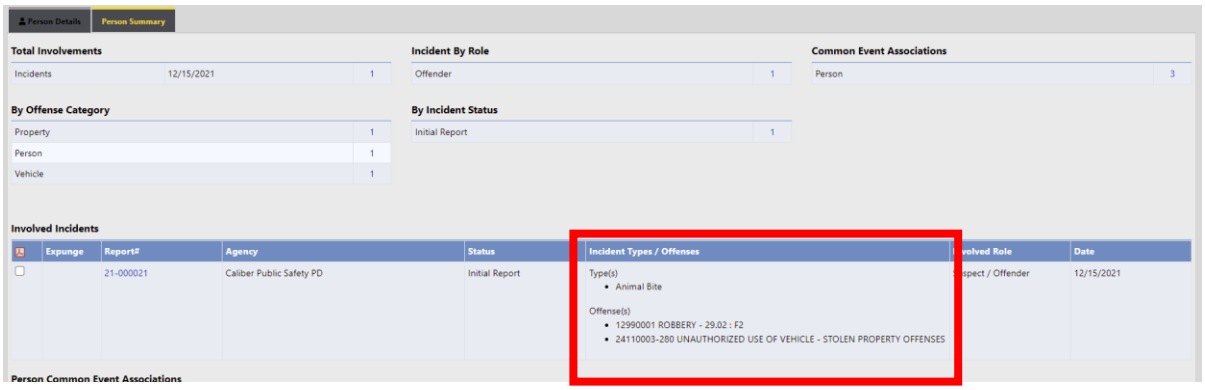


FIGURE 31: MASTER PERSON SUMMARY – INCIDENT TYPES / OFFENSE DISPLAY COLUMN

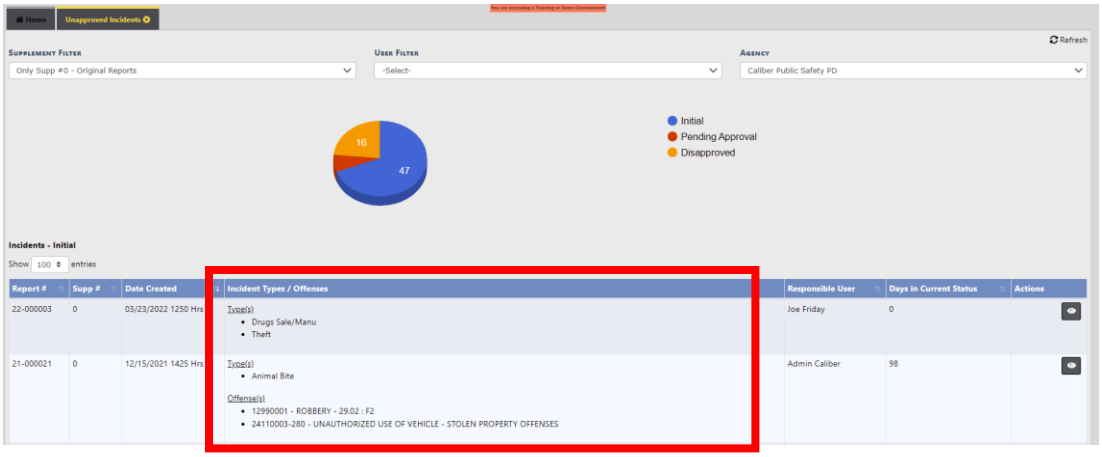


FIGURE 32: UNAPPROVED INCIDENT CHARTS – INCIDENT TYPES AND OFFENSE DISPLAY COLUMN

4. **Held Property / Evidence** - The Check-out location destination value added to Current Location and Chain-Of-Custody Location fields. This enhancement provides awareness of evidence when checked out of the Property/Evidence room.

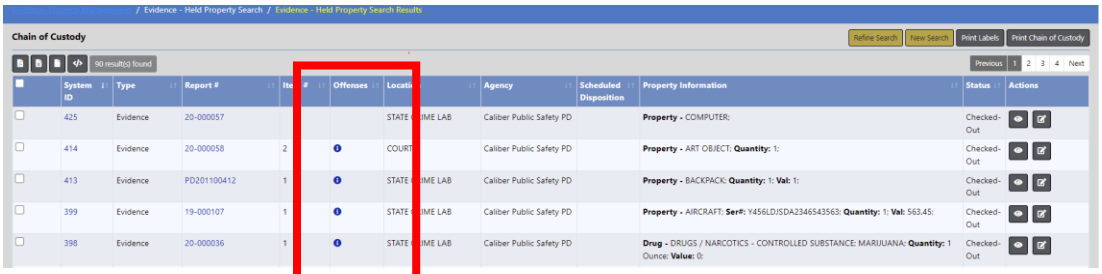


FIGURE 33: CHAIN OF CUSTODY SEARCH RESULTS – LOCATION DISPLAY

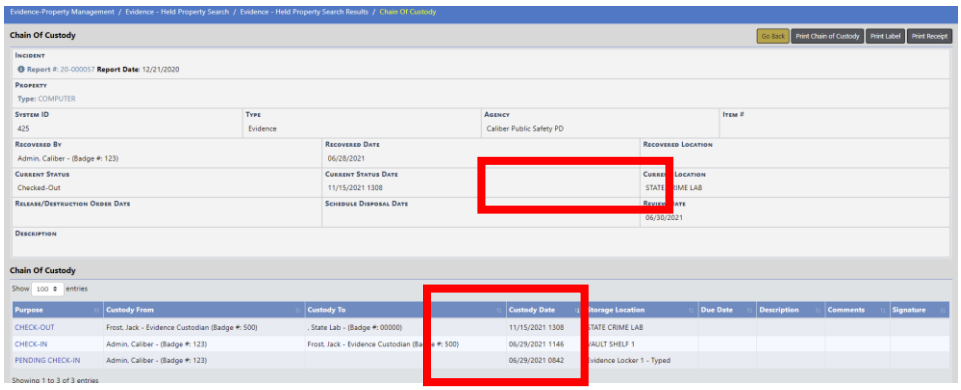


FIGURE 34: CHAIN OF CUSTODY SCREEN – STORAGE LOCATION AND CURRENT LOCATION FIELDS

Usability and Efficiency Gains

1. **Warrant Search** - Enhanced mapping and display of Warrant info. Up to 500 warrants can be displayed on the map at one time.

