



# Interstate Commission for Adult Offender Supervision

## Technology Committee Meeting MINUTES

February 5, 2018  
Teleconference

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### **Members in Attendance:**

1. Gary Roberge Chair, Connecticut
2. Shawn Arruti Nevada
3. Mac Pevey Washington
4. Joselyn Lopez Wisconsin
5. Mathew Billinger Ex-Officio, Kansas
6. Candice Alfonso Ex-Officio, New Jersey
7. Natalie Latulippe Ex-Officio, Connecticut
8. Felix Rosa Ex-Officio, New York
9. Julie Lohman Ex-Officio, Virginia

### **Members not in Attendance:**

1. Chris Norman Alabama
2. Sheila Sharp Arkansas

### **Guests:**

1. Amber Schubert Arkansas
2. Tami Ford Connecticut
3. Mary Evans Wisconsin

### **Staff:**

1. Ashley Lippert, Executive Director
2. Allen Eskridge, Policy and Operation Director
3. Barno Saturday, Logistics and Administrative Coordinator
4. Mindy Spring, Administrative and Training Coordinator
5. Kevin Terry, Website Analyst
6. Xavier Donnelly, Project Manager

### **Call to Order**

Executive Director A. Lippert called the meeting to order at 11:02 am ET. Four voting members were present, establishing the quorum.

### **Approval of Agenda**

**Commissioner S. Arruti (NV) moved to approve the agenda. Commissioner M. Pevey (WA) seconded. Agenda was approved.**

### Approval of Minutes

**Commissioner S. Arruti (NV) moved to approve the minutes from December 18, 2017 as presented. Commissioner J. Lopez (WI) seconded. Minutes were approved as written.**

### Chair's Report to the Committee

Commissioner G. Roberge (CT) presented the Technology Committee report to the Committee.

*ICOTS Helpdesk* – The number of tickets submitted increased 47% in December 2017. This increase is due to low November numbers. There were two ICOTS enhancement releases, one at the end of December and one at the end of January, and no tickets were submitted as bugs related to those releases.

*ICAOS Website* – The number of visits to the ICAOS website dipped for December, but rose in January, which is in line with seasonal web traffic trends.

*Fusion Center Data Exchange* – The national office and SEARCH completed migrating the fusion center data sharing server to one ICAOS owns and operates.

*New Dashboards & Reports* – In December 2017, the national office launched 35 new and revised ICOTS compliance dashboards. Trainings on using the new dashboards took place in January 2018. To promote and facilitate the use of these reports, the national office put together a Dashboard Report Description document that outlines the available reports and how to proactively use them. The national office plans to offer additional training in the upcoming months.

Based on initial feedback and information received at the January training, the national office added some additional fields and dashboards to better replicate what was available with the old external reports. In addition, Project Manager X. Donnelly upgraded the hardware resources that quadrupled the memory and helped the reports run without interruptions.

Executive Director A. Lippert asked states to put request for changes to the dashboard in writing and signed by a commissioner. She noted that the new dashboards offer a lot of different reports and encouraged Compact Offices to familiarize themselves with the reports before submitting a request for change.

*FY 2018 ICOTS Enhancements* – The second enhancement release launched on January 31, 2018. That release included counts for NCIC offenses, a confirmation screen for adding criminal cases, and a reason for rejection on the transfer reply. Appriss will continue to meet with the national office every week to coordinate upcoming releases with our need to conduct UAT, create training materials, and draft announcements if needed. The next enhancement release is tentatively planned for mid-February 2018, and will include electronic tracking of acceptance of the user agreement and privacy policy.

Project Manager X. Donnelly stated that the electronic tracking of acceptance of the ICOTS User Agreement and Privacy Policy will improve ICOTS security and record management. Initially some Compact Offices would receive an overwhelming number of emails when their users are logging in to ICOTS accounts and accepting their User Agreements. These email notifications will be received by a compact office designee. The national office will provide information to prepare the states for this enhancement.

*IVINS/ICOTS VINEWatch* – The updated outbound notification scripts were reviewed by members of Appriss’ VINE Advisory Committee, made up of VINE program managers from states around the country. Those revisions were then reviewed by the Technology Committee’s VINEWatch workgroup, whose feedback was also sent to Appriss. Issues with the testing environment for IVINS led to postponing UAT. The national office will finalize UAT with the VINEWatch Workgroup in the coming weeks.

Project Manager X. Donnelly informed the Committee that all previously catalogued issues have been addressed by Appriss. Since then a few new issues were discovered. He plans to test the new UAT environment before sending it out for testing to VINEWatch workgroup.

Executive Director A. Lippert stated that the biggest issue documented regarding IVINS was its difficulty to understand due to the large number of notifications. She reminded the Committee that the Commission bought a subscription to IVINS and did not own the system itself. The product is confusing to users, because there are so many notifications.

To aid states in understanding the system, the national office posted a short training video on the Commission’s website. The video walks users through the registration and notification processes.

Commissioner S. Arruti (NV) stated that he too received feedback that IVINS notifications were confusing to victims. He anticipates victims will reach out to the Compact Offices for support and as a result significantly increase their workload. He suggested the Compact Offices track the number of calls received and to determine what notifications are in need of revisiting.

Commissioner G. Roberge (CT) asked the Committee members, if their Compact Offices were approached by victims to assist them with IVINS.

DCA J. Lohman (VA) stated that Virginia Compact Office received a lot of calls right after the IVINS release. She also noted that victims complained about number of notifications they receive via phone, and some expressed their desire to opt out of this “intrusive” service.

DCA M. Billinger (KS) stated that Kansas has a designated person for victim notification services who personally notifies victims of offender status changes. Initially, Kansas registered its victims on IVINS, however, they did not like the volume of notifications and asked to be removed from this service.

Commissioner G. Roberge (CT) suggested continuing to revisit the matter and take the conversation to a different course if necessary.

*NCIC Project:* Commissioner G. Roberge (CT) emailed all commissioners his request to support the NCIC project and reach out to their state CSO (CJIS Systems Officers) to co-sponsor the proposal. The national office will send compiled letters of support to DCA M. Billinger (KS). He plans to schedule a meeting with NCIC staff in the upcoming months.

### **Old Business**

DCA N. Latulippe (CT) updated the Committee regarding the historical records in ICOTS matter from the last Technology Committee meeting. She discussed the issue in detail with the national office and it was explained that ICOTS was built as a dynamic system and was never intended to be a permanent record keeping database. If states have questions or requests regarding historical records they should contact the national office to discuss this on a case by case basis.

### **New Business**

The national office will circulate an updated enhancements document among the Committee members prior to its next meeting.

Commissioner G. Roberge (CT) asked the national office to schedule Technology Committee meetings for the next eight months.

### **Adjourn**

**Commissioner S. Arruti (NV) moved to adjourn. Commissioner J. Lopez (WI) seconded.**  
Meeting adjourned at 11:48 am ET.