

Online RMS

Version (RT0 -11.11.0)

Product Release Bulletin (RTO)

16 November 2022

# Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Revised By** | **Revision Date** | **Version** | **Notes** |
| T. Thompson | 16 November 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 11.11.0 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 and security, we recommend a computer, laptop, or tablet purchased within the last 3 years; running an industry common web browser that is actively supported and updated to the most recent web standards by the browser manufacturer and connecting to the internet by DSL, Cable, or cellular (4G or higher).

**Your browser must support the TLS 1.2 security protocol or higher.** Browsers running the TLS 1.0/1.1 security protocols have known security vulnerabilities and are no longer supported by Caliber Online RMS. Please make sure you web browser has TLS 1.2 or higher enabled.

**IMPORTANT NOTICE FOR ONLINE RMS AGENCIES USING INTERNET EXPLORER (IE)**

On August 17, 2021, Microsoft announced that Internet Explorer 11 will no longer work optimally with Microsoft 365 services. Microsoft ended support for the Internet Explorer 11 desktop application for certain versions of Windows 10 on June 15, 2022. Internet Explorer no longer supports new web standards used by modern applications. See Microsoft’s website [announcement page](https://docs.microsoft.com/en-us/lifecycle/announcements/internet-explorer-11-end-of-support-windows-10) for more information.

Caliber strongly recommends that you use an industry popular web browser that is supported and updated to the most recent web standards. Caliber is unable to provide support and issue resolutions on web browsers that are not supported and maintained to the most recent web standards.

# Release Milestones

The following table contains the high-level release milestones for the Online RMS 11.11.0 release.

|  |  |
| --- | --- |
| **End Date** | **Milestone** |
| **29 Mar 2022** | 11.11.0 Sprint 1 Starts |
| **05 Apr 2022** | 11.9.0 Release Available |
| **07 Apr 2022** | 11.11.0 Sprint 1 Ends / Sprint 2 Starts |
| **26 Apr 2022** | 11.11.0 Sprint 2 Ends / Sprint 3 Starts |
| **03 May 2022** | 11.9.1 Service Pack Available |
| **10 May 2022** | 11.11.0 Sprint 3 Ends / Sprint 4 Starts |
| **24 May 2022** | 11.11.0 Sprint 4 Ends / Sprint 5 Starts |
| **07 Jun 2022** | 11.11.0 Sprint 5 Ends / Sprint 6 Starts / 11.9.2 Release Available |
| **21 Jun 2022** | 11.11.0 Sprint 6 Ends / Sprint 7 Starts |
| **05 Jul 2022** | 11.11.0 Sprint 7 Ends / Sprint 8 (Stabilization Starts) |
| **12 Jul 2022** | 11.9.3 Service Pack Available |
| **19 Jul 2022** | 11.11.0 Sprint 8 (Stabilization Continues) |
| **20 Jul 2022** | 11.11.0 RTO (Release to Training / Operations) |
| **28 Jul 2022** | 11.11.0 Code Lock |
| **02 Aug 2022** | 11.11.0 Release Available |

# Release Announcement

**Online RMS 11.11.0** is coming to you soon! On **Wednesday, July 20, 2022**, between **6 p.m. and Midnight (Eastern),** the **Online RMS training/demo environments** will be upgraded to the Online RMS 11.11.0 (RTO) release. The Online RMS training/demo environments may be unavailable during this time. The production environment of Online RMS will be unaffected.

**As a reminder**, Online RMS 11.11.0 production deployment will occur on Tuesday, **August 2, 2022**, at 1:00 a.m. EDT.

Get a **firsthand preview** of the 11.11.0 release by logging into your RMS online training environment beginning Thursday, July 21, 2022. **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 11.11.0 release. To watch each video, navigate to the Help Menu > Training Videos Library or click the **WATCH** hyperlinks below.

End-User Focused Videos:

* **General Enhancements** (Something for everyone. Master Indices Summary Details Incident Grid displays Report Types, Person & Address Caution Code Attachments, Fleet Management – Mileage display on Add/Edit Assignments, Person Address Search Image bubble, Tow Impound - Quick Select Owner and Vehicle Description) – [WATCH](https://www.public-safety-cloud.net/public/RMSTrainingVideos/11.10-GeneralEnhancementsVideo.mp4)
* **Simplified Address Entry (**Save Time and Improve Accuracy)
  + When adding an address to an incident report, field arrest, or master person, a new one-line location search is available. A must watch video. - [WATCH](https://www.public-safety-cloud.net/public/RMSTrainingVideos/11.10-AddressEntryEnhancementsVideo.mp4).
  + Add the Google Places Integration Feature to save time, eliminate redundant data entry, and ensure that user entered addresses are properly geo-verified. - [WATCH](https://www.public-safety-cloud.net/public/RMSTrainingVideos/11.10-AddressEntryWithGooglePlacesEnhancementsVideo.mp4).
* **Incident Improvements** (Focused on usability and reducing time to complete incident reports. One click to access Quick Fill Templates, Column sorting for Incident Attachments, Incident Vehicle Quick Complete Tow Impound, and Incident Search Results – Display Additional Details) – [WATCH](https://www.public-safety-cloud.net/public/RMSTrainingVideos/11.10-IncidentImprovementsVideo.mp4)
* **Criminal Complaint Associations and Improvements** (Associate Citations and Configure Court Locations to display and that support electronic data exchange.) - [WATCH](https://www.public-safety-cloud.net/public/RMSTrainingVideos/11.10-CriminalComplaintEnhancementsVideo.mp4)
* **Citations / Stops Improvements** (Audit and Management. Search for citations without charges, configure the number of charges permitted on a single citation.) - [WATCH](https://www.public-safety-cloud.net/public/RMSTrainingVideos/11.10-Citations-EnforcementsEnhancementsVideo.mp4)
* **Calls For Service – Enhancements** (Drag & Drop now available on Officers tab. Add Organizations as an involved party, add officers to greater efficiencies, Address entry & Validation options) - [WATCH](https://www.public-safety-cloud.net/public/RMSTrainingVideos/11.10-CallsForServiceEnhancementsVideo.mp4)
* **Attachment Viewing** (Streamlined ability to preview attachments and images.) - [WATCH](https://www.public-safety-cloud.net/public/RMSTrainingVideos/11.10-AttachmentsEnhancementsVideo.mp4)
* **Custom Forms –** **Enhancement** (Create Supplements, Follow-up Cases, and Add Case Activity. Master Person Custom Forms.) – [WATCH](https://www.public-safety-cloud.net/public/RMSTrainingVideos/11.10-CustomFormsEnhancementsVideo.mp4)
* **Evidence / Property Management Enhancement**s (Usability improvements. Awareness of In Use Temporary Lockers, Search by recovered/seizing officer. Disposition Sold To sub field, Mass Check-in individual evidence comments.) – [WATCH](https://www.public-safety-cloud.net/public/RMSTrainingVideos/11.10-Evidence-PropertyEnhancementsVideo.mp4)
* **Training / Personnel Enhancements** (Your feedback making a difference. Mandatory trainings by Employee Type, Improved tracking of costs and hours, Quick Add employees, Course Attachments, Custom Forms for Attendees.) – [WATCH](https://www.public-safety-cloud.net/public/RMSTrainingVideos/11.10-TrainingPersonnelEnhancementsVideo.mp4)
* **Admin Enhancements** (Improved usability. User search results additional details displayed) – [WATCH](https://www.public-safety-cloud.net/public/RMSTrainingVideos/11.10-UserManagementEnhancementVideo.mp4)
* **Admin Enhancements** (Improved usability. Offense Code Management) – [WATCH](https://www.public-safety-cloud.net/public/RMSTrainingVideos/11.10-StateOffenseCodeTableEnhancementsVideo.mp4)

Your opinion is important to us. We incorporate user feedback into each Online release to ensure that you get the best product for your job**. Online RMS 11.11.0** includes enhancements and improvements that touch approximately **25** **RMS components**, including **Incident Report Writing, Field Arrest, Master Addresses, Held Property/Evidence, Citations, Custom Forms, Personnel/Training, Master People, Calls For Service, Criminal Complaints, Community Reporting, Fleet Management, Tow Impound, 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 11.11.0. More information on features and functionalities in the 11.11.0 release is available 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](https://www.public-safety-cloud.net/public/RMS-WebHelp/OnlineRMS_WebHelp/Default.htm) to read more.

