AS SCHOOL BELLS RING, THOUGHTS TURN TO ENHANCING SECURITY

It’s the most wonderful time of the year for parents, or is it? The school year has just begun, and as parents drop their children off at school or watch as their bus pulls away, they should be able to feel that their kids will be safe and secure while in the classroom. But as we know too well, we are now living in a time of heightened alert, when world, national, corporate, and individual security has become an all too common concern. And, unfortunately, we have seen the sanctity of our schools also become a place where terrorist attacks, bomb threats and even shootings by fellow classmates are increasing at an alarming rate.

(Continued On page 5)

CSI Joins the League Again this November!

Going to the NJ State League of Municipalities Convention in Atlantic City?

CSI will be there! Stop by our booth (# 2319) and see us!

Meet our team, score some giveaways and get information on all our products!

Want to see a demo? We can show you right at our booth how our InfoShare™ products can help your municipality!

- CAD/Police and Fire RMS, with optional, integrated e-Ticketing
- Municipal Management and Portal System!
- InfoAlert! Police/Campus/Citizen Smartphone app
- Personnel Management with Scheduling and Policy & Procedure components
- Cloud-compatible or locally hosted solutions!

We have customers throughout New Jersey. See how we can help you!
CSI Technology Group continues to tackle new challenges and enter new arenas in the public safety sector. We are very pleased to announce that we have developed and are offering for sale our latest product line – InfoFire.

The talented engineers at CSI have worked with several fire departments and fire officers from both the career and volunteer ranks to develop this product. Our goal was to create a product that integrated seamlessly with our InfoCAD product line and also simplified the way that runs for both fire and emergency medical services were documented.

Additionally, we wanted to create a system that answered the many needs of the fire service, not only documenting calls for service, but also manages the following:

- **Staffing / Scheduling**
- **Equipment**
  - Individually assigned equipment (including expiration dates)
  - Apparatus assigned equipment (including expiration dates and preventative maintenance)
  - Station house equipment (including expiration dates and preventative maintenance)
- **Training & Drills**
  - Who is scheduled / who attended
  - What training they are scheduled for
  - Ability to download someone’s training resume
- **Fire Hydrant Inventory**
  - Hydrants that are out of service
- **Master Location Pre-Planning**
  - Ability to create and manage preplans for specific locations
  - Upload images and diagrams
  - Since the system is web based, these pre plans can be brought up from any device for ease of use in the field when a crisis strikes
- **Flagging of Locations**
  - Known medical problems
  - Known hazardous situations
  - Other information that needs to be in the hands of first responders when needed

InfoFire has been certified as NFIRS compliant by FEMA (https://www.usfa.fema.gov/data/nfirs/vendors/active_vendors.html) and we have all of the NFIRS forms built into the system. These forms are electronically stored within the incident file where they can be printed, exported to e-mail or simply downloaded to meet any agency needs.

Please contact Rich Norcross at CSI Technology Group (rnorcross@csitech.com) or your local CSI/InfoShare™ representative for more detail. We offer attractive acquisition methods such as Software as a Service (SaaS), cloud hosting and many other alternatives to fit your jurisdiction’s budgeting needs.
Prosecutors Gear Up For Bail Reform:
The First 72 Hours

With many questions as yet unanswered, prosecutor’s offices around the state continue to gear up to meet the new requirements of the Criminal Justice Reform Act (N.J.S. 2A:162-15 et seq.), set to go into full force and affect January 1, 2017. Leveraging their InfoShare™ assets to create a collaborative online environment where police and prosecutors share information and documents, prosecutor’s offices are doing what they can to prepare for handling of the most serious offenders within the narrow confines of the new law’s requirements.

The first 72 hours after a serious violent offender has been arrested will be the crucial time when the offender’s release or pre-trial detention is determined by the court. Only in the most serious cases will there be a presumption of pre-trial detention by the court. The prosecutor must move for detention in almost all cases involving first and second degree crimes and show by clear and convincing evidence that no amount of monetary bail, non-monetary conditions, or combination thereof will ensure the defendant’s appearance in court, the safety of the community, and that the defendant will not obstruct the criminal justice process.

