JIS 2011 Annual Report

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Early in the 1990s an effort on the part of far sighted elected officials and other dedicated Metro employees saw the importance of creating a unique local agency charged to serve the needs of the court system with the main goal being the efficient and secure managing of information critical to the courts and the administration of justice as well as keeping step with technological advances demanded by the job description.

With a smooth blending of efforts on the part of these individuals and the administration Justice Information Systems was begun. Looking back over these years it is amazing to think how far this agency has come. JIS has served at least four different Mayors (Boner, Bredesen, Purcell, and Dean); there have been four different Directors (Dick Ashby, Terri Sullivan, Nikki Meyer, and Nathalie Stiers); and undergone one name change (Justice Integration Services). JIS continues to be a vital part of Metro Government still focusing on serving the Davidson County 20th Judicial District Court primarily the Criminal and General Sessions Courts.

As new technology is the engine fueling the information industry so are human ingenuity and perseverance driving JIS to maintain its relevance. Keeping pace with forward moving new technologies requires constant attention to the pulse of the market regardless of economic budgetary restraints imposed by a bad economy and decreed by the administration. Budget cuts and staff reductions have hit all Metro Departments; a direct result of which in some cases is JIS' absorption of some job duties and an increase in demand for services but with fewer personnel.

Creeping up over the last few years these economic circumstances have created a situation where staff has had to scramble to come up with solutions to keep up services and production. To date staff has been able to manage in this environment but only by adapting and reshaping itself to the point that it no longer relies upon outside vendors for technological support or development. JIS has evolved into a self sustaining agency capable of meeting its customers' demands and fulfilling its mission . It has found a way to make itself relevant and its services more a necessity than a luxury.

Shortly we will begin a new fiscal year and I want to recognize Nathalie Stiers and the Staff of JIS for an outstanding year of hard work and dedication and say thank you.

HONORABLE MIKE MONDELLI, Chair
General Sessions Court Division VI

2011 was another productive year for JIS. As you will read in this annual report, JIS had many accomplishments during the year, in the form of services to our customers, and enhancements to their systems. Many of these saved our customers time, money, and human resources. During these very difficult economic times, such benefits are invaluable. We are proud to have assisted this government to save money, as well as continue the level of service provided, and in many cases increasedt that service to our customers, and in turn the public.

In addition, JIS' customer base for tier 1 helpdesk support increased by 50 percent in the latter part of 2011. JIS was able to take on the additional work and service those customers in the same timely manner that our customers have grown to expect.

The coming year is filled with new challenges and opportunities as the JIS customers continue to voice their needs and wishes. These requests continue to be prioritized by the JIS community through the JIS steering committee, as JIS continues to take on each project with renewed excitement.

It is truly a joy to work in a department where the work that is done is appreciated by the customers and really has an impact on the way the various departments do business, as well as provides increased services to the public. I appreciate the collaborative effort between all departments and the innovation and challenges they present us with year after year.

Special thanks to Judge Mondelli, JIS Policy Chair, and General Torry Johnson, JIS Policy Vice Chair, and to the staff of JIS whom I have the privilege of working with everyday.

Nathalie Stiers,
Director

Director

Nathalie Stiers

Customer Support Center Manager

Marc Comeaux

Program Manager

Lisa Kiningham

Office Manager

Julia Binkley

Customer Support Center

Jerry Barnes

Jeff Greer

Jeffrey Robinson

Rob Stollberg

Application Development

Michael Dortch   Kevin Sanders

Will Gordon   Edward Sears

Aaron Gray   Andy Sullivan

Emmanuel Ndamukong   Janet Tyree

Joe Phillips   Chris Wolff

Gary Privette

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 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.

