



# Area-wide Records Management System

## ARMS Annual Report - Fiscal Year 2017

This is the Annual Report stipulated by the ARMS Agreement. This report covers the period from July 2016 to June 2017. There are two sections below: achievements during the fiscal year and a financial summary of the ARMS fund.

- Submitted by Sanford Hess, City of Urbana IT Director. 11/13/2017.

## ARMS Achievements during fiscal year 2017

The reporting period started just after the move to Field Reporting using a web browser. With that major project completed, the ARMS team took on some medium-sized projects. Each is described below.

### Crisis Intervention Team (CIT) Entry Form

This new form collects CIT information on a Field Report, as part of a full report or a Field Interview (FI). Over several months of use, the information gathered on the CIT form was tweaked based on feedback from use in the field. Information gathered from the CIT form was presented through queries and reports to the Crisis Intervention Team for analysis and proactive work with care providers.

### Field Reporting Permissions

This new feature allows a person from one Jurisdiction to create a Field Report (supplemental or primary) for a different Jurisdiction, with security controls on which badges are permitted to do this and for which reports. A secondary feature of this change permits ARMS Jurisdictions to control access to specific Field Reports so that no one can see the report - except for the specified badge numbers.

Disappointingly, other procedural issues with writing Field Reports limit the use of this new feature, although it is used extensively by the Street Crimes Unit – and is available for use by other joint task forces.

### Case Management Working Group

Complaints existed for some time that ARMS Case Management features were confusing, inadequate, and generally not used. Over several months in the spring of 2017, a Case Management working group made up of records staff and Investigators from several jurisdictions met. The group reviewed the process followed by Urbana, discussed the ARMS screens, and made suggestions for improvement.

The most significant advancement is not a change to ARMS Case Management at all: the ARMS team now receives a file with the weekly case resolution information from JANO. The ARMS team publishes the JANO data to the ARMS Data Warehouse in a way that ties the case to its ARMS equivalent, based

on the Case Number. People can then run queries that place ARMS and JANO statuses next to each other, allowing them to close ARMS Cases as they are resolved in the Courts.

The ultimate finding on Case Management was that it's a flawed approach, because it tracks cases by Offense, not person. However, re-writing Case Management is too large of a task to take on at this point. So several smaller outputs were created by the group:

- A "best practices" procedure for using Case Management, available on the Wiki.
- A list of small bug fixes.
- A list of small enhancements to improve the use of existing screens.
- Identified several large enhancements that were placed back on the list of Requests to prioritize.

### [e-Citation import / Modified Records Intake process](#)

In July 2016, the Circuit Clerk released an RFQ for a pilot e-Citation solution. The ARMS Team participated in the RFQ process and provided input about how a solution would work with ARMS. In December 2016 a contract was signed with Quicket and discussions began in January 2017. By March, the ARMS team delivered a technical design to Quicket, although the work to build an ARMS Interface was incomplete in June 2017, the end of this reporting period.

The design imports records from Quicket to Field Reporting. Based on the type of event, Field Reports will use the 2<sup>nd</sup> Letter to classify the type of report. This is currently true for Field Interviews (letter "F"), and will apply to Citations ("T") and Warnings ("W"). The use of the 2<sup>nd</sup> letter occurs in ARMS now, the only difference is that these records will appear in Field Reporting, first.

Importing e-Citations to Field Reporting provides two main benefits. First, the information is imported instead of typed in by records staff. Second, records staff can still review and merge the records into the ARMS Names file, like they do for other Field Reports.

Since e-Citations will increase the number of Field Reports for records to review and merge, the ARMS team also improved the screens used by records staff, to reduce the steps. These changes were still being finalized at the end of the fiscal year, but have since been rolled out to all Jurisdictions.

### [ARMS Security](#)

Securing the information in ARMS is an important responsibility, and the threat environment has moved forward aggressively. A technical change occurred in February 2017 that began encrypting all information "in transit" between the ARMS server and the user's screen. ARMS data was always transmitted within a secure network, but encrypting the data is both a best practice and good precaution.

