

Valcour Gov Board

9/13/2023

Attendees: Mark Anderson, Jen Beane, Dale Kerber (Fair Haven), Eric Shepard, Michelle Hunt, Michael Manley, Loretta Stalnaker, Justin Stedman, Matt Sullivan, Betty Wheeler, Shawn Loan, Vegar Boe

Missing: Adam Cohen, Dan Gamelin

Call to Order

1001

Approve Minutes (May)

Motion by Justin

Second by Eric

Passed Unanimously

Fair Haven PD Sponsorship

Dale Kerber, Chief trying to get the constables on board under Fair Haven PD's sponsorship. Under sponsorship Fair Haven PD wants to sponsor Fair Haven Constables to capture traffic race data compliance. As it relates to CJIS, currently Fair Haven PD generates any criminal histories for SA if a Fair Haven constable needs that. Fair Haven PD and Fair Haven Town currently have working agreement and this seems next reasonable step. Current Fair Haven constable just retired from Fair Haven PD and likes to do traffic, so need a way to accurately report race data.

Fair Haven PD also willing to sponsor the Pawlet constable since he is currently working as a part time Fair Haven PD officer. (Looking at for a further time.)

Discussion/Questions

What is the level of authorization that they will have? Currently both authorized to received DMV data. If user under Fair Haven PD ORI how are you going to distinguish difference between Fair Haven PD or Fair Have constable? Fair Haven PD Chief told Sheriff Anderson that they would be capture totality of traffic race data under Fair Haven PD. Responsibility of Fair Haven PD to keep track of Fair Haven constable and be liable for them.

Would have to be a Fair Haven PD device that constables are using.

If future constable does not have the means/understanding to Valcour it would fall on the agency's administrative staff to complete this the race data. Town of Fair Haven looking to make sure they are following

Motion by Loretta for Fair Haven PD to sponsor the Fair Haven constable.

Seconded by Justin

Passed unanimously

VGB Initiatives

Members:

Mark Anderson – Sheriff of Windham Co

Jen Beane – Program Manager at Burlington PD, Chair of Program Managers and their representative

Eric Shepard – Sgt at Williston PD, came out of the IT world and had been part of the VIBRS board

Michelle Hunt – VSP Training Div for Communicatio, previously part of VIBRS board

Michael Manley – Cpt VSP, part of initial combination of VIBRS and VGB

Loretta Stalnaker – Chief of Royalton PD, new member

Justin Stedman – Fish and Wildlife, previously Chair of VIBRS board

Matt Sullivan – Chief of Swanton

Betty Wheeler – VSP data information coordinator, previously on VGB and VIBRS boards

Shawn Loan – Cpt VSP, new member

Vegar Boe – Middlebury PD

Absent:

Dan Gamelin – Sheriff of Chittenden Co

Adam Cohen – IT at Colchester PD

Non-voting members:

Ben Webster – NIBRS

Nate Harvey – ADS

Policies – need users to know what expectations are and how to be using Valcour appropriately

Valcour Priorities – drive conversation for usage

More integration with other programs – there are so many technical opportunities

What are the chances of VGB weighing in on amount of open bugs in Redmine for Valcour? Can write a letter or have conversation with CrossWind. One of the functions of VGB is we are not a codified board of government, we exist only by support of who signs on and CrossWind acknowledges us as part of the contract but we don't have any money to put behind specific requests. Maybe reach out to Tim Charland in his new role as CrossWind Customer Service to try to get some traction. Mark will reach out to Tim to see if there is any way to move forward. Betty brings up that in the service agreement of the contract says a plan will be put in place within three business days of the reported bug, Betty will circulate a copy of the contract to the VGB.

8. Error Corrections and Workarounds

CrossWind will provide technical support for any reported Errors in the Software in accordance with the process and resolution schedule set forth below. In order to report Errors, Partner Agency shall follow the following procedures:

- A Designated Contact (usually the Program Manager) from Partner Agency will contact CrossWind.

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- CrossWind's Technical Support department will acknowledge telephone support requests within the time frames provided below, based on the Contact's perceived Error Classification. Telephone requests for which an Error level is not indicated will be acknowledged by the end of the business day following the date of receipt of such request. CrossWind will acknowledge support requests made via telephone or email by the end of the business day following the date of receipt of such request. CrossWind will evaluate the Error and make a determination as to the severity level of the Error. CrossWind will make the final decision regarding the Error Classification.
 - CrossWind will communicate the Solution Plan to Designated Contact within the time frames provided below.
 - Error Classification - Once an Error has been demonstrated to be a CrossWind product defect it will be classified by CrossWind as follows:

Severity Level 1: defined as a Critical Software Error, which prevents access to data, making the Software, or portions thereof, unusable; creates a situation where data is showing errors; or the system "crashes" or limits access to users or data to an extent where twenty percent (20%) of the user population is unable to use the product.

