TO: PRMS Oversight Committee and ETS Board

FROM: Don Ehrenhaft, PRMS Manager

DATE: June 28, 2023

RE: DuJIS RMS Monthly Update

Accomplishments:

- NIBRS Go-live date set for 8/1/23.
  - Refresher workshops are scheduled for 7/18/23 with very high attendance planned.
- OnCall Analytics project deliverable is complete.

Victories:

- NIBRS
  - Consortium on track to go live on August 1, 2023.
- OnCall Records/FBR
  - Worked with RSA to resolve ongoing systemic issue of disappearing reports.
- Issue Resolution
  - Using strategies to more efficiently organize, address, and resolve discreet trouble tickets as well as identify systemic issues resulting in a consistently smaller number of open tickets and faster resolution time.

Challenges to Overcome:

- NIBRS Transition Go-Live/Certification
  - It is recommended that there be an effort by the agencies to reduce the number of backlogged cases (in records) to minimize the need to update cases to be NIBRS compliant. The "go-live" process is being outlined with the Chiefs, NIBRS sub-committee, and Steve Burrell (RSA).
  - Agencies are being reminded about implementation expectations and helpful tips for a smooth transition.
- 00102630 - Addresses Validates in FBR without a Zip Code – IN PROGRESS

RSA – Customer Support Collaboration:

- Began a weekly NIBRS and OCA Project status call, standing call at 2:30 pm on Mondays.
- Maintained weekly I/CAD case review call, standing call at 09:00 on Thursdays.
- Maintained RMS weekly status review call, standing call at 14:00 on Thursday.
- RSA and RSA Manager worked collaboratively to reduce the case backlog.
- Established new framework for rapid resolution, consistent communication, and transparent interaction.

Next Month's Actions Items:

- Facilitate End-User led refresher workshops.
- Actively communicating a plan to implement NIBRS in production (Go Live).
- Continue Go-live preparation for NIBRS.
- Continue preparatory efforts for MFR/OCR 10.0 project.
- Begin forming the structures that will shape the MFR/OCR 10.0 landscape, including subcommittees and focus groups.

June Monthly Report

Customer Name	DuPage County, IL	Alias	DUPG2.00.11
Customer PM	Linda Zerwin/Mike Galvin	Hexagon Sales	TJ MCGEE
Hexagon Support Manager	Tony Capasso	Project / Delivery Name	DuPage ETSB

New Change Requests	None	Reporting Period End	June 30, 2023

Support Overview

Open Tickets		SRs		CRDs		CREs	
On target	☑	P2	1	P2	2	P2	2
Below target	☐	P3	21	P3	7	P3	6
Above target	☐	P4	0	P4	0	P4	0

RED	One or more of the following remain unhandled: significant risks and/or issues; behind schedule by >10%
YELLOW	There is a plan in place to rectify one or more of the following: significant risks and/or issues; behind schedule <=10%
GREEN	No significant risks or issues

Support Performance - Period ending June 30, 2023

GREEN	Continue to have weekly CAD SR Review call with Dupage and Hexagon CAD team. Communication remains high and both sides stay engaged. RSAs from Hexagon are continuing to provide value added performance and operating hand in hand with Customer Support. 6/23/2023.

Support Activities

Objectives Completed This Period

1. Weekly meetings were held. No Onsite meetings were held this month.

2. **13** support tickets were resloved in the month of June 2023.

3. Several of the CRs are resolved in later versions of CAD - Upgrade in progess

4. Discussed and confirmed Hexagon's commitment to maintaining VMWare Updates

Objectives NOT Completed This Period - Mitigation tasks to align schedule are provided in the Notes Section with the coresponding

Objectives for Next Period Remaining Project Items (All Numbers are utilizing the DuPage Schedule DUPG2 Schedule)

1. Focus and continued resolution on existing support SRs.

Change Orders	Date	Status	Description

Notes From Above Activites:

RSA Weekly Status Report: RMS/CAD

Week Ending	06-23-2023
Type:	RSA Weekly Status Report
Reported by:	Steve Burrell, RSA
Stakeholders for Distribution:	**DuPage:** Don Ehrenhaft, Dave Jordan, Frederick Brockmeier, Anthony McPhearson, Matthew.Theusch, Linda Zerwin **Hexagon:** Stephen Starnowsky, Patrick Mellin, Ben VanHorne, Tammy Heaton, Anthony Capasso, Wendy Mann