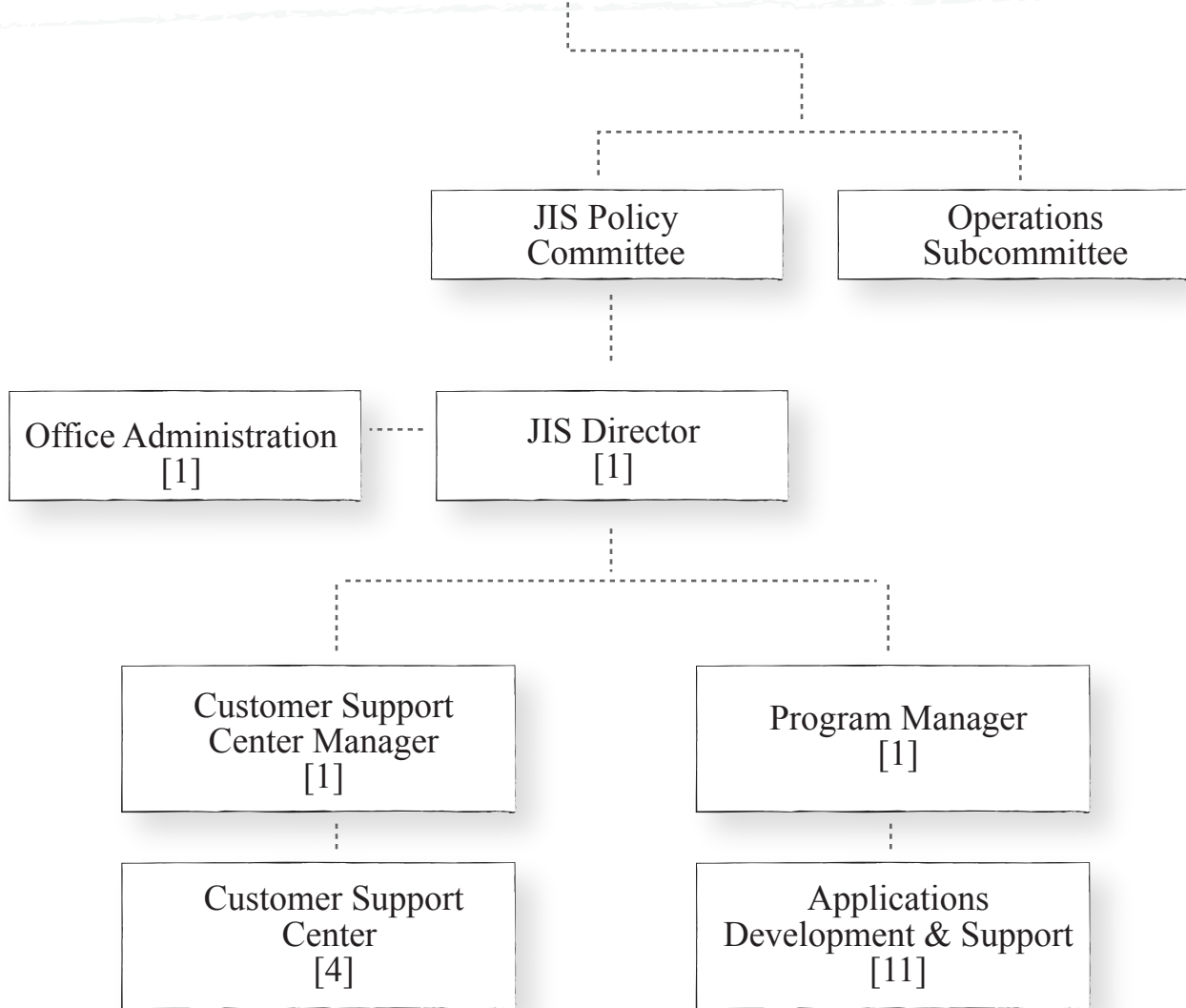|		
HONORABLE MIKE MONDELLI, Chair	General Sessions Court Division VI ★	
HONORABLE VICTOR S. (TORRY) JOHNSON, III, Vice-Chair	District Attorney General ★	
▶ Mr. Daron Hall ★	Sheriff	
▶ Honorable Cheryl Blackburn	Criminal Court Division III	
▶ Ms. Christi Scott	Clerk and Master	
▶ Honorable Gloria Dumas	General Sessions Court Division IV	
▶ Honorable Hamilton Gayden	First Circuit Court	
▶ Honorable Carol McCoy	Chancery Court Part II	
▶ Mr. Steve Anderson ★	Metro Police Chief	
▶ Honorable Betty Adams Green	Juvenile Court Judge	
▶ Mr. David Smith ★	Juvenile Court Clerk	
▶ Honorable Thomas Brothers ★	Sixth Circuit Court	
▶ Mr. Richard Rooker ★	Circuit Court Clerk	
▶ Mr. Howard Gentry ★	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 ★.