“CSI is working closely with our prosecutor’s office customers to help them take maximum advantage of InfoShare™’s line of products at the initial stages of the most serious criminal prosecutions,” states CSI VP Josh Ottenberg, an attorney who served as an assistant prosecutor in Camden County before joining CSI.

“InfoShare™’s CJP/Screening tools make available all the crucial information about a defendant and his new charges to screening attorneys, either at the push of a button from an InfoShare™ police RMS system, or after a simple upload procedure. This facilitates the ability of the prosecutor to make an informed decision about whether to move for pre-trial detention or allow the court to structure the conditions of the defendant’s release. In addition, by making it easy for the local police to provide the screening prosecutors with more of the related case documents, the prosecutor has a better chance to muster sufficient evidence without calling vulnerable witnesses to the stand in the preliminary stages of an investigation,” Ottenberg explains.

InfoShare™ helps the prosecutor’s office assemble and distribute the documentation necessary to successfully handle a detention hearing. Having made the decision to move for detention, the prosecutor must then muster witnesses and/or provide discovery to the courts and defense attorney in preparation for the hearing. InfoShare™’s eDiscovery products enable the prosecutor to package, redact and Bates stamp any group of documents in a case that has been given a Promis/Gavel number. The ability to push out documents to the other players in the criminal justice system is of particular importance in an environment where the risk assessment instrument that is to be the court’s principle guide in making the release decisions is intentionally blind when it comes to assessing the risk that the defendant will obstruct or attempt to obstruct the criminal justice process. N.J.S 2A: 162-25, Section 11 b (1) states that “[t]he risk assessment instrument shall not be required to include factors specifically pertaining to the risk for obstructing or attempting to obstruct the criminal justice process.” Prosecutors are completely on their own when it comes to mustering this crucial evidence needed to convince the court to detain a defendant.

As your organization prepares to adjust for new bail reform legislation, call CSI so we can show you how InfoShare™’s Intelligence module, Fugitive module, Master Name Index and a host of other tools brings crucial information about the defendant within the reach of the prosecutor, helping him or her meet the burden of proof, and get the information into the hands of the court and defense.
Automate workflow
Enhance support of staff training and certifications
Enforce standards and regulations
Consolidate departmental silos for total integration of information, services and resources
Provide mobility to your staff and improve productivity in the field
Coordinate project planning and staff time tracking

Includes a complete public portal to increase customer service, promote citizen engagement and streamline staff resources:
○ Process fees, licenses and permits
○ Submit payments for taxes and other collections
○ Submit requests for services

Optional smart phone application for communication and notifications between citizens and authorities

Completely Configurable for all Phases of Municipal Management
Promotes Dissemination of Services and Information!

No matter what size your town, call CSI and let us show you how to increase services while streamlining resources with InfoTown!
Practicing security and lockdown drills has become a part of the regular curriculum at many schools throughout our country. The New Jersey School Security Task Force, in their report issued last summer, suggested ongoing training in many formats, conducted collaboratively by schools and professional emergency responders, be carried out and be required for all school personnel.

Also in their report, the Task Force recommends the use of smartphone devices to send an immediate alert to police and for two-way communication during an emergency. In response to these concerns and their resulting school safety initiatives, CSI has developed **InfoAlert!**, a special module designed to reside on smartphones and support the communication of both emergency and administrative matters in our schools throughout the country.

**InfoAlert!** is a modern smart device application that supports today’s school safety initiatives and promotes rapid communication for emergency alerts and other notifications. From a school closing to an active shooter, **InfoAlert!** provides your school administration with the ability to get the right information to the right people FAST!

