Rebecca Dale

Subject: NAFIS specifications workshop 2
Location: #R_SEC_CBR Boardroom (MORPHO)

Start: Thu 10/12/2015 11:30 AM
End: Thu 10/12/2015 1:00 PM

Recurrence: (none)

Meeting Status: Accepted

Organizer: LESEIGNEUR Thomas (MORPHO)

Good Morning All,

Workshop 2 – NAFIS specifications update :

- Section 5,6 (potentially 7).

Thomas

Date changed as requested.

As agreed, the detailed review needs to occurred prior to the meeting for each stakeholder.
Sections included to the agenda of this workshop :

- 1,2,3,4

Each stakeholder to record the change in the template attached and a final document will be consolidate during the workshop.

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CrimTrac FOI p B1

MINUTES

NAFIS Weekly Operations Meeting

10 June 2014

PRESENT Rob Haydon (Morpho Service Delivery Manager), Alistair Sinclair (Morpho System Administrator), Yvonne Dillon (CrimTrac Business System Support Analyst) and Alex Jereb (CrimTrac Business System Support Analyst).

Secretariat Yvonne Dillon
Location Morpho Offices

This meeting was opened at 11:15am

ACTION ITEMS

Action Items were reviewed:

Action item 57 – CLOSED – Required statistics were provided automatically at the beginning of this month.

Action item 61 – Ongoing – Pre upgrade consistency check was completed. Post-upgrade consistency check will occur after Phase 1, after the 12th of June.

Action item 63 – Ongoing – This will occur post re-scheduled phase one implementation after performance testing has been conducted.

Action item 65 – CLOSED – Best practice report has been provided. HelpMaster has been updated.

Action item 66 – Ongoing – Information is now being provided daily in the body of an email. CrimTrac has requested that this information be provided in excel.

Action item 69 – CLOSED – This still needs to be investigated, however it is managed as an open Problem Record in HelpMaster. HMP# 136459 refers.

Action item 76 – Outstanding

Action item 78 – Outstanding

Action item 79 – Outstanding

Action item 80 – CLOSED – This HelpMaster job has been moved to the BSS queue and assigned to Carmen based on the minutes to the meeting held on the 21st of May.

Action item 81 – CLOSED – SA has updated their CNI within the range to be allocated to DIBP. Victoria has updated their CNI's within this range and acknowledged that they are to be reallocated.

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QLD is still outstanding. Morpho to provide the user and the date these prints were put onto NAFIS. Morpho to rerun the script to confirm DIBP can use the specified range.

ACTION 106: Morpho to provide information on the QLD CNI (who inputted it and when). Morpho to re run the script to confirm the range is free to be reallocated to DIBP.

Action item 82 – CLOSED – This remains to be completed, however it is being managed under HelpMaster number 143987.

Action item 84 – CLOSED – This remains to be completed, however it is being managed under HelpMaster number 149150.

Action item 93 – CLOSED – This list has been compiled and has been sent to Carmen for progression.

Action item 94 – CLOSED – The request for a 'best practice' guide for processing tenprints is part of the above list and will be associated with the 'little to no associated minutiae' problem record

Action item 96 – CLOSED – Information has been provided to Carmen on LOC*.

Action item 98 – CLOSED – Weekly meetings scheduled.

Action item 99 – CLOSED – This current meetings was scheduled.

Action item 100 – Ongoing – Morpho to link jobs to High Severity Problem Record

Action item 101 – CLOSED – TasPol Network will not sustain an additional 2 NAFIS workstations. This information has also been forwarded to Morpho for their information.

Action item 102 – Ongoing.

ACTION 107: Morpho (Alistair Sinclair) to contact CrimTrac (Shane Elsley) regarding concerns with the OU change for the NAFIS Portal.
(The above action was completed directly after the meeting)

Action item 103 – Open – For Carmen and NAFIS Capacity Upgrade Project Team

Action item 104 – CLOSED – NSW will be utilising an existing NAFIS workstation for the Pemulwuy site and Morpho will reimage it when the network project has provided the infrastructure for the remote site. NSW can arrange to have the workstation brought to Canberra for re-imaging, or Morpho can collect it when they are next at the NSW Central site.

Action item 105 – Open – For Alex to update Network Project regarding UPS's.

HELPMASTER JOBS REVIEWED

Open HelpMaster jobs were reviewed:

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ACTION 108: CrimTrac to update the High Severity Problem records with the feedback provided by the Problem Manager.

A number of jobs were discussed that will not need regular updates in HelpMaster due to a scheduled fix/change taking place in the coming future. Morpho are to use the status "Scheduled for Change" for these HelpMaster jobs.

No further business.

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MINUTES

NAFIS Weekly Operations Meeting

23 April 2014

PRESENT Rob Haydon (Morpho Service Delivery Manager), Alistair Sinclair (Morpho System Administrator), Thomas Leseigneur (Morpho Support Manager), Carmen Eckhoff (CrimTrac Business System Support Manager), Yvonne Dillon (CrimTrac Business System Support Analyst), Alan Ward (CrimTrac Problem Manager)

Secretariat Yvonne Dillon
Location Morpho Offices

The meeting was opened at 10.30 am

ACTION ITEMS

Action item 57 – Open, awaiting additional statistics.
Action item 61 – Pre upgrade consistency check was completed. Post-upgrade consistency check to occur after re-scheduled phase one implementation.
Action item 63 – To occur post re-scheduled phase one implementation.

REVIEW OF THE PROBLEM RECORDS:

<<s11C(1)>>

HMP#135174 – Command Server Issue
The migration to the jurisdictional specific command servers was expected to occur during phase one of the capacity upgrade, however was rolled back due to the failed change. This migration can be carried out separate to the project and as it is only an XML change, there is no requirement to go through the CAB process. Morpho is to raise a HelpMaster job to schedule this change (and link it to the Problem Record).

ACTION 64: Morpho to raise a HelpMaster job to schedule in the jurisdictional specific Command Server change. This is to be linked to the problem record.

Morpho advised that feedback was received on the draft "best practice" document for searches from the Support tab. Version 2 of this document will be finalised. Morpho to confirm whether long searches in NAFIS viewer affects all users. This detail should also be included in the document. The Problem record in HelpMaster should be updated to reflect this information.

ACTION 65: Morpho to update the problem record #135174 (Command Server issue) in HelpMaster. This should include an expected date for delivery of v2 best practice document.

CrimTrac FOI p B5

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HMP#151302 – Dossiers stuck in Data Retriever
This issue is ongoing. Phase one of the capacity upgrade would have helped mitigate this issue if it had been implemented successfully.

