j1S justice integration services

"To improve the administration of justice through the creation and operation of comprehensive integrated management information systems."

2008 ANNUAL REPORT

JUSTICE A. A. BIRCH BUILDING

Table of Contents

Message from the Chair

"Keeping the Course"

An old sailor's adage used to offer aid, direction, comfort and support in rough times and inclement environs. Since my last correspondence our agency has seen rough times with the premature passing of our Co-Chair and biggest advocate. Ross Alderman's contributions cannot be quantified nor can his dedication. But in his death his contributions can be recognized and his accomplishments rewarded. The Nashville Bar Association has just announced it will honor Ross with not one but two of its most distinguished awards. The Liberty Bell Award and the Jack Norman Award have never been given to one individual until now. This is just more proof to us at JIS that Ross was a truly remarkable individual.

Thus with the loss of a leader and the uncertain times ahead "keeping the course" is an apt refrain. Over the last two fiscal years our budget and more importantly our staff have been reduced; but our workload has not and fiscal '09-10' looks very similar.

Reduced assets for a support unit require a fresh approach to meeting increased customer needs spurred by shrinking personnel to both the provider and customer. To accomplish our business purpose JIS staff has had to ramp up its efforts and improve skill sets when it comes to analysis, testing and development.

The former OJIES project is a case in point. Stripped of its previous chrome filled chassis and hi-tech gadgets it nevertheless remains doable. To be able to achieve its enhanced capabilities by a different path is testimony to the resolve, resilience and innovative talents of JIS and staff. Further it is confirmation that the personnel who man JIS are "keeping the course"

Michael F. Mondelli, Judge
Chair JIS Policy Committee

Message from the Director

2008 was a year where huge hurdles were overcome and great accomplishments took their place.

Due to necessary budget reductions, JIS was forced to eliminate 2 positions during 2008. In addition, we faced the urgent need to upgrade technology on which all court case management applications run. This was necessary in order to meet the expanded user base and data growth that had occurred in the last couple years. The upgrade was successfully completed in September, 2008.

During 2008, JIS continued with the OJIES project, which entailed building an entire new suite of court case management applications in a web environment. While well on our way toward this goal, future economic uncertainties required us to make some tough decisions regarding this project. In early 2009, the decision was made to put the OJIES project on indefinite hold, and refocus the agency to complete most of the original goals using the current applications and technology. Unfortunately, JIS was forced to eliminate 2 additional positions through this process.

As you will read in this Annual Report, JIS continued to work in partnership with the JIS agencies to accomplish some very important goals, many of which resulted in providing various departments with the ability to streamline processes, expand services, make information available to the public, or increase revenue.

As always, I am very humbled to be part of an organization where I truly feel that the work we do is of true benefit to the Courts and public. It is through the tremendous partnership, creativity, and dedication of the JIS Community and the staff of JIS that Nashville continues to lead in the area of court applications, information, and integration. As we look at the goals for 2009, there is no doubt that we will continue to progress on this very exciting path.

I wish to thank the JIS staff whose skills and dedication are unsurpassed. I would also like to thank Judge Mondelli, chair of the JIS Policy Committee, for his unending support, dedication, and assistance.
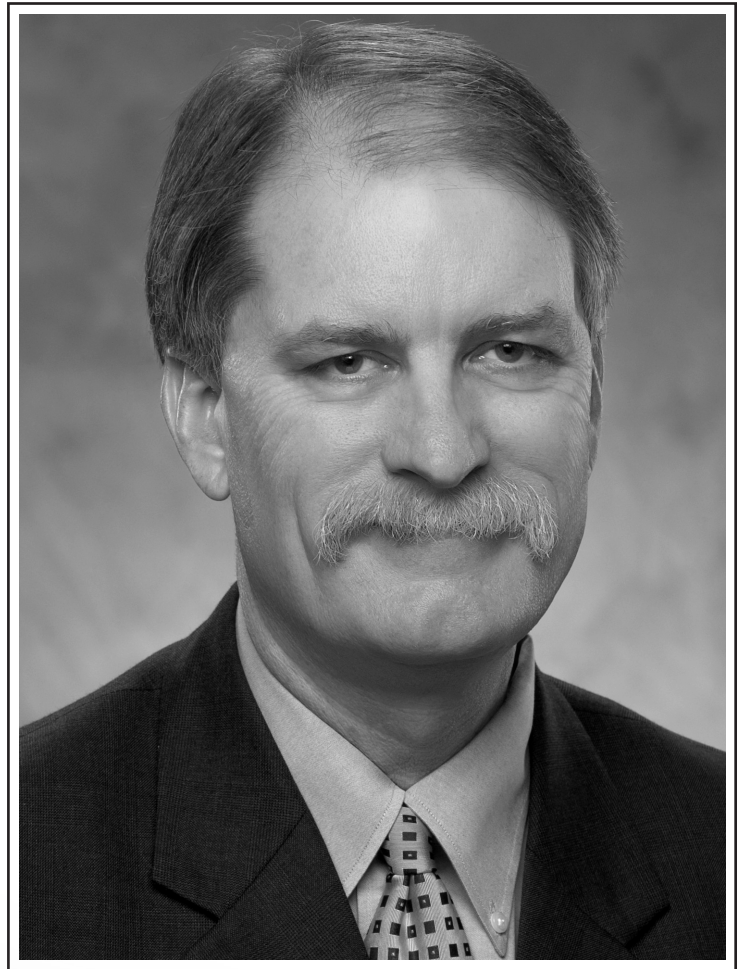