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 Deptartment	Criminal Justice Planning	

JIS Policy
Committee

Operations
Subcommittee

Office Administration
[1]

JIS Director
[1]

Customer Support
Center Manager
[1]

Program Manager
[1]

Customer Support
Center
[4]

Applications
Development & Support
[11]

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.

Web Environment

Clerk and Master Website
chanceryclerkandmaster.nashville.gov

A new Clerk and Master site was created and put into production in 2011. The site is not only a great looking website, but it is also extremely informative. The site allows the user to add "breaking news" orders and update their docket calendars on their own, where they previously had to rely on others to do this for them. JIS is extremely happy to have been part of this project with the Clerk and Master and look forward to assisting their office in the future.

Criminal Court Clerk Website
ccc.nashville.gov

The Criminal Court Clerk's website public case search was enhanced to allow a user to search by incident/complaint number.

Traffic to the Clerk's site continues to increase rapidly with the addition of new functionality.

Some highlights from ccc.nashville.gov's analytics reporting:

- 328, 532 Unique Visitors
- 13,557,491 Page Views
- Regular visits from foreign countries included India, Brazil, Japan, & Iraq

1,021,705 people visited this site

■ **45.98%** Search Traffic
469,739 Visits

■ **14.53%** Referral Traffic
148,488 Visits

■ **39.49%** Direct Traffic
403,471 Visits

□ **0.00%** Campaigns
7 Visits

Web Environment (continued)

Juvenile Court and Juvenile Court Clerk Website
juvenilecourt.nashville.gov & juvenilecourtclerk.nashville.gov

The Juvenile Court and Juvenile Court Clerk websites were both upgraded in 2011. One significant improvement to the Clerk's website was the addition of a docket search. This allows the public to find when specific dockets are being held, the courtroom where they are being held, and the Judge/Magistrate presiding over the docket.

Power Builder Case Management Applications

Adult Probation (ADPB)

The Adult Probation application (ADPB) was given some enhancements to help different user groups throughout 2011. JIS added an inventory tracking section to ADPB to help the Community Corrections users to track their electronic monitoring equipment. JIS was also able to provide Community Corrections with the ability to email drug test results to the requesting agencies, from the drug testing machine.

General Sessions Probation needed a new case type to accommodate new DUI laws. JIS created the GS Bond DUI case type, allowing pre-disposition defendants to be tracked accurately by GS probation. GS probation was also given the ability to do partial drug test i.e. only specific drugs.

Power Builder Case Management Applications (continued)

Defendants are only charged for the drugs they are tested for as a result of this upgrade. A new email arrest report is now being generated daily for GS probation which notifies probation officers of new arrests by their probationers.

JIS has created multiple reports for DUI School, throughout the year, as well as modified reports that were already in production.

Imaging functionality was added to ADPB in 2011. This allows all of the ADPB users to scan items into the application. It also allows them to associate existing images, or non-images such as Excel, PDF and Word documents to the system. With this new functionality the ADPB user group can now store these documents electronically, and have them associated to specified cases.
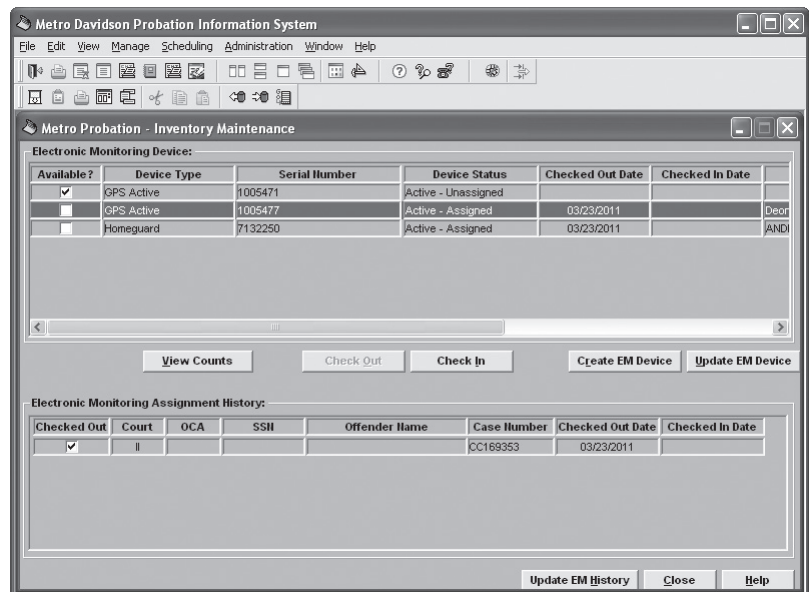
Criminal Justice Information System (CJIS)