HMP#150071 – Dossiers in error relating to VERSADA Database crash
Morpho is actively seeking further information from Oracle. Oracle currently has not come back with anything, and due to the production system being operational; this is considered by them to be a low priority.

PROBLEM RECORDS

HMP#113741 – Slow Criminal Case Processing
While this problem record is open for reporting purposes, it is also open to ensure that CrimTrac receive a report on the throughput that causes these occurrences. This has normally only been supplied on further request.
Morpho advised that this process cannot be automated to occur only specifically when this issue arises, however it can be automated to occur daily (every day). Morpho to confirm whether the report reflects the time dossiers are submitted to NAFIS or whether the time reflects when the dossiers hit the matcher. CrimTrac would prefer to see the time submitted to NAFIS.

ACTION 66: Morpho to automate a process to provide a throughput report to CrimTrac daily. The times should reflect when dossiers are submitted into NAFIS, if possible.

HMP#119474 – Closed Search Matcher Key
This issue reoccurred and so the job has been reopened. The logs have been sent to France for further analysis. Morpho is to update HelpMaster with more information regarding the blades.

ACTION 67: Morpho to update HMP#119474 – Closed Search Matcher key

HMP#127135 – Error message "Something wrong has occurred"
As part of the scheduled outage for phase one of the NAFIS capacity upgrade project, some additional maintenance/patch set tasks were implemented. This included the RDBTMP fix, which remained after roll back. This patch aimed to resolve this HelpMaster, along with two others (HMP#127140 and HMP#129357). It was agreed that these three jobs will remain open for 1 month from implementation of the patch, and assuming they do not re-occur, can then be closed.
In future, if these errors are seen again, the original job will be re-opened

HMP#127137 – Sound in the EUI Application
This problem record can be closed after the replacement of the workstations. This is estimated to conclude mid-July.

HMP#127140 – Error message "Cannot find the object"
Fix implemented - refer above (HMP#127135)

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HMP#127195 – EUI to display acquisition time

This was a functionality that was available in MetaMorpho 3.2

This issue was discussed and it was agreed that it is a problem when a person is fingerprinted more than once on the same day. While the audit logs will record this time, the process of requesting and receiving the information adds additional work and time to processing. The frequency of this is unknown. This needs to be established in order to prioritise this problem record.

ACTION 68: Morpho to run a report to determine how frequently persons are fingerprinted more than once on the same day.

HMP#127247 – Blank spaces before or after names in database

A correction for this was received in March. Testing and implementation need to be scheduled.

HMP#129357 – Livescan NAFIS CNI Issue

Fix implemented - refer above (HMP#127135)

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ACTION 69: Morpho to forward on the email from Luc Bornes explaining the phenomenon of little to no associated minutiae. Morpho is to confirm that this explanation holds true for the Tasmanian scenario.

HMP#136771 – Closed search going into error

It issue will be fixed with MBSS. Morpho is to update the HelpMaster job accordingly.

ACTION 70: Morpho to update HelpMaster #136771to state that a fix will not be worked on as this issue will be rectified with the upgrade to MBSS.

HMP#136849 – Candidate list should not contain duplicates of the same CNI

This problem record needs to be reviewed as there is some confusion regarding what the actual issue is. It is believed to be an issue since the 4.2 upgrade and affects the candidate list for LTTP searches.

CrimTrac FOI p B7

ACTION 71: CrimTrac to review the Problem Record #136849 regarding duplicates on the same CNI in the candidate list. To request information from users on what they are seeing.

HMP#136850 – Workstation Locking Issue

A correction for this was implemented during the phase one of the capacity upgrade and was kept in place despite the roll back. Morpho is to detail this in an email to CrimTrac.

ACTION 72: Morpho is to send CrimTrac an email detailing the current situation with the Workstation locking issue and provide and update in HMP#136850.

HMP#137449 – Version Control Tool

The purpose of this Problem record is to ensure that any updates or changes made to NAFIS workstations are carried out on *all* workstations. Currently Morpho is reviewing the capability to utilise NAGIOS, however the new remote functionality after the completion of the workstation refresh project will likely negate the need for this.
This problem record can be utilised as a MASTER Problem Record in order to capture all outstanding workstations that require an update to them.

ACTION 73: Morpho to utilise HMP137449 (Version Control Tool) as a master problem record. Any other problem record where a fix/change has been implemented to the majority of workstations (yet a small number remain that Morpho are unable to update) shall be linked to this one.

HMP#139626 – Dossier in Error – Problem with Closed Searches

Morpho is currently waiting on confirmation to see if this will be corrected with the upgrade to MBSS.

ACTION 74: Morpho to update HelpMaster #139626 (Dossiers in Error – Problem with Closed Searches) to confirm whether or not this issue will be fixed by the upgrade to MBSS.

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HMP#151651 – Dossiers queued in Data Retriever Service

CrimTrac requested the size of the dossiers. This is not monitored however will be part of the capacity upgrade project. More information needs to be added to HelpMaster

CrimTrac FOI p B8

ACTION 76: Morpho to update HMP#151651 – Dossiers queued in Data Retriever service, providing more information.

HMP#152995 – WebAFIS Searches timing out

Large searches conducted in Web AFIS may affect all users. This needs to be confirmed and included in the best practice guide.

DISCUSSION ON INCIDENT REPORTS

Morpho advised that they are confident that repeat incidents are being captured by problem records.

Incident Report concerning the flatbed scanners should have the impact category as 'Non Critical Functionality' and not 'Partial user Impact' as *all* flatbed scanners shared the issue.

The Incident Report concerning the backlog should have the end time as the time that the system had caught up.

REVIEW OF THE SERVICE REQUESTS:

HMP#101956 – QLD Request for TPUL Statistics

r has given feedback on the report provided by Morpho. HelpMaster is to be updated to reflect this. See Action item 88.

HMP#111517 – Configuration of MRS in Production

A bandaged finger has been used in a Master Reference Set rather than a fingerprint which is indeed present. A fix for this was implemented during phase one of the capacity upgrade and remains in place despite of the roll back.

This information needs to be updated in HelpMaster. See Action item 88.

A question was raised regarding why this is a Service Request and not a Problem Record. What is the extent of the problem? The configuration of the MRS will only be updated when a person update is performed. Therefore even if the fix has prevented this issue from reoccurring, the MRS's that it has affected will remain in place until such a time that that person has their fingerprints taken again and the MRS is recalculated.

ACTION 77: CrimTrac to investigate the issue to see if the MRS in question is recalculated, ensuring bandaged fingers are not included when correct fingerprints or slaps are present.