Topic	Status Summary	Escalation?	Status?
	Closed Cases (4)		
00159399	**Custom NIBRS IL fields contain NULL values**	RSA	CLOSED
00158625	**Error while planning route on CAD MAP**	RSA	CLOSED
00150009	**CAD-PRI-DB1 CRASH**	RSA	CLOSED
00149212	**Some Subscription reports are too long.**	RSA	SOLVED
	High Priority Items		
00132255	**Units disappearing on screen but visible on another screen** Reoccurring issue with units not showing up on active calls in our call monitor screens. If you look at another screen, the missing units are populated.	RSA	In-process
00006935 (OnCall Records) ***AZDO 509323***	**Reporting Officer not importing into Supplement Record.** **10/21** – A new AZDO ticket (***AZDO 509323***) has been opened. Since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development.	GPC	Under-review
00102630 (FBR / Address server)	**Address Validates in FBR without a Zip AND Doesn't validate w/ Zip** 05/09 – Testing to see if Zip is produced in data if not entered during validation.	RSA / Support	In-Process
	Summary of Additional Work Performed This Week		
	Worked on open tickets and sent out follow up emails.	RSA	
NIBRS prep	Worked on prep tasks for agencies already reporting manually to NIBRS & NIBRS Transfer Service on PROD.	RSA / NIBRS Team	Part 1 Completed. Part 2 to start in July
00149212 (OCA)	**Some Subscription reports are too long.** It appears the use of the "Calls For Service Details By Unit" table is causing at least part of the problem. Need to identify all field references to "Calls for Service Details by Unit." table and find a suitable substitution from a diff table.	Waiting on Customer	SOLVED
LEADS 3.0 Interface	**Provided requested information to Hexagon Development team.** Working with ETSB to obtain some additional information from ISP/LEADS.	RSA / Hexagon / DuPage	In-Process
00156706	**CAD Map Shading** Currently looking at CAD and local software / polygon issue. When zoomed in color does not display correctly – possibly some default color settings.	RSA / Support / DuPage	SOLVED Waiting on Customer for confirmation

	06/21/2023 – Teams meeting with Hexagon Map SME. ETSB team provided with the info needed to fix the issue. Waiting for confirmation from ETSB after some brief testing.		

Environment Versions & Discrepancies:
This section highlights program versions and any differences between the environments

Production	Test
FBR: 03.07.2012.6 (build date: 05/18/2021) OCA: 2212 OCR: Version: 03.07.2104 *(newest available ver. is 2212)* NIBRS: 02.03.2305 Address Server: 2004.02 IFCADRMSLINK: Version 09.04.0.50104	FB: 03.07.2012.6 (build date: 05/18/2021) OCA: N/A OCR Version: 03.07.2104 *(newest available ver. is 2212)* NIBRS: 02.03.2305 Address Server: 2004.02 IFCADRMSLINK: Version 09.04.0.40121 *(Most recent refresh completed on 07/22/2022.)*

Action Items

The following section is to cover all items that are ongoing outside of SR work to track to completion. This includes tasks for the RSA as well as the agency.

Project	Summary	Owner	Status	Next Steps
New Approval Process	DuPage needs to learn and modify the new approval workflow process prior to the 10.0 conversion.	DuPage	Waiting on Customer	DuPage eta – Early 2023 Information provided to DuPage. Start date TBD by DuPage.
00006926 (I/FRMS CADLINK)	**IFCADRMSLINK Configuration Event Sync the search bug** **RC-A:** Software bug. Fixed in patch Q4 2109	Escalated (Dev)	**Solved** Waiting on Customer	3/22 – CR has filed. CR# 319396 AZDO Bug 319396 01/12/2022 – Resolved with 2019 Q4 patch (see case 00007516) Need to deploy to TES env.
00007516	**IFCADRMSLink No Primary Officer coming over – API Failures**	RSA	**Solved**	**RC-A:** Software bug. Fixed in patch Q4 2109 Patch available (Q4 2019) Will need to install and test on TEST system; then schedule deployment on PROD.
00023778	**Dispatch Tab not receiving CFS from CAD**	RSA	**SOLVED** Waiting on Customer	DuPage will contact RSA when they have time to gather the needed info to troubleshoot this issue. Info needed: SQL DB from Squad MDT. Squad must be used by multiple people withing a 48 hr period.
00048958 AZDO 486781 (FBR)	**Submitted Evidence from FBR is Not Coming into OnCall Records since 9/28/21 Update** Submitted evidence from FBR is not automatically coming into OnCall Records since 9/28/21 update. Any that are in OnCall Records since the update have been manually pushed in using the process id.		**Solved** Waiting on Customer	07/12 – AZDO bug filed 486781 07/19 – Received 2 files for FBR. Implemented in TEST env and working correctly. 08/12 – Scheduled for the week of Aug 15 **10/07 – Scheduled install TBD by DuPage**
Migration to SSRS	**SSRS Migration** RSA will perform SSRS installation.	RSA	RSA	RSA will perform installation.