When a parent hears the dreaded news that an incident has occurred at their child’s school, usually the first inclination is to rush to the site and remove their child. However, as reported in NJ.com this past January, parents are advised not to self-deploy to the school scene. Having parents on the scene causes police to have to split their resources, and perform crowd control, rather than focusing on containing the perpetrator and protecting and aiding the students. Patrick Kissane, executive director of the New Jersey Association of School Resource Officers, told NJ.com that “Crowds of parents or media at the site of a real event can be the difference between casualties living or dying.” He advises that communication is key, as well as knowing the school’s emergency plan. **InfoAlert!** supports parent notifications and updates, and is configured to the school’s emergency plans. It can keep parents informed and lets them know what they should do.

The ability to send and receive notifications, and access all of the safety features listed above, are available on something almost everyone in the school keeps with them constantly, their smartphone. With **InfoAlert!**, putting an emergency response into action is just a click away!

In combination with excellent, repetitive training and a well thought out plan of action, **InfoAlert!** is a key component to your school’s action plan. Its timely technology seamlessly integrates with all aspects of your school safety plan, working to keep our children safe at school so they can continue to learn in a healthy, stable environment. That is CSI’s goal, as we continue our partnership with state, county and municipal government. Call Mike Trahey at CSI (1-855-CSI-4GOV) or email him (mtrahey@csitech.com) to see how **InfoAlert!**’s many features will bring enhanced school safety, emergency management and communication to your fingertips!
InfoShare™ Weights and Measures Enforcement Case Management System
Preventing Fraud, Protecting Consumers

In 1799, President John Adams signed into law Congress’s first act, a Weights and Measures law, and today, the US Department of Commerce estimates that sales of products or services impacted by weights and measures laws in the United States represent approximately 50 percent of the U.S. Gross Domestic Product (GDP).

That’s a good chunk of our economy! In CSI’s home state, the New Jersey Office of Weights and Measures, was created in 1911 by Governor Woodrow Wilson and it shoulders the huge responsibility of monitoring compliance with the laws and testing the accuracy of devices used for weighing and measuring. Each county also has its own department for county oversight of this critical responsibility to its citizens.

CSI Technology Group focuses on creating software to protect citizens. We serve clients in every county of New Jersey as well as several state regulatory agencies, and we think it is very important to provide a product to assist agencies in the monitoring and enforcement of weights and measures laws. To this end, we have developed the InfoShare™ Weights and Measures Enforcement Case Management System.

This powerful application provides comprehensive case management of all investigations and complaints dealing with weights and measures regulations, as well as regular monitoring of businesses providing measurable products and services. The system can be configured specifically for your agency, to track complaints and inspections according to your workflow and with customization of tables and codes, as needed. As with all of our applications, we make it easy to maintain code tables to accommodate changes in regulations.

The InfoShare™ Weights and Measures system is packed with robust functionality and easy to use features. Information on local businesses that includes locations and contacts, information on past inspections or complaints is kept at your fingertips with ticklers that let you know when inspections are due. You can also easily access commercial device data, including location, manufacturer and model. It has extensive capabilities to search on data stored in the database and to generate standard reports on inspection results, company information and complaints. You can also create custom reports on specific data you need at any time, and it comes with templates so you can easily produce notices or other documents that are automatically populated with case data.

The system also has an optional mobile component so you can take your operation to the field on your iPad, or other mobile device. Right from the inspection or investigation location, you can enter the commodity name and location, scan the UPC on the shelf, scan and produce barcodes, record the shelf price, take photos and, with the push of a button, upload it all to the case management system. You will have access to a scanner audit form and other customized field reports and the ability to print them on the spot with a mobile printer.

The system also helps the businesses your agency monitors by providing automated notifications to them so they remain in compliance with regulated standards. It produces certifications of successful inspections, providing proof of compliance.

Let’s get back to the magnitude of the impact of accurately measured services and products. According to TradingEconomics.com, a global economics research group that utilizes sources such as the World Bank and the International Monetary Fund, the US GDP was worth $17,947 billion dollars last year, representing nearly 30% of the world’s economy. And, as we mentioned above, the US Commerce Department says that services and products impacted by weights and measures law makes up half of this. Therefore, the careful testing, inspecting and monitoring of devices that weigh and measure greatly impacts our financial well-being and the safety and rights of citizens who use and purchase these measurable products. CSI hopes we can help you perform this important responsibility more efficiently and effectively with our InfoShare™ Weights and Measures Enforcement and Case Management System.