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HMP#120454 – High Level Response time for LOTT
This is being tracked under the change record HMP#152957

HMP#124382 – Compulsory Fields left blank in NIST File
Ongoing, Morpho still needs to test this.

HMP#125189 – Couple of misses on LOT
Ongoing, (WA) will chase this up and provide a response to Morpho.

HMP#128215 – Throughput through Matchers
This is with regard to the throughput through the matchers. It is unable to be provided until MBSS is implemented. This will be part of the NAFIS capacity upgrade project.

HMP#133662 – Absolute and Relative threshold for LTUL searches

ACTION 79: CrimTrac (Yvonne Dillon) to further investigate this service request and review the information provided by Morpho regarding relative and absolute thresholds for LTUL searches. Is this HelpMaster request still relevant?

HMP#134752 – Images used for TPUL Searches
This is a child HelpMaster Job to HMP#136459. See detail provided above and Action item 69.

HMP#137100 – Case Investigation – Associated Minutiae
This is a child HelpMaster Job to HMP#136459. See detail provided above and Action item 69.

HMP#140899 – SIG Statistics
This is linked to HMP#128215 and it regards the throughput through the matchers. This is linked to the upgrade to MBSS.

HMP#141389 – NSW Statistics request
This is an older job which was raised by Jeremy Johnson. Rob Haydon will review.

ACTION 80: Morpho (Rob Haydon) to review HMP#141389 – this relates to the old job which was raised by Jeremy Johnson regarding statistics for NSW.

HMP#142772 – CNI Range for Immigration
A CNI range has been determined however VIC, QLD and SA have used a few registration events within this range. Rob Haydon will reforward the email detailing this and what needs to be done.

ACTION 81: Morpho (Rob Haydon) to re-forward the email detailing the new CNI range for DIBP and what needs to be done regarding the CNI's in use by other agencies.

HMP#143508 – Dossiers in error – Information in Real Time
Ongoing – Possibly NAGIOS can be utilised for this.

HMP# 143987 – Disabling / Removing Mirroring Tool in TP insertion
This has been escalated to Research and Development team. It is considered an enhancement. Morpho will provide further information regarding cost etc. and update HelpMaster. See Action item 88.

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ACTION 82: Morpho advised that removal or disabling the mirroring tool in TP insertion is considered an enhancement. Morpho is to provide this information officially to CrimTrac.

HMP#145728 – New Tenprint form for Tasmania
Requirements have been specified. Morpho is to provide an update on this.

HMP#145729 – Scanning area of Tasmanian Tenprint Form
This has been further defined. Morpho is to provide an update on this.

HMP#146442 – MAP Database Archive
Morpho need to update this job in HelpMaster. See Action item 88.

HMP# – 148056 – NAFIS Advice
This relates to HMP#113741 – Slow Criminal Case Processing. Once an automated process is set up to receive this information daily, this Service request can be linked to the Problem Record and closed.

HMP#148210 – Change to Default Settings
This service request was created to change the default setting in NAFIS regarding 'Import from File' and the E drive. This has been implemented on most workstations. Some still remain outstanding. This job can be linked to the Master Problem Record and closed. See Action item 73.

HMP#148217 – NAFIS to display all Record Types
This is considered an enhancement and as such has been escalated to David Mellink. Additional information needs to be provided to CrimTrac. See Action item 88.

HMP#148508 – Hardware information
This related to an old server and was sitting with Jamie Ericson who has moved with the restructure. Carmen will follow this up.

ACTION 83: CrimTrac (Carmen Eckhoff) to follow up HMP#148508 which relates to an old server.

HMP#158529 – LTUL Hits against which number candidate
Ongoing – This is a statistics request and is in progress.

HMP#149150 – TPUL's on UKVAC Registrations
The original request was undertaken as a good gesture in Business as Usual. Morpho has now advised that this change could be an enhancement. This information along with a costing needs to be provided to CrimTrac.

ACTION 84: Morpho to determine if additional changes to TPUL's against UKVAC registrations would be considered and enhancement, and if so, provide CrimTrac with an explanation and costing.

HMP#149276 – Little to no Associated Minutiae
This is a child HelpMaster Job to HMP#136459. See detail provided above and Action item 69.

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CrimTrac FOI p B11

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HMP#149682 – Dossier showing multiple Region Type

NSW had a dossier showing an interest from multiple regions. They have deleted this. As far as we are aware the other agencies have not been informed.

ACTION 86: CrimTrac (Yvonne Dillon) to chase HMP#149682 (Deleted dossier that had an interest from multiple regions) with NSW.

HMP#150085 – LTUL Candidates

This service request was created to change the number of candidates returned for LTUL searches from 100 to 5. This has been implemented on most workstations. Some still remain outstanding. This job can be linked to the Master Problem Record and closed. See Action item 73.

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No further business.

Meeting ended 12:30pm

CrimTrac FOI p B12

MINUTES

NAFIS Weekly Operations Meeting

28 May 2014

PRESENT Yvonne Dillon (CrimTrac Business System Support Analyst), Alex Jereb (CrimTrac Business System Support Analyst), Rob Haydon (Morpho Service Delivery Manager), Alistair Sinclair (Morpho System Administrator).

Secretariat Yvonne Dillon
Location Morpho Offices

ACTION ITEMS

The purpose of this meeting was to attempt to resolve action items and progress open jobs in HelpMaster.
All of the action items were reviewed. Those that could be actioned and closed were done so where possible. Refer to Action Item Register dated 28/05/2014 for more information.

DISCUSSION

High Severity Problem Records
It was reiterated that these need to updated regularly. Morpho are to refer to Alan Ward's email dated 28/05/2014 when updating these, to ensure all issues are covered.

Incident Reports
There are a small number of Incident reports that need to be reviewed. CrimTrac has only reviewed two of these but Rob Haydon requested these be sent back to him to check. He will endeavour to complete these by 29/05/2014.

NAFIS Training Environment
The Training environment is currently unavailable. The incident that refers to this has been upgraded to a Severity 2 at the request of the Business System Support Manager, Carmen Eckhoff.

No further business.

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C R I M T R A C Responsive Innovative Accountable

NAFIS Operations Meeting – Week 34

25 August 2015 Minutes

The NAFIS Weekly Operations meeting commenced at 10:30 am.
The meeting was held at Morpho.