Open P2 Items – *This section provides an update on P2 items.*

SR Number	Summary	Product	Status	Substatus	Target Resolution Date	Work Around?
00006935 *(OnCall Records)*	**Reporting Officer not importing into Supplement Record.** On Supplement records, the reporting officer is not being displayed when the record is approved in FBR. The Reporting officer is listed on the FBR Report PDF, but is not in the RMS record. All agencies are having the issue. **RC-A:** Software bug. FBR not pulling data from needed customer field. Pending Development resolution.	HxGN ONCALL RECORDS	GPC	CR# 324347 AZDO 509323 **10/20** – From Blake: "Opened new ticket (***AZDO 509323***) since this is still occurring in the newest version, it looks like it is currently waiting to be reviewed by development.		
00132255 *(I/Disp)*	**units disappearing from screen**	I/Dispatcher	RSA	**02/10/2023** – Did not see any problems with Listener. **02/15/2023** – Confirmer with Kris (DuPage) users ar NOT using nay custom display filters that were not issued by ETSB.		

Current Open SR list for discussion:

This section is just a copy/paste from a SR list with the following fields as shown for items actively being worked by the onsite RSA (Assigned, In Process, Customer Update, GPC-Escalated). Note: This is not all SR's, just the ones currently being worked by the onsite RSA
(Sorted by SR Number)

SR Number	Priority	Summary	Product	Status	Substatus/Next Steps
00005926 *(OnCall Records)*	P-3 MED	**WebRMS returns no longer have linkable fields**	HxGn MPS	Assigned	11/03 – working session held. Additional working session scheduled for NOV 7 to test files. 11/07 – Today's working session showed progress. Deployed client side files to display hyperlinks. Hyperlinks are visible now. Next step is to have the hyperlink display the information. 12/02 – New files received. Ready to test. Working session for Wed DEC 7. 12/08 Working session DEC 13. 01/06 – Working session scheduled for Jan 11. 01/20 – Working session scheduled for Jan 23. **01/26/2023** – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time.
00006232 *(OnCall Records)*	P-3 MED	**Cancelled BOLOS show up in Informer returns**	HxGN – Informer	Assigned	07/11 – reviewing possible solution. 09/30 – Working session scheduled the week of Oct 31 **12/01 -** – Miguel/Mo to set up a session with DuPage.
00006235 *(OnCall Records)*	P-3 MED	**There is a violation field in MPS informer WebRMS return that does not list the violation.**	HxGN – Informer	Assigned	11/03 – working session held. Additional working session scheduled for NOV 7 to test files.

					12/02 – New files received. Ready to test. Working session for Wed DEC 7. 12/08 Working session DEC 13. 01/06 – Working session scheduled for Jan 11. 01/20 – Working session scheduled for Jan 23. **01/26/2023** – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time.
00006934 *(OnCall Records)*	P-3 MED	**Cross Agency Approving Supervisor Missing from all Merit Agency FBR Reports**	HxGN ONCALL RECORDS – FIELD BASED REPORTING	Escalated	3/29 – CR has been filed. CR# 321488 10/21 – Gathering additional information for support. **12/01** – Gathering data.
00006940 *(I/Dispatcher)*	P3-MED	**Name of the TC that made the ticket/comments should stay attached to those comments when cases/events are combined.** Often, multiple CAD tickets are created for the same incident. A TC that is dispatching the incident will use the Duplicate and Cancel command to move the notes from the (soon to be old/deleted) duplicate ticket(s) in their pending to the single CAD ticket they are using. The TC will then cancel the call(s) from their pending. When they perform this process, the remarks from the (old) duplicate ticket are stamped with the (New) TC that uses the delete/cancel command instead of the actual TC that took the call/entered the comments. This causes issues for the TC when trying to follow up with any questions about the notes, and makes investigating a call difficult.	I/Dispatcher	RSA/Acct Rep	09/30 – will clarify with Kris @ DuPage and forward to support. 10/06 – Customer would like the author of the comments/entries to be indicated when merging multiple events into one event. 10/07 – Asked for LOE. **01/06/2023** – GTC evaluating LOE.

