

Online RMS

Version 11.11.2

Product Change Notice

7 February 2023

# Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Revised By** | **Revision Date** | **Version** | **Notes** |
| T. Thompson | 7 Feb 2023 | 1.0 | Production release. |
|  |  |  |  |

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# Introduction

This document provides an overview of the software changes delivered in the 11.11.2 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 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 your 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 11.11.2 release.

|  |  |
| --- | --- |
| **End Date** | **Milestone** |
| **3 Jan 2022** | 11.11.2 Sprint 1 Starts |
| **2 Feb 2023** | 11.11.2 Code Lock |
| **7 Feb 2023** | 11.11.2 Release Available |

# Appendix: 11.11.2 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 11.11.2 release. An **\*** symbol - denotes a software resolution that was deployed prior to the 11.11.2 service pack installation date.

| JIRA # | Client Ticket # | Summary | Type of Issue | RMS Module | Functional Documentation |
| --- | --- | --- | --- | --- | --- |
| IA-68529 | 379173 | 26B Credit card fraud with property loss (7) Stolen property code cannot be (09) Credit/Debit Card | Configuration | State Submissions | Configuration Update: Indiana NIBRS modification to disallow Credit Card as property for 26B Credit Card Fraud Offenses. The property reported as stolen should be the item(s) obtained through the fraud. |
| IA-76948 | 424150 | OK SIBRS set up 90I Runaway to be a Society Crime | Enhancement | State Submissions | Configuration Update: Modification for Oklahoma SIBRS to allow Society a victim for State specific Runaway offense. |
| IA-76955 | N/A | TIBRS Segment 9 - Change IBR Reporting Code mapping for some offenses | Configuration | State Submissions | Configuration Update: Modification for Texas TIBRS Segment 9 reporting. |
| IA-76964 | N/A | TIBRS Segment 9 - Turn on segment 9 feature for 11.11.2 release | Enhancement | State Submissions | Configuration Update: Modification for Texas TIBRS Segment 9 reporting. |
| IA-77062 | N/A | TIBRS: Segment 8 Family Violence is not reported where applicable if there is a Segment 9 | Release Defects | State Submissions | Software Update: Modification to ensure Segment 8 is reported when an incident report also requires Segment 9 reporting. |
| IA-77063 | N/A | TIBRS: Cleanup - Update 90C-S9 and 90C-SA NIBRS offense code | Bug/Defect | State Submissions | Configuration Update: Modification for Texas TIBRS Segment 9 reporting. |
| IA-77075 | N/A | FL IBR: 1.3 upgrade - Script to update Victim to Offender association setting for Crimes Against Property | Bug/Defect | State Submissions | Configuration Update: Florida NIBRS modification to require Victim Offender association for Crimes Against Property. |
| IA-77077 | 425227 | RMS - McPherson, KS KIBRS issue | Bug/Defect | State Submissions | Software Update: Modification to ensure property description reporting for Kansas KIBRS. |
| IA-77078 | 425364 | RMS - In Training searching by Instructor from the list created in Module Configuration does not yield results. | Bug/Defect | Training | Software Update: Modification to Course search to return courses that have an instructor selected via the LOV. |
| IA-77098 | 425837 | Lexis Nexis Accurint cached return failing to render to a pdf. | Enhancement | Interface | Interface Update: The issue was traced to the Accurint data return and resolved by LexisNexis. |
| IA-77123 | 425873 | RMS - Incident Narrative - Narrative Tool WebSpell Checker no longer has the option to Ignore All Words | Bug/Defect | Incident Narrative | Software Update: Modification to enable the Ignore All Words in spell check. |
| IA-77133 |  | Online RMS- Install script for release 11.11.2 | DevTask | Admin | Online RMS- Install script for release 11.11.2 |
| IA-77140 | N/A | CFS to ODL - stomping on the on scene entered timestamp entered in CFS of clear date also entered | Bug/Defect | Calls For Service | Software Update: Modification to ensure property description reporting for Kansas KIBRS. |
| IA-77141\* | 424754 | RMS - Virginia Department of Motor Vehicles ONBASE missing | Bug/Defect | Attachments | Software Update: Modification to display the ONBASE links. |
| IA-77150 | 425997 | ODL - Error when Viewing ODL log when Activity Date/Times are blank | Bug/Defect | Tow Impound | Software Update: Modification to improve viewing ODL records when Activity time is not populated. |
| IA-77159 | 426216 | RMS - Incident Mapping - PDF print returns blank | Bug/Defect | Follow-up Cases | Software Update: Modification to resolve issue where the Incident map would print blank. |
| IA-77195 | N/A | Incident: GA42 Criminal Activity Question missing on incident offense | Bug/Defect | State Submissions | Configuration Update: Modification for GA NIBRS Criminal Activity Reporting. |
| IA-77202 | N/A | Warning - Clean up the language for the Offense Cleared by Arrest but no offender with the arrestee role | Configuration | State Submissions | Configuration Update: Modification to Incident Warning validation text for readability. |
| IA-77251\* | 426541 | RMS - MECC The most recent address on Criminal Complaint Confidential for the parent is not displaying | Bug/Defect | Criminal Complaint | Software Update: Modification to display the most recent address on file for Parent on Criminal Complaint. |
| IA-77273 | 426689 | Incident History - Incident History is showing the Updater Date/Time not the Creator Date/Time | Bug/Defect | Incidents | Software Update: Modified the Incident Status History page to display the created date rather than the updater date. |

**--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.