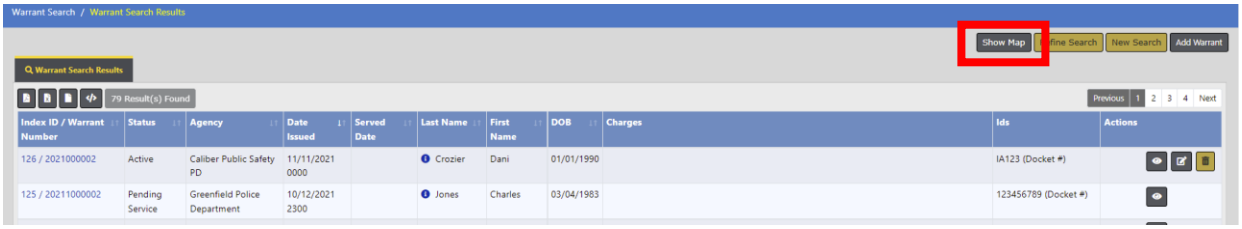


FIGURE 35: WARRANT SEARCH RESULTS – SHOW MAP BUTTON

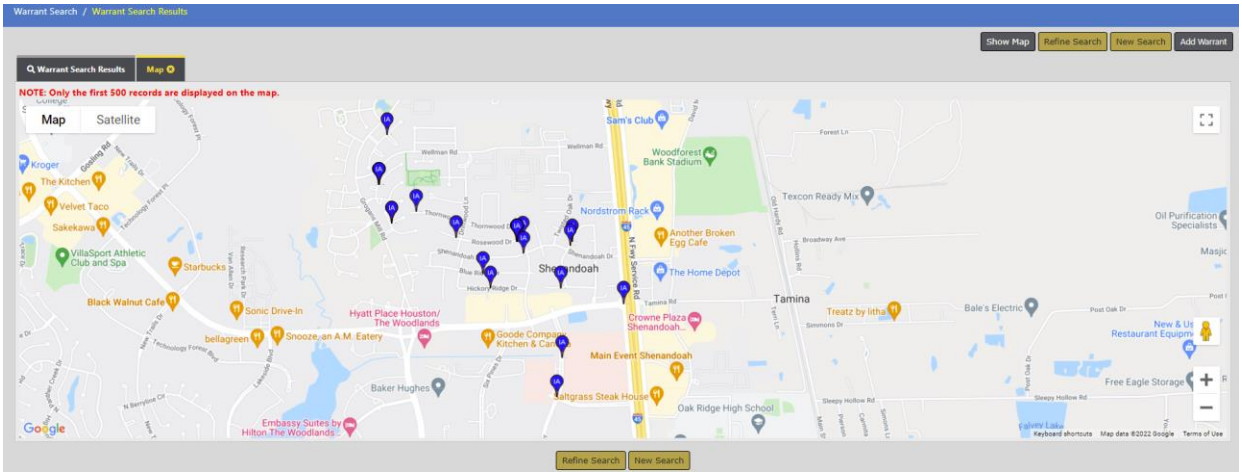


FIGURE 36: WARRANT SEARCH RESULTS - MAP DISPLAY WITH WARRANT MARKERS

- Clicking on a Warrant Pin/Marker will display additional Warrant Details with option to View or Edit based on user permissions.

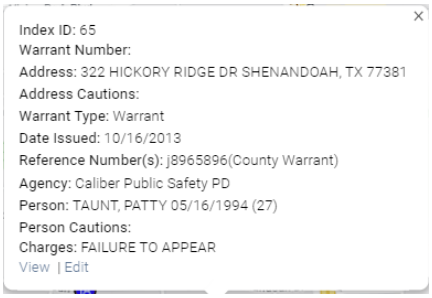


FIGURE 37: WARRANT MARKER – ADDITIONAL DETAILS

2. **Incident/Event Mapping** - An added refresh button makes it easy to reset the map for new searches.

