



Protecting Tomorrow–Today.™

Online RMS

Version 11.9.2

Product Change Notice

07 June 2022

REVISION HISTORY

Revised By	Revision Date	Version	Notes
T. Thompson	07 JUN 2022	1.0	Production release.

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INTRODUCTION

This document provides an overview of the software changes delivered in the 11.9.2 release of the Online RMS product and will assist with release preparation activities including:

- Internal staff training
- Customer release training
- Customer release notes
- Release announcement and promotion
- Online help and eLearning updates
- Updates to web site product information and product collateral

PRODUCT REQUIREMENTS

For best performance, we recommend a computer, laptop, or tablet purchased within the last 3 years; running an industry popular web browser that is actively supported by the browser manufacturer and connects to the internet using DSL, Cable, or 4G cellular. The browser must support TLS 1.2 or higher.

IMPORTANT NOTICE FOR ONLINE RMS AGENCIES

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

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

RELEASE MILESTONES

The following table contains the high-level release milestones for the Online RMS 11.9.2 release.

End Date	Milestone
26 Apr 2022	11.9.2 Sprint 1 Starts
24 May 2022	11.9.2 Code Lock
07 Jun 2022	11.9.2 Release Available

APPENDIX: 11.9.2 PRODUCT CHANGE NOTICE (PCN) – DETAILED JIRA LISTING

TABLE A: Release Enhancements and Product Software Issue Resolutions

This table contains enhancement, software issue, and interface JIRAs contained in the 11.9.2 release.

* - Denotes a software resolution that was occurred prior to the 11.9.2 service pack installation date.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75087	413856	WA NIBRS File Admin Segment include Incident Location Data	Enhancement	State Submissions	Software Update - Washington State NIBRS Incident submission update.
IA-75499	416537	MIBRS Time Occurred on submission file	Bug/Defect	State Submissions	Software Update - Missouri State NIBRS Incident submission update.
IA-75544	416674	RMS Field Arrest randomly does not show Associated Events and Questions in view	Bug/Defect	Field Arrest	Software Update - Improved display of field arrest associated events.
IA-75641	N/A	Online RMS- Install script for release 11.9.2	DevTask	Admin	Online RMS- Install script for release 11.9.2

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75660	N/A	Incident and CFS Extract Interfaces for MSP Core Agencies	Enhancement	Interface	Interface Improvement - Enhanced to improve interface usability for data exchanges leveraging the NDEX IEPD data extract.
IA-75661	N/A	OK SIBRS - Narrative Time Stamp	Bug/Defect	State Submissions	Software Update - Oklahoma State NIBRS Incident submission update.
IA-75662	N/A	OK SIBRS - Suspect/Arrestee Section	Bug/Defect	State Submissions	Software Update - Oklahoma State NIBRS Incident submission update.
IA-75666	417386	Database View - Query for N_INCIDENT_PERSON_OFFENSES_VW needs updated	Performance	Admin	Software Update - Improved usability for Ad-Hoc reports utilizing the Incident Person Offenses view.
IA-75668	417385	NJ NIBRS Missing Opening and closing tags on the Carjacking Vehicle Plate.	Bug/Defect	State Submissions	Software Update - New Jersey State NIBRS Incident submission update.
IA-75675	417475	RMS - Mass Offenses Page Display for Approved Reports with no offenses on report.	Bug/Defect	Incidents	Software Update - Improvement to mass offense entry page.
IA-75677	417538	OK SIBRS Victim Property Owner for non-reportable offenses	Enhancement	State Submissions	Software Update - Oklahoma State NIBRS Incident submission update.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75680	N/A	External Data Exchange - Deletes/Expunge ments	Enhancement	Interface	Interface Improvement - Enhanced to improve interface usability for data exchanges leveraging the NDEX IEPD data extract.
IA-75706	413856	WA NIBRS Victim Offender Relationship needs included in the NIBRS txt file for Property offenses.	Enhancement	State Submissions	Software Update - Washington State NIBRS Incident submission update.
IA-75740	417765	Calls for Service - Time fields missing ability to increment from field proceeding it using time shortcuts	Release Defects	Calls For Service	Software Update - Improved entry of CFS records to support shortcut entry for incrementing time (5 min, 6 min, 10 min, 30 min, etc.).
IA-75741	N/A	NIBRS Property Codes Missing All Schemas	Configuration	State Submissions	Software Update - NIBRS configuration update.
IA-75761	417515	Incident - Approval appears blocked by difference in Supp security level	Bug/Defect	Incidents	Software Update - Improved approval workflow when a supplement security is set higher on a supplement and the original report does not include offenses.
IA-75771	417900	OK SIBRS Property needs to report as 24 or 37 not convert to 03.	Bug/Defect	State Submissions	Software Update - Oklahoma State NIBRS Incident submission update.

JIRA #	Client Ticket #	Summary	Type of Issue	RMS Module	Functional Documentation
IA-75777	N/A	OK SIBRS - Submission File Data Element Updates	Enhancement	State Submissions	Software Update - Oklahoma State NIBRS Incident submission update.
IA-75779	N/A	OK SIBRS: Victim associated with offense not written to file due to Injury error	Bug/Defect	State Submissions	Software Update - Oklahoma State NIBRS Incident submission update.
IA-75797	417770 417459	IBR Values Not Found	Bug/Defect	State Submissions	Software Update - Indiana State NIBRS Incident submission update.
IA-75811	N/A	Victim to Offender - Offender full name not displaying	Bug/Defect	Incidents	Software Update - Improved display of offender name for entry of Victim to Offender Relationships.
IA-75857	N/A	IBR Performance - Initial Page Load Performance	Performance	State Submissions	Software Update - Improved performance of State Submission page for agencies having large submission files.
IA-75868	417900	OK SIBRS Property Types for Vehicles	Bug/Defect	State Submissions	Software Update - Oklahoma State NIBRS Incident submission update.

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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.