Technical changes do not address the biggest risk to ARMS Security, our users. ARMS users now see the CJIS warning text on sign-on, following CJIS requirements. More importantly, a new Security Policy was published in January 2017 that set expectations for reviewing unused sign-ons. Agencies were

excellent in their response, and many old accounts have been deactivated, with ongoing reviews of unused accounts occurring every 90 days.

### [MDC slowness in Spring 2017](#)

For about 6 weeks starting in March, crippling slowness was reported on the MDCs. The ARMS team worked aggressively to diagnose the problem, which occurred suspiciously close to the rollout of the new encryption. However, the problem turned out to be a change in the State's IWIN architecture. It took several weeks of effort to escalate this issue to the correct people at the State, but it was ultimately fixed.

### [Continued Writing of the ARMS Online Manual \(ARMSWiki\)](#)

Fiscal Year 2017 had a payroll budget line with \$20,000 for writing efforts by a records clerk who had worked for both Champaign and Urbana, and had written much of the initial ARMSWiki online documentation. Unfortunately, after three months she left for an out-of-state job. Therefore, far less progress occurred than planned.

Near the end of the fiscal year, some overtime hours were worked by Urbana records clerks and paid by the ARMS Budget. For those hours, the records clerks updated the Wiki documentation. Most of the major text is complete, but updates are always needed to create material for new features, fix mistakes, and update pictures. Ultimately, only \$3,319 was spent in 2017. The fiscal year 2018 budget has \$5,000 to continue this work, and the budget line used is now "Overtime" instead of "Contractual Programmer".

### [Modified ARMS User Group](#)

In January 2017 the Policy Board approved an alternate approach to the User Group that includes seats reserved for different roles: Patrol Officer, Patrol Sergeant, Investigations, Analysis, and Records. In addition, each Jurisdiction has two seats to assign to whomever they wish. The seat counts are only important for voting; other participants from the ARMS agencies are always welcome to attend User Group discussions.

### [ILCS Crime Categories and UCR Updates](#)

In December 2016 the State Police released a set of updates to the ILCS crime codes, which were merged into the ARMS crime code list. Additionally, thanks to Melissa Haynes all of the crime codes are classified into 88 "Categories." These categories allow easy reporting on groups of crime codes. They are also flexible, and the ARMS Programmer can load new categorizations at any time. The User Group reviewed the updates and categorizations. The Categories include the ones defined by the State (Burglary, Theft, Arson); common queries (Crisis Intervention, Alarm, Domestic Dispute); and administrative codes (Public Complaints, Missing Person, Domestic Violence Protocol). The Categories are different from, and not interfere with, the UCR Indexes for crime codes.

### [ARMS Data Warehouse](#)

While the ultimate goal of "providing all ARMS information through simple query screens" remains elusive, the Data Warehouse continued to grow and improve.

Types of information added to the Data Warehouse during the year include:

- Crisis Intervention data
- Names file Special Alerts
- Names file Last Contact
- Property data from Incidents
- Case Management
- JANO Dispositions (linked to ARMS Incidents and Case Management)
- Field Reporting person and offense details

Use of the Data Warehouse has grown, but the following note from last year's report still applies: *"one disappointment about the Data Warehouse is how few ARMS users are creating their own queries."* Hopefully, more people will find value in the Data Warehouse in the future.

### Bugs and Enhancements

On a day-to-day basis during the year, many small updates occur and issues are resolved. Sometimes the problems are due to data setup, and other times it's the software program that needs to be fixed. Dave Wakefield, the ARMS Programmer, is the direct point of contact for ARMS and many users have expressed their appreciation for his great work and supportive disposition.

Comprehensive statistics about ARMS programming are not available because the only problems recorded are those that cannot be quickly resolved. These problematic issues are considered either "bugs" or "enhancements" and are entered in a tracking Access Database.