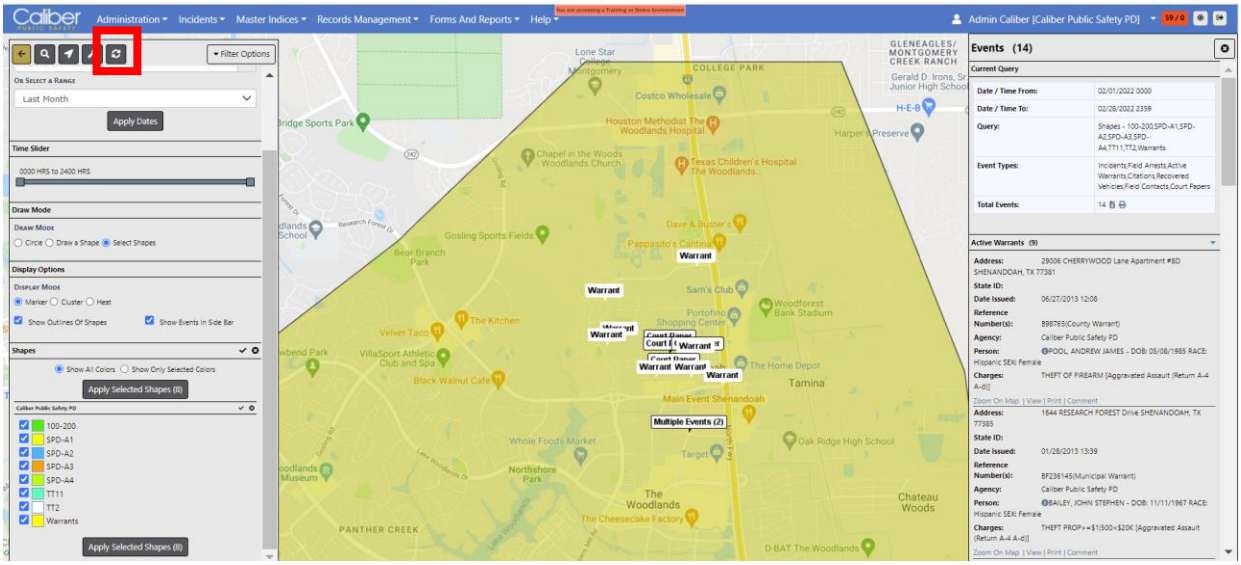


FIGURE 38: INCIDENT MAPPING – REFRESH BUTTON

3. **Incident Search** - Enhanced the Incident Search to allow multi-select values for Agency and Incident Status/Disposition List of Values (LOVs).

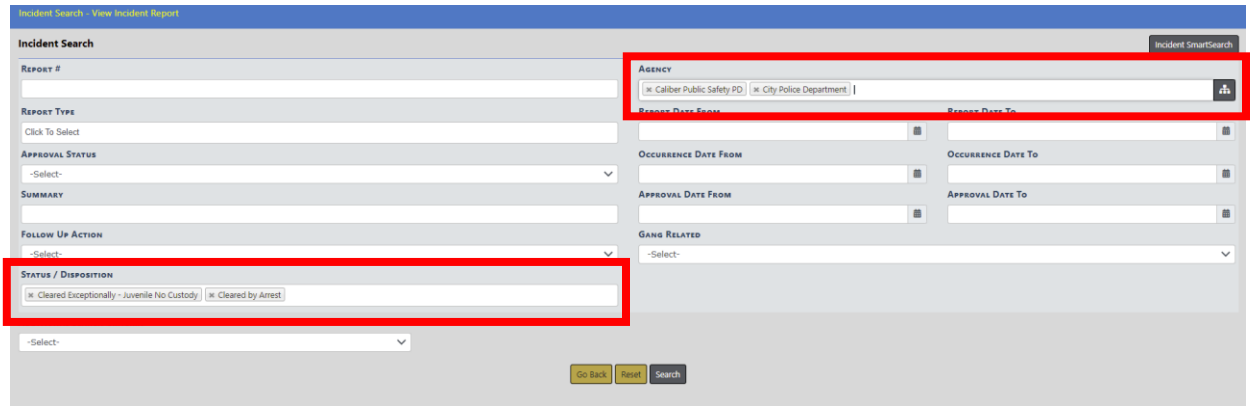


FIGURE 39: INCIDENT SEARCH – MULTI-SELECT LOVS FOR AGENCY AND STATUS/DISPOSITION

4. **Officer Daily Log Search** – Enhanced to allow the selection of a specific agency within a user's organization or to view "All Agencies" in the user's organization.

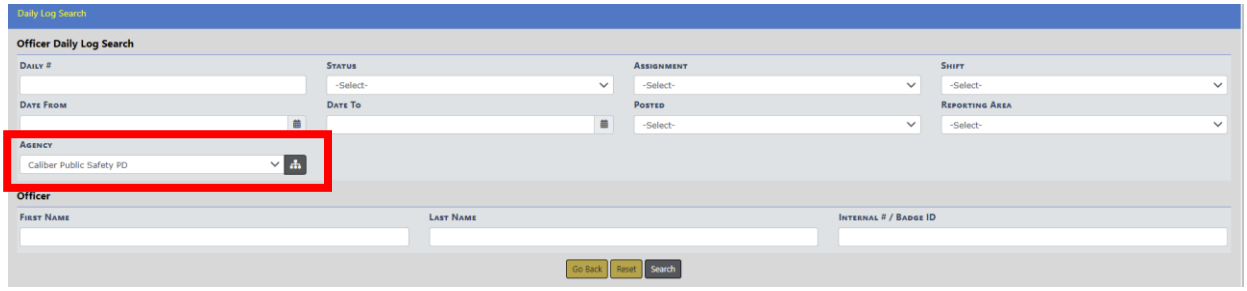


FIGURE 40: OFFICER DAILY LOG – AGENCY SEARCH FIELD

5. **Person Search** – New Search option for Known vs Unknown persons. Default set to Known to limit initial searches to known people records. A Known person is a person with a first name, last name, and dob or having a driver's license number. Change the Person search filter to Unknown or All to search for people records that do not have a first name, last name, and DOB or not having a driver's license number.

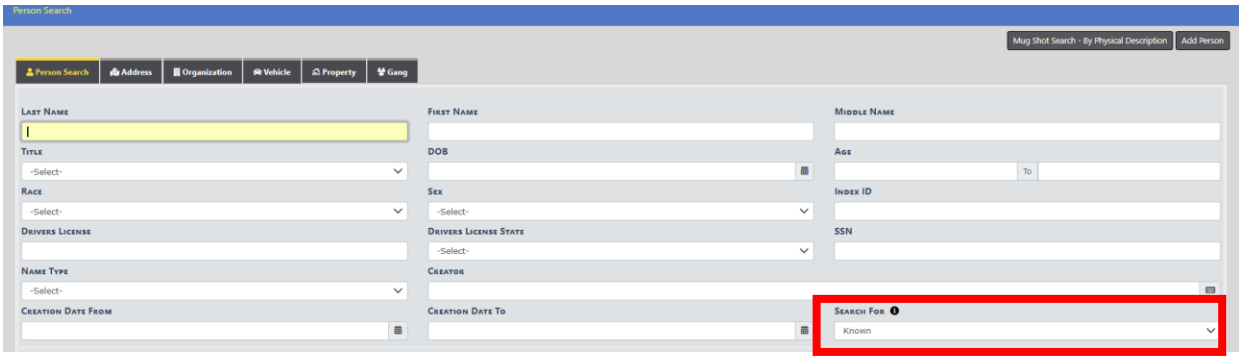


FIGURE 41: PERSON SEARCH - KNOWN AND UNKNOWN PERSONS SEARCH FIELD

6. **Incident Printing** – Printing of Unknown Person Detail reports is automatically filtered to not include. Easily print fillable PDFs when configured for Custom Forms associated to the incident report.