**RMS 11.11.0 Release Highlights:**

* **Simplifying Address Entry** 
  + **Save Time and Improve Accuracy**. When adding an address to an incident report, field arrest, or master person, a new one-line location search is available. As you type the address or common place name, this feature automatically looks for existing RMS addresses and provides the ability to quick select or enter a new master address.
  + **Add the Google Places Integration Feature** to save time, eliminate redundant data entry, and ensure that new addresses are properly geo-verified. When a match to an existing RMS Master address isn’t found, Google Places integration will display matching information from Google maps. Searching is proximity based and supports common name (business name) searches. Google Places integration is available as a standard interface and annual maintenance fee.
  + **Act Now** - Caliber is waiving the one-time interface activation fee through the end of 2022 for existing customers. A small annual maintenance fee will be added to your yearly Online RMS subscription. Contact your Customer Success Manager (CSM) or enter a support request for more details and having this feature enabled for your agency.
* **Keeping Track of Employee Trainings**
  + Manage and Track Mandatory Trainings by Employee Types.
  + Record itemized training costs.
  + Record Total Course Hours Earned by Employee and whether accredited.
  + Custom Forms available to capture attendee performance details.
  + Add Course Attachments.
  + Quick Add Required Employees to Courses.
  + Quick Add Required Courses to Employees.
* **Always Advancing**
  + **Improved Accountability**
    - Agency maintenance setting to restrict the # of charges that can be added to a citation/stop record.
    - Search option to find citations that do not have a charge entered.
    - Ability to associate Citations to Criminal Complaints.
    - Designate Court locations for use by Criminal Complaint module and electronic data exchange.
    - Enhanced ability to manage the submission status for Criminal Complaints.
    - Add Organizations/Businesses to RMS Calls for Service.
    - From a custom form review, create an incident supplement, follow-up investigative case, or case activity.
    - Custom forms available for Master People.
    - Add attachments to Master People and Address caution codes.
    - Exclusively for Agency Admins.
      * A quick-view info bubble allows you to quickly access important user information without having to drill down into the user record.
      * A new column on the State Offense Admin Code page indicates associations to Incident Types for the offense
      * Filter State Offense codes by active status.
  + **Increased Awareness**
    - Sites using the Jail Tracker Jail Management solution, will receive Real-Time In Custody – Alerts when searching for and viewing Master People.
    - Improved management of the submission status of Criminal Complaints.
    - Incident search results now will contain the Incident Report Type as well as the incident address and offenses.
    - Awareness of Temporary Evidence Lockers That are In Use.
    - View Offenses and Incident Types for involved Incident Reports quickly on all the Master Indices Summary pages.
    - A Person Image quick view bubble allows for easy identification of Persons when performing a Master Person - Search by Address.
    - Current mileage will now display for reference information when entering Fleet Management assignments.
  + **Usability and Efficiency Gains**
    - Incident Template Quick Add button added to top row of incident buttons next to Quick Print.
    - New Quick action to create a Tow Impound for Vehicles on Incident Reports.
    - Sorting added to the Incident Report Attachments grid.
    - Added a new 'Preview' action to attachments grids throughout the application for images and PDFs.
    - Drag and drop officers on the Assigned Officers page to add officers to a Call for Service.
    - Quick select for Tow Impound Owners related to the master vehicle record.
    - Search Evidence by Recovered by / Submitting Officer.
    - For Evidence Mass Check In, enter individual remarks with the ability to apply to all.
    - Additional remarks available when entering an Evidence Disposition of Sold.
  + **Enhanced Security**
    - Set Incident Report security for future supplements and apply to existing supplements at same time.
* **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 11.11.0. 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 11.11.0, 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 11.11.0 Highlights

*Simplified Address Entry*

**Address entry made easy:** When adding an address to an incident report, field arrest, or master person, a new one-line location search is available that reduces mouse clicks and simplifies selecting an existing RMS address or entering a new address. This new search is focused on saving officers time and reducing duplicate address records.

Graphical user interface, website

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Figure : Incident Report - New Online Location Search

This search works like Google Places. As you begin to type the address or common place name, this feature automatically looks for existing RMS Master locations/addresses and provides the ability to quick select or enter a new master address.

The search matches on address components (Street #, Direction, Street Name, Street Type, City, State, Zip code) and common place names as entered on the RMS address.

Graphical user interface, application

Description automatically generated

Figure : Incident Report - New One Line Location Search

Click the matching address to easily add to your incident report.

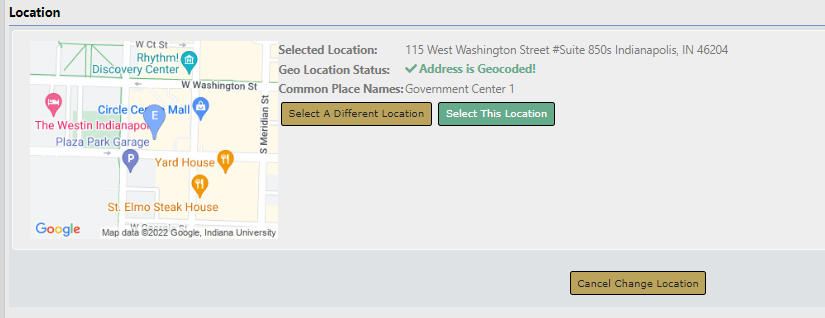


Figure : Confirm Selected Address

If no matching address record is found, choose one of the quick entry options of **Postal**, **Intersection**, or **Highway / Mile Marker / County Road (Non-Residence).**

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Figure : Create Location Options

The address options have been formatted to improve data accuracy by only displaying relevant fields for the type of address you need to enter. As example selecting **Postal**, only displays fields used for entry of rooftop addresses.

Graphical user interface, application

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Figure : Add Postal Address

If you are using a browser with Location sharing enabled, the map will focus on the location passed from your browser. If location sharing is not enabled, the map will focus using the address configured on your agency administration page.

You have 3 option, to create a new location record. These options are the same regardless of the type of location entry your selected.

1. Manually enter the location data and click to return geo-location data from Google maps.
2. Click to quickly default the location to the closest postal address of your device.
3. Click on the map to drop a marker and return the closest postal address.

Graphical user interface, application, Teams

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Figure : Location Marker & Postal Fields Completed

Drag and Drop the marker to fine tune the geo-location (latitude & longitude) information. The main address fields will remain unchanged.

Graphical user interface, application

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Figure : Geo-Location Information

Click **Clear Marker and Start Over** to select a new location by clicking on the map. This will reset all the location fields. Click **Revert to Previous** to go back to using the previous geo-location data prior to moving the marker.

Graphical user interface, text, application

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Figure : Map Marker Options

**Other location Types:**

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Figure : CREATE LOCATION OPTIONS

Selecting **Intersection** displays relevant fields to entering an intersection.

Graphical user interface, application

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Figure : Add Intersection

Graphical user interface, text

Description automatically generatedWhen in Intersection mode, clicking on the map to drop a marker or will retrieve the closest intersecting streets to the location.

Graphical user interface, application

Description automatically generated

Figure : Intersection Marker With Retrieved Location Data

Selecting **Highway / Mile Marker / County Road (Non-Residence)** displays relevant fields to entering an intersection.