Some enhancements were made to the accounting functionality in CJIS. DUI/Drug test types are now being captured so that the testing fees can automatically be assessed. This aided the Criminal Court Clerk's office by reducing the time it takes to assess fees on DUI and Drug cases. In addition, certain fees were automated in regards to the Ignition Interlock on DUI cases.

JIS also implemented the expungement form generation for General Sessions. The key benefit of this

Power Builder Case Management Applications (continued)

functionality is that it greatly reduced the staff time it took to research whether or not a case can be expunged. This functionality displays a visual indicator to the user if a case meets the business rules for allowing an expungement. The system notifies the users of any outstanding balance on any cases eligible for expungement. The system also allows the printing of the form/order for Judge's signature and creates an event that notifies that an expungement has been requested for the case.

The GS and CC sentencing windows shared the same look and feel until this enhancement. JIS introduced coding changes that makes the CC sentencing windows unique for a CC case. This functionality change allowed JIS to capture data elements that were previously unavailable, such as amphetamine related convictions and new sentencing ranges. The CC judgment form was also updated to comply with the new AOC standards.

Power Builder Case Management Applications (continued)

Juvenile Information Management System (JIMS)

During 2011, JIS was able to fix existing issues, add some new needed functionality, and get the accounting module upgraded in the JIMS application.

JIS helped the Juvenile Court Clerk and the Juvenile Court accommodate the new rules that surround juvenile sex offenders by adding a Sex Offender Registry Queue. There was a new field added to arrest order events that allows the user to enter underlying petition numbers. This allows the user to know for which petition(s) the arrest order was created. JIS also made some changes to the overdue letter to accommodate changes in policy in the Juvenile Court Clerk's office.

A huge accomplishment for both JIS as well as the Juvenile Court Clerk's office was going live with the accounting functionality in JIMS. JIS, with the guidance of the Clerk's office, went through the entire accounting module in JIMS. Functionality was updated to accommodate the Clerk's accounting needs. New functionality, like the victim compensation trust fund accounts, had to be added as well. Once JIS was able to add, fix, and update the accounting module, the clerk's office was able to go live with the accounting piece. They are now tracking all of the money coming and going into and out of their office within the JIMS application.

Power Builder Case Management Applications (continued)

Pretrial (PTAL)

The Pretrial users were given some additional functionality, as well as an arrest report to assist them in their every day work. The new functions that were added allow the users to assign case managers, as well as add/edit demographic data within the PTAL application. An arrest report is now being emailed daily to the case officers in Pretrial to notify them of new arrests that have occurred on current and previous clients.

Public Defender Information System (PDIS)

The associate image piece was added to the public defender application in 2011. This was a huge accomplishment that allows the Public Defender's office to associate images and different document types to cases and cards within their application, without the need to purchase additional hardware. This functionality was something that their office had stated would have an enormous impact on their business processes and data tracking.

Internal JIS Projects

New Backup Server

JIS installed a new backup server which uses Symantec Backup Exec 2010. This server runs the new NEO 4000 tape backup unit (TBU) as well as the existing two Dell tape libraries. The new server and new TBU doubled the speed of the backups and allows the time to back up more data. For added protection, backup tapes are stored off site at a storage facility.

As JIS states its projections for 2012, 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, comprised 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 2012. In addition, this report does not account for project goals that will be met in 2012 that have not yet been requested.

Web Environment

## Mobile Court Access
mobileccc.nashville.gov

The Criminal Court Clerk's office will have a site specifically formatted for mobile devices. This new mobile site will take the most frequently used features from their current website and make it formatted for the mobile market.