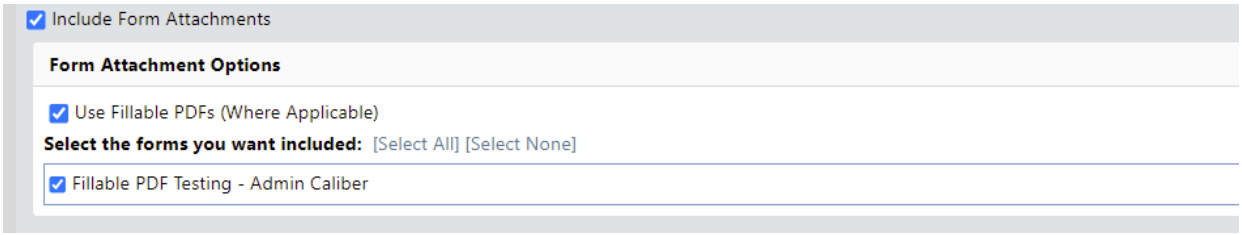


FIGURE 42: INCIDENT PRINT - CUSTOM FORM - FILLABLE PDF OPTION

APPENDIX: 11.9.0 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 11.9.0 release.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-58202	N/A	RMS - Upgrade jQuery	Engineering Enhancement	UI - Home Page	Technical Upgrade: Update JQuery to current version for improved security and usability.
IA-65942	365155	Title: Personnel Management - Edit employee record - make column headers sortable	Enhancement	Personnel	Software Enhanced: Added column sorting to all Employee grids where not previously present (only on date columns before). Exceptions are comment bubble columns, and Attachment file names. Other Info Attachments grid is also sortable, with the same caveats.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-66693	368586	Permission - View only permission for Training and Personnel Management	Enhancement	Personnel	Software Enhanced: Better management of Personnel and Training, Permission categories separated for controlling access to Add/Edit (Admin) and View Only. 5. Personnel Management - Add/Edit (Agency/Org/Schema) Records 6. Personnel Management - View (Agency/Org/Schema) Records 7. Training - Add/Edit (Agency/Org/Schema) Records 8. Training - View (Agency/Org/Schema) Records

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-67291	374010	Personnel Management - Add USER ID to existing Personnel record	Enhancement	Personnel	Software Enhanced: The User field on Employee Edit screen has a button which can either Un-Associate the current User account if present or Associate an existing User account. When associating an existing User account, a dialog will appear showing potential duplicates. A potential duplicate search will match on First Name, Last Name, and Middle/Middle Initial if present.
IA-67667	N/A	2FA - and Caliber DBM emulation.	Enhancement	Admin	Internal Enhancement: Improve customer support for schemas enabled with Advanced Authentication.
IA-67824	N/A	Property Summary Tag additions	Bug/Defect	Master Indices	Software Modification: More data for display in property summary tags: • Drugs will display the quantity rather than value. • Documents - Added 'Account Name' • Guns - Added '# Rounds' • Currency - Added 'Amount' to reflect the total value