PRESENT Jonathan Carti (Morpho Criminal Justice Program Manager)
Phillip Tse (Morpho Senior Systems Administrator)
Carmen Eckhoff (Manager Business Systems Support)
Yvonne Dillon (Business Systems Support Analyst)

Secretariat Yvonne Dillon

1 Action Items

- W30-01 – CLOSED – Yvonne Dillon provided a summary of the Print Format request. This is both a defect and an enhancement request for the footer.

- W31-05 – CLOSED – Morpho will run a script to identify fingerprint images with low Gabor scores. DIBP have approved for the de-sensitised images to be forwarded to the Morpho development team for investigation, provided these are deleted afterwards.

- W32-01 – CLOSED – Morpho linked the recent incidents of dossiers crashing MetaMorpho to the Problem Record (HMP#194317) and all outstanding records have been processed.

- W32-02 – CLOSED – Yvonne contacted Victoria regarding the excess printers. BSS to arrange a simple procurement to pick up the hardware in Victoria.

ACTION W34-01: BSS to undertake a simple procurement for the transport of hardware from Victoria to Canberra. This is to cover the transport of hardware from VicPol, the AFP and DIBP.

- W32-03: CLOSED – Yvonne followed up with Tasmania regarding the status of their two additional NAFIS workstations and the work that was being undertaken on these. Their work is ongoing. <<s11C(1)>>

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Phillip Tse confirmed that Morpho, as agreed, is not providing support for these two devices. One issue with the ongoing use of these machines could be the availability of NAFIS licenses.

ACTION W34-02: BSS and Morpho to undertake a review of CrimTrac NAFIS hardware and associated licenses.

ACTION W34-03: BSS to determine what to do with the additional NAFIS workstations that are being used by TASPOL.

- W32-04: CLOSED – On the 11th of August, Rob Haydon sent an email to BSS regarding DIBP's request for an additional two NAFIS workstations.

- W32-05: CLOSED – Yvonne Dillon contacted NSW regarding their Epson Scanners and determined that NSW had a number of spares. They (NSW) will arrange for the transport of these back to Canberra.

- W32-06: CLOSED – Yvonne Dillon reviewed the previous NUAG minutes but there was no reference to the reduction of the Gabor Score threshold for Immigration prints.

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NAFIS Operations Meeting – Week 34

25 August 2015 Minutes

	• W32-07: CLOSED – CrimTrac has sent through the secondary list of the potential duplicates in NAFIS that was collated following the 4.2 upgrade. From this, Morpho has flagged the CNI's that no longer exist in the system.
2	**Weekly Update**
	NPBI – This will be implemented tomorrow. NPBI will be unavailable for 5 minutes. CrimTrac is to notify SA and NSW of this short outage. ACTION W34-04: CrimTrac will contact NSW and SA regarding the 5 minute outage to NPBI occurring at 5pm on the 26th of August, 2015. ACTION W34-05: CrimTrac will ensure that the need to update the Jurisdictional Distribution lists is an agenda item at the upcoming NUAG. Problem Record Update: HMP#135174: Latency between Screens Morpho is currently collecting metrics regarding this issue. The reports have been less frequent however this may be associated with users becoming resigned to the issue. BSS will send out an email to users to enquire after this problem. ACTION W34-06: CrimTrac will send an email to NAFIS users regarding the latency between screens issue to seek feedback regarding frequency and impact of this. HMP#151302: Data Retriever A patch for this is still being tested in France. <<s11C(1)>> HMP#197625: Web AFIS Maximum Retry Error This will be implemented tomorrow. HMP#201465: Web AFIS Printing Failure Information regarding this has been received from France. HMP#196103 – NIST Archive The migration of the NIST files to the NIST archive will begin before the end of the week. This process may take up to three weeks to complete.
3	**Other Business**
	CLOSED Searches in NAFIS Morpho is to provide additional information concerning the throughput of closed searches within NAFIS. The exercise undertaken by Tasmania showed that closed searches against 2000 candidates were not processed within the required time. Morpho is to provide these timings and provide what the system is actually capable of. ACTION W34-07: Morpho will provide the actual time NAFIS took to process the 45 closed searches against 2000 candidates that were undertaken by Tasmania. Morpho will also provide what the system is actually capable of processing within an hour.

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NAFIS Operations Meeting – Week 34

25 August 2015 Minutes

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NAFIS Operations Meeting

25 August 2015

Action Items

CrimTrac FOI p B17

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Weekly Action Items

Number	Item	Responsibility	Due Date	Status
W30-01	Yvonne Dillon (BSS) will review the Print Format job (HMP#160309) and provide a summary to Morpho clearly articulating what users have requested.	CrimTrac	04/08/2015	CLOSED
	<<s11C(1)>>			
W32-01	Morpho is to ensure that the recent incidents where Dossiers have crashed MetaMorpho have been appropriately linked to the Problem Record (HMP#194317) in HelpMaster. Morpho is also to provide Yvonne Dillon with the details of these incidents so that she can request the relevant jurisdictions process these records appropriately.	Morpho	20/08/2015	CLOSED
W32-02	CrimTrac (Yvonne Dillon) will follow up with NSW and Victoria regarding NAFIS printers; how many printers Victoria actually needs, and whether NSW can arrange transport if they wish to use them. - Victoria has excess printers. NSW would like these. CrimTrac to arrange for transport of hardware back from Victoria.	CrimTrac	20/08/2015	CLOSED
W32-03	CrimTrac (Yvonne Dillon) will follow up with Tasmania regarding the status of their two additional NAFIS workstations and the work that was being undertaken on these.	CrimTrac	20/08/2015	CLOSED
W32-04	Rob Haydon is to send an email to BSS regarding DIBP's request for an additional two NAFIS workstations. This email should detail the indicative price and the requirements necessary to implement the interim solution where DIBP will be lent two workstations while the appropriate procurement processes are carried out.	Morpho	20/08/2015	CLOSED
W32-05	CrimTrac (Yvonne Dillon) will follow up with NSW regarding their Epson Scanners and whether they have spares that are no longer needed that can be utilised by DIBP. - NSW have a number of spares. They will arrange for the transport of these back to Canberra.	CrimTrac	20/08/2015	CLOSED
W32-06	CrimTrac (Yvonne Dillon) will review the previous NUAG minutes to try to find reference to the reduction of the Gabor Score threshold for Immigration prints.	CrimTrac	20/08/2015	CLOSED