		Recommendation: Attach the name of the TC that made the original ticket to remarks"			
00018093	P3 – MED	**EdgeFrontier Install on CAD backup servers**	HxGN XALT	Assigned RSA	01/14/2022 setting up install date with product specialist. 01/20/2022 – Spoke with Tim Forsberg. Have a plan in place to install required CAD core elements. Them we will do the EF install. DuPage to do the configs as they are custom and handle that it. 11/04 – To be installed on CAD-SEC-INT3C and CAD-SEC-INT3D. Install to be scheduled for TEST week of NOV 14. **12/01** – Delayed due to OnCall Analytics Upgrade Install.
00065074 AZDO 442583	P3-MED	**No Purvis tones went off for Tristate units dispatched and no data made it to EdgeFrontier -** event TSF22001350. The Purvis EdgeFrontier interface does not show any data for M122 or L122.		RSA	03/23 – Potential issue found in IFCAD 03/23 – Patch deployed at other customer site. Will compare versions and research compatibility. 05/30 – patch received. Will deploy on TEST. 11/17 – delayed due to NIBRS issues / troubleshooting **01/20** – Scheduled for the week of JAN 30
00089873 *(Informer)*	P3-MED	**Informer Does Not run VIN Correctly**	HxGN CAD I/Dispatcher	GPC	10/19 – Dev currently reviewing. 10/24 - Dev to provide files for implementation / testing. 11/14 – HxGN Mgmt reviewing LOE / getting approvals & resources allocated. 01/13 – Dev provided a file to correct this issue. 01/20 – Testing scheduled for JAN 24 or 25 **01/26/2023** – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time.

00092124 *(I/Dispatcher)*	P3-MED	**DUC-CAD32 FREEZE**	HxGN CAD I/Dispatcher	RSA / Support	**11/01** – reviewed log verified a crash / hang. Uploaded logs to support.
00097922 *(Informer)*	P3-MED	**When running (LEADS) a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. -** When running a subject by NAME / DOB AND RACE, the DOB is not transmitted to the state LEADS system. Issue can be replicated.	Informer	RSA / Support	12/02 – New files received. Ready to test. Working session for Wed DEC 7. 12/08 Working session DEC 13. 01/06 – Working session scheduled for Jan 11. 01/20 – Working session scheduled for Jan 23. 01/26/2023 – Test was planned for Wed JAN 25. Due to a snowstorm in the area and heavier than normal call volume, it was decided with DuPage (Kris) that we did not want to impose the momentary outage on the dispatch floor (from restarting Informer). We have rescheduled the Informer file test for MON JAN 30. Additional Informer files (for other SF cases) should also be available to test at that time. **02/10/2023** XAD working session scheduled for MN FEB 13
00102630	P3-MED	**Address Validates in FBR without a Zip AND Doesn't validate with a Zip** When a user attempts to Geocode and address in FBR with the zip code field filled in, Geocoding does not work. The address is not Geocoded. However, when the zip code filed is blank, the Geocode function works. *Oakbrook PD Incident # OBPC2201665 09/08/2022 Address: 149 Briarwood Drive N, Oakbrook, IL 60523*	FBR	RSA / Support	10/03 – Met with Hexagon Address Server SME. Provided requested info and logs. Currently developing a fix to include ZIP w/o affecting CAD. 10/12 – Address server is operating correctly. Both Zip and County are being exposed and are mapped to their Web RMS equivalents. Will investigate Data sent from CAD and the maps updated by ETSB. 10/12 – There is also an associated issue where ZIP and BEAT are "not being brought over from CAD" 10/20 – provided additional information to support.11/02 – Support researching a possible FBR client config change. 11/02 – Support researching a possible FBR client config change. **11/16** – Support still investigating issues.

						02/16/2023 - Reviewed with Address Server SME and are reviewing ways to expose the Zipcode in FBR.
00149212 *(OCA)*	OCA	**OCA Subscriptions** - possible bug discovered in search filter. AZDO bug filed.	OCA	RSA / OCA Team		OCA Team working on AZDO bug ticket.
00150231	OCR	**Disposition substitution when records move from FBR to OCR**	OCR	RSA		**05/29/2023** – will finish testing the week of JUNE 05

Wellness items for discussion:

This section is just a copy/paste from a SR list with the following fields as shown for just OnCall Records products for items in the wellness worksheet

Title	Priority	SR Number	Summary	Product	State	Status/Next Steps

   No Items at this time.

Client Requests for System Modifications for discussion:

This section is to capture client requests for system changes that are not part of a standard upgrade.

Worksheet#	SR Number	Priority	Summary	Product	Status	SubStatus	CR #
Planning Review Pending	1-6091909121	3-Med	Ability to Link a BOLO to a Field Interview (OCR)	HxGN ONCALL RECORDS	CR - Enhancement	CR – Filed	