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-68181	377513	Incident Mapping - Add a refresh button to Incident Mapping page	Enhancement	Incident Mapping	Software Enhanced: A new refresh button appears on the incident mapping screen. The button is located on the top left toolbar. Clicking the button will warn the user that the map search values will be refreshed. Confirming the message will refresh the map.
IA-68187	N/A	Master Indices - Duplicate entry alert should stand out more	Enhancement	Master Indices	Software Enhanced: The Potential duplicate warning button that appears at the top right of all Master Indices entry screens will now appear **Red** rather than Yellow to visually alert the user.
IA-68207	N/A	Admin: "Error saving Local Offense Code" msg displayed when adding a code with lower case letters and associating a NIBRS code	Bug/Defect	Admin	Software Modification: Resolved an issue with entering and saving an Agency specific local Offense code.
IA-68472	N/A	Active Warrants - By Reporting Area Report - Print free text charging information.	Bug/Defect	AdHoc Reporting	Printing Improvement: Warrant report and Active Warrants AdHoc report were modified to include warrant charge information entered as free text.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-68609	379626	Training - Ability to Delete unused Course	Enhancement	Personnel	Software Enhanced: Added the ability to delete Courses from the Manage Courses Search Results screen. Courses can only be deleted when there are no attendees or groups associated to the course and the course is currently open.
IA-69076	382407	Officer Daily Logs - Access Logs Across Agencies	Enhancement	ODL	Software Enhanced: Agencies configured as Organizations with sub-agencies can now select a specific agency or "All Agencies" when searching Officer Daily Logs.
IA-70071	N/A	Personnel Management - prevent duplicate employee	Enhancement	Admin	Software Enhanced: Added Employee and Officer duplicate warnings when adding new users through the single Add User screen or the Mass User Entry screen. When First Name, Last Name, Sex, and Race are entered, Online RMS will check for duplicate Employee and Officer records. If found, a warning button will appear in the top right allowing the user to review duplicates found and select a match to associate to the new User.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-70689	392585	Incident Reports - Add ability to edit drug property Quantity & Measure values through Supp	Enhancement	Incidents	Software Enhanced: Many agencies enter a Drug Measure value of "XX" – "Not Reported/Pending Lab Results" with a Quantity of "0" for initial entry of drugs on an original incident reports. To simplify subsequent updates, the supplement report workflow has been updated to allow users with an open supplement to easily update the values when the lab results are returned, regardless of lock hours.
IA-70693	392578	Search Results - Allow setting the results default display value	Enhancement	Admin	Software Enhanced: The default number of records for screens with data tables (e.g., user management) has been updated to display 100 records. This does not impact traditional search screens.
IA-71381	N/A	CFS: Create Incident dialog box - Media Crime Summary is not required	Bug/Defect	Calls For Service	Software Modification: The Incident Crime/Media Summary field will validate when required if blank.
IA-71397	N/A	CFS: Narrative imported from CFS into incident does not have carriage return.	Bug/Defect	Calls For Service	Software Modification: Narrative text imported into an incident report from a CAD CFS spill will maintain carriage returns as entered.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72571	396731	Incident Printed Report Custom Forms – Print Fillable PDFs if available.	Enhancement	Incidents	Software Enhanced: A new option for printing fillable PDFs for custom forms is available on the Incident Report print options screen. It will appear for the list of forms having fillable PDFs when you select to include form attachments.
IA-72726	398003	Records Collapse	Bug/Defect	Collapse	Software Modification: Organization collapse updated to handle collapsing business with the same phone ID on both business records.
IA-72889	N/A	Collapse: Review use of Collapse - Basic Functionality permission and remove if no longer needed	Bug/Defect	Collapse	Software Modification: Refined available permission categories for collapsing Master Indices records. There are now 5 (five) collapse categories. • Collapse - Collapse All Master Index Records • Collapse Address • Collapse Organization • Collapse Person • Collapse Vehicle
IA-72926	N/A	Incident Review: Quick Print button workflow	Bug/Defect	Incidents	Software Modification: Updated the print dialog after selecting the Incident "Review and Print" option to provide a "Go Back" button. This button will take the user back to the Home screen.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-72933	N/A	Master Indices: add person dialog creates vehicle description row with month of 0 if user populated nothing	Bug/Defect	Master Indices	Software Modification: Modified the logic to handle situations where vehicle information is included at the same time when creating a Master Person record.
IA-73153	404665	Incident report Offense Duplicated Causing validation errors	Bug/Defect	Incidents	Software Modification: Add UI blocking mechanism when saving an offense to prevent the possibility of duplicating an offense on an incident report.
IA-73185	N/A	Incident: Juvenile text and/or Juvenile Banner msg not displayed for Incident Person without DOB and Juvenile Age	Bug/Defect	Incidents	Software Modification: Improved the display of the Juvenile warning banner/message when an offender or a victim on the incident report is of juvenile age.
IA-73397	387124	Add Comment when Deactivating User	Enhancement	Admin	Software Enhanced: A comment must be entered to log the reason when a user is deactivated and if deactivated users are subsequently reactivated.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73481	RMS-I-206	New Permission for user to Edit their My Profile Information	Enhancement	Personnel	Software Enhanced. Caliber Concepts – Customer Idea - RMS-I-206 Two new permissions for Personnel Management. Users **without** these permissions will only be able to view their Profile and Employee information. • Allow a user to edit their Profile information • Allow a user to edit their Employee information. Additionally, the Employee screen was enhanced to allow association of Custom Forms. Expand upon the functionality of the personnel management by creating custom forms to create workflows and capture additional information.
IA-73628	N/A	Warrants - Search Results Map Usability Enhancements	Enhancement	Warrants	Software Enhanced. Warrant Search and Map display of Warrant info updated to display up to 500 warrants on the map at one time. Warrant info pins enhanced to display more data about the warrant with the ability to edit or view warrant based on user permissions.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73637	N/A	Tow/Impound - Vehicle Type not defaulted when adding a new Vehicle but only if user had previously typed in Make/Model on Vehicle Search page	Bug/Defect	Tow Impound	Software Modification: Updated add vehicle workflow to retain vehicle type when creating a new master vehicle record after a search.
IA-73700	N/A	Field Arrest: Organization Additional Search Criteria is missing Street Name field	Bug/Defect	Field Arrest	Software Modification: Added Organization Street Name to Field Arrest - Additional Search Criteria.
IA-73757	407589	Incident Offender Clarification on using Unknown Offender or Offender Not Known option	Enhancement	Incidents	Software Enhanced: Help Text and Validation message added to clarify “Not Known” and “Unknown Offender” options.
IA-73830	N/A	Fleet: Refresh Fuel/Oil page (Add Fuel/Oil/Mileage Record not displayed) after self-assignment	Bug/Defect	Fleet Mgmt.	Software Modification: Improved usability of Fleet Management screen to auto refresh when adding a self-assignment.
IA-73831	N/A	Field Arrest Import: Other Names Roles not separated by comma	Bug/Defect	Field Arrest	Software Modification: Enhanced display to separate names using commas
IA-73953	N/A	Roles: Agency Name Listed	Enhancement	Admin	Software Enhanced: New column added to the Role’s screen to display if a Role is Agency specific or available to All Agencies.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-73962	N/A	Web Application Vulnerabilities - Feb 2022 Scans - Review	DevTask	Security	Software Enhanced: As part of our commitment to keeping your data safe and secure, Caliber regularly scans our software for vulnerabilities and deploys required resolutions for critical items.
IA-74063	N/A	Visualization Tool - Address to Incident (Other Locations) not Showing	Bug/Defect	Incidents	Software Modification: Improved the visualization tool to include Incident Reports based on Incident Other Location – Addresses.
IA-74107	RMS-I-165 RMS-I-169	Incident Search - Multi-Select for Agency and Incident Status/Disposition LOVs	Enhancement	Incidents	Software Enhanced. Caliber Concepts Customer Ideas - RMS-I-165 and RMS-I-169. Enhanced the Incident Search to allow multi-select values for Agency and Incident Status/Disposition List of Values (LOVs).