Web Environment (continued)

# The mobile site will include the following features:

- Public Case Search – The ability to search any non-expunged case in CJIS and have access to the defendant's name, warrant number, future court date and/or disposition. The user will have the ability to search by Defendant name, GS Warrant number, CC Case number and the Complaint/Incident number

- Full Background Report – This background report contains a list of all charges as it relates to an individual

- Dockets – This will allow a user to view the persons scheduled for either the GS or CC dockets for any day

- Attorney Client Calendar – This report will allow an attorney to view all court dates their clients are set within a specified date range

- Staff Directory – A list of the staff of the Criminal Court Clerk's office along with their phone numbers
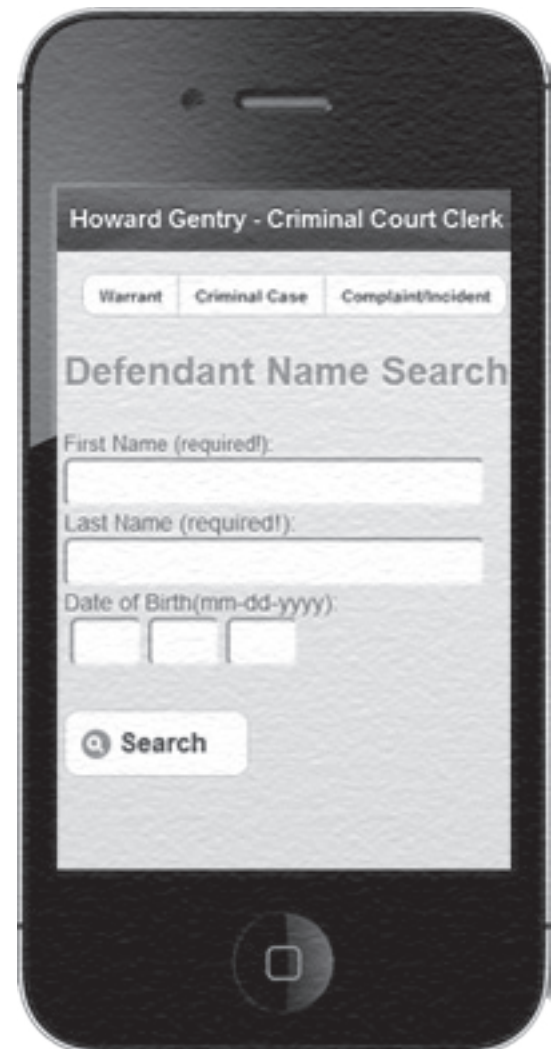
Web Environment (continued)

Criminal Court Clerk Website
ccc.nashville.gov

The Criminal Court Clerk website received a new look and design in January 2012.
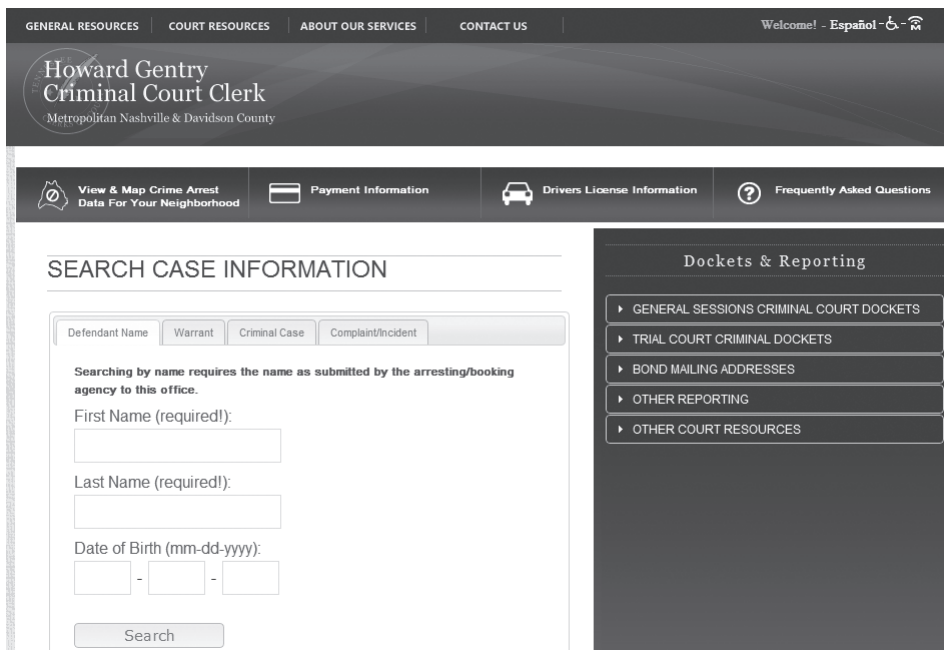
This new design enhanced the user's experience and provided a much cleaner access to the services of the Criminal Court Clerk's office.