It's worth defining the difference between these:

- 1) A "bug" is when the system is not working the way it's supposed to work.
- 2) An "enhancement" is when the system doesn't work the way someone wants it to work.

One reason bugs may not be fixed right away is that they may have a low impact. Another reason is that they may require significant work, or could require a reboot of ARMS (which is disruptive). Ideally, they are selected to be fixed when other programming work impacts the same screen. Fixing bugs can also be a "filler" task among larger work. **As of June 30, 2017, there were 32 open bugs.**

Enhancements are set aside to be prioritized after current work is complete. **48 new enhancements were submitted during the period from July 1, 2016 – June 30, 2017, while 40 were closed.**

# ARMS Financial Summary- Fiscal Year 2017

The 2017 fiscal year financial results appear below. Some key notes:

The ARMS Fund balance at the beginning of fiscal year 2017 was \$87,208.

- For the Fiscal Year 2016, revenues exceeded expenses by \$21,230. (Details below)
- **As of June 30, 2017 the ARMS Fund balance is \$108,438**, which will be retained in the fund.

FY 2017 Revenue was on budget, with a slight overage in interest income.

FY 2016 Expenses were below budget by \$32,711:

- About half (\$16,530) of was direct salaries to the Documentation Writer's departure. See the CONTRACTUAL PROGRAMMER Budget Line, and the discussion earlier in this report called "Continued Writing of the ARMS Online Manual (ARMSWiki)"
- Payroll costs related to the Documentation Writer were an additional \$5,482 savings for Pension, FICA, and Insurance.
- "City Support" is a 25% surcharge on payroll costs to reflect Sanford Hess's time as well as work from Urbana HR, Finance, and Legal staff to administer ARMS. City support was \$5,503 under budget due to the Documentation Writer.
- Outside of the Documentation Writer, ARMS was \$5,195 below budget, primarily from software maintenance (\$3,239 under budget) and Training (\$1,711).

### ARMS Revenue – 2017 Results

| Budget Category          | Account Number  | Account Description        | Budget Amount  | Actual Amount  | Excess Revenue | Percent Collected |
|--------------------------|-----------------|----------------------------|----------------|----------------|----------------|-------------------|
| REVENUE                  | L17-0-0010-0000 | INTERGOVERNMENTAL PAYMENTS | 123,484        | 123,484        | 0              | 100%              |
| REVENUE                  | L17-0-0020-0000 | URBANA TRANSFER            | 26,270         | 26,270         | 0              | 100%              |
| REVENUE                  | L17-0-0130-0000 | INTEREST INCOME            | 600            | 701.31         | 101.31         | 117%              |
| <b>Revenue Sub-Total</b> |                 |                            | <b>150,354</b> | <b>150,455</b> | <b>101.31</b>  | <b>100%</b>       |

