

Protection Order Registry (POR) Policy and Procedures

	Section: System Design		Policy No: 4.50	
	The Service Tracking System			
	Original Date: 6.21.2006	Revision Date: 6.9.2016	Effective Date: 6.9.2016	Page: 1 of 4

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[Substantive revisions to earlier policies and practices are highlighted in blue font.]

1 Overview

The Judicial Branch administers a service tracking system for state marshals and other officers who routinely serve process in certain civil and family court cases involving an order of protection and maintain active system credentials. If service execution information is properly recorded in the service tracking system, the service information is automatically transmitted or made available to other organizations and systems that promote criminal justice and public safety. This document describes how the service tracking system works and provides specific procedures for the use and administration of the service tracking system.

2 Definitions

- (a) Protection Order Registry. The Protection Order Registry (hereinafter referred to as “registry”) is a database and notification system established and maintained by the Judicial Branch in accordance with Conn. Gen. Stat. § 51-5c.
- (b) Registry case. For the purposes of this document only, a registry case includes any case with a hearing ordered pursuant to Conn. Gen. Stat. §§ 46b-15 and 46b-16a.
- (c) Service Tracking System. The Service Tracking System is a secure, Internet- based system that is programmed to transmit information to the registry.
- (d) State Marshal. A state marshal is defined under Conn. Gen. Stat. § 6-38a.
- (e) Officer. For purposes of this document only, the term “officer” only refers to a state marshal or other person who is authorized to record information in the Service Tracking System, and maintains an active username and password to record information in the Service Tracking System.

3 General operations

- (a) The Registry Section. The Service Tracking System is managed by the Registry Section of the Court Operations Unit; unless otherwise indicated in this document, all questions and reports shall be directed to the Registry Section by using the contact information specified in this paragraph below.

justice.support@jud.ct.gov (preferred method of contact)

877.312.7807 (toll-free for 860.263.2708)

860.610.480 (confidential desktop fax service)

- (b) Clerk's daybook entry. The Service Tracking System is programmed to import the information specified below from the Judicial Branch's electronic daybook system, so an officer may record information in the Service Tracking System as soon as the clerk of the court creates the underlying case in the electronic daybook system.
 - (1) Court location
 - (2) Docket number
 - (3) Respondent's first and last name

- (c) Registry entry. As soon as the information described below is properly recorded in the Service Tracking System, the Service Tracking System is programmed to enter such information in the registry.
 - (1) The serving officer's name.
 - (2) The type of service activity.
 - (3) The date and time of the service activity.
 - (4) The date and time that the information was recorded in the Service Tracking System.
- (d) Law enforcement notification. The registry is programmed to fax the basic case information with the date and time of service to the corresponding law enforcement agencies, as soon as the information is entered in the registry. In general, the corresponding law enforcement agencies cover the respondent's home address, the protected person's home address, and the protected person's work address, whenever such address information is available in the registry.
- (e) State protection order file. The registry is programmed to add the date and time of service to the corresponding records in the state protection order file, a file of active orders of protection that is maintained by the State of Connecticut Department of Emergency Services and Public Protection within the Connecticut Online Law Enforcement Telecommunications (COLLECT) system, as soon as the information is entered in the registry.
- (f) National protection order file. The COLLECT system is programmed to add the date and time of service to the corresponding records in the national protection order file, a file of active orders of protection that is maintained by the Federal Bureau of Investigation within the National Crime Information Center (NCIC), as soon as the information is entered in COLLECT.

4 Procedure to record that service was executed

- (a) To record that service was executed in the Service Tracking System, an officer shall follow the procedures below.
- (b) **Prompt entry.** If service of process was executed, an officer shall record the service information in the Service Tracking System as soon as possible, but no later than two hours after service was executed. *[Effective October 1, 2016]*
- (c) Enter the docket number for the case in which service information is being recorded, then select the Submit button to advance to the entry screen for the case.
- (d) Choose Activity: in this field enter "Service."
- (e) Service Method: in this field enter "Hand" if the respondent was served in-hand, or enter "Abode" if abode service was executed.
- (f) Date and Time: in these fields enter the date and time that service was executed.
- (g) **Request for police assistance.** If an officer requests assistance from a law enforcement agency to execute service, the officer shall enter "Yes" to record that police assistance was requested in the Service Tracking System. *[Effective October 1, 2016]*
- (h) Double-check the entry for accuracy and completeness.
- (i) Select the Submit button to transmit the information to the registry.