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74213	N/A	Incident Report Routing - Enhancement to Select Specific Agency	Enhancement	Incidents	Software Enhanced: Added Destination Agency LOV option when configuring Incident Review Routing Levels on the admin screen. Named "Specify Agency", when selected, the admin will be able to specify the default agency (from all schema agencies) for that route level. When a level is configured to use a specified agency, that agency will display as the read-only on the Incident Approval screen. This setting does not affect the User Can Change Agency checkbox, and if checked, the user will be able to select the agency themselves from the Incident Approval screen.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74355	N/A	Incident Copy - Copy additional attributes for Names	Enhancement	Incidents	Software Enhanced: Copy Incident process enhanced to Copy more data. The following are available. • Use of Force and Incident Location Resident status for Offenders. • Incident Location Resident status and Victim Rights for Victims. • Incident Location Resident status for Other Names. Additionally, users can now select multiple roles when copying Offenders.
IA-74357	N/A	Incident Copy - Copy additional attributes for Property	Enhancement	Incidents	Software Enhanced: Copy Incident process enhanced to copy more data. The following additional fields for Property are available. • Property Owner • Stolen Value • Property Damage • Property Damage Description

IA-74362	N/A	Incident - Add Ability to import data from Associated Incident Report	Enhancement	Incidents	Software Enhanced: Building on the Copy Incident functionality introduced in the last release, users can now import data from incident reports that are associated directly to the original report. When an event requires more than one incident report 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. This improved copy feature allows users to import data into incident reports created from responding to a CAD Call for Service. Copy 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.
IA-74387	N/A	Copy Incident - allow manual	Enhancement	Incidents	Software Enhanced: Building on the Copy