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CrimTrac FOI p B18

NAFIS Operations Meeting

25 August 2015

Action Items

W32-07	CrimTrac will send through the secondary list of the potential duplicates in NAFIS that was collated following the 4.2 upgrade. From this, Morpho will flag the CNI's that no longer exist in the system.	CrimTrac	October	CLOSED
W34-01	BSS to undertake a simple procurement for the transport of hardware from Victoria to Canberra. This is to cover the transport of hardware from VicPol, the AFP and DIBP.	CrimTrac	October	Open
W34-02	BSS and Morpho to undertake a review of CrimTrac NAFIS hardware and associated licenses.	CrimTrac / Morpho	01/09/2015	Open
W34-03	BSS to determine what to do with the additional NAFIS workstations that are being used by TASPOL.	CrimTrac	01/09/2015	Open
W34-04	CrimTrac will contact NSW and SA regarding the 5 minute outage to NPBI occurring at 5pm on the 26th of August, 2015	CrimTrac	26/08/2015	Open
W34-05	CrimTrac will ensure that the need to update the Jurisdictional Distribution lists is an agenda item at the upcoming NUAG.	CrimTrac	October	Open
W34-06	CrimTrac will send an email to NAFIS users regarding the latency between screens issue to seek feedback regarding frequency and impact of this.	CrimTrac	01/09/2015	Open
W34-07	Morpho will provide the actual time NAFIS took to process the 45 closed searches against 2000 candidates that were undertaken by Tasmania. Morpho will also provide what the system is actually capable of processing within an hour.	Morpho	01/09/2015	Open

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NAFIS Operations Meeting – Week 35

3 September 2015 Minutes

The NAFIS Weekly Operations meeting commenced at 10:30 am.
The meeting was held at Morpho.

PRESENT Carmen Eckhoff (Manager Business Systems Support)
Yvonne Dillon (Business Systems Support Analyst)
David Mellink (Morpho Director of Criminal Justice and Defence)
Rob Haydon (Morpho Business Operations Manager)
Phillip Tse (Morpho Senior Systems Administrator)

Secretariat Yvonne Dillon

1 Action Items

- W34-01 – CLOSED – Yvonne Dillon was to undertake a procurement process to transfer the equipment from Victoria. David Mellink offered to assist with this transport as Morpho will be in Victoria in the coming weeks. This equipment includes the printers at VicPol, the server at the AFP site and the old Tempsol machine at DIBP. Yvonne Dillon is to provide Rob Haydon with this list of equipment and a contact person for each site.

ACTION W35-01: Yvonne Dillon will provide Morpho with a list of equipment in Victoria (Vicpol, DIBP and AFP sites) as well as contact persons at each site so they can collect and transport the equipment.

- W34-02 – Ongoing – Morpho and CrimTrac will undertake a review of CrimTrac hardware and associated licenses. This to include end user and administrative licenses.

<<s11C(1)>>

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- W34-04 – CLOSED – CrimTrac contacted NSW and SAPOL regarding the short outage to NPBI.

- W34/05 – Ongoing – CrimTrac is to ensure that updating jurisdictional email distribution lists is an agenda item at the upcoming NUAG.

- W34-06 – CLOSED – The latency issue was mentioned in the NAFIS monthly report, including the decrease in the number of reports that are being received.

- W34-07 – Ongoing – Morpho is still to supply the timings for the 45 LTTP closed searches. This was further discussed and it was agreed that Yvonne Dillon would perform a series of closed searches on NAFIS.

ACTION W35-02: Yvonne Dillon will undertake a number of closed search tests on the production database using CrimTrac CNI's. This information can then be analysed by Morpho to gather further information regarding timings.

<<s11C(1)>>

CrimTrac FOI p B19

C R I M T R A C Responsive Innovative Accountable

NAFIS Operations Meeting – Week 35

3 September 2015 Minutes

<<s11C(1)>>

<<s11C(1)>>

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3	Other Business
	CLOSED Searches in NAFIS Morpho is to provide additional information concerning the throughput of closed searches within NAFIS. The exercise undertaken by Tasmania showed that closed searches against 2000 candidates were not processed within the required time. Morpho is to provide these timings and provide what the system is actually capable of. **ACTION W34-07**: Morpho will provide the actual time NAFIS took to process the 45 closed searches against 2000 candidates that were undertaken by Tasmania. Morpho will also provide what the system is actually capable of processing within an hour.

<<s11C(1)>>

CrimTrac FOI p B20

CRIMTRAC Responsive Innovative Accountable

NAFIS Operations Meeting
3 September 2015

Action Items

CrimTrac FOI p B24

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Weekly Action Items

Number	Item	Responsibility	Due Date	Status
W34-01	BSS to undertake a simple procurement for the transport of hardware from Victoria to Canberra. This is to cover the transport of hardware from VicPol, the AFP and DIBP. - *This has been replaced by action time W35-01*	CrimTrac	October	CLOSED
W34-02	BSS and Morpho to undertake a review of CrimTrac NAFIS hardware and associated licenses.	CrimTrac / Morpho	01/09/2015	Ongoing
W34-03	BSS to determine what to do with the additional NAFIS workstations that are being used by TASPOL. - Carmen to contact TasPol. It is unfair to lend these workstations and licenses to TasPol indefinitely. <<s11C(1)>>	CrimTrac	01/09/2015	Ongoing
W34-04	CrimTrac will contact NSW and SA regarding the 5 minute outage to NPBI occurring at 5pm on the 26th of August, 2015	CrimTrac	26/08/2015	CLOSED
W34-05	CrimTrac will ensure that the need to update the Jurisdictional Distribution lists is an agenda item at the upcoming NUAG.	CrimTrac	October	Ongoing
W34-06	CrimTrac will send an email to NAFIS users regarding the latency between screens issue to seek feedback regarding frequency and impact of this. - *This was included in the August Monthly Report*	CrimTrac	01/09/2015	CLOSED
W34-07	Morpho will provide the actual time NAFIS took to process the 45 closed searches against 2000 candidates that were undertaken by Tasmania. Morpho will also provide what the system is actually capable of processing within an hour. <<s11C(1)>>	Morpho	01/09/2015	Ongoing
W35-01	Yvonne Dillon will provide Morpho with a list of equipment in Victoria (Vicpol, DIBP and AFP sites) as well as contact persons at each site so they can collect and transport the equipment.	CrimTrac	04/09/2015	Open
W35-02	Yvonne Dillon will undertake a number of closed search tests on the production database using CrimTrac CNI's. This information can then be analysed by Morpho to gather further information regarding timings.	CrimTrac	04/09/2015	Open

C | R | I | M | T | R | A | C Responsive Innovative Accountable

NAFIS Operations Meeting

3 September 2015

Action Items

W35-03	Yvonne Dillon will send a request to the NUAG to provide examples of correct tenprint records which have unnecessarily returned for Finger Sequence Check. These will then be forwarded to Morpho for further investigation. <<s11C(1)>>	CrimTrac	04/09/2015	Open

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NAFIS Operations Meeting – Week 37 & NAFIS Capacity Upgrade Project Meeting

16 September 2015

Minutes

The NAFIS Weekly Operations meeting commenced at 3:00 pm.
The meeting was held at Morpho.