5 Procedure to record that service was not executed

- a) To record that service was not executed in the Service Tracking System, an officer shall follow the procedures below.
- b) If, prior to the date of the scheduled hearing, service has not been executed, a credentialed officer shall record that service was unsuccessful in the service tracking system. *[Effective October 1, 2016]*
- c) Recommended practice. If service was not executed within the timeframe prescribed by law (e.g., three or five days before the hearing), an officer may promptly record that service was not executed to ensure that the information is available to court through the registry on the morning of the hearing.
- d) Activity: in this field enter "Attempt."
- e) Reason: in this field enter the reason that service was not executed.
- f) Date and Time: in these fields enter the date and time that service was last attempted.
- g) Request for police assistance. If an officer requests assistance from a law enforcement agency to execute service, the credentialed officer shall enter "Yes" to record that police assistance was requested in the Service Tracking System. *[Effective October 1, 2016]*
- h) Double-check the entry for accuracy and completeness.
- i) Select the Submit button to transmit the information to the registry.

6 Procedure to record supplemental information

- (a) Receipt of process for service. An officer may enter the date and time that the process was received for service.
- (b) Transferred for service. An officer may enter the date and time that the process was transferred to another officer for service, and enter the name of the officer that the process was transferred to.
- (c) Other Activity / Information. An officer may use this open text field to note that other information about the case (e.g., the respondent's date of birth or address on the court papers appears to be incomplete or inaccurate).

7 System unavailable

- (a) If the Service Tracking System is not accessible or not functional, an officer may ask the Registry Section to manually record the service of process information in the registry by following the procedures below.
- (b) The officer may send the service information specified below to the Registry Section by using the contact information specified under [paragraph 3\(a\)](#) above.
 - 1. Service of process information
 - 2. Officer's identification information

3. Docket number
 4. Respondent's first and last name.
 5. Service date, time and type.
- (c) Manual entry. When service information is received by the Registry Section, the Registry Section staff shall enter the service information in the registry as soon as practicable.
- (d) Computer problems. Report all computer problems to the Judicial Branch's Information Technology Helpdesk by telephone at 860-282-6555.

8 Password maintenance

- (a) An officer may reset or change the officer's password by following the procedures below.
- (1) Open the user profile link. The profile link can be located by clicking on the user name on the home page for the Service Tracking System website.
 - (2) Locate and click on the change password link on the user profile page.
 - (3) Enter current password, new password and confirm password.
 - (4) Select or click on the Submit button.
- (b) If the procedures above are not successful, an officer may contact the Registry Section to request a reset of the officer's password.

9 System access and security

- (a) Access controls. The Judicial Branch has implemented various controls to protect the security and integrity of the Service Tracking System as summarized below.
- (1) Encryption. The Service Tracking System is encrypted with an SHA256 certificate with RSA of 2048 bits.
 - (2) Credentials. The Service Tracking System uses individual accounts and passwords that conform to Judicial Branch standards.
 - (3) User agreements. In general, the registry manager shall not provide access to registry systems until the authorized user agrees in writing to abide by all registry policies and procedures. For more information refer to Protection Order Registry Policy Numbers 1.30 and 1.34.
- (b) Access requests. A person who is authorized to serve process and regularly performs service activities in registry cases may request authorization, a license, and credentials to access to the Service Tracking System by [completing the registry user information and agreement form, then sending a copy of the completed form to the Registry Section. For more information refer to Protection Order Registry Policy Number 1.34.](#)

(c) Account administration

- (1) State Marshals. As part of the original project to develop and implement the Service Tracking System, the Judicial Branch created accounts in 2015 for all State Marshals to begin accessing the Service Tracking System with federal grant assistance.
- (2) Inactive accounts. Due to costs and inefficiencies associated with Service Tracking System accounts that are not being utilized, inactive accounts may be closed in accordance with Judicial Branch policy.
- (3) New accounts and renewals and requisitions. The registry manager shall assess the potential cost of new accounts and account renewals within available appropriations.