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
		entry of incident report number			Incident functionality introduced in the last release, agencies can configure number generation with "next number" = 0 to allow users to enter the report number manually when copying an incident report.
IA-74443	N/A	Update Person Delete Functionality to for User Pinned Records	Bug/Defect	Admin	Software Modification: Improved the delete person functionality to remove pinned records for the deleted record, if they exist.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74460 **IA-74560** **IA-74561**	N/A	Calls For Service - UI Ideas and Updates and Improved Address Entry.	Enhancement	Calls For Service	Software Enhanced: Calls For Service Addressing – Enhanced geo-coding options for address entry. Integration with • What3Words is available to quickly populate the location details from a caller. What3Words is available to the public at no costs. • Select to search and add an address from the Master Address using our standard RMS Google Master Address geo-validation integration. • Google Places Auto-complete is supported. This feature requires agencies to create their own Google API Account for use of Google's required API keys. Contact Caliber Support for more information.
IA-74461 **IA-74462** **IA-74464**	N/A	Warrant - Struts to Spring Conversion	Enhancement	Warrants	Technology Update. The Warrant module has been updated to a more flexible, reusable, and resilient application development framework as part of our commitment to security and performance.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74465	N/A	Calls for Service - Struts to Spring Conversion	Enhancement	Calls For Service	Technology Update. The CFS module has been updated to a more flexible, reusable, and resilient application development framework as part of our commitment to security and performance.
IA-74518	400711	Case Mgmt. - Assignment Status LOV do not display inactive codes	Bug/Defect	Admin	Software Modification: Case Management Edit screen - Assignment Status list of values updated to not display inactive codes.
IA-74522	N/A	Custom Form - Display Additional Details (ISP Sponsored)	Enhancement	Custom Forms	Customer Sponsored: Enhanced Custom Form configuration to allow selecting one or more fields that can be used to provide more information to easily distinguish the Form when reviewing and/or acting on notifications. Selected fields display as Additional Details when the custom form is displayed in My Forms screen (initial and rejected), Forms for Review, Form Search results, and Notifications (FORM REVIEW, FORM DISAPPROVED, and FORM REVIEW - INFORMATIONAL.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74528	RMS-I-251	Add Supplement if Access is Denied	Enhancement	Incidents	Software Enhanced. Caliber Concepts Customer Idea - RMS-I-251. The add supplement workflow will allow users to add a supplement to an incident report even though they don't have permission to view the incident report.
IA-74553	RMS-I-254	Default Incident Type based on Selected Offenses	Enhancement	Incidents	Software Enhanced. Caliber Concepts Customer Idea - RMS-I-254. If your agency admin has configured associations between Incident Types and Offenses, adding an offense to an incident report will now automatically add the associated Incident Type to the incident report.
IA-74562	N/A	Calls For Service - Assigned Calls in Recent Activities	Enhancement	Calls For Service	Software Enhanced: Added assigned calls to recent activities for officers with assigned calls for service that are open. If a user has the CFS feature and is an officer, CFS assigned calls will appear in their recent activities. The screen displays a list of calls assigned and allows quick viewing of the call.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74575	N/A	Mass Incident Offense Entry	Enhancement	Incidents	Software Enhanced: Caliber Concepts Customer Idea - RMS-I-9. Save time and improve the accuracy of data using the Mass Offense entry screen. Many crimes involve one or more offenses. Currently officers add offense one at a time. This requires the officer to repeatedly enter offense details that are common among all offenses added to the incident report. The new mass entry screen streamlines the entry of offenses and required offense NIBRS questions. Use the offense search bar to find and select each offense involved. Once all offenses are selected, complete the offense details for the first offense and the values will automatically populate down to all other offenses.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74582	N/A	Incident Quick Complete Enhancement	Enhancement	Incidents	Software Enhanced: Quick Fill Incident Templates - Easily create reusable incident report templates that users can apply to quickly fill-in data for common crime occurrences such as shoplifting/retail theft from Walmart, etc. Create templates with Crime Summary, Incident Report Types, Dates/Times, Not Known Offender, Victim Names, Location, Officers, Employees, and Narratives.
IA-74593	N/A	Online RMS- Install script for release 11.9.0	DevTask	Admin	Install script for release 11.9
IA-74594	411858	Citations - Show Stop Comments field.	Enhancement	Citations/Stops	Software Enhanced: Added the 'Comments' field to main Citation information display grid.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74602 **IA-74603** **IA-74820** **IA-74909** **IA-74910** **IA-74911** **IA-74915** **IA-74953**	N/A	Archive File Enhancement	Enhancement	Attachments	Software Enhanced: Enhanced internal database management. File attachments are stored securely within the Caliber/Nlets hosted environment external to the database. This process improves the database managements and significantly reduces the time involved to back-up and restore databases. The ability to support external locations at customer sites is a future roadmap item under review.
IA-74672	412573	GA NIBRS Submission File Name Specification	Enhancement	State Submissions	Georgia NIBRS Specific Enhancement: Incident Based Reporting modification for the state of Georgia NIBRS submissions to generate the NIBRS file using the Georgia fine name specification ORI_2digitMonth_4digitYear_submission format.
IA-74674	409742	Jasper Report - New Report for Jasper Crime Map (RMS Interface Jasper export to Crime Map)	Enhancement	AdHoc Reporting	Software Enhanced: New Jasper extract available for sending incident crime map data to ThinkGIS.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74690 IA-74692	N/A	Online RMS - Log4J Vulnerability CVE-2021-45105	Technical Upgrade	Admin	Technical Upgrade: Log4J upgraded to resolve reported vulnerability.
IA-74705	N/A	MI56 - CAD Interface is Not Creating an INCIDENT_DELETE entry	Bug/Defect	Interface	Interface Enhanced: The Logysis CAD interface upload process will now create an initial incident status tracking record.
IA-74733	N/A	Add NIBRS offense code 90M DUI-Marijuana	Enhancement	State Submissions	Virginia Specific NIBRS Update: Added VA NIBRS offense of 90M DUI-Marijuana.
IA-74734	N/A	IBR Submission Details Enhancement Offenses display Column	Enhancement	State Submissions	Software Enhanced: The Online Incident Based Reporting screen has been updated to show the Reported NIBRS Offenses in the Offense Column. The offenses reported for the Incident submission will display using the NIBRS Offense Description in the order of severity, most severe to least. Users can mouse over offense info bubble or click to show the complete description in a pop-up window. This update only applies to new datasets.
IA-74762	N/A	Search Results Not Refreshed after Adding Gang Alias	Bug/Defect	Master Indices	Software Modification: Improved Gang display screen will auto-refresh after adding a Gang Alias.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74791	N/A	IN NIBRS Maximum Juvenile Age is 16 for victim of 36B Statutory Rape	Enhancement	State Submissions	State of Indiana NIBRS specific Update. A new validation setting has been configured for Indiana NIBRS reporting to validate the age of the victim (between 12 and 16) for 36B (Statutory Rape) Offenses. The new maintenance setting is the MAX Age for 36B Offenses and is set to 15 for Indiana. Any Juveniles older than the setting of 15 (16,17) associated with a 36B Offense will now issue a validation error for the Victim Age.
IA-74818	413355	NIBRS Error code 392 35A Offense with property loss code of 1-None Data element 20 Suspected Drug Type is required	Bug/Defect	State Submissions	State of Indiana NIBRS specific Update.
IA-74819	413355	XML NIBRS Submission 35A Completed Offense and 35A Attempted Offense	Bug/Defect	State Submissions	State of Indiana NIBRS specific Update.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74822	413432	TIBRS Error T221 Data element 13 Type of weapon cannot be 99 None when offense is 09A, 09B,09C, 100, 11A, 11B,11C, 11D, 120, 13A, 13B, 520	Enhancement	State Submissions	State of Texas NIBRS specific Update.
IA-74827	N/A	Citation - include STOP_COMMENT field in printed citation	Enhancement	Citations/Stops	Software Enhanced: The Citation Stop Comment field now prints on the printed citation report.