PRESENT Yvonne Dillon (Business Systems Support Analyst)
Paul Griffith (CrimTrac Senior Project Manager)
Rob Haydon (Morpho Business Operations Manager)
Jonathan Carti (Morpho Deputy Program Manager)

Secretariat Yvonne Dillon

1 Action Items

- W34-02 – Ongoing – Morpho and CrimTrac will undertake a review of CrimTrac hardware and associated licenses. This to include end user and administrative licenses.
- W34-03 – Ongoing – TasPol has been contacted regarding the two additional workstations they are utilising.

<<s11C(1)>>

- W34-05 – CLOSED – The necessity for partner agencies to keep their Distribution Lists up-to-date has been added to the upcoming NUAG Agenda item.
- W34-07 – Ongoing – The closed search exercise undertaken by TasPol was conducted prior to the Improved Network Capability project upgrade. Due to this, the results of the timings may no longer be relevant. TasPol will be contacted regarding this to see if they still require the information.
  ACTION W37-02: Yvonne Dillon will contact TasPol to see if the times for the closed search exercise still need to be provided.
- W35-01: CLOSED – A list of equipment in Victoria was provided to Morpho. Morpho is in the process of collecting this equipment as they conduct their site visits. Two printers will be sent to NSW for their use and two printers will be kept on the Morpho premises and used as spares.
- W35-02: CLOSED – Yvonne Dillon conducted a series of 45 closed LTTP searches against 50, 500, 1000 and 2000 candidates. Timings were provided by Morpho. All searches were seen to return within the hour of being launched.
- W35-03: CLOSED – Yvonne Dillon requested that the NUAG provide examples of tenprints incorrectly returning for Finger Sequence check. This has been done and examples have been provided.

<<s11C(1)>>

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NAFIS Operations Meeting – Week 37 & NAFIS Capacity Upgrade Project Meeting

16 September 2015

Minutes

2 Other Business

New Problem Record

A new problem record needs to be opened to monitor the issue with Registration event deletions. There is an error occurring when all the registration events of one person are deleted from NAFIS.

ACTION W37-03: Morpho is to ensure a Problem Record is opened in HelpMaster to track the issue regarding Registration Event deletions.

The specifications for the electronic transfer are contained within the ALIS (AFIS Livescan Interface Specification) document. Further information will need to be provided by NSW before any decision can be made regarding whether an existing Tenprint workflow can be used, or if one needs to be developed.

<<s11C(1)>>

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3 NAFIS Capacity Upgrade Project Meeting

<<s11C(1)>>

Data Server Crash:

At the moment Morpho do not have a fix for this issue; however the frequency has decreased due to the existing workaround. The numbers provided by Jonathan Carti regarding the frequency of this issue did not correlate with the number in HelpMaster. Morpho will review this.

ACTION W37-05 – Morpho will review the linked records for the Data Server issue in HelpMaster and report on the incident frequency pre and post Capacity Upgrade.

NIST Archive

This migration of NIST records should be completed by the end of this week. It was noted that this Change was only approved through CAB recently.

LOT:

Morpho is currently testing a patch here in Australia. Chang is working on the second pass CAB for next Tuesday.

Latent Type Inconsistency:

Morpho received the patch from France for the Latent Type Inconsistency issue and will begin undergoing thorough testing. It is expected that this testing will take 1 week. If it is successful this will go through the CAB

CrimTrac FOI p B24

NAFIS Operations Meeting – Week 37 & NAFIS Capacity Upgrade Project Meeting

16 September 2015

Minutes

process. Testing will begin on Monday the 21st.

<<s11C(1)>>

Throughput of LTTP Closed Searches:

The project team were pleased with the results of the Closed Search tests. The question was asked concerning what else was happening on the system at the time (how many other closed searches were undertaken). Morpho is to provide this information.

ACTION W37-07 – Yvonne Dillon (CrimTrac) will request that Morpho provide information on the other work that was being undertaken on NAFIS during the Closed Search tests.

Slow Switching between Screens:

Alistair Sinclair is currently on site in NSW monitoring this situation. Morpho has defined the full procedure that they are undertaking and are carrying out hourly, daily and ad hoc tests when this issue is seen.

A discussion ensued regarding user reporting of this issue. It is obvious that it is still occurring however the reports have decreased. It was determined that Morpho do not actually gain a lot of information from the reports as often the issue has ceased by the time they contact the site. A running log was suggested; however this too would not truly demonstrate the frequency and severity of the issue as it is subjective. Morpho realise that this is a daily occurrence.

It was determined that the best way to measure this was on site (as Alistair is currently doing). After each action Morpho takes to rectify this issue, the suggestion was for Morpho to attend a site to analyse the result of the change and to collect further data.

ACTION W37-08 – Yvonne Dillon (CrimTrac) to reply to the project board regarding user reporting. At the moment the status quo will be maintained; if users are frustrated they should report the issue. If further action is required CrimTrac will request this through the NUAG.

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CrimTrac FOI p B25

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NAFIS Operations Meeting and NAFIS Capacity Upgrade Project Meeting

Action Items

16 September 2015

CrimTrac FOI p 826

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Weekly Action Items

Number	Item	Responsibility	Due Date	Status
W34-02	BSS and Morpho to undertake a review of CrimTrac NAFIS hardware and associated licenses.	CrimTrac / Morpho	01/09/2015	Ongoing
W34-03	BSS to determine what to do with the additional NAFIS workstations that are being used by TASPOL. <<s11C(1)>>	CrimTrac	01/09/2015	Ongoing
W34-05	CrimTrac will ensure that the need to update the Jurisdictional Distribution lists is an agenda item at the upcoming NUAG.	CrimTrac	October	CLOSED
W34-07	Morpho will provide the actual time NAFIS took to process the 45 closed searches against 2000 candidates that were undertaken by Tasmania. Morpho will also provide what the system is actually capable of processing within an hour.	Morpho	01/09/2015	Ongoing
W35-01	Yvonne Dillon will provide Morpho with a list of equipment in Victoria (Vicpol, DIBP and AFP sites) as well as contact persons at each site so they can collect and transport the equipment.	CrimTrac	04/09/2015	CLOSED
W35-02	Yvonne Dillon will undertake a number of closed search tests on the production database using CrimTrac CNI's. This information can then be analysed by Morpho to gather further information regarding timings. - *This was completed and all results were seen to return within the hour of the searches being launched.*	CrimTrac	04/09/2015	CLOSED
W35-03	Yvonne Dillon will send a request to the NUAG to provide examples of correct tenprint records which have unnecessarily returned for Finger Sequence Check. These will then be forwarded to Morpho for further investigation. <<s11C(1)>>	CrimTrac	04/09/2015	CLOSED
W37-02	Yvonne Dillon will contact TasPol to see if the times for the closed search exercise still need to be provided.	CrimTrac	22/09/2015	Open