Nathalie Stiers
Director, JIS

In Memoriam
Ross Alderman

Ross Alderman had always been one of the biggest proponents of automation and the integration of justice information. Nashville's national success in this area was greatly due to his commitment and dedication.
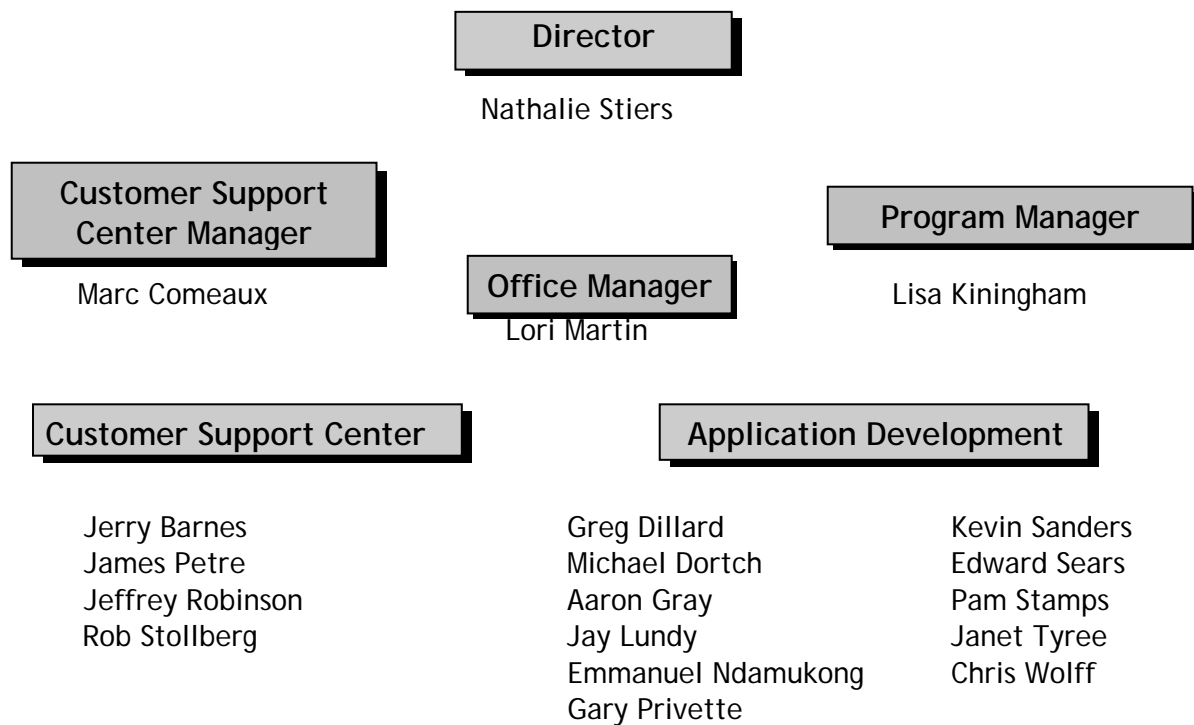
Ross served as both Chair and Vice Chair of the JIS Policy Committee several times over the years, and was serving as Vice Chair at the time of his death.

Ross was a man who inspired others and shared his wisdom without hesitation. His guidance, assistance, and unending support will be missed.