Graphical user interface, text, application

Description automatically generated

Figure : Add Highway / Mile Marker / County Road (Non-Residence)

Google Maps does not contain Highway / Interstate mile marker information. Clicking on the map will should retrieve the Highway / Interstate name and geo-location data. Refine the geo-location by dragging and dropping the map marker. Manually enter the Mile # and other relevant location data as needed for your location.

*Google Place Integrations – Product Integration Add-On Feature*

**Add the Google Places Integration Feature** to save time, eliminate redundant data entry, and ensure that manually entered addresses for incidents, field arrests, and people are properly geo-verified. Google Places integration is available as a standard interface and annual maintenance fee.

**Act Now -** Caliber is **waiving** the one-time interface **activation fee** through the **end of 2022** for existing customers. A **small annual maintenance fee** will be added to your yearly Online RMS subscription. Contact your Customer Success Manager (CSM) or enter a support request for more details and having this feature enabled for your agency.

When no match to an existing RMS Master address is found, the Google Places integration will present matching information from Google Places. The search is proximity based and includes common name (business name) searches. Using this new feature, users can create a new address utilizing location and geo-location data from Google Places with a single mouse click.

When there are potential address matches in Online RMS, users are shown those possibilities first. If no exact match is found, choose **Other Sources** to search Google Places.

Graphical user interface, application

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Figure : Google Place Integration - Search Other Sources

The Caliber Logo denotes RMS Address results. The icon denotes address results from Google Places.

Graphical user interface, application

Description automatically generated

Figure : Google Place Integration - Search Results

Select a Google Places result to quickly create a new address. A duplicate check is automatically performed and will turn red if a potential duplicate record exists in Online RMS. Review the data to confirm accuracy and click save. It's that simple to manually enter a new address.

Graphical user interface, application

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Figure : Google Places - One Step Address Creation

*Incident Improvements*

Improved usability and easier access to apply **Quick Fill Templates** to an incident report. For agencies using **Quick Fill Templates** a new button appears in the top row of incident buttons next to Quick Print. This new button placement provides users with direct access to apply a **Quick Fill Template** from any incident tab.

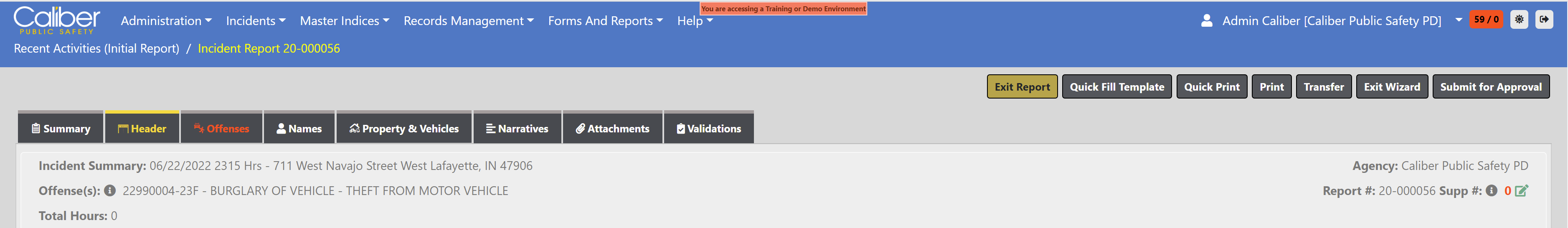


Figure : Incident Report - New Quick Fill Template Button

Sort by options added to the incident report **Attachments** grid. Added sorting to the Keyword, File Name, Description, and Supp # columns on the Incident Attachments Grid on both the Summary and Attachments tabs. The ability to sort attachments will improve the ability to easily review attachments for investigative purposes.

A picture containing text, monitor, sign

Description automatically generatedNew one-click option for previewing PDF Attachments and Images. Available on incident reports and wherever Attachments are supported. Click the **Preview** button .

Graphical user interface, application

Description automatically generated

Figure : Incident Report Attachments Sort & Preview Options

A Quick Tow option has been added for vehicles on the incident report, allowing a user to click one button and have the Tow impound default to the specified vehicle. Click the wrecker icon to start a Tow Impound for a vehicle. After saving, the user will be returned to the Incident Vehicle tab, where the newly created Impound will be attached and editable.

A screenshot of a computer

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Figure : Incident Report Vehicles - Quick Add Tow Impound

Tow Impound Owner section now has quick select options for easily selecting owners (people or organizations) associated with the master vehicle record.

Graphical user interface, text, application, email

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Figure : Tow Impound Owners - Quick Select Options

The display of incident report search results has been improved to make it easier to identify reports based on Report Types, Addresses, Offenses, and Offense Counts.

Calendar

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Figure : Incident Search Results - Improved Display

*Calls For Service*

Improved CFS tracking with ability to record Organization information and relate to a Master Organization record. The functionality works like that of people and vehicles.

Data elements include:

* Name
* Phone
* Role
* Address
* Comments

This enhancement applies to sites that enter CFS data manually via Online RMS.

Graphical user interface, application

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Figure : CFS - Add / Associate Organization Information

Enter the known information for the Organization and save.

Graphical user interface, application

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Figure : Add Organization Information Page

Usability improvement to support drag and drop of officers to the Officers tab on the edit call screen. To add the first officer, you must drag the officer’s name to the officer tab columns.

Graphical user interface, application

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Figure : CFS - Officer Tab - Drag & Drop

*Custom Form – Doing More*

**Getting more out of Custom Forms.** Two (2) Enhancements.

Allow the creation of an incident report supplement, follow-up investigative case, or case activity when performing custom form reviews.

To use this functionality, your agency administrator or form admins must complete three (3) configurations.

1. Form Admin - Edit the custom form to include **Form Types** of **Freestanding Forms**, **Incidents** (to generate incident and supplement forms), **Cases** (to create follow-up investigative cases), and **Case Activities** (to add a case activity to a follow-up case).

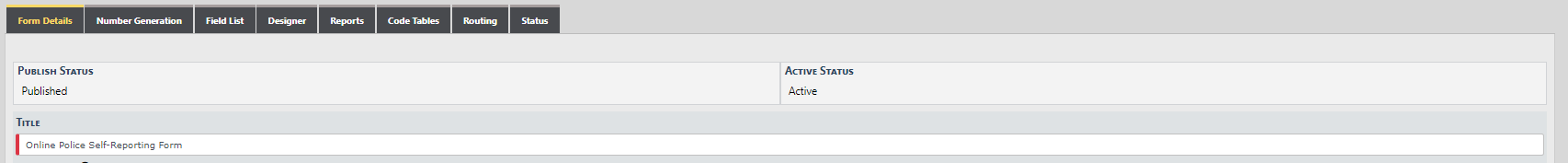




Figure : Custom Form - Form Types

1. Form Admin - Select the desired options on the Form Administration R**outing** tab.

Graphical user interface, application, Teams

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Figure : Custom Form Administration - Routing Tab

1. Agency Admin - Define which roles can **Create an Incident**, **Supplement**, **Case**, and **Case Activity** from a Custom Form by adding the Roles to the below permission categories. **User Forms – Create Case From Form** is a new permission category. This permission should be assigned by your agency administrator to allow Case and Case Activity for custom forms.

Graphical user interface, text, application

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Figure : Permissions - User Forms - Create Case and Create Incident Permissions

Once properly configured, authorized users can perform the operations listed below when reviewing a form or for approved forms that do not already have an association in place.

* **Create Incident** – Commonly used for public community reporting submissions. Incident number generation must be configured.
* **Create Supplement** - This option allows agencies to receive follow-up information to a previously created incident report and add a supplement to document the additional information that was submitted. Users must search and select an existing incident.
* **Create Case** - This option allows agencies to collect crime tips via a public form or by department personnel and generate a follow-up investigation without the need for an RMS incident report.
* **Create Case Activity** - This option allows agencies to add crime tips via a public form or by department personnel to an existing follow-up case investigation. Users must search and select an existing case.