Severity Level 2: defined as all other material Software Errors that do not prevent access to or display of data but prevent the Original Software from performing substantially in accordance with the specifications of this contract, as it functioned at date of acceptance, and/or specifications outlined in Help documentation.

- Error Resolution
1 business day ASAP not to exceed 3 business days
4 business hours 3 business days ASAP not to exceed 30 business days

Error Level	Error Classification	Acknowledgment of Call	Solution Plan*	Resolution
1	Severity Level 1	2 business hours	1 Business Day	ASAP not to exceed 3 business days
2	Severity Level 2	4 business hours	3 Business Days	ASAP not to exceed 30business days

*CrossWind's plan for resolving Error.

Name Table policy discussion

Will work on a draft policy. Only thing not about to include at this point will be juveniles. Maybe stick this as a reserve section or make a generalized statement about juveniles that will have future changes.

Agency Obligations

Issue with how Valcour is delivered through the DPS site license, no longer any agency agreement needed. The problem that has since happened is that running into agencies that don't have Program Managers or rely on other agency's for significant technical support. Should we modify the user agreements to require agencies to have PMs. Also running into issue with agencies believing only needing PMs for onboarding or not thinking about them for daily needs.

Potential incentive is if agency fails to nominate a program manager than the executive at that agency is Either amend to get all the agency heads to sign off (easier but might be difficult to get them to sign) or add a policy (since all are supposed to

Valcour is supposed to be a cooperative not managed by one entity.

Looking for small group to develop a PM policy: Mark, Betty, Justin

Policies that VGB needed to discuss previously:

VIBRS Policy	Notes
Guidelines for General Use of Systems or Internet Systems	N/A - CJIS
00-5 VIBRS Agency Access Policy	Keep and Update - Possibly part of the Agency Agreement
00-6 VIBRS Data Access Policy	In the Charter
00-7 NIBRS Participation and Compliance	Include some of the language in the Agency Agreement
01-01 Electronic Communication and Internet Use	Keep and Update
01-02 Names Table Policy	Keep and Update
01-03 Seals & Expungments	Incorporate into Names Policy?
01-04 VIBRS Training Policy	Keep and Update - Stand Alone policy but also mentioned in the User Agreement
01-05 VIBRS Policy Enforcement Protocol	Keep and Update (what takeaways do we have from the experience with the Addison v Vergennes VIBRS situation as well as the investigation into a Chief by the Valcour Board)
01-06 Passwords	N/A - CJIS
02-01 Code Change Procedure	This and 00-3 will be language in the Program Manager Policy
03-01 Alert Codes	Create an Acceptable Use Agreement tied to the User Agreement (Training Updates, Attachment limitations, etc)
03-02 VIBRS Virus Protection	N/A - CJIS
05-01 Popping of Mail from Outside VIBRS Network	N/A - ADS
05-02 Blocking of Internet Services	N/A - ADS
07-01 Administrative and Technical Liaisons	ADS-DPS still needs a policy for this outside of the Valcour Board but a Program Manager Policy should be created in its place
07-101 Securing Unattended Workstations	N/A - CJIS
08-01 Security Program	N/A - CJIS
10-01 Email Policy	N/A - OLD/Doesn't Apply
13-01 Access to Information	Keep and Update/Most likely needs other language though so this may not be a good starting point for the new policy
00-3 VIBRS Enhancement Procedure	This and 02-01 will be language in the Program Manager Policy
Revisit the Recommended Policies and Case Procedures once mandatory polices have been established.	

Need to establish a few people for a few policies to bring drafts to the next VGB meeting

Names: Michelle, Jen, Eric

Training: Matt, Michelle, Betty, Shawn, Loretta

Device usage policy → Comes down to is this a policy we can even enforce? Need to get clarification from VCIC and have broader conversation. Maybe in the next meeting we invite VCIC to give an overview of CJIS and their interpretation about it. (Yes, Mark will include this on the agenda for the next meeting.)

Executive Session

N/A

Motion to Adjourn

Moved by Vegar

Seconded by Matt

Adjourned at 1107