The staff of JIS

Justice Integration Services Staff

Director

Nathalie Stiers

Customer Support Center Manager

Marc Comeaux

Office Manager

Lori Martin

Program Manager

Lisa Kiningham

Customer Support Center

Jerry Barnes
James Petre
Jeffrey Robinson
Rob Stollberg

Application Development

Greg Dillard
Michael Dortch
Aaron Gray
Jay Lundy
Emmanuel Ndamukong
Gary Privette

Kevin Sanders
Edward Sears
Pam Stamps
Janet Tyree
Chris Wolff

JIS Member Agencies

The following justice agencies are members of the Justice Integration Services. JIS provides a combination of desktop support, network services, and application development and support for these member agencies.

- Circuit Court Clerk
- Clerk and Master
- Criminal Court Clerk
- Criminal Justice Planning
- District Attorney
- General Sessions Court
- General Sessions Probation
- General Sessions Safety Center
- Juvenile Court
- Juvenile Court Clerk
- Metro Police Department
- Probate Court
- Probate Probation
- Public Defender
- Sheriff's Office
- State Trial Courts:
    - Civil Divisions
    - Criminal Divisions
    - Chancery Parts I-IV

Representative members from each of these agencies participate in the governing of JIS by serving on the **JIS Policy Committee** and/or the **Operations Subcommittee**.

The JIS Policy Committee

The Policy Committee is the primary decision and policy-making entity of JIS. This committee approves the design, development, and operation of all JIS procedures and projects.

The 2008 Policy Committee members were:

HONORABLE MIKE MONDELLI, Chair General Sessions Court Division VI **	
HONORABLE ROSS ALDERMAN, Vice-Chair Public Defender**	
Mr. DARON HALL **	Sheriff
GENERAL VICTOR (Torry) S. JOHNSON, III **	District Attorney
HONORABLE CHERYL BLACKBURN	Criminal Court Division III
MS. CHRISTI SCOTT	Clerk and Master
HONORABLE GLORIA DUMAS	General Sessions Court Division IV
HONORABLE HAMILTON GAYDEN	First Circuit Court
HONORABLE CAROL MCCOY	Chancery Court Part II
MR. RONAL SERPAS **	Metro Police Chief
HONORABLE BETTY ADAMS GREEN	Juvenile Court Judge
MR. VIC LINEWEAVER **	Juvenile Court Clerk
HONORABLE THOMAS BROTHERS **	Sixth Circuit Court
MR. RICHARD ROOKER **	Circuit Court Clerk
MR. DAVID TORRENCE **	Criminal Court Clerk
MS. DAWN DEANER **	Public Defender

The JIS Operations Subcommittee

The Operations Subcommittee provides day-to-day assistance and guidance to the Director of JIS regarding financial management and operations. Additionally, its members review and recommend policies and procedures to the JIS Policy Committee. The JIS Director also serves on the Operations Subcommittee. Policy Committee members who also serve on the Operations Subcommittee are denoted with **.
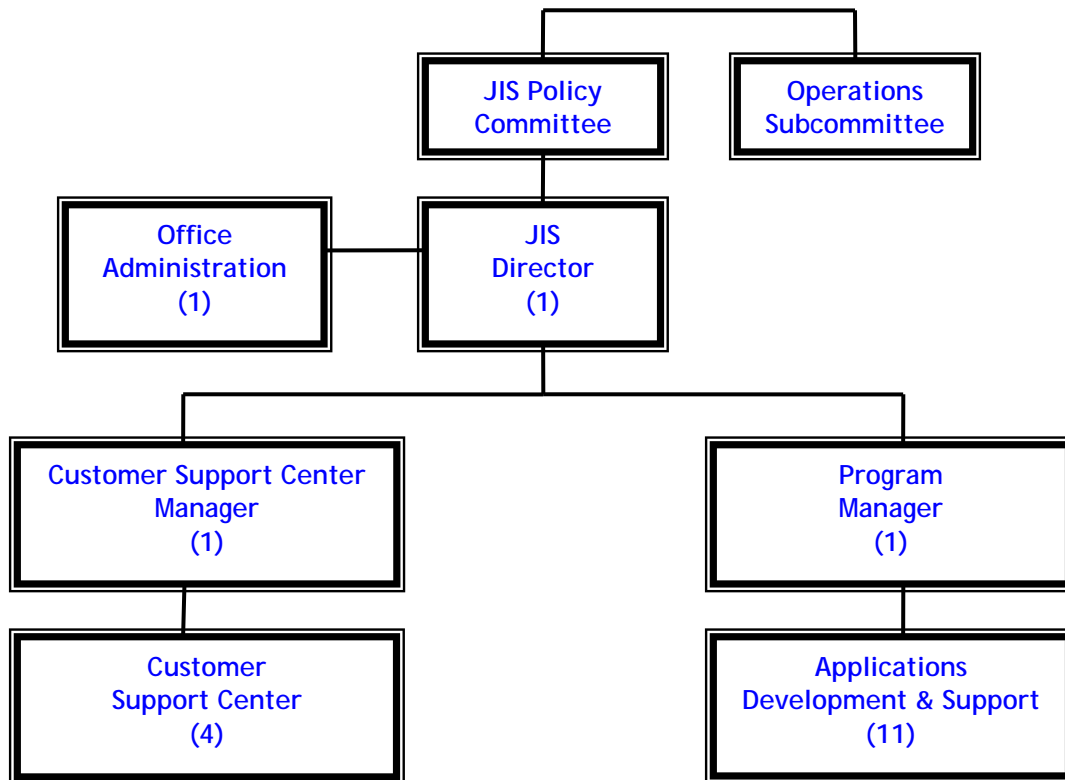
JIS Organizational Chart