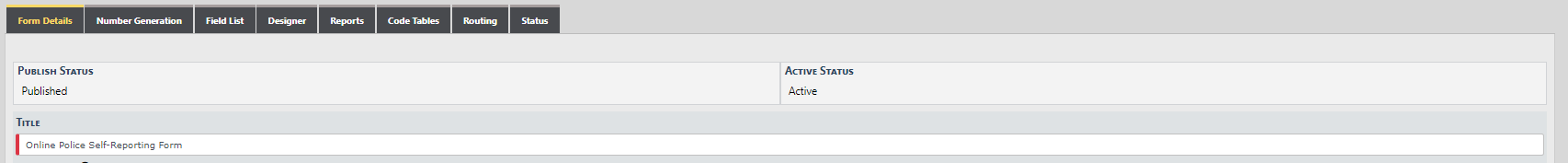
Graphical user interface, application

Description automatically generated

Figure : Custom Form - Review / Approval Additional Actions

Custom Forms now allow the ability to associate a form directly to a master person record. This enhancement provides flexibility to create forms to capture additional information specific to a person.

Form Admins – Add the **Form Type** of **People** to forms you wish to make available for selection for Master People.



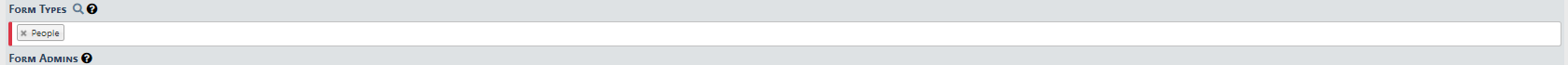


Figure : Custom Form - Form Type of People

A new grid for **Attached Forms** appears at the bottom of the **Edit Person** page. Select the Add Form (LOV) to add an available form.

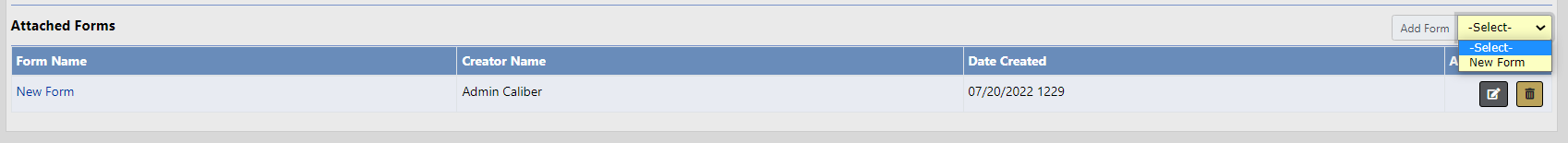


Figure : Master People - Add Custom Forms

*Criminal Complaint Enhancements*

**Improving access to relevant data** with the ability to associate citations to criminal complaints. For agencies using the criminal complaint module, this process works the same way as incidents and arrests.

A new Select Citations icon will display to allow quick action to associate citations related to the Criminal Complaint offender.

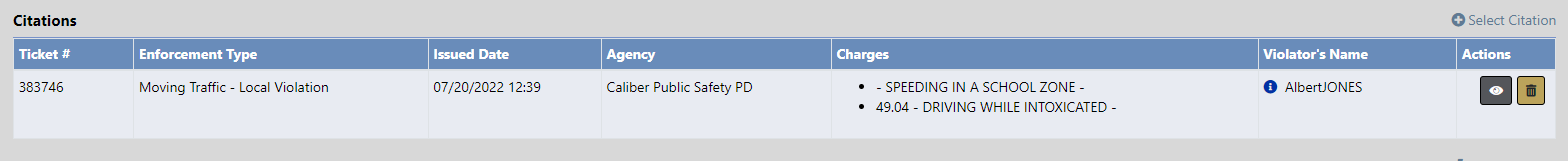


Figure : Criminal Complaint - Associate Citations

Select the Citations to associate to the Criminal Complaint. The association will be also displayed when viewing the citation record in Online RMS.

Table

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Figure : Select Citation From Citations Related to Complaint Offender

On the Offenses grid, the quick **Select Offenses** link will now also include charges from Citations associated to the criminal complaint as well as Offenses from incidents and arrests.

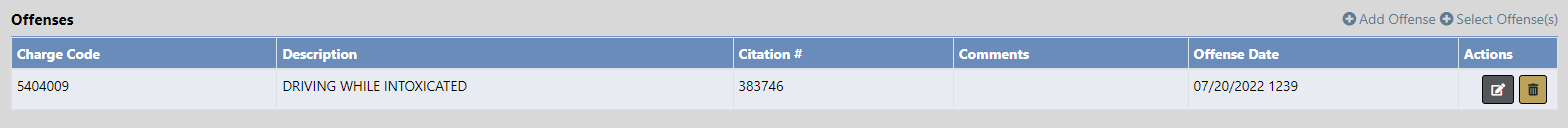


Figure : Criminal Complaint - Quick Select Offenses

Agency Administrators can configure which Court Locations appear in the Criminal Complaint Court (LOV) and whether the Court accepts electronic submissions. Electronic submissions require an interface with the Court Case Management Service Provider.

Graphical user interface, application

Description automatically generated

Figure : Agency Settings - Configure Court Locations

*Training and Personnel Enhancements*

**Keep Track of Employee Trainings.** Based on customer feedback, the following enhancements to the Personnel Training modules were included to improve training records accountability.

* **Manage and Track Mandatory Trainings by Employee Types.** Designate mandatory trainings for different employee types. The Training Dashboard displays were enhanced to include Missing (Required Trainings).   
    
  Required employee types for trainings are configured at the **Training Course Template** level via the Training Module Configuration screen. Review the Employee Types configured for your agency employees before using this feature.

Graphical user interface, application

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Figure : Module Config - Training - Course Template - Employee Types Required

* **Mandatory Trainings Added to Training Dashboards. Expired / Missing Courses** and **Near Expired Courses** provide fast identification of Required Trainings and if an employee is registered for the course.

A screenshot of a computer

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Figure : Training Dashboard Enhancements

Quick add options available to add required employees to a training course and add required trainings to employees.

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Figure : Course Instance Screen - Quick Add Required Employee

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Figure : Edit Employee - Quick Add Required Course

* **Record itemized training costs.** Configure Training costs at the master **Training Course Template level** to apply to all new courses. Costs for individual training courses can be modified as needed once the course is created. One or more costs categories can be added to account for all costs.



Figure : Training Costs

Cost Categories are configured via Module Configuration for Training Administration.

Graphical user interface, application, Teams

Description automatically generated

Figure : Module Configuration - Training Administration - Cost Categories

* **Record Total Course Hours Earned by Employee and whether accredited.** Configure training hours at the master **Training Course Template** level to apply to all new courses. Hours for individual training courses can be modified as needed once the course is created. One or more hour categories can be added to account for all applicable hours.

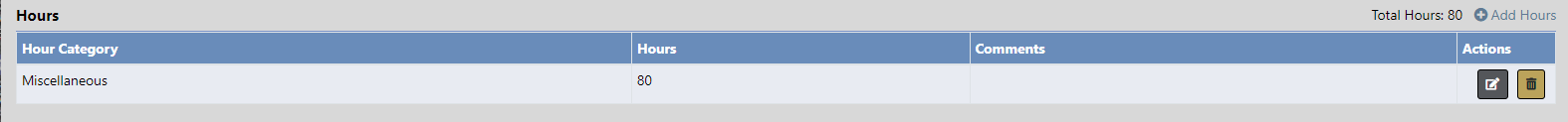


Figure : Training Course Hours

When updating Course Attendee Information, track the number of hours the employee earned from the training and if the hours count towards accreditation.

Graphical user interface, application

Description automatically generated

Figure : Training Attendee Hours Earned

Hour Categories are configured via Module Configuration for Training Administration.