The Criminal Court Clerk's website went live in 2006 and provides services to the community such as:

■ Public case search by defendant name, warrant, criminal case or complaint number

■ Access to full background reports on defendants
■ Access to criminal affidavits of complaint, in PDF format
■ Crime mapping
■ Docket reports for both General Sessions and Criminal
■ Access for attorneys of their clients scheduled cases
■ Access for attorneys of cases making bond
■ Access for bonding companies to their clients scheduled cases
■ Access for General Sessions Court Schedule, Jail Docket Schedule and other information available to the public 24 hours a day, 7 days a week

Web Environment (continued)

DUI School
duiprobation.nashville.gov

An upcoming project is to provide the ability to accept online registrations for the DUI School. This project will be very beneficial, not only to DUI School, and for the processing of new clients, but also for the clients, who currently have to physically drive to the DUI School just to register.
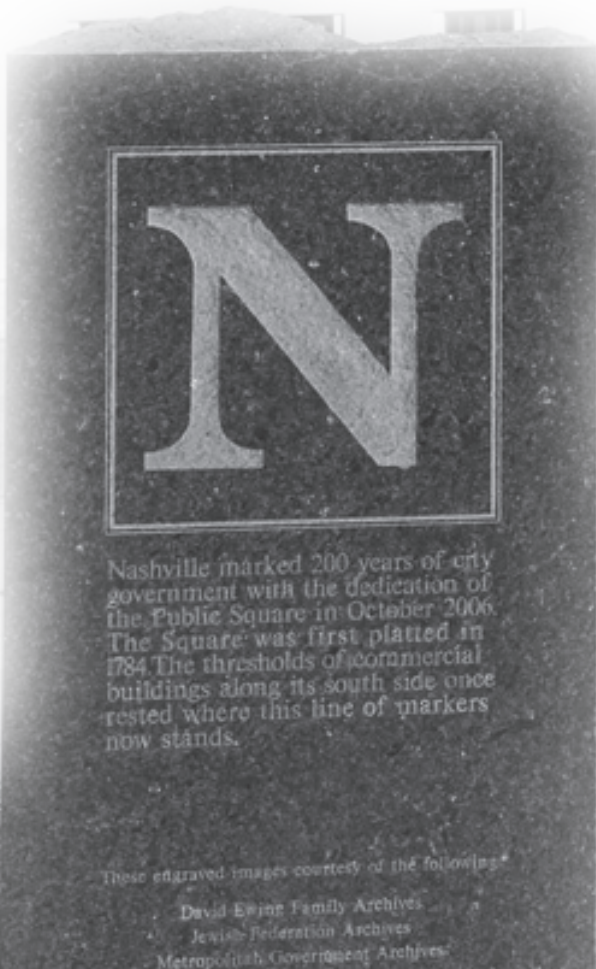
Juvenile Court Clerk Website
juvenilecourtclerk.nashville.gov

Another project is to create a secure area for the Juvenile Court to be able to place reports for different agencies to view. This data is extremely sensitive; therefore JIS must provide a secure area for outside organizations to log into, and view reports which are currently manually provided. This will not only assist the Juvenile Court, but also these organizations who need to view these reports.

Public Defender Website
publicdefender.nashville.gov

The Public Defender's website will receive a makeover. The goal is to create an even more informative website that is easy to navigate, that clearly expresses what it is the public defender does for the city of Nashville.

Nashville marked 200 years of city government with the dedication of the Public Square in October 2006. The Square was first platted in 1784. The thresholds of commercial buildings along its south side once rested where this line of markers now stands.