Chancery Court Circuit Court   Criminal Court   General Sessions Court
Probate Court   District Attorney Public Defender Juvenile Court Clerk
Juvenile Court   Sheriff's Office   Clerk and Master Criminal Court Clerk
Circuit Court Clerk Metro Police Dept. Criminal Justice Planning

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                    ┌──────────────────┐     ┌──────────────────┐
                    │   JIS Policy     │     │   Operations     │
                    │   Committee      │     │   Subcommittee   │
                    └──────────────────┘     └──────────────────┘
         ┌──────────────────┐   ┌──────────────────┐
         │     Office       │   │      JIS         │
         │  Administration  │───│    Director      │
         │       (1)        │   │       (1)        │
         └──────────────────┘   └──────────────────┘

    ┌────────────────────────┐         ┌────────────────────────┐
    │ Customer Support Center│         │       Program          │
    │        Manager         │         │       Manager          │
    │          (1)           │         │         (1)            │
    └────────────────────────┘         └────────────────────────┘
    ┌────────────────────────┐         ┌────────────────────────┐
    │      Customer          │         │    Applications        │
    │   Support Center       │         │ Development & Support  │
    │         (4)            │         │         (11)           │
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ȷ1s justice integration services

" The mission of the Justice Integration Services department is to provide customized, integrated case management software and technology support products to Metro Nashville Justice Agencies so they can manage and use shared information to improve the administration of justice for the Nashville community. "

2008 JIS Accomplishments

Open Justice Information Exchange System (OJIES) Project

In 2008, there were many accomplishments on the OJIES project which are mentioned below. As an update, however, it became apparent in early 2009, that the timing was not right, from a budgetary perspective, to continue with this capital project. As you will read in the goals section of this Annual Report, JIS, along with its partner agencies intend to meet the goals set forth by the OJIES project through the use of technology currently in place.

OJIES - Public Defender (PD)

The second application to be developed in the OJIES suite was the Public Defender application. The development was completed in 2008 and the final application consists of a combination of existing functionality in the current Public Defender application, as well as many enhancements that were added in order to make reporting and the consolidation of information much easier.

- The new application has the ability to store any type of media file including pictures, video and digital voice recordings
- The investigation section has gained features such as storage locations for people who have been previously denied representation and easy access driving directions to any address stored within a case
- The juvenile division has also been included to assist the entire office in reporting and case tracking

OJIES – Davidson County Community Corrections Program (DCCCP)

Analysis on the third application in the OJIES suite was completed in 2008. Some of the new features of the new DCCCP application are:

- The enhancement of the collection of data, and the ability to allow anyone with access to a case the ability to gather a real time view of each case
- The business process will be completely automated and the application will allow all the forms to be created within the system

PowerBuilder Case Management Applications

Juvenile Information Management System (JIMS)

The JIMS application received many enhancements at the request of the Juvenile Court Clerk's Office. Some of the highlighted enhancements include the assignment of court costs and other fees to an organization, and payment contracts that will be generated in the Clerk's office to allow debtors to set up payment plans for costs associated with a petition. Another rather large enhancement that was made to the application was the addition of the ability to merge organizations and persons within the JIMS application to help eliminate duplication of names.