Graphical user interface, application, Teams

Description automatically generated

Figure : Module Configuration - Training Administration - Hour Category

* **Custom Forms available to capture attendee performance details**. Create custom forms and set the Form Type to **Course Attendees**.



Add custom forms via the Course Attendee screen.

Graphical user interface, application

Description automatically generated

Figure : Course Attendee - Add Custom Forms

* **Upload PDF and Other Attachments to individual Training Courses.** Attachments can be added to **Training Course Templates** to flow to new training courses, or they can be added directly to training courses.



Figure : Training Course – Attachments

*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. **Citation Management** – New maintenance value added (CITATION\_MAX\_CHARGES) to configure the max charges allowed for a citation based on State legislation. New Search option to find citations without charges.

Graphical user interface, application

Description automatically generated

Figure : Citation Search – Find Citations Without Charges

1. **Capture Documentation for Person and Address Cautions –** Enhanced the Master People and Address Caution Codes to allow uploading of attachments for reference/justification of the caution. The Image library is available to quickly associated images you uploaded from your mobile device and/or phone.

Graphical user interface, application

Description automatically generated

Figure : Caution Code - Attachments & Image Library

1. **Admin - Improved management of User Accounts** – A column to display Last Login Date and a Quick View User Info bubble, provide Agency Admins with improved usability and time savings with managing user accounts.

Graphical user interface, text, application

Description automatically generated

Figure : User Account Search Page – Info Bubble & Last Login

1. **Admin - Improved management of State Offenses** – A column to display Incident Types and the ability to filter by Active and Inactive, provide Agency Admins with improved usability and time savings with reviewing State Offenses.

Graphical user interface, text, application

Description automatically generated

Figure : State Offense Management Search Page

### **Increased Awareness**

1. **Evidence / Held Property Temp Lockers In Use** – Enhanced the Evidence / Held Property Temp Location (LOV) to provide awareness of lockers

Background pattern

Description automatically generated

Figure : Awareness of Temporary Evidence Lockers In Use

1. **Incident Types and Offense** - The Offense display columns for Involved Incidents for **All Master Indices** **Summary pages** were enhanced to **show both** **Incident Types** and **Offenses**. This improved display will make it easier to identify reports based on the Incident Type.

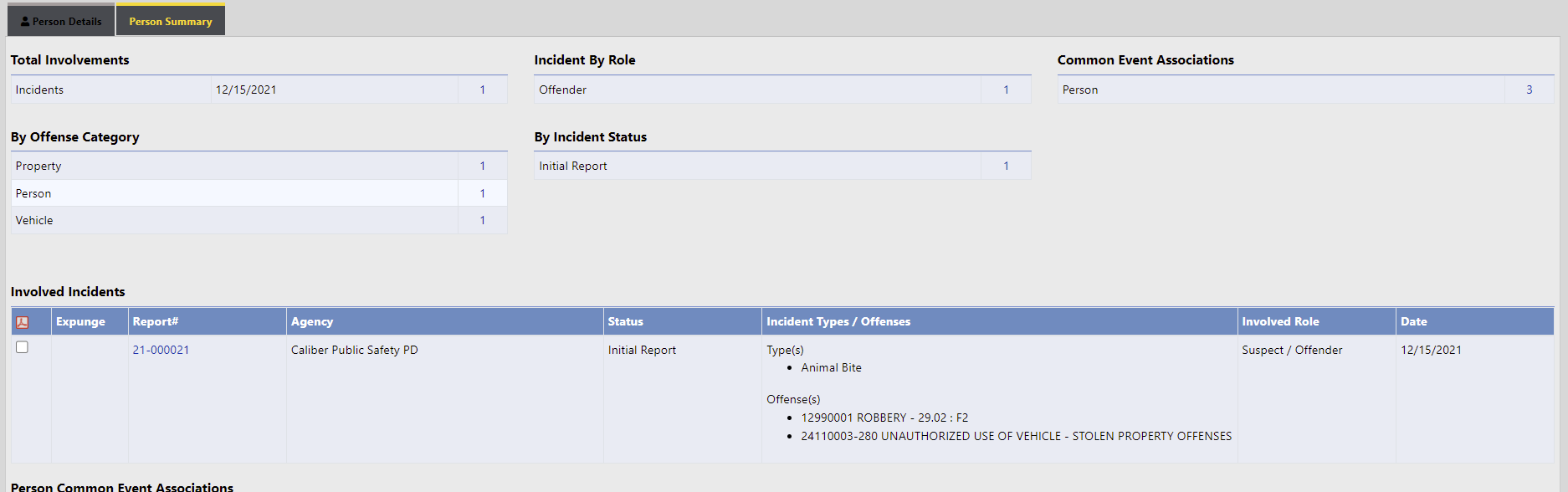


Figure : Master Person Summary – Incident Types / Offense Display Column

1. **Person Search By Address** – A new Person Info bubble provide simple access to view a photo of the person.

Graphical user interface, application, Teams

Description automatically generated

Figure : Person Search By Address Results - Image Bubble

1. **Jail Tracker Real Time In Custody Alerts** – Sites using the Jail Tracker Jail Management solution, will receive Real-Time In Custody – Alerts when searching for and viewing Master People. In custody alerts are incorporated into the RMS Alerts icon.

Graphical user interface

Description automatically generated

Figure : Master Person Alert - In Custody

Click Alert to view details, includes information on Booking and Jacket numbers.

Graphical user interface

Description automatically generated with medium confidence

Figure : Alert Details

View and Edit pages display In Custody Alert.

Table

Description automatically generated

Figure : In Custody Alert on Person Page

### **Usability and Efficiency Gains**

1. **Evidence Search** - Enhanced to allow searching by the Recovered by / Submitting Officer.

Graphical user interface, application

Description automatically generated

Figure : Evidence Search – Search by Officer

1. **Mass Check In** - enter individual remarks with the ability to apply to all.