Please contact David Palmer (dpalmer@csitech.com) for a demo and more information on how InfoShare™ can help you protect your citizens from consumer fraud.
InfoShare™
Victim Witness Portal

A Full Service Portal

Developed with and for Victim/Witness Advocates

- Meets all state and federal guidelines
- Manage all Adult, Juvenile and DV Victim letters and notifications electronically
- Each Victim/Witness has access to receive forms, letters and notifications securely through the user-friendly portal
- Fully integrated with other InfoShare™ modules, so Victims’ Services Advocates have the most current information at their fingertips!
- Automatic generation of the VOCA SubGrantee Data Report and the VAWA Muskie Report
- Drastically saves resources for your agency (time, postage, data entry, distribution and storage), while increasing services to victims and witnesses!

Expedite Services and Increase Communication Between Victim Witness Advocates and Their Clients Using the Best Portal Technology on the Market!

For more information, contact Jill Imperial at CSI (jimperial@csitech.com or (855) CSI-4GOV)
CSI "Supplies" Cyber Security Panelist & Keynote Speaker

The Supplier Diversity Development Council (SDDC) is a New Jersey-based organization chartered in 1997 that works to foster best practices and build relationships among the BPU, the major utilities and companies doing business in utility-related fields. The SDDC has members from various state agencies, as well as a number of vendors that supply products and services to government agencies across the state at local, county and state levels.

This past summer, the SDDC contacted CSI’s Vice President and Chief Information Officer, Chris Rein, to see if he would be interested in participating as a Cyber-Security Current Issues panelist and as the keynote speaker at their mid-July conference and tour, hosted by AT&T at the company’s Global Network Operations Center (GNOC) in Bedminster. Chris agreed and participated in a conference agenda that included the sharing of experiences, perspectives and best practices among various industry, educational and government organizations regarding the security of all things cyber. Chris was asked to address the group with a focus on the current trends, challenges, and implementation issues when putting together a robust cyber security strategy and approach within a company’s policy and procedures. The conference concluded with an exciting tour and demonstration of network management and cyber-security at the GNOC.

Chris’s presentation was received very well and he was asked to participate as a panelist for two sessions at the SDDC’s annual conference, held in September at the Rutgers University Livingston Student Center in Piscataway. This conference attracts over 200 attendees, representing New Jersey’s largest utilities and business owners. “We’re all very busy working on current customer deployments, new products we are developing, and seeking new business opportunities. However, it’s so important to participate in events like the SDDC and AT&T hosted, as you gain new perspectives and learn about unbelievable world-class cyber threat detection, prevention, and prosecution capabilities. It was a wonderful day of give and take,” says Rein of his participation. “The SDDC represents people from all industries who supply their goods to New Jersey utilities and some of our state agencies.”
With our expanding customer base and rapidly growing product line, CSI is augmenting our staff so that we are always ready to provide all of our clients with top-notch support. Two of our newest staff members have actually walked many miles in our customers’ shoes, and we would like to introduce you to them!

Kim Petty has law enforcement in her blood. Her great-grandfather retired as an officer from the Plainfield Police Department and her great-uncle retired as Chief of Police from the Clark Township PD. Her dad served as a police officer, then continued his career at the Somerset County Prosecutor’s Office (SCPO), where he retired as a Major and a Narcotics Commander. Today, her brother is a corrections officer and so is her son-in-law. Kim came to CSI in August, 2015, after a 27-year career in law enforcement. She started in 1988 as a dispatcher for the Phillipsburg Police Department. After serving 2 years there, she went on to follow in her father’s footsteps, joining the Somerset County Prosecutor’s Office.