CRIMTRAC Responsive Innovative Accountable

NAFIS Operations Meeting and NAFIS Capacity Upgrade Project Meeting

Action Items

16 September 2015

CrimTrac FOI p 827

W37-03	Morpho is to ensure a Problem Record is opened in HelpMaster to track the issue regarding Registration Event deletions.	Morpho	22/09/2015	Open
W37-05	Morpho will review the linked records for the Data Server issue in HelpMaster and report on the incident frequency pre and post Capacity Upgrade.	Morpho	22/09/2015	Open
W37-06	Jonathan Carti (Morpho) will look into whether or not there are thresholds in NAFIS regarding Finger Sequence check, and if so, if these have been changed since the NAFIS Capacity Upgrade.	Morpho	22/09/2015	Open
W37-07	Yvonne Dillon (CrimTrac) will request that Morpho provide information on the other work that was being undertaken on NAFIS during the Closed Search tests.	CrimTrac / Morpho	22/09/2015	Open
W37-08	Yvonne Dillon (CrimTrac) to reply to the project board regarding user reporting. At the moment the status quo will be maintained; if users are frustrated they should report the issue. If further action is required CrimTrac will request this through the NUAG.	CrimTrac	22/09/2015	Open

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NAFIS Operations Meeting – Week 38

23 September 2015 Minutes

The NAFIS Weekly Operations meeting commenced at 10:00 am.
The meeting was held at 103 Northbourne Avenue

PRESENT Yvonne Dillon (Business Systems Support Analyst)
Rob Haydon (Morpho Business Operations Manager)

Secretariat Yvonne Dillon

1	Action Items

- W34-02 – Ongoing – Rob Haydon (Morpho) will undertake a review of CrimTrac hardware and associated licenses. This to include end user and administrative licenses.
- W34-03 – Ongoing – TasPol has been contacted regarding the two additional workstations they are utilising.

<<s11C(1)>>

- W34-07 – CLOSED – The closed search exercise undertaken by TasPol was conducted prior to the Improved Network Capability project upgrade. Due to this, the results of the timings are probably no longer relevant. Yvonne Dillon will re- search the 45 cases against TasPol's list of CNI's and Morpho will then provide the timings for these searches.
  ACTION W38-01: Yvonne Dillon will re-search the 45 latents against TasPol's list of 2000 CNI's. Morpho will then provide the timings for these searches.

<<s11C(1)>>

- W37-02: CLOSED – TasPol do not require the timings for their searches conducted prior to the network upgrade, however are interested in the timings of the searches that Yvonne Dillon will undertake against their list of CNI's (see Action item W38-01).
- W37-03: CLOSED – A new problem record has been opened to track the issue with Registration Event deletions. (HMP#208051 refers).
- W37-05: Ongoing – Morpho are still to review the linked records in HelpMaster for the Data retriever issue and provide a report on the frequency of this issue.
- W37-06: Ongoing – Jonathan Carti is still to review any threshold settings for Finger Sequence Check of tenprint records.
- W37-07: Ongoing – Morpho are still to provide the other work that was being undertaken on NAFIS during the closed search exercises conducted by Yvonne Dillon.
- W37-08: CLOSED – The NAFIS Capacity Upgrade board members contacted the NUAG with relation to the slow switching between screens.

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CrimTrac FOI p B28

C R I M T R A C Responsive Innovative Accountable

NAFIS Operations Meeting – Week 38

23 September 2015 Minutes

2	Weekly Report

HMP#135174 – Slow switching between screens

Alistair Sinclair has been at NSW site for the past 5 days collecting data on this issue. From this it was discovered that the time stamp on the workflow servers are unsynchronised and this may contribute to the latency between screens. (The workstations and central servers are correct; however the workflow servers are not).

ACTION W38-01 –

ACTION W38-02 – Yvonne Dillon to investigate why the time stamp change has to go through CAB when Morpho is on site and it may rectify an ongoing issue.

HMP#151302 – Dossiers stuck in Data Retriever

Rob Haydon is still to review the linked incidents and will then provide a report displaying the frequency of the occurrence.

<<s11C(1)>>

HMP#196103 – NIST Archive Issue

All of the NIST files have been inserted however a final check is being undertaken on dossiers which may have been deleted since the time of insertion. There are roughly 1000 of these records that need to be reviewed.

ACTION W38-03: Rob Haydon (Morpho) is to ensure that all Problem Records are updated in HelpMaster.

3	Other Business

A suggestion was made to review the open HelpMaster jobs and link those that are the same. Potentially some jobs may be able to be closed if there is an Open Problem Record that refers to them. Morpho will undertake this review.

A new problem record should probably be opened to manage the tenprints returning for Finger Sequence Check twice.

ACTION W38-04 – Morpho to open a problem record to manage the issue of tenprint records returning twice for Finger Sequence checks.

Yvonne Dillon will review the specifications with relation to the plain impressions and whether or not they should be highlighted if they require editing.

ACTION W38-05 – Yvonne Dillon (CrimTrac) to review the specifications with relation to the plain impressions and whether or not they should be highlighted if they require editing.