Juvenile Case Management (JCM)

The Juvenile Case Management application was upgraded so that the common functionality shared between JIMS and JCM is the same, allowing users the ability to update JIMS information without leaving the JCM application. When the JCM application was first built, it did not have the capability to benefit from any changes made to the JIMS application. As a result, over time, the two applications continued to fall further out of sync with one another in terms of functionality. This resulted in the necessity for users to utilize both applications in order to update records. With these new design enhancements, JCM now receives enhancements and changes made to the JIMS application, and records are updated in one place saving the users time, and reducing the possibility of data entry errors.

Paperless Subpoenas

In 2008, enhancements were made to subpoenas. In addition, movement of electronic data from the CJIS application to the Davidson County Sheriff's office was significantly improved. The work completed on the movement of this electronic data has helped to ensure the validity of all court subpoena record information which is used by DCSO to notify private citizens through their phone notification system. Through the efforts of the General Sessions Courts, the Criminal Court Clerk's office, the Davidson County Sheriff's office and the staff of Metro Nashville Police Department - Court Appearance, the process of generating subpoenas, and the service of those subpoenas is now officially a paperless process.

Electronic Collections

JIS assisted the Criminal Court Clerk's office with the receipting of collection payments. Previously, manual processes had always been necessary to receipt these

types of payments. JIS worked with the accounting staff at the Criminal Court Clerk's office to implement the functionality to electronically receipt and process collection payments.

Criminal Justice Information System (CJIS) Suite Migration

The growth of the CJIS database and the many ways in which it was put to use with the introduction of new web-based applications and reporting needs during the last couple of years stretched the CJIS database system to its limits. By the first quarter of 2008 it became clear that the 32-bit operating system could no longer handle the huge demand for system resources and the CJIS database became effective only at the cost of occasional system reboots that caused disruption to JIS customers. Performance was on the decline and Oracle's commitment to fully support 9i systems was waning. It became apparent to the technical team and to management that an upgrade to a more robust database system, capable of leveraging increased user demands for data, providing more data security, optimizing performance, improving stability, scalability, and reliability was necessary.

The upgrade would be a massive and complex undertaking which would involve:
- Source code upgrade to PowerBuilder 11
- Database upgrade to Oracle 10g
- Operating System upgrade to Windows 64bit
- Implementation of a new backup method

The upgrade was accomplished in its entirety without the use of outside resources at a tremendous cost savings. It took 4 months to complete, which included a very thorough testing period. The final product went into production in September, 2008

The results of the upgrade allowed JIS to remain current with technology ensuring that supported versions of all technologies are in production. These new versions of both PowerBuilder and Oracle come with new tools which afford the opportunity to better monitor, manage, support and enhance the existing applications. Through the introduction of the 64bit Windows Operating system, as well as new hardware, the applications now benefit from more memory and other options which open the path to explore additional ways in which to enhance application performance. Finally, with the implementation of RMAN backup and recovery, the old methods of backups have been replaced. The 4 hour period when the applications are taken down on the first Sunday of every month is now a thing of the past. All applications are now backed up online without the need for downtime.

The success of this migration relied on an immense collaboration effort from the JIS community. Many thanks to everyone who participated in making this a huge success.

Oracle Database Backups using RMAN

One of the most important responsibilities of an IT organization is to implement a secure, robust, scalable and efficient enterprise-level solution with respect to backup and recovery. Prior to September, 2008, the backup and recovery process that Justice Integration Services was using for many years provided just that, however, it did not offer an optimum process solution with respect to the JIS customers. The process required the Oracle databases to be shut down on the first weekend of every month for at least four hours in order for a cold backup to be completed. This down time had always been an inconvenience to the customers.
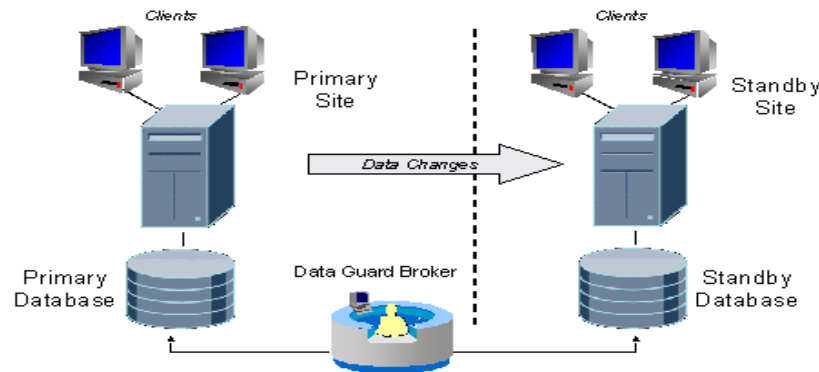
RMAN, otherwise known as Recovery Manager, is an Oracle tool that offers an enterprise-level solution for backup and recovery.   It allows the organization to accomplish the secure, robust, and scalable environment that existed previously, with the added benefit of being more efficient when it comes to the backup process. With the implementation of RMAN on October 1, 2008, JIS is now able to perform full and incremental backups on the fly without any down time. Additionally, RMAN includes a special repository which gathers historical backup data so in case of a disaster the data can be restored in a shorter time period, thereby, minimizing downtime.

