



DEPUTY SHERIFFS' TRAINING BULLETIN

Number 107

COMMONWEALTH OF PENNSYLVANIA

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PENNSYLVANIA FIREARMS LICENSE TO CARRY SYSTEM

PCCD has deployed the LTC system the majority of counties and plans to complete deployment to all counties by mid January of 2011.

This bulletin provides a Summary of major modifications included in recent releases, reminders about Proxy servers and Firewalls rules, an overview regarding the process for identifying problems, logging and tracking the problems to closure, process for submitting change requests, along with the planned implementation scheduled for counties not yet implemented.

Summary of System Modifications:

As with any new system a number of problems including system issues and or requests for enhancements have been identified by the counties that are utilizing the system. We are working diligently to resolve the issues reported in a timely fashion.

One of the biggest concerns that we heard from the Issuing Authorities surrounded the inability to PAN and Zoom using the Webcam. Although the device controls including the PAN and Zoom worked for some counties, it did not work for all. To resolve this issue we ultimately incorporated these controls in Release 3 which was deployed on 10/25/2010.

Issuing Authorities were also having difficulty renewing and or replacing existing permits. Ultimately, the system was redesigned in order to eliminate the majority of issues surrounding renewing and replacing existing permits. The redesign of the Renewal Process was deployed November 22, 2010. Below is a summary of the major changes in System Behavior as a result of Release 4:

When a permit record is renewed, or replaced a new 'Application' record is created in the system rather than overwriting the existing 'Permit' record. This has created some confusion, as users can now find multiple records, for existing permits, and applications that are in process when searching for an individual. For example the screen shot below illustrates the search results for an existing permit that is in the process of being renewed:

The screenshot shows a web application interface for the Commonwealth of Pennsylvania License To Carry system. The window title is "Commonwealth of Pennsylvania - License To Carry - Test". The user is logged in as "ltuser2". The main area displays search results for "SMITH, ALAN" with two records:

Permit Type	Permit No.	Issued	Name	AKAs	DOB	County	MCR No.	Status
Permanent	00000246	12/13/2010...	SMITH, ALAN		5/2/1961	Cumberland		Issued
Permanent	00000246		SMITH, ALAN		5/2/1961	Cumberland		Incomplete

A large "Not Available" watermark is overlaid on the interface. The status of the second record is "Incomplete".

The first record reflects a 'permit' that was issued on 12/13/2010. The second record reflects an 'application' which is in an 'incomplete' status. In this scenario, a renewal of the original permit has been started, but the renewal application has not processed to final disposition (Denied, Approved or Issued). To continue with the renewal process from this point, the user must select the second record which is in an Incomplete Status. From that point, the renewal application can be approved and issued or denied. In either case multiple records will continue to exist in the system for the same individual. One is reflecting the original 'permit' record and status and another reflecting the application record and status.

If necessary, authorized users can delete application records that are in an 'Incomplete' status by selecting the record from the Search results and pressing the delete key.

Currently, once an Application has been denied, it can no longer be changed. If a user denies an application and decides to later approve the application, a new application must be created and approved in order to issue a permit.

Currently, once an application has been approved, it cannot be denied. It is recommended that applications be approved just before a permit is issued. If an application is approved by mistake, the

current workaround is to capture a photo of the backdrop and sign the signature pad with 'denied', issue the permit and then revoke it.

Proxy Server and Firewall rule Reminders:

This section of the bulletin should be shared with county IT network administrators and provides reminders of information previously distributed in the LTC Implementation site survey.

Please note Local Firewalls must be opened up to allow traffic to flow originating from the LTC workstation(s) to the following URLs:

- a. <http://www.paltc.state.pa.us> (Port 80)
- b. <https://www.paltc.state.pa.us> (Port 443)
- c. <http://www.paltctrain.state.pa.us> (Port 80)
- d. <https://www.paltctrain.state.pa.us> (Port 443)
- e. <https://www.paltcreporting.state.pa.us> (Port 443)

County level firewalls and proxy servers should disable caching for the above URLs. Caching prevents the detection and automated deployment of new versions of the LTC software.

If your corporate network employs a Proxy Server it may interfere with or intercept the file download and version updates pushed over the Internet. Proxy Server rules must be disabled for IP address of the LTC workstation (s) or proxy authentication error messages will halt program execution.

Some corporate firewalls have additional software that can interfere with / intercept the file download and version updates pushed over the Internet by blocking executable (.exe) and dynamic link libraries (.dll). Firewall rules of this nature must be disabled for the LTC workstation IP address.

Bugs vs. Enhancements

System problems such as issuing new permit numbers out of sequence are defined as bugs.

Enhancements are defined as a feature or function that was not identified in the original functional requirements for the LTC system. Providing a report which lists all permits issued for a specific date range, listing the last name, first name permit number and issue date for example, would be considered an enhancement. Please note: a separate survey regarding reporting requirements will be forthcoming.