Graphical user interface, application

Description automatically generated

Figure : Incident Mapping – Refresh Button

# Appendix: 11.11.0 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 11.11.0 release.

| JIRA # | Client Ticket # | Summary | Type of Issue | RMS Module | Functional Documentation | |
| --- | --- | --- | --- | --- | --- | --- |
| IA-68125 | 376602 | Incidents : Printing - Change print order of attachments | Enhancement | Printing | Software Enhanced: Narratives, images, and attachments will be printed in the order of the supplement to which they correspond. Previously printed attachments and images were grouped together and printed last. This enhancement will make it easier to locate narratives, images, and attachments in the order in which they were added to the report. | |
| IA-76265 IA-76558 IA-76092 IA-76085 IA-76808 IA-76326 IA-76325 IA-76329 IA-76299 | N/A | External Storage - Enhancements | Enhancement | Attachments | Software Enhanced: As an alternative to data conversions for images and attachments, Online RMS has been enhanced to support integration with a local agency storage server. For sites that implement this new feature, the RMS Attachments grid will contain a link to locally stored attachment files. It is necessary to deploy a Caliber web service application within the agency's network. The web service application will facilitate Online RMS application requests to view externally stored files, retrieve the file from the local attachment storage server, and deliver the file to the user within Online RMS. The Online RMS datacenter will store new image and attachment files uploaded to the Online RMS application. | |
| IA-69087 | 382628 | Allow editing of Certifications in Training under Personnel Management | Enhancement | Training | Software Enhanced: Added the ability to Edit, Renew, and View the Certification History for Employees. Each Certification type in the Employee Certifications grid now only displays the most recent certification record. | |
| IA-69167 | N/A | Case Notification: missing incident info for notification type 17 and 25 | Bug/Defect | Follow-up Cases | Software Enhanced: Incident report number, incident location/address, and incident offenses are now displayed in Notifications 17 - INCIDENT FOLLOW-UP REQUESTED - CID and 25 - INCIDENT FOLLOW-UP REQUESTED - PATROL. | |
| IA-70078 | 388915 | Notifications - Returning back takes you to page 1 not to the page left from - Research | Enhancement | Notifications | Software Enhanced: When performing an action on Notifications from the notifications menu and returning to the notification queue, the navigation will return to the same page number where the action was performed. | |
| IA-70813 | N/A | Mississippi State NIBRS - XML Specifications | Enhancement | State Submissions | Software Enhanced: Support for Mississippi NIBRS XML submissions. | |
| IA-70929 | N/A | NIBRS GA: Webservice to submit XML files to state repository | Enhancement | State Submissions | Software Enhanced: Updates have been made to Georgia NIBRS submissions to support submission via the GA Web Service. | |
| IA-71921 | N/A | Script to update Local Offense NIBRS code to State Offense NIBRS code. | Configuration | Admin | * Software Configuration: Script to ensure that local offense codes are aligned with the NIBRS code for the State Offense with which they are associated. | |
| IA-72346 | N/A | Agency Access Restricted flag not working correctly | Enhancement | Admin | Software Enhanced: When an organization or child agency is configured as restricted, the agency will not appear in Search LOVs unless the user is a member or supervisor of the agency. | |
| IA-72603 | N/A | Expungement: Edit Incident displays View and Edit icons for Expunged offender | Bug/Defect | Expungements | Software Modification: UI display updated to not display icons for expunged offender placeholder records on an incident report. | |
| IA-72951 | N/A | WebSpell Check upgrade | Engineering Enhancement | Admin | Technology Upgrade: The Incident Narrative WebSpell Checker has been updated to the most recent version. | |
| IA-73155 | N/A | Evidence Locations - add grey background behind fields on Add / Edit Location screens | Bug/Defect | Property Mgmt | Software Improvement: Add and Edit evidence location background update to UI standard of grey background, title, and blue bar. | |
| IA-73414 | N/A | GA NIBRS: XML File Submission | Enhancement | State Submissions | Software Enhanced: Updates have been made to Georgia NIBRS submissions to support XML formatted file submissions. | |
| IA-73425 | N/A | GA NIBRS: New Bias Motivation 95 not reported in XML | Enhancement | State Submissions | Software Enhanced: Georgia NIBRS update for new State Bias code. | |
| IA-73809 | N/A | Fleet / ODL - Assignment Custom Forms not working on view ODL page | Bug/Defect | ODL | Software Modification: Error message updated to be more informative. "You and the Officers on this Daily Log do not have any Fleet Assignments to this vehicle". To view a coustom form assigned to a vehicle via an ODL the user must be assigned to the vehicle. | |
| IA-73891 | N/A | Warrants - add link for "add field arrest for Warrant Person" to Edit Warrant page. | Enhancement | Warrants | Softwared Enhanced: In the event a Warrant was served and not related to a Field Arrest a new quick link to assoicate Field Arrrests for the warrant person is now supported. | |
| IA-74345 | N/A | Agency Organization tab - Users still able to Self-Assign even when restricted | Bug/Defect | Admin | * Software Improved: A user can only be assigned to a restricted agency by an admin. A warning message has also been added for users who are about to self-assign into an agency where self-assignment is disabled. To help admins understand what the flags do, some info bubble messages have been added to the agency admin page. | |
| IA-74389 | 409792 | MASTER\_REPORT\_ID table being altered by users | Bug/Defect | Admin | Software Improved: Only Caliber Admins are now permitted to access the report admin page. | |
| IA-74566 | 411719 | TIBRS Segment 9 Sexual Assault Flat File Data Collection | Enhancement | State Submissions | Software Enhanced: Segment 9 for Texas State reporting has been added to TIBRS. | |
| IA-74735 | RMS-I-257 | Attachments for Evidence | Enhancement | Property Mgmt | Software Enhanced: Customer Idea RMS-I-257 from Caliber Concept. - Ability to add one or more attachments to an item of evidence. | |
| IA-74842 | 374309 | Training Module Enhancements - Cancel Course | Enhancement | Training | Software Enhanced: A scheduled training course may now be canceled by authorized users. | |
| IA-75080 | N/A | Community Reporting / Custom Forms - Track Rejection Reason | Enhancement | Community Reporting | Software Enhanced: Added a field to record and keep track of the reasons a custom form review was rejected. The Review Rejection notification will show the rejection reason. When searching for custom forms, the reject reason was added as a search field. | |
| IA-75156 | 413207 | MICR & NIBRS Does not accept Window Segments | Bug/Defect | State Submissions | Software Enhanced: New maintenance setting to turn off NIBRS Windows Update logic to not report action code of W. | |
| IA-75217 | 413047 | NJ NIBRS Group B DV XML file needs to include DV VO relationship | Enhancement | State Submissions | Software Enhanced: New Jersey NIBRS to include state specific DV elements for reporting Group B offenses. | |
| IA-75325 | 415712 | Training - Account History is not recording Last Login correctly | Bug/Defect | Admin | Data Script: Script to remove invalid data in the RMS training schemas. | |
| IA-75561 | N/A | MICR: Error: 560: VICTIM/OFFENDER MUST BE OPPOSITE SEX | Bug/Defect | State Submissions | | Software Enhanced: New maintenance setting for REQ\_SEX\_CODES . The configuration value of "Z " will require that at least one offender gender must be known and opposite of a Victim's gender. |
| IA-75613 | 477143 | NJ NIBRS XML file name on the webservice submission is not the Incident number but a sequentially assigned number | Enhancement | State Submissions | Software Enhanced: New Jersey NIBRS file naming convention update to use <report number>.xml. | |
| IA-75726 | N/A | MICR v1.7 - new and retired Arrest Charge Codes | Configuration | State Submissions | Software Enhanced: Updates for Michigan MICR version 1.7. | |
| IA-75826 | N/A | Upgrade CKeditor to newer version and replace grammar checker with WProofreader | Technical Upgrade | Incident Narrative | Technology Upgrade: The Incident Narrative WebSpell Checker has been updated to the most recent version. | |
| IA-75828 | N/A | Add the ability to auto complete during narrative writing | Enhancement | Incident Narrative | Software Enhanced: Type a @ followed by offender, victim, property, date to find information to add (You can enter the first 3 characters of any category listed to save time). | |
| IA-75836 | N/A | Training - Print Course Instance | Enhancement | Training | * Software Enhanced: Ability to print a training course instance. | |