Oracle Disaster Recovery - Data Guard

 As the CJIS suite of databases and their dependent databases grow larger in size, the gnawing question that lingers is how to quickly recover from a disaster with minimal impact or downtime to JIS customers. For the two largest databases systems CJIS (70 gigabytes) and MEDIA - which stores scanned citation images - (650 gigabytes), JIS implemented a Data Guard PHYSICAL Standby database solution. This entails a physical standby copy of each of these two production databases which run independently on separate database servers and get the necessary feeds from the primary systems to keep it current. If the production database becomes unavailable because of a planned or an unplanned outage, Data Guard will switch the standby database to the production role, thus minimizing downtime and preventing any data loss. Oracle Data Guard, formerly known as oracle parallel server, is the most effective and comprehensive data availability, data protection, and disaster recovery solution for enterprise databases. It provides the management, monitoring, and automation software infrastructure to create and maintain one or more synchronized standby databases to protect data from failures, disasters, errors, and corruptions. The JIS Data Guard standby databases, though still located in the same building on different servers as the primary databases, will eventually be moved to another location when a secondary backup site becomes available.

It must also be noted here that this new configuration provides great opportunities for future growth of the application database systems and the possibility of putting physical standby databases in use for backups and read-only reporting purposes. This

would ultimately reduce the primary database workload and save valuable CPU and I/O cycles, if that becomes necessary. A physical standby database can be easily converted back and forth between being a physical standby database and an open read/write database, without compromising data protection. The following diagram presents an overview of Oracle Data Guard:

WEB Environment

Online Payments for State Issued Tickets

The Criminal Court Clerk's office requested a service to allow online payments for tickets issued by the Department of Safety, Department of Conservation and the Tennessee Wildlife Resources Agency.

JIS, together with the Criminal Court Clerk's, office designed an online payment application which integrates CJIS with VitalChek to give the public the ability to access their records online. This affords individuals who were issued a ticket from the aforementioned agencies the ability to pay for violations online, 24 hours a day, 7 days a week. This service can be accessed online from the clerk's existing web site at www.ccc.nashville.gov.

Spanish Web Site for Criminal Court Clerk's Office

In order to aid the Hispanic population with navigating through the court system, the Criminal Court Clerk's office requested that their existing website offer a Spanish version as well. This led to the first web site in Metro Government to offer a complete translated version to the public. To view the Spanish website, go to www.ccc.nashville.gov, and simply click on "Vea esta pagina en Espanol" which is located at the bottom of the page.

Operations and Helpdesk Support

Desktop Replacement

In 2008, JIS replaced 140 PCs that were in the revolving fund. PCs were imaged with Microsoft XP Operating system and the latest updates and patches for all departments.

Virtual Desktop Infrastructure (VDI)

Virtual Desktop Infrastructure is a very exciting technology which replaces the robust desktop with a thin client whereby all information is actually stored on, and accessed from, a server. Replacing current desktops with a virtual desktop would provide many advantages:

- As no information is actually stored on the desktop, there is no risk of a security breach should it be stolen
- Should there be desktop failure, it is simply replaced and attached to the server. This eliminates the need to recreate the individual desktop with its data and application setup
- The virtual desktop is a sturdy piece of hardware without the complexities of the PC's in use today. This gives them the ability to remain in use multiple times the life of a PC. Upgrades needed to increase speed and processing time over the lifetime of a virtual desktop are done at the server level

All of these characteristics of a virtual desktop lead to benefits in terms of tremendous cost savings over time, increased security, faster service for the individual user, and centralized PC management.