These engraved images courtesy of the following:

David Ewing Family Archives
Jewish Federation Archives
Metropolitan Government Archives

Web Environment (continued)

DUI School

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juvenilecourtclerk.nashville.gov

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Power Builder Case Management Applications

Adult Probation (ADPB)

JIS is looking forward to some exciting projects in the ADPB application in the year 2012. The Day Reporting Program (DRP) will be getting their own section of the ADPB application. JIS will complete the DRP project by the summer of 2012. This is going to help the Day Reporting organization instantly, and JIS will continue to expand their portion, to meet their needs as new functionality needs arise.
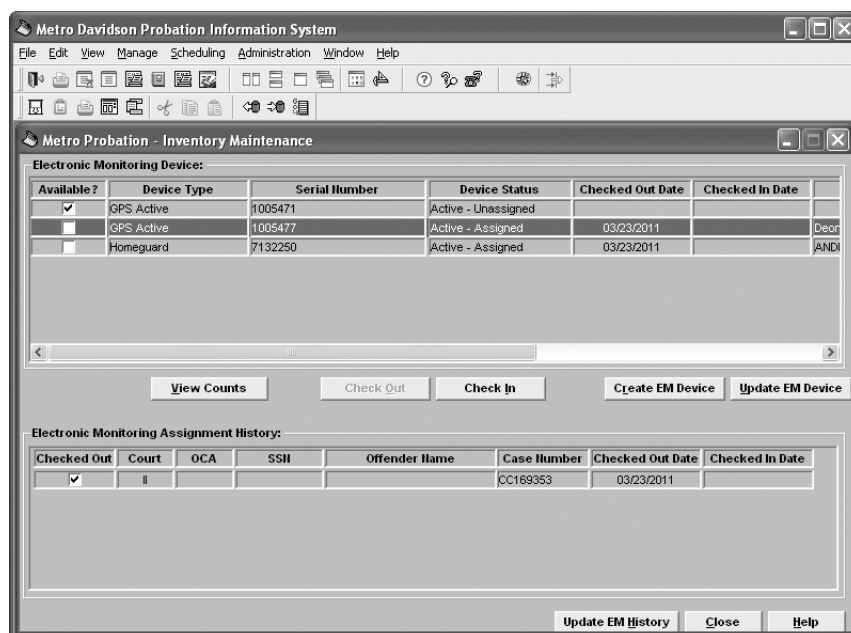
General Sessions Probation and JIS are working on a couple of key projects that will be instrumental in helping streamline processes in their office. The first project is the automation of the probation violation process. This project has the potential to make the probation violation process paperless, and will include electronic signatures used by the General Sessions Judges.

The second project is a data transfer between the drug testing equipment and the ADPB application. This project will have many benefits with the largest ones being the removal of double data entry, accuracy and integrity of the data in ADPB, and the availability of the drug test results, almost instantly in the court room.

Criminal Justice Information System (CJIS)

JIS is introducing accounting functionality to better assess and receipt cost on Criminal Cases in regards to the arresting agency fees as well as functionality for capturing the arrest fees for all warrant types.

By June, 2012, JIS will have implemented two releases of CJIS totaling over 400 hours of development time. These two releases will comprise outstanding issues to better improve the work flow for the DA's office as well as the Clerk. JIS continues to meet with these agencies on a monthly basis to assist them with their requests.

Power Builder Case Management Applications (continued)

Juvenile Information Management System (JIMS)

The Juvenile Court Clerk needs a way to send data to the state electronically, so that is something that JIS will work towards this year. There is also the need to accept data that will be coming from the state via a vendor, which would also assist the clerk's office in their processing of petitions. The second phase of a three phased project, to restructure JIMS, is also targeted for this year.

Public Defender Information System (PDIS)

The Public Defender's Office and JIS are currently working on some great projects. The Public Defender's Office has always wanted, and needed a way to help them track conflicts of interest. Currently, JIS is working on a project that will give the Public Defender's Office a tool that will assist them with tracking these conflicts. JIS and the Public Defender's Office are also working together on the automation of expungements for Public Defender clients who qualify.

Internal JIS Projects

Exchange Migration

JIS will begin the migration of the email servers from 2003 to 2010 in the second quarter of 2012. Currently, JIS has two servers for Exchange, namely a primary, and a standby. The upgrade plan includes the implementation of four new servers that will provide mirroring redundancy and high availability.