Kim began her SCPO career in the Intelligence Unit, where she analyzed data and compiled reports to support narcotics operations. She also trained and supervised employees on various software and went on to become a systems manager for the SCPO. In this capacity, she managed and planned the various stages of implementation for InfoShare™ products and trained staff on the use of the modules. She was responsible for developing and implementing policy and procedures for data control and appraising the effectiveness of office systems and practices the agency used to meet both their short and long-term goals. She found InfoShare™ was an integral tool to help investigators and case managers work efficiently and effectively, and when it was time to retire from public service, she found an opportunity at CSI to continue to help prosecutors’ offices utilize InfoShare™ to its fullest capacity.

“The experience I obtained from 25 years in working at the Prosecutor’s Office has afforded me the experience and motivation to innovate new ideas and overcome obstacles,” reflects Kim. Her solid working experience with InfoShare™ coupled with her knowledge of the work and goals of prosecutors’ offices make her a perfect fit for our account management staff and a strong ally to our customers.

This past May, CSI welcomed Gerry Dezenzo, another seasoned law enforcement professional, to our team of account managers. Gerry served almost 30 years as an investigator at the Hudson County Prosecutor’s Office (HCPO). As a member of the Narcotics Task Force, he developed a proficiency in the area of lawful intercepts, applying his knowledge as a technical investigator.

Gerry moved through the ranks at HCPO, being promoted from Sergeant to Lieutenant and retiring as Captain of Detectives. Besides detective work, his tenure at HCPO included being assigned as Commander of the Computer and Technical Services Section. “The technical responsibility was exciting, as I was responsible for ushering in the era of digital photography to the Prosecutor’s Office. Complying with the NJ Supreme Court ruling requiring video recordation of certain crimes, document scanning and preservation, we designed and deployed a wireless infrastructure in Hudson County to support law enforcement efforts. We advanced from analog to digital telephone interception and expanded data intercept capabilities to support our investigations.”

With his strong background in both investigative police work and technology, Gerry understands the work of our law enforcement clients and intimately knows their needs and what technical solutions will optimize the work they do every day. Knowing his way around the business, he helps them exploit all the features of InfoShare™ in their daily work.

CSI is happy to have Kim and Gerry as members of our account management team. We strive to staff our account management team with subject matter experts and those who understand the requirements of our clients’ business. This helps us build products that meet their needs, as well as provide superior technical support. Do not hesitate to contact Kim, Gerry or any member of our team with your questions, suggestions or to obtain information on how InfoShare™ can make your organization run more efficiently!
A shady home improvement contractor in Burlington County, a fraudulent car dealer in Bergen County, a bogus investment fund management company in Hudson County.....examples of consumer fraud happen all over New Jersey.

The New Jersey Division of Consumer Affairs and the twenty-one county offices of consumer affairs protect NJ consumers from the wily practices of fraudulent businesses. These agencies enforce laws and handle and investigate complaints dealing with scams involving product liability, privacy rights, unfair business practices, fraud, misrepresentation and other consumer/business interactions. When there is a pattern of deception or other wrongdoing, they take action to stop the illegal conduct, and, where appropriate, seek refunds for affected consumers. They also offer alternative dispute resolution services.

CSI Technology Group, with our focus on developing software to protect citizens, has created a new InfoShare™ module that supports all aspects of case management in consumer protection cases. This powerful application provides comprehensive case management of all investigations and complaints related to consumer protection laws. The system can be configured specifically for your agency’s work flow and requirements.

The InfoShare™ Consumer Affairs Case Management System tracks all complaint information, including consumer personal and contact information, description of complaint information and the type of product or service involved.

It manages all phases of the investigation and produces a Notice of Investigative Findings with certification and settlement agreements. It generates a summons and court appears notice, and if necessary, will create a payment plan to schedule and track fines and restitution payments. The system also includes discovery management with redaction capabilities. It also handles OPRA request processing.

Robust search and reporting capabilities are included, as in all InfoShare™ modules, and like the other modules, supports data sharing while keeping information secure through passwords and permissions.