| IA-75841 | N/A | Training - Capture Course Instructor | Enhancement | Training | Software Enhanced: Course instructors can now be added from the training module admin page. These instructors can then be used on a course instance by selecting the "Select" radio button by the Instructors label. | |
| IA-75842 | N/A | Training - Capture Course Location | Enhancement | Training | Software Enhanced: Course locations can now be added from the training module admin page. Users have the option of manually entering a location or quickly choosing from pre-configured locations. | |
| IA-75874 | N/A | OK SIBRS: 90Z-GIL is being reported as an Offense Code in XML | Bug/Defect | State Submissions | Software Enhanced: Oklahoma SIBRS update to handle custom NIBRS codes. | |
| IA-76071 | 419240 | RMS- When entering a duplicate State Offense Code the screen goes blank with no error banner displaying | Bug/Defect | Admin | Software Enhanced: When attempting to add a duplicate offense code, the error handling has been improved. | |
| IA-76098 | 419300 | NJ NIBRS DV data elements should not be written if the DV offense is not reportable | Bug/Defect | State Submissions | Software Enhanced: New Jersey NIBRS update for DV reporting. | |
| IA-76110 | N/A | RMS - Incident SmartSearch Mapping Display more Results. | Bug/Defect | Incident Mapping | Software Enhanced: SmartSearch map will now show up to 500 results. | |
| IA-76156 | N/A | Refresh Incident SmartSearch | Enhancement | Searching | Software Enhanced: There is a new left-hand navigation menu on the SmartSearch page to improve usability. | |
| IA-76164 | N/A | Struts To Spring - Security Groups | Engineering Enhancement | Admin | Technology Upgrade: Java framework updates for ease of use and maintainablity. | |
| IA-76165 | N/A | Struts To Spring - RMS Tables - Dispatch Event Types | Engineering Enhancement | Admin | Technology Upgrade: Java framework updates for ease of use and maintainablity. | |
| IA-76166 | N/A | Struts To Spring -> RMS Tables -> Arrest Codes | Engineering Enhancement | Admin | Technology Upgrade: Java framework updates for ease of use and maintainablity. | |
| IA-76180 | N/A | Personnel: employee search results shows "null" if employee has no last name | Bug/Defect | Personnel | Software Improved: A view action button to access employee records has been added. | |
| IA-76186 | N/A | CFS: add person and org address fields for street number and direction in wrong order | Bug/Defect | Calls For Service | Software Improved: The location of the Direction and Street Number fields have been switched for improved usability. | |
| IA-76202 | N/A | Cases: Offenses displayed multiple times in Associated Incidents Grid if Incident has multiple supps and Spelling error in a column header | Bug/Defect | Follow-up Cases | Software Improved: Display and usability items corrected. | |
| IA-76206 | N/A | Criminal Complaint - Incident Quick Select | Enhancement | Criminal Complaint | Software Enhanced: The quick select options for Incidents, Arrests, and Citations are now filter to only show related records within the Organization of the complaint Agency. | |
| IA-76216 | N/A | Evidence: Update Officer Search field labels | Enhancement | Property Mgmt | Software Enhanced: The Evidence Search page now has a new LOV called "Officer Role" with the ability to search by "Seized/Submitted By" and "Checked-Out To." Because the LOV is needed to search for officer information, the Officer input fields will be disabled if neither of the options are chosen.   When the Seized/Submitted By option is selected, the search will look for the officer who is directly associated with the Evidence record as the Submitting Officer (previous behavior). When Checked-Out To is selected, the search instead looks up the most recent Custody To Officer on the Evidence record. | |
| IA-76243 | N/A | Add ability to search Email Address | Enhancement | Master Indices | Software Enhanced: Search for people using previously entered email/social media addresses. | |
| IA-76251 IA-76252 IA-76253 IA-76254 IA-76255 IA-76256 IA-76257 | N/A | Permits - Location Integration Criminal Complaint - Location Integration Field Contacts - Location Integration Master Index Organizations - Location Integration Warrants - Location Integration Court Papers - New Location Integration | Enhancement | Permits | Software Enhanced: When adding an address to a Permit, Criminal Complaint, Field Contact, Master Business/Organization, Warrants, and Court Papers a new one-line location search is available. As you type the address or common place name, this feature automatically looks for existing RMS addresses and provides the ability to quick select or enter a new master address. | |
| IA-76264 | N/A | Online RMS- Install script for release 11.11.0 | DevTask | Admin | Online RMS- Install script for release 11.11.0 | |
| IA-76266 | N/A | Caution Code - Custom Forms | Enhancement | Custom Forms | Software Enhanced: Custom forms can be configured for use by Person and Address Caution codes. Agencies will be able to create custom forms to track additional information about specific cautions, such as trespass warnings or sex offender registration. | |
| IA-76273 | 420110 | Fleet Management - Service notifications add the Unit Number to the notification | Enhancement | Notifications | Software Enhanced: Fleet Unit # aadded to Service Notification. | |
| IA-76293 | N/A | Master Person - Print Person Report | Enhancement | Master Indices | Software Enhanced: Print the Master Person Index Report from the Person Edit page. | |
| IA-76297 | N/A | Field Arrest - duplication errors on pdf attachments | Bug/Defect | Field Arrest | Software Improved: Duplicate Field Arrest option updated to handle attachments. | |
| IA-76309 | 420430 | 280 Posses Stolen Property add None Prop Quick link for Completed | Configuration | State Submissions | Software Enhanced: NIBRS configuration update for 100 Kidnapping and 280 Possession of Stolen Property offenses. | |
| IA-76337 | N/A | Master Person - In Custody Search Option | Enhancement | Master Indices | Software Enhaced: Add a new Master Person In Custody Search option for sites that use both Online RMS and Jail Tracker to search for people who are in custody. People with a record in the new RMS PERSON CUSTODIES table, which stores daily custody data from JailTracker, will be returned if this option is selected. | |
| IA-76357 | 420611 | User Profile - Account History : Add the IP address to the Login History tab | Enhancement | Admin | Software Enhanced: The IP address from which the user connected will be displayed in a new column on the User Login History page. | |
| IA-76383 | 420003 | TIBRS Resubmission does not remove Segment 8 when DV is changed from Y to N | Enhancement | State Submissions | Software Enhanced: Update to the Texas TIBRS Segment 8 reporting. | |
| IA-76392 | 420844 | RMS-McCordsville Evidence Locker items were dataloaded into McCordsville | Bug/Defect | Property Mgmt | Software Improved: Evidence items marked as disposed with a locker location entered from a data conversion will not be counted as Evidence Lockers in use. | |
| IA-76401 | 420809 | CAD to RMS - Interface appears to not update to the last spilled Disposition | Enhancement | Calls For Service | Software Enhanced: Ensure that the most recent disposition is stored, for CAD to RMS CFS spills. | |
| IA-76406 | N/A | Training - Printed Course Instance Changes | Enhancement | Training | Software Enhanced: Ability to print a training course instance with course details. | |
| IA-76407 | N/A | Jail Tracker - In Custody Alert Enhancements | Enhancement | Master Indices | Software Enhanced: When you click on the Person Alert Warning icon, additional In Custody information will be displayed. Clicking the "In Custody" Alert button on the Person Edit and View page will display additional information on the person's JailTracker custody record. | |
| IA-76408 IA-76693 | N/A | Person - Edit / View Page - Alerts for Civil Process and Active Cautions | Enhancement | Master Indices | Software Enhanced: On the Person Edit and View pages, an Alert/Warning button titled "Officer Safety" will appear to provide greater awareness of important information about the person such as Active Warrants, Active Civil Process Papers, Person Caution Codes, Permits (configured by type), and Subscriptions. | |
| IA-76409 | N/A | Training - completed vs accredited hours | Enhancement | Training | Software Enhanced: Record "completed" and "accredited" hours for each attendee on a training course. | |
| IA-76455 | N/A | Evidence - allow attachments for evidence on add/edit individual evidence from an incident | Enhancement | Property Mgmt | Software Enhanced: Add attachments to evidence record via an incident report when editing the incident property record. | |
| IA-76456 | N/A | Incident - print options needed for evidence attachments and images | Enhancement | Incidents | Software Enhanced: Printing options for incident reports now include the ability to print attachments and images associated with evidence on the incident report. | |