Process for reporting system problems (bugs):

The process for reporting system problems and ultimately tracking the problems to resolution are outlined below:

Step 1. In the event a problem is encountered which cannot be resolved via review of the online Help, please check the call the PSP Help Desk at **(877)777-3375**.

The Help Desk personnel will capture details regarding the issue and assign the ticket to knowledgeable personnel. A representative will call back and gather additional information if necessary. Issues such as resetting passwords can be resolved by the PSP help desk.

Step 2 . In the event the issue is identified as a System issue, the issue is logged as a bug, analyzed and prioritized, and assigned to a system developer to resolve. The time required to resolve the issue will vary depending upon the complexity. For example, the resolution may be changing a record in the database via a script, which does not require a great deal of time, or the resolution may require redesign of a system functionality, which will require substantial time.

Step 3. System Bugs and enhancements are prioritized and bundled together in a scheduled release. Changes to the system are developed in a development environment. When the development team has tested the resolution, the development team creates a new system build, which is promoted to a test environment.

Step 4. Testers execute test scripts to ensure the problem originally reporting has been resolved and perform regression testing to ensure that no new system issues are introduced as a result of the changes. Once validation has occurred in the Test Environment, the Release is promoted to a Staging Environment.

Step 5. Testers repeat execution of the test scripts the Staging environment to prior to approving the release to the Training and Production environments.

Step 6. Release notes reflecting issues which have been resolved are created and distributed via email as well as included in the Online Help and the Release is promoted to the Training and Production environments. The system updates are automatically deployed to all users when the user launches the system.

Process for Requesting Enhancements:

The process for requesting enhancements is outlined below:

Step 1. Complete PCCD LTC Project Change Request Form, which is included at the end of this bulletin. Additional supporting documentation can be attached to the change request if necessary.

Requestor is to complete the following Sections: Date Requested, Requested Priority (High, Medium or Low), Description of Change and Reason for Change.

Step 2. Requestor is to have the Sheriff of the county submitting the request review and approve the request. The approval must be signed by the sheriff.

Step 3. Submit signed Change requests to PCCD via email, fax or US Mail.

Email to: c-almclea@state.pa.us and jpfau@state.pa.us

Faxed to PCCD at (717) 783-7140

Or mailed to: PCCD, 3101 North Front Street, Harrisburg, PA 17110, Attn: Al McLean / John Pfau

Step 4. Once the change request is received, it will be reviewed for completeness. If the change request is clear and detailed enough the request will be assigned to a PCCD team member to estimate the amount of time the change will require to develop, test and implement. If the change request is not clear, additional detail will be gathered in order to provide an estimate.

Step 5. Change requests received will be presented to the LTC Advisory Committee, which will function as a Change Control Board for review and disposition. Change requests can be denied, in the event they are not deemed beneficial to all users, placed on hold, in the event of higher priority issues or enhancements, or denied. Change requests that are approved will be prioritized by the LTC Advisory Committee and scheduled for a release.

Step 6. The requestor will be notified of the disposition of the Change request.

Planned Installation and Training Dates for Remaining Counties

County	Implementation Date
Mercer	12/21/2010
Delaware	12/21/2010
Monroe	01/04/2011
Monroe	01/04/2011
Northampton	01/05/2011
Huntingdon	01/04/2011
McKean	01/11/2011
Philadelphia	01/11-12/2011
Allegheny	01/18/2011

PCCD LTC Project Change Request Form

Change Request Form

Send to:	c-almclea@state.pa.us and jpfau@state.pa.us	Project: License to Carry
Date Requested:	_____	Change Control #: _____
Requested by:	_____	Requested Priority: _____
County:	_____	
Sheriff Approval:	Sheriff Signature: _____	
Description of Change: (Attach Additional Documentation if needed)		
Reason for Change: (Attach Additional Documentation if needed)		
Change Request Analysis: (PCCD Team Member to complete)		
Conducted by: _____		
Schedule Impact (days):	_____	Budget Impact (\$): _____
Impact on Project (Scope, Quality, Critical Path):	_____	
Time to complete analysis:	_____ Hours	Date Completed: _____
Recommendation:		

PCCD Resolution & Approvals:			
<i>Requestor:</i>	<input type="checkbox"/> Approved <input type="checkbox"/> Rejected <input type="checkbox"/> On Hold	<i>PCCD:</i>	<input type="checkbox"/> Approved <input type="checkbox"/> Rejected <input type="checkbox"/> On Hold
Signature: _____		Signature: _____	
Name/Title: _____		Name/Title: _____	
Date: _____		Date: _____	
Reason for Rejection, if Applicable:			

Instructions:

Requestor of change is to complete the following sections:

Date Requested, Requested Priority, Description of Change and Reason for Change

The Sheriff of the county submitting the request must review and sign off on the request prior to submission.

Completed Change Requests can be submitted via email to: c-almclea@state.pa.us and jpfau@state.pa.us

Or faxed to PCCD at (717) 783-7140

Or mailed to: PCCD, 3101 North Front Street, Harrisburg, PA 17110, Attn: Al McLean / John Pfau