IA-74829	N/A	Notifications - Not Converting returns to page breaks	Bug/Defect	UI - Home Page	Software Modification: Improved Notification display to handle line/page breaks.
IA-74839	398015	Printing - Add option to exclude printing Person Details of names with INDEX_TYPE_CODE of UNKNOWN	Enhancement	Printing	Software Enhanced: Incident Printing - Printing of Person Details reports will only allow selection of Master Person records that meet the criteria for a Known person. A Known person is a person with a first name, last name, and dob or having a driver's license number.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74841	413513	Person Search - Add an option to exclude "Unknown" persons from Master Indices Person searches	Enhancement	Searching	Software Enhanced: New Search option for Known vs Unknown Master Persons. The Default is set to **Known** to filter out partial and Unknown name records. A Known person is a person with a first name, last name, and dob or having a driver's license number. Update the Person search filter to Unknown or All to search for partial name records that do not have a first name, last name, and DOB or not having a driver's license number.
IA-74845	N/A	Evidence Receipt Report - Include Barcode	Enhancement	Property Mgmt.	Software Enhanced: Evidence Receipt report updates, include: • Add a barcode for the Evidence Item. • Add the Evidence processing comments for each Evidence Processing entered.
IA-74846	N/A	Evidence Checked-Out Destination Display	Enhancement	Property Mgmt.	Software Enhanced: Held Property/Evidence – Check-out destination value added to Current Location and Chain-Of-Custody Location fields.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74861	N/A	Configuration Update for NIBRS code 280	Bug/Defect	Incidents	State NIBRS Update for FBI NIBRS.
IA-74884	N/A	Copy Incident - enhance to include offenses	Enhancement	Incidents	Software Enhanced: Copy Incident process enhanced to copy Offenses.
IA-74921	N/A	Criminal Complaint - incident save as PDF opens RMS in a new tab	Bug/Defect	Criminal Complaint	Software Enhanced: Print improvement when using "Save as Attachment" button to Print the Incident Report on Criminal Complaint.
IA-74951	N/A	Training Dashboard and Manage Course Display page	Enhancement	Personnel	Software Enhanced: Added Course Type and Course Classification columns to Training Dashboard Upcoming Courses, Expired Courses, and Near Expired Courses, as well as Manage Courses -> Search Courses Results.
IA-74960	414038	Community Policing - When creating an IR check to see if an IR already exists	Bug/Defect	Community Reporting	Software Modification: Add UI blocking mechanism when saving to prevent the possibility of creating a duplicate record.
IA-74961	409874	Database View - Update the query for N_INCIDENT_PERSON_OFFENSES_VW	Enhancement	Admin	View Modification: Jasper Reporting view update for improved reporting.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-74962	407861	Module Admin - Field Arrest - Default Property Status field causes error if no value is set	Bug/Defect	Field Arrest	Software Modification: Usability update when configuring field arrest property for agency use.
IA-75029	N/A	Address Summary - Person Common Event Associations	Bug/Defect	Master Indices	Software Modification: Updated the address "common event associations" for Person Summary Associations to include Incidents, Field Contacts, Field Arrests, and CFS. Previously this only displayed direct associations and court papers (service address).
IA-75030	N/A	Unapproved Incidents Chart	Enhancement	Incidents	Software Enhanced: The Offense display columns on the Master Person Summary and Incident Charts page have been enhanced to show both Incident Types and Offenses. This improved display will make it easier to identify reports based on the Incident Type.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75031	N/A	Person Summary - Associated Incidents Grid	Enhancement	Master Indices	Software Enhanced: The Offense display columns on the Master Person Summary and Incident Charts page have been enhanced to show both Incident Types and Offenses. This improved display will make it easier to identify reports based on the Incident Type.
IA-75034	N/A	Autocomplete Fields - "Click to Select" message blocks list select options	Bug/Defect	Incidents	Software Modification: Usability update to prevent the Chrome browser from blocking multi-select List of Values (LOVs) with a browser autocomplete display. This was a common issue on the Offense Details screen.
IA-75035	N/A	Total Involvements UI Grid is not responsive	Bug/Defect	UI - Home Page	Software Modification: Home page UI updates for smaller screen resolutions.
IA-75037	N/A	Vehicle Insurance - Allow entry without Policy #	Enhancement	Master Indices	Software Enhanced: Vehicle Insurance entry screen updated to not require a policy number.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75043	N/A	Criminal Complaint Attachment	Enhancement	Criminal Complaint	Interfaced Enhanced: (MA State Specific) When submitting a criminal complaint, a printed PDF version of the complaint report gets created, attached to the complaint, and submit to the State EACC system.
IA-75046	N/A	Update Copyright notices to include 2022	Configuration	Admin	Software Modification: Copyright notice updated to current year.
IA-75047	N/A	ETHOS - Additional Data Elements	Enhancement	Interface	Interface Enhanced: (MA State Specific). Interface enhanced to support the following elements for the ETHOS Crash Reporting interface data exchange. • Vehicle Insurance Company • Driver's License Classification
IA-75050	N/A	Criminal Complaint - Sending to White Screen When No Number Generation is Configured	Bug/Defect	Criminal Complaint	Software Modification: Improved error handling when number generation does not exist for an agency.
IA-75062	N/A	Remove "N/A" default for insurance policy number when importing vehicle from CAD	Enhancement	Admin	Interface Enhanced: CAD spill interface modified to not insert N/A for Insurance Policy number when adding insurance information for CFS vehicles.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75086	413856	WA NIBRS DV Reportable for Person and Property Crimes	Enhancement	State Submissions	State of Washington Specific NIBRS Update.
IA-75088	413856	WA NIBRS Only UCR Code 500	Enhancement	State Submissions	State of Washington Specific NIBRS Update.
IA-75089	413856	WA NIBRS Add Bias Motivation code 53 Anti-Sensory Disability	Enhancement	State Submissions	State of Washington Specific NIBRS Update.
IA-75102	414710	Notification of Warrant Status Change not working	Bug/Defect	Notifications	Software Modification: Improved process for generating warrant update notifications when attaching a warrant to a Field Arrest, where the status is changed to Pending Service or Served.
IA-75116	N/A	Add Offender Required for (09D, 90I, 90Z, and 40C) NIBRS Offense Codes	Configuration	State Submissions	State NIBRS Update for FBI NIBRS.
IA-75138	414904	MECC requests Criminal Complaint Offenses sort by severity of Offense	Enhancement	Criminal Complaint	Software Enhanced: When Creating a Complaint from an incident report, order of charges added to the complaint will follow the order of the offense as listed on the incident report.
IA-75142	413856	WA NIBRS Add Bias Motivation code 53 Anti-Sensory Disability To EJS State Code Mappings	Enhancement	State Submissions	State of Washington Specific NIBRS Update.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75143	N/A	Crossmatch LiveScan - Offense Date	Bug/Defect	Interface	Interface Modification: Default Offense date based on Arrest Date for Crossmatch LiveScan. The Offense Date is a required element. The date can be updated as needed on the Crossmatch device.
IA-75150	N/A	Civil Process Fee Issues	Bug/Defect	Civil Process	Software Modification: Update fee calculation logic to calculate “mileage fee ($)” based on (Billable Attempts X Mileage X MILEAGE_FEE setting).
IA-75167	N/A	Front Screen - Views and Maint. Setting	Enhancement	UI - Home Page	Software Enhanced: Configuration setting to prepare for the addition of more Home page charts. Coming in a future release.
IA-75202	N/A	Incident Templates - Permission	Enhancement	Incidents	Software Enhanced: Implemented permissions to control ability to create templates at the User, Agency, and Organization level.
IA-75212	N/A	Case Load - Initial Search is not working	Bug/Defect	Follow-up Cases	Software Modification: Case Load screen updated to filter available officer’s list based on defaulted radio button Assignment type (Detective, Patrol, All).
IA-75256	N/A	CAD - Display CAD Mapping Type in CAD Setup Tool	Configuration	Interface	Interface Modification: Configure access for person incident role mapping.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75263	N/A	Crime Mapping - Create crime tip webservice and update data model	Enhancement	BI Reporting	Software Enhanced: Implemented a new webservice to accept crime tips. This new webservice is in preparation of additional enhancements coming in a future release.

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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.