Oracle Upgrade

Oracle Database 11g Release 2 (11.2) provides some robust new features that are certainly going to improve the quality, efficiency and security of our oracle databases. The CJIS suite of oracle databases and most of its associated databases currently run on oracle version 10g R2. By upgrading to Oracle 11.2 we will take advantage of the many enhancements in the areas of Oracle Support, Application Development, Availability, Business Intelligence and Data Warehousing, Clustering, Diagnosability, Performance, Security, Server Manage ability and overall improvements in the database engine.

Here are four key areas:

1. **Support and Integration:** This entails the ability to utilize of the most current and robust technologies available. This is important not only because it provides opportunities for better support from Oracle and associated vendors but also because it facilitates integration with new and emerging technologies. Oracle progressively reduces the support available for its older database releases, and emerging oracle integrated technologies tend to be more effective or fully supported when running on newer database systems. By staying current, our users are guaranteed support for their database systems and our options as to what we can integrate with our database systems widens.

Internal JIS Projects (continued)

2. Performance: New in Oracle Database 11g Release 2, the Database Smart Flash Cache feature is a transparent extension of the database buffer cache using solid state device (SSD) technology. The SSD acts as a Level 2 cache to the (Level 1) SGA. Database Smart Flash Cache can greatly improve the performance of Oracle databases by reducing the amount of disk I/O at a much lower cost than adding an equivalent amount of RAM. Here we can get better performance at a lower cost. Disk I/O has been a performance bottleneck in some of our systems especially when running some reports. Also to improve performance 11.2 Table annotations support provides the ability to annotate a table as being cache worthy, which enables applications to leverage client and server result caching through deployment time knobs as opposed to making application changes. In addition, this feature provides automatic client cache invalidation. This feature allows non-intrusive application performance acceleration using client and server result caches. Web applications access ing our databases can benefit enormously from these enhancements.

3. Security: The new features in oracle 11.2 security cover areas that include encryption and auditing. Significant new encryption key management functionality has been introduced in Oracle Database 11.2 to enable complete integration with Hardware Security Modules and increased performance for Transparent Data Encryption. Audit Management has been simplified through the introduction of a new package for managing audit data on the Oracle database. Data security is very much enhanced in this new release. Following this migration, a new password security options and requirements will be made available to users.

4. Availability: Oracle 11.2 provides capabilities that keep the Oracle database available for continuous data access, despite unplanned failures and scheduled maintenance activities. These various capabilities form the basis of Oracle Maximum Availability Architecture (MAA), which is the Oracle blueprint for implementing a highly available infrastructure using integrated Oracle technologies. Amongst the new enhancements automatic block repairs allows corrupt blocks on the primary database or physical standby database to be automatically repaired, as soon as they are detected, by transferring good blocks from the other destination. another earlier point-in-time.
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Internal JIS Projects (continued)

In addition, RECOVER BLOCK is enhanced to restore blocks from a physical standby database. The physical standby database must be in real-time query mode.

This feature reduces time when production data cannot be accessed, due to block corruption, by automatically repairing the corruptions as soon as they are detected in real-time using good blocks from a physical standby database. This reduces block recovery time by using up-to-date good blocks from a real-time, synchronized physical standby database as opposed to disk or tape backups or flashback logs.

Backup is further enhanced by an easy-to-manage, low cost database backup to Web services storage, reducing or eliminating the cost and time to manage an in-house backup infrastructure. This is through the Oracle Secured Backup (OSB) which offers backup to Amazon S3, an internet-based storage service, with the Oracle Secure Backup (OSB) Cloud Module.

With the enhanced Tablespace Point-In-Time Recovery (TSPITR), you now have the ability to recover a dropped tablespace. TSPITR can be repeated multiple times for the same tablespace. Previously, once a tablespace had been recovered to an earlier point-in-time, it could not be recovered to another earlier point-in-time.

There are many more enhancements in availability options which make managing the oracle database more efficient and the daily routines of the DBA less cumbersome. Our clients will no doubt benefit enormously from the many new features available in Oracle 11.2, a more robust database system, following this upgrade.

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♿ Disclaimer

The Justice Integration Services agency does not discriminate on 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: Julia Binkley, 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.

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