Although this is an alternative that is not feasible for all users, it is one that may be beneficial for up to 85% of users. For this reason it is a venture worth exploring. JIS has been working on a pilot project in partnership with the District Attorney's Office and has completed phase one of setting up and testing VMware Virtual Desktop infrastructure (**VDI**) for Juvenile District Attorney.

<u>2008 Helpdesk Calls</u>

The JIS Help Desk closed 1,511 computer and network related calls for customers. The following is a breakdown by department:

Agency	# of Calls	% of Total Calls
State Trial Courts	53	6%
Clerk & Master	113	12%
Circuit Court Clerk	11	1%
Criminal Court Clerk	169	18%
Criminal Justice Planning Unit	6	1%
District Attorney	38	4%
Juvenile Court	199	22%
Juvenile Court Clerk	64	7%
Public Defender	270	29%
Total	923	100%

Internal JIS projects

In 2008, JIS underwent an agency wide effort to streamline processes, improve efficiency, and document procedures. The main goal is to be able to better position the agency to proactively deal with unforeseen issues. As is the case with these types of exercises, they are a continuous effort. The following are some highlighted accomplishments for 2008 along with their expected benefits.

<u>Procedure Documentation</u>

As JIS continues to plow forward at a rapid pace, it is imperative, on a cyclical basis, to update documentation to include changes, and identify areas where no documentation exists. During 2008, JIS once again embarked on this journey. As a result:

- The project lifecycle documentation has been re-examined and streamlined, and more emphasis was placed on making sure that all procedures are consistently followed
- The backup and recovery procedures were documented in full detail to include all backups performed on a routine basis by JIS, and encompass all backup and recovery methods and options

- Procedures have been put in place to verify all backup processes on a monthly basis
- Server maintenance checklists were re-designed to assist in proactive and consistent server maintenance
- A schedule was introduced to recover applications on a monthly basis from different media types to test and verify backup integrity, and recoverability success as an integrated part of JIS procedure

2009 JIS Projections

As JIS states its projections for 2009, it is important to note that the work that JIS performs in the way of application development is at the request of the JIS agencies. Furthermore, this work is reviewed, prioritized, and approved by the JIS Steering Committee which is made up of agency representatives across the JIS community. At the time this annual report is written, the projections are made up of upcoming work that has already been approved, as well as requests that have not yet been approved. However, all are goals set forth by individual agencies to be accomplished in 2009. In addition, this report does not account for project goals that will be met in 2009 that have not yet been requested.

> ➢ *With the placement of the OJIES project on indefinite hold, JIS is working diligently with agencies whose applications were in the process of being re-written in JAVA, or where changes were put on hold until analysis was underway for a new OJIES application.*

Public Defender

As previously mentioned in this annual report, the OJIES Public Defender application was completed, however, not put into production. In 2009, JIS will work with the Public Defender's office to update their current application with all of the changes that were initially slated to be delivered with the new application.

Davidson County Community Corrections Program (DCCCP

As all analysis for the new OJIES application was completed in 2008, JIS will work with Community Corrections to identify all functionality and prepare to enhance their current system with the functionality identified in the analysis process.

> *Some agencies have gone without needed changes to their applications, with the expectation that these would be part of the new applications delivered under the OJIES project. JIS will be working with these agencies to identify the desired functionality as part of the goal to deliver all of the functionality and benefits initially set forth in the OJIES project, now as part of the current PowerBuilder suite of applications.*

Juvenile Court Clerk

The Juvenile Court Clerk's office has, for a long time, expressed the need to make some inherent design changes to the JIMS application. These had been put on hold with the expectation of designing the new OJIES application with these new specifications. In 2009, JIS will work with the Juvenile Court Clerk's office to identify the changes and create a new design that better meets the needs of their office, follows their business process, and reduces data entry duplication.

District Attorney

The District Attorney's office has put off much needed changes to their application anticipating the completion of a new application. Analysis will be underway in 2009 to identify these, and a build containing these changes is expected by mid-year 2009.

Pretrial Services

Pretrial Services has identified changes to the PTAL application that will be analyzed and are expected to be delivered in 2 new builds in 2009.

> *Additional projects slated for 2009 include:*

Migration of the Oracle Data warehouse

The JIS data warehouse stores pre-CJIS legacy data that is retrieved in defendant history searches through the CJIS application. It also stores affidavits accessed through the web as well as huge portions for normalized CJIS and ADPB data. Data is extracted, transformed, and loaded to the data warehouse daily from CJIS, ADPB and from a police legacy data table in JDWCJIS.