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CrimTrac FOI p B29

CRIMTRAC Responsive Innovative Accountable

NAFIS Operations Meeting
23 September 2015

Action Items

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Weekly Action Items				
Number	Item	Responsibility	Due Date	Status
W34-02	BSS and Morpho to undertake a review of CrimTrac NAFIS hardware and associated licenses.	Morpho	01/09/2015	Ongoing
W34-03	BSS to determine what to do with the additional NAFIS workstations that are being used by TASPOL. <<s11C(1)>>	CrimTrac	01/09/2015	Ongoing
W34-07	Morpho will provide the actual time NAFIS took to process the 45 closed searches against 2000 candidates that were undertaken by Tasmania. Morpho will also provide what the system is actually capable of processing within an hour. <<s11C(1)>>	Morpho	01/09/2015	CLOSED
W37-02	Yvonne Dillon will contact TasPol to see if the times for the closed search exercise still need to be provided. - *These are no longer relevant due to the network upgrade.* -	CrimTrac	22/09/2015	CLOSED
W37-03	Morpho is to ensure a Problem Record is opened in HelpMaster to track the issue regarding Registration Event deletions.	Morpho	22/09/2015	CLOSED
W37-05	Morpho will review the linked records for the Data Server issue in HelpMaster and report on the incident frequency pre and post Capacity Upgrade.	Morpho	22/09/2015	Ongoing
W37-06	Jonathan Carti (Morpho) will look into whether or not there are thresholds in NAFIS regarding Finger Sequence check, and if so, if these have been changed since the NAFIS Capacity Upgrade.	Morpho	22/09/2015	Ongoing
W37-07	Yvonne Dillon (CrimTrac) will request that Morpho provide information on the other work that was being undertaken on NAFIS during the Closed Search tests.	CrimTrac / Morpho	22/09/2015	Ongoing
W37-08	Yvonne Dillon (CrimTrac) to reply to the project board regarding user reporting. At the moment the status quo will be maintained; if users are frustrated they should report the issue. If further action is required CrimTrac will request this through the NUAG.	CrimTrac	22/09/2015	CLOSED

CRIMTRAC Responsive Innovative Accountable

NAFIS Operations Meeting
23 September 2015

Action Items

CrimTrac FOI p B31

W38-01	Yvonne Dillon will re-search the 45 latents against TasPol's list of 2000 CNI's. Morpho will then provide the timings for this.	CrimTrac / Morpho	29/09/2015	Open
W38-01	Y	CrimTrac	29/09/2015	Open
W38-02	Yvonne Dillon to investigate why the time stamp change has to go through CAB when Morpho is on site and it may rectify an ongoing issue.	CrimTrac	29/09/2015	Open
W38-03	Rob Haydon (Morpho) is to ensure that all Problem Records are updated in HelpMaster.	Morpho	29/09/2015	Open
W38-04	Morpho to open a problem record to manage the issue of tenprint records returning twice for Finger Sequence checks.	Morpho	29/09/2015	Open
W38-05	Yvonne Dillon (CrimTrac) to review the specifications with relation to the plain impressions and whether or not they should be highlighted if they require editing.	CrimTrac	29/09/2015	Open

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C R I M T R A C Responsive Innovative Accountable

NAFIS Operations Meeting – Week 40

9 October 2014 Minutes

The NAFIS Weekly Operations meeting commenced at 2:30pm and concluded at 3:30 pm.
The meeting was held at Morpho.

PRESENT Carmen Eckhoff (Business Systems Support Manager)
Yvonne Dillon (Business System Support Analyst)
Rob Haydon (Morpho Service Delivery Manager)

Secretariat Yvonne Dillon

1. Weekly Operations Report

High Severity Problem Records

HMP#135174 – Slow switching between screens. There have been a number of recent occurrences of this issue. Morpho has identified one problem and will conduct a full audit of the Command Servers to try to ascertain the root cause.

HMP#151302 – Dossiers stuck in Data Retriever. A new debug binary has been implemented to extract more information when this issue occurs.

Problem Records

HMP#119474 – LTTP Closed Search Matcher Key. A fix for this is currently going through CAB.

HMP#137449 – Version Control Tool. Morpho is now tracking all versions and Wake On LAN is also implemented across the fleet of workstations. Morpho will update HelpMaster. This job is pending closure.

HMP#161571 – BSOD/ Refresh related incidents. There have been a couple of these in the last 30 days. This

<<s11C(1)>>

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2. Other Business

Victorian Relocation

Victoria is arranging to have changed to the Central Site. Morpho has confirmed that there will be 19 workstations connected to the servers in i therefore meaning they will not require a new workflow server.
Central servers will be shut down on Sunday night (12th of October) and VicPol will move hardware to on Monday. Morpho will attend the site on the Tuesday.

CrimTrac FOI p B32

C R I M T R A C Responsive Innovative Accountable

NAFIS Operations Meeting – Week 40

9 October 2014 Minutes

Tasmania Tenprint Forms

Tasmania has asked if the ALIS document on the NAFIS Portal is current. This has not changed since 2009, however it appears Tasmania has a tracked changes copy. Yvonne is to forward this to Rob Haydon for advice.

ACTION W40-02: BSS (Yvonne Dillon) to forward the tracked changed version of the ALIS document through to Morpho for advice.

<<s11C(1)>>

LOC8

The target for integrating this into the Service Desk/Morpho incident procedures is the 1st of November.

NAFIS Matrix

ACTION W40-04: Manager BSS (Carmen Eckhoff) to update the NAFIS Severity Matrix to reflect the changes that were agreed upon by Rob Haydon and Shane Elsley.

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CrimTrac FOI p B33

CrimTrac FOI p B34

NAFIS Operations Meeting

25 September 2014

Action Items

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Weekly Action Items				
Number	Item	Responsibility	Due Date	Status
W38-01	Thomas Leseigneur to check to see if MBSS will rectify the issue of TPUL's using the plain impressions from the MRS.	Morpho		Open
W38-02	CrimTrac (Yvonne Dillon) to draft communication to the end users on the issues with minutiae. This can form part of the communications regarding Luc Bornes' visit after the UAT.	CrimTrac		Open
W40-01		CrimTrac		Open
W40-02	BSS (Yvonne Dillon) to forward the tracked changed version of the ALIS document through to Morpho for advice	CrimTrac		Open
W40-03		CrimTrac		Open
W40-04	Manager BSS (Carmen Eckhoff) to update the NAFIS Severity Matrix to reflect the changes that were agreed upon by Rob Haydon and Shane Elsley.	CrimTrac		Open
Action Items Carried over from the Monthly Management Meeting				
M07/01	- *This is ongoing. It will inform a brief to the CIO*	CrimTrac	11/09/2014	Open
M08/02	Morpho (General Manger Operations, Dave Mellink) will establish an email for use by CrimTrac (Business Systems Support team and Service Desk). - The email has been created and will be available by the 26th September.	Morpho	16/10/2014	Open
M08/04	Business Systems Support team to progress the procurement of a workflow server for Victoria. - Victoria to confirm how many NAFIS workstations they will have at - There are currently three spare workflow servers that belong to CrimTrac. One of these *could* be sent to Victoria for their use. - *There are only 19 workstations connected at n additional workflow server will not be required.*	CrimTrac (BSS)	16/10/2014	Closed