### ARMS Expenses – 2017 Results

| Budget Category          | Account Number  | Account Description              | Budget Amount  | Actual Amount  | Unspent Budget | Percent Unspent |
|--------------------------|-----------------|----------------------------------|----------------|----------------|----------------|-----------------|
| PERSONNEL                | L17-1-1100-1100 | PROGRAMMER/ANALYST               | 68,048         | 68,047.92      | 0.08           | 0%              |
| PERSONNEL                | L17-1-1100-1101 | SALARIES - INTERN                | 19,849         | 3,318.75       | 16,530.25      | 83.28%          |
| PERSONNEL                | L17-1-1100-1150 | CONTRACTUAL PROGRAMMER           | 0              | 0              | 0              | 0%              |
| PERSONNEL                | L17-1-1100-1300 | OVERTIME                         | 0              | 0              | 0              | 0%              |
| PERSONNEL                | L17-1-1100-1599 | NON-UNION LONGEVITY PAY          | 0              | 0              | 0              | 0%              |
| PERSONNEL                | L17-1-1100-1800 | EMPLOYEE INSURANCE               | 7,719          | 7,061.52       | 657.48         | 8.52%           |
| PERSONNEL                | L17-1-1100-1850 | IMRF PENSION                     | 11,780         | 8,503.43       | 3,276.57       | 27.81%          |
| PERSONNEL                | L17-1-1100-1855 | FICA                             | 6,921          | 5,372.61       | 1,548.39       | 22.37%          |
| CONTRACTUAL              | L17-1-1100-3950 | CITY COMPUTERIZATION             | 1,090          | 897.11         | 192.89         | 17.70%          |
| CONTRACTUAL              | L17-1-1300-3030 | TRAINING AND EDUCATION           | 3,000          | 1,289          | 1,711          | 57.03%          |
| CONTRACTUAL              | L17-1-1300-3100 | DATAGATE LICENSE/MAINT.          | 12,000         | 8,760.73       | 3,239.27       | 26.99%          |
| CONTRACTUAL              | L17-1-1300-3930 | CITY TELEPHONE                   | 140            | 87.71          | 52.29          | 37.35%          |
| TRANSFERS                | L17-1-1100-3910 | TFR TO GEN OP (CITY SUPPORT)     | 28,579         | 23,076.06      | 5,502.94       | 19.26%          |
| TRANSFERS                | L17-1-1300-3920 | TFR TO RETAINED RISK – LIABILITY | 2,400          | 2,400          | 0              | 0.00%           |
| TRANSFERS                | L17-1-1300-3925 | TFR TO RETAINED RISK - WORK COMP | 410            | 410            | 0              | 0.00%           |
| <b>Expense Sub-Total</b> |                 |                                  | <b>161,936</b> | <b>129,225</b> | <b>32,711</b>  | <b>20.20%</b>   |

2018 Fiscal Year Budget

The ARMS 2018 budget is below. As budgeted, **expenses exceed revenues by \$332.**

| <b>Budget Category</b> | <b>Account Number</b> | <b>Account Description</b> | <b>Budget Amount</b> |
|------------------------|-----------------------|----------------------------|----------------------|
| Revenue                | L17-0-0010-0000       | U/I Champaign Payments     | 113,512              |
| Revenue                | L17-0-0020-0000       | Urbana Transfer            | 23,374               |
| Revenue                | L17-0-0130-0000       | Interest Income            | 600                  |
|                        |                       | Revenue Budget Sub-Total   | <b>137,486</b>       |
| <b> </b>               |                       |                            |                      |
| Personnel              | L17-1-1100-1100       | Programmer/ Analyst        | 68,048               |
| Personnel              | L17-1-1100-1101       | Salaries – Intern          | 0                    |
| Personnel              | L17-1-1100-1150       | Contractual Programmer     | 0                    |
| Personnel              | L17-1-1100-1300       | Overtime *                 | 5,000                |
| Personnel              | L17-1-1100-1599       | Non-Union Longevity Pay    | 0                    |
| Personnel              | L17-1-1100-1800       | Employee Insurance         | 6,476                |
| Personnel              | L17-1-1100-1850       | IMRF Pension               | 9,058                |
| Personnel              | L17-1-1100-1855       | FICA                       | 5,635                |
| Personnel              | L17-1-1100-3910       | City Support               | 23,549               |
| Personnel              | L17-1-1100-3950       | City Computerization       | 2,010                |
| Contractual            | L17-1-1300-3030       | Training And Education     | 3,000                |
| Contractual            | L17-1-1300-3100       | Datagate License/Maint.    | 12,000               |
| Contractual            | L17-1-1300-3920       | City Insurance             | 2,400                |
| Contractual            | L17-1-1300-3925       | Transfer- Worker's Comp    | 410                  |
| Contractual            | L17-1-1300-3930       | City Telephone             | 232                  |
|                        |                       | Expense Budget Sub-total:  | <b>137,818</b>       |

\* Overtime is for Urbana Police records staff to work on Documentation for ARMS. Dave Wakefield was classified as an exempt employee in Fiscal Year 2017.