| IA-76457 | N/A | Case - printed case with included incident reports does not print additional locations for the incident | Bug/Defect | Follow-up Cases | Software Enhanced: Nothing has changed. Functionality has been confirmed. When a user prints the entire case, including incident reports and additional locations, data from unapproved reports is NOT displayed. | |
| IA-76470 | N/A | Agency Organization tab - Users still able to Self-Assign even when restricted | Bug/Defect | Admin | Software Enhanced: A user can only be assigned to a restricted agency by an administrator. A warning message has been added for users who are about to self-assign into an agency where self-assignment is disabled. Info bubble messages have been added to the agency admin page to help admins understand how the restrict flags operate. | |
| IA-76542 | N/A | Master Index Person: Add Print options for Attachments and Caution Code Attachments and Custom Form Instances | Enhancement | Master Indices | Software Enhanced: Print options added the Person Details Report to include Caution Code Attachments and Attachments to the peron record. | |
| IA-76565 | N/A | NIBRS: Research 'No IBR Field Values Found' issue | Bug/Defect | State Submissions | Software Enhanced: Updates to NIBRS submission to not common data validations. | |
| IA-76582 | N/A | Admin: Offense Codes list (via Agency Settings) display local offense codes for ALL agencies instead of for the specific agency | Bug/Defect | Admin | Software Improved: Usability and workflow improved for Agency Local Offense code management. | |
| IA-76603 | N/A | Alert the user when trying to download a large video or file | Enhancement | Attachments | Software Enhanced: New maintenance configuration setting (LARGE FILE SIZE BYTES) to notify the user when downloading a large file. If a file's size exceeds the maintenance value, the user will receive a notification "This attachment is extremely large and may require some time to download. Do you wish to continue? ". The user can choose "Yes" to download the file or "No" to cancel. | |
| IA-76609 | N/A | My Warrants and My Court Papers - Alert Icons | Enhancement | Civil Process | Software Enhanced: Person and Address Alert icons will now display on the map and list views for Recent Activities - My Court Papers and My Warrants. | |
| IA-76616 | N/A | AGENCY\_CODE is not being saved in INCIDENT\_DELETE table | Bug/Defect | Incidents | Software Improved: Modification to ensure that Agency code is saved to the incident delete log when an incident report is deleted. | |
| IA-76617 | N/A | Service Vendors can't be added in Fleet Module Admin | Bug/Defect | Fleet Mgmt | Software Improved: Modification to allow Fleet management service vendor information to be added and updated. | |
| IA-76618 | N/A | Add additional Tab to Fleet Management Admin to allow maintenance of Vehicle Make & Model | Enhancement | Fleet Mgmt | Software Enhanced: Fleet Management Administration has been updated to allow for the addition and management of Fleet Vehicle Make and Models. | |
| IA-76667 | N/A | Incident: Incident Copy does not validate when Report Date is prior to Occurrence Date | Bug/Defect | Incidents | Software Improved: Date validations added to the Incident Copy feature to enforce that dates can be a future date, and occurrence date is before report date, and occurrence start date is before occurrence end date. | |
| IA-76669 | N/A | Data Submission: Occurrence Date column is not displaying the correct date | Bug/Defect | State Submissions | Software Improved: The State NIBRS Submission Incident review page has been modified to reflect the Occurrence date per the Incident Occurrence Start Date. | |
| IA-76672 | 422239 | KIBRS Arrest Reports Not Flagged as Domestic Violence | Enhancement | State Submissions | Software Enhanced: Kansas KIBRS DV arrest reporting update. | |
| IA-76678 | N/A | Incident Report - Quick Create Tow Impound Navigation Issue | Bug/Defect | Tow Impound | Software Improved: Improved workflow navigation when utilizing the Incident Report - Quick Create Tow Impound feature. When selecting the Quick Create button to create a Tow Impound and saving the Impound, the user will remain on the Tow Impound to complete additional details. | |
| IA-76680 IA-76786 | N/A | MICR Ethnicity Mapping corrections | Configuration | State Submissions | Software Enhanced: State-specific Ethnicity changes for Michigan MICR. | |
| IA-76691 | 422239 | KIBRS Arrest report needs to be A - Adult >=18 or J Juvenile <18 unless dataelement 37 is D or C | Enhancement | State Submissions | Software Enhanced: State specific updates for Kansas KIBRS arrest reporting. | |
| IA-76703 | N/A | Caliber Marketplace - Phase 1 | Enhancement | Admin | Software Enhaced: Focused on assisting Agencies to maximize the numerous benefits of Online RMS. Over time, the Caliber Marketplace will develop into a centralized location where agency administrators can readily identify which features they are currently using and which capabilities that may save staff time and improve agency efficiencies. | |
| IA-76705 | N/A | Case Activities - Label Change | Enhancement | Follow-up Cases | Software Enhanced: Changes to the "Narrative" label to "Notes" to increase user familiarity and awareness while entering case activity notes for follow-up case investigations. | |
| IA-76779 | 423124 | OK SIBRS Allow CASH/Money property code 20 to be seized against 35B Offense | Configuration | State Submissions | Software Enhanced: State specific update for Oklahoma SIBRS reporting. | |
| IA-76799 | 423294 | OK SIBRS Remove SUV from the description of Vehicle Type | Configuration | State Submissions | Software Enhanced: State specific update for Oklahoma SIBRS reporting. | |
| IA-76800 | 423294 | OK SIBRS Add Attempted Completed Question for offense 83A | Configuration | State Submissions | Software Enhanced: State specific update for Oklahoma SIBRS reporting. | |
| IA-76801 | 423294 | OK SIBRS Add Property Type 21 Negotiable Instruments | Configuration | State Submissions | Software Enhanced: State specific update for Oklahoma SIBRS reporting. | |
| IA-76803 | N/A | Narrative Auto Complete - not hiding expunged people | Bug/Defect | Incident Narrative | Software Improved: Updated the Incident Narrative Quick Text complete feature to ensure expunged offenders are not displayed. | |
| IA-76809 | N/A | Custom Field Permissions not allowing edit | Bug/Defect | Custom Forms | Software Improved: Modification to resolve a workflow issue that prevented the editing of certain custom fields. | |
| IA-76817 | 423294 | OK SIBRS Allow Property code 10 Drug/Narcotic to be reported on 220 and 23 offenses | Configuration | State Submissions | Software Enhanced: State specific update for Oklahoma SIBRS reporting. | |
| IA-76818 | 423294 | OK SIBRS Add Property type 08 Consumable Goods | Configuration | State Submissions | Software Enhanced: State specific update for Oklahoma SIBRS reporting. | |
| IA-76825 | 423378 | Offender Arrestee missing the Arrest Questions data | Bug/Defect | State Submissions | Software Improved: Modification to ensure that arrestee details are removed from the Incident Report when an offender's role is changed from arrested. | |
| IA-76839 | 423294 | OK SIBRS Add None or Unknown Prop quick links for NIBRS offense 100 Kidnapping | Configuration | State Submissions | Software Enhanced: State specific update for Oklahoma SIBRS reporting. | |
| IA-76857 | 423427 | Agency Search Interfaces Do Not Save | Bug/Defect | SmartSearch | Software Improved: Search Interfaces can now be managed and modified for sub/child agencies under an organization. When adding a new child agency, please make sure you specify the search interfaces for the added agency and associated users. | |
| IA-76858 | 423294 | OK SIBRS Add Validation if Vehicle is associated to Property Crime and Vehicle Type is Blank or Null | Enhancement | State Submissions | Software Enhanced: State specific update for Oklahoma SIBRS reporting. | |
| IA-76860 | 423294 | OK SIBRS Update Property BACKPACK from prop code 16 to 25 | Configuration | State Submissions | Software Enhanced: State specific update for Oklahoma SIBRS reporting. | |
| IA-76873 | N/A | Training - Add completed and accredited hours to Attendee grid on Edit Course | Enhancement | Training | Software Improved: Two additional columns to display Completed Hours and Accredited Hours have been added to the Attendee grid when editing or viewing a training course. | |
| IA-76875 | N/A | TIBRS Setup segment 9 NIBRS codes based on 90C and 370 NIBRS Codes | Configuration | State Submissions | Software Enhanced: State specific update for Texas TIBRS Segment 9 reporting. | |
| IA-76881 | N/A | Incident: Offender and Victim page not saving when user creates a supp and there are R&V to display custom fields | Bug/Defect | Incidents | Software Configuration Update: Removed a conflicting rule in the RMS Incident Report Rules and Validation engine for New Jersey. | |
| IA-76893 | N/A | NJ NIBRS: DV custom field values for Victim and VOR is not reported when DV value is changed to Y in a supp | Bug/Defect | State Submissions | Software Enhanced: State specific update for New Jersey NIBRS reporting. | |

**--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.