The InfoShare™ Consumer Affairs Case Management System will soon be aiding in the protection of Bergen County consumers, as part of CSI’s Bergen Regional project. Let us show you how it can help you enforce and manage the consumer protection laws in your county!
When you get home from work today and you unlock your door with your key, you have used dual authentication. When you go to the ATM to grab some cash before going out to dinner, you will insert your card in the reader and then be required to enter your PIN to get your money. That, too, is an exercise in dual authentication.

You may have been hearing lately about using dual authentication as a way to strengthen cybersecurity and protect data, but the concept really isn’t new, as it isn’t much different than the actions illustrated above. You’ve been doing it most of your life, and it has been around for ages. It pairs something you have with something you know. Unlocking your door requires you have the proper key for your door and you know exactly where that door is. In banking, dual factor authentication has been in existence since the advent of the ATM (MAC, for our older readers). You have your ATM card and you know your PIN; you must have both items to gain entry to your account.

CSI Technology Group takes security and the safeguarding of your data very seriously. We understand the importance to law enforcement agencies of safeguarding CJIS information; that it stands near the top of the list in security ranking, right underneath operational security, which impacts officer safety.

CSI has developed dual authentication for our InfoShare™ product line, and it meets the requirements of the New Jersey State Police and the FBI security regulations. For our New Jersey agencies that store, even on a temporary basis, Computerized Criminal History (CCH) information in their InfoShare™ system, adopting this dual factor authentication will be critical for continued compliance with the CJIS regulations.

CSI offers the following two versions of dual factor authentication for your agency to choose from:

- **One Time Authorization Code (OTAC) Transmission** – With this option, the InfoShare™ account holder will enter their user name, password and a one-time authorization code that is transmitted to an InfoShare™ registered cell phone or e-mail address. This OTAC is only good for a predetermined period of time.

- **Token** – Using the token option, an agency provides to CSI an external USB hard drive (also known as a “thumb drive” or “flash drive”) and we will implant an authorization token onto that device. Then the InfoShare™ account holder will enter their user name and password while the thumb drive is plugged into their device. This option is very popular with agencies that have other devices that require this type of authentication, such as certain brands of in-car cameras and ALPR Readers.

The InfoShare™ dual authentication application provides flexibility for your agency’s security plan, allowing your administrator to specify what type of credentials are required for which use, and providing the administrator with the ability to mix the authentication type. For example, a department can allow computers located in the department (i.e., a secured location) to be “whitelisted” from this policy, that is, accessed without any dual authentication requirement. This can be configured for all workstations in the agency, or just designated computers, such as the computer on the Chief of Police’s desk, which is located in a locked office. For MDT use, the department can specify that the user would have to use a USB drive token. The department could allow others to connect via an emailed PIN or secondary password which would be entered to confirm the identity of the user.

A CSI Technology Group representative can provide guidance on determining best practices for your agency in establishing your security plan. If you are interested in acquiring the Dual Factor Authentication application for your InfoShare™ System, please contact your CSI Technology Group representative or Mike Trahey at (732) 346-0200 for more details.
InfoShare™ Weights and Measures Module

Features

Comprehensive Case Management system for tracking all cases:
- A configurable workflow tailored to your agency's business practices
- Customization of tables and codes as needed
- Easy maintenance of code tables to accommodate changes in regulations or business requirements
- Company data files that include locations and contacts, information on past inspections or complaints
- Commercial device data that includes location, manufacturer and model
- Ability to process all complaints and all types of investigations and track status
- Extensive search and reporting capabilities
- Template generators for easy creation of reports and notifications

Optional Mobile Platform Supports Field Operations:
- Configured to operate on iPad (iOS operating system)
- Stores barcodes, photos and other images
- Scan UPC symbols, record shelf price, calculate cost errors
- Field data and images uploaded to the case management system with the push of a button
- Includes a scanner audit form and other customized field reports

A browser-based, COTS (Commercial Off The Shelf System), configured specifically for each agency
Provides robust functionality and easy-to-use features

Check out the full article on this application on page 6!