(d) Equipment

1. Device protection. An officer shall not access the Service Tracing System unless the accessing device is, at a minimum, protected with current operating system software that is designed to prevent unauthorized access and to preserve the integrity of registry systems.
2. Internet software. Although Google Chrome and Firefox are recommended, other web browsers may be compatible with the Service Tracking System.
3. Prohibited devices and software. This section is reserved for future use.

10 Authority and references

- (a) Conn. Gen. Stat. §§ 46b-15 as amended by Public Act 2016-034 Section 3. [Effective October 1, 2016, state law requires an officer duly charged with the service of process in a case with a family violence restraining order to send the date and time of service to the corresponding law enforcement agencies and record information in the Service Tracking System.]
- (b) Conn. Gen. Stat. §§ 46b-16a, as amended by Public Act 2016-034 Section 6. [Effective October 1, 2016, state law requires an officer duly charged with the service of process in a case with a civil protection order to send the date and time of service to the corresponding law enforcement agencies and record information in the Service Tracking System.]
- (c) Conn. Gen. Stat. § 51-5c. [This section requires the Chief Court Administrator to adopt policies and procedures for the operation of the Protection Order Registry and, by requiring registry information to be available through the Connecticut on-line law enforcement communications teleprocessing system (COLLECT), it compels registry systems to be in compliance with FBI guidelines in many areas including physical security and data integrity.]
- (d) [Connecticut Public Act 2016-034, An Act Protecting Victims of Domestic Violence](#). [As notes above, this Act changes or adds many provisions of state law concerning the service of process; Section 5 requires the Chief Court Administrator to collect annual data on service activities and requests for police to assist with service.]
- (e) Connecticut Public Act 2014-217 Sec. 121, Task Force to Study the Service of Restraining Orders. [The task force findings and recommendations indicate that public is safer when accurate, complete, and timely service of process information is available to law enforcement agencies and other service providers.]
- (f) Chief Court Administrator's Policy and Procedures for the Protection Order Registry. [This policy authorizes the Judicial Branch to maintain the service tracking system, provides for around-the-clock support of registry systems within available resources, and requires registry data to be in compliance with FBI guidelines.]
- (g) State Marshal Commission directives, manuals, and training materials concerning the service of process and the Judicial Branch's service tracking system.
- (h) Superior Court Operations Division directives, manuals, and training materials concerning the service of process and the Protection Order Registry (on file with the registry manager).
- (i) FBI CJIS Security Policy. [Although the Service Tracking System does not contain FBI data, this policy provides a set of standards that promotes the integrity of service information that may be entered in FBI systems and COLLECT.]
- (j) NCIC 2000 Operating Manual and technical and operational updates. [E.g., as applied to the registry systems, these documents provide the criteria and format for entering service information in the national protection order file and require all entries must be accurate and complete.]

11 Notes and commentary

- (a) Telephone-based system implemented. On June 21, 2006, the Judicial Branch started making the new telephone-based service tracking system available for authorized state marshals to record the date and time that a respondent was served in the Protection Order Registry.

- (b) Internet-based system implemented. On February 18, 2015, the Judicial Branch started making the new internet-based service tracking system available to credentialed officers. On July 2, 2015, the internet-based service tracking system replaced the old telephone-based service tracking system, and the telephone system was decommissioned.
- (c) Document revised. On June 9, 2016, this document was revised (1) to cover the new “Request for police assistance” field and other procedures designed to support of Connecticut Public Act 2016-034, (2) to include information from previous training sessions and correspondence with State Marshals, and (3) to include information from other related policy and established practices.