Initially designed to facilitate reporting and data analysis, this aspect of the data warehouse, though not fully utilized, has the potential of becoming the biggest resource for CJIS report writers as the demand for data resources increases.

Currently running in Oracle 9i Release 2, the JIS data warehouse database and its accompanying repository database will be migrated to Oracle 11g in the second quarter of 2009 to provide for a more robust and fully supported database system.

CJIS PDF/Email

This project will introduce new technology that will give the Criminal Justice Information System (CJIS) application the ability to generate a form in a PDF format and the ability to then email that PDF to a person or group via Outlook. This will aid in streamlining the business process for the General Sessions Court Commissioner and will eliminate the necessity to print the forms. This project will lay the foundation to incorporate this functionality in other applications within the CJIS Suite.

CJIS Accounting

The Criminal Court Clerk's office would like to fully automate the assessment of court costs for General Sessions Court cases in the Criminal Justice Information System (CJIS) application. Currently the process to assess court costs is partially automated and requires a clerk to manually figure the remaining costs. The Clerk's office, in working with JIS, will determine the necessary changes that need to be implemented to successfully complete this project.

Online Record Checks for CCC

The Criminal Court Clerk's office would like to implement a process where record checks can be performed on individuals via the web. This will give private companies, public agencies and individuals the means to search CJIS records to view case information as well as obtain disposition and sentencing information on court cases. It will allow customers access to Davidson County criminal background checks 24 hours a day, 7 days a week.

General Sessions Criminal Courts Paperless Initiative

The Criminal Court Clerk's office is spearheading an initiative to make the General Sessions Criminal courts paperless. This means there will no longer be a hard copy file in the Criminal Court Clerk's office. All necessary information related to a case will be kept electronically. There is currently a committee comprised of members of the justice agencies for Davidson County meeting to work through the obstacles so that this proposal can come to fruition.

Internal JIS Projects

New Security Policy Document

As technology changes, and as new electronic devices continue to become available on the market, it becomes increasingly important to review policies in place to safeguard data. JIS will be reviewing the JIS Security Policy in 2009 in order to strengthen areas where necessary, and address areas not previously accounted for. Once the document is complete and has been approved by the JIS Policy Committee, it will be sent to all agencies to replace the existing document.

New JIS Website

JIS will be unveiling a new website in the second quarter of 2009. The website will have a new look, and will provide general information about the agency and its services. In addition, there will be a login for JIS customers where they can gain access to documentation, as well as project information that is specific to respective agencies.

Infrastructure Phase 1

In the coming year, JIS will be working on a plan to replace aging equipment with a new updated, robust infrastructure solution that will be spread over multiple sites.

JIS is planning to replace standalone servers with virtualized (VMWare) servers. Virtual servers can be moved from one physical VMWare server to another without interrupting user operations. In the event of a physical server failure VMWare will bring all of the virtual servers back up on another physical server. This means that even with a complete crash, servers will be back up and running within minutes, not hours, while parts are being awaited. Physical servers can also receive maintenance or be repaired while users are still working.

Replacement of Helpdesk Software

Over time, it has become very clear that the Helpdesk software being utilized by JIS and its customers is very cumbersome and very expensive.

After reviewing numerous helpdesk software packages, the decision has been made to purchase a product called SysAid. The new software is web-enabled and very user friendly allowing users to quickly and easily submit service requests to the JIS Helpdesk. SysAid uses automatic notifications to help keep track of trouble tickets and has the ability to customize escalation rules. SysAid also has the capability to provide asset management, and offers a wide range of existing and customizable reports to meet the various needs.

SysAid offers additional modules such as project management, remote control, asset control, and monitoring, which are on the list for future exploration. JIS is excited to implement this new Helpdesk application which promises new features, enhanced reporting, and huge cost savings to the agency. SysAid will be deployed during the first quarter of 2009.

Disclaimer

The Justice Integration Services agency does not discriminate of the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities. The Justice Integration Services agency does not discriminate in its hiring or employment practices. The following person has been designated to handle questions, concerns, complaints, requests for accommodation, or requests for additional information regarding the Americans with Disabilities Act: Lori Martin, 404 James Robertson Pkwy., Suite 2020, Nashville, TN, 37219, (615) 862-6195. Inquiries concerning non-discrimination policies other than

ADA compliance should be forwarded to: Department of Human Resources, 222 Third Avenue, Suite 2000, Nashville TN 37201, (615) 862-6640.