JIS

2012 Annual Report

2012
Table of Contents

2 Message from the Chair

As Metro Government celebrates its first fifty years, many of its original departments and agencies have seen change, and some have come and some have gone, and some have been created out of necessity.

The Metro Information Technology Services department (ITS) is one agency that in one form or another has been in existence over this period of time, while the Justice Integration Services department (JIS) is an agency that was created by local ordinance in the early nineties.

While they both deliver information related services to Metro Government, their difference in age is not the only distinction between them. The services they provide are dictated by their mission statement and the needs of their customer/agencies in Metro Government.

Serving all of Metro's agencies ITS has the larger budget and staff of the two; ITS "provides information, communications, and business solution products…" to its customers while JIS provides "customized integrated case management software and technology support products…" to its customers.

While ITS serves all Metro agencies and departments, JIS serves only those involved in the delivery and performance of public safety and justice related issues. ITS concerns itself with maintaining the Metro network, data center and server management, as well as the phone and internet system. ITS also supports enterprise applications (applications that have Metro wide utility) while JIS serves a smaller population, and has a different set of responsibilities, namely; developing, and customizing court case management applications for their customers.

So while one agency serves all of Metro Government with some if its products the other serves some of Metro Government with all of its products. We support each other, we work well together and we look forward to another fifty years at least.

Michael F. Mondelli, Judge
Chairman JIS Policy Committee

3 Message from the Director

I want to begin by thanking the staff at JIS, who have again done an outstanding job in delivering new functionality to the JIS community and its customers. This was done during another difficult year where resources continued to be limited. The JIS staff has the ability to take on new responsibilities, learn new skillsets, deliver quality work, and deliver state of the art modules, applications, and websites that continue to keep the technology of the Court Case Management systems in Nashville Davidson County, at the top in the nation.

As you read this annual report, you will see some of the highlights of the work delivered this past year. This work has continued to benefit agencies, in terms of streamlining of business processes, and/or resource savings. Benefits continue to be expanded to the public as well.

In the coming year, JIS will continue to provide enhancements to the various applications, focusing, in part, on more paperless processes, as well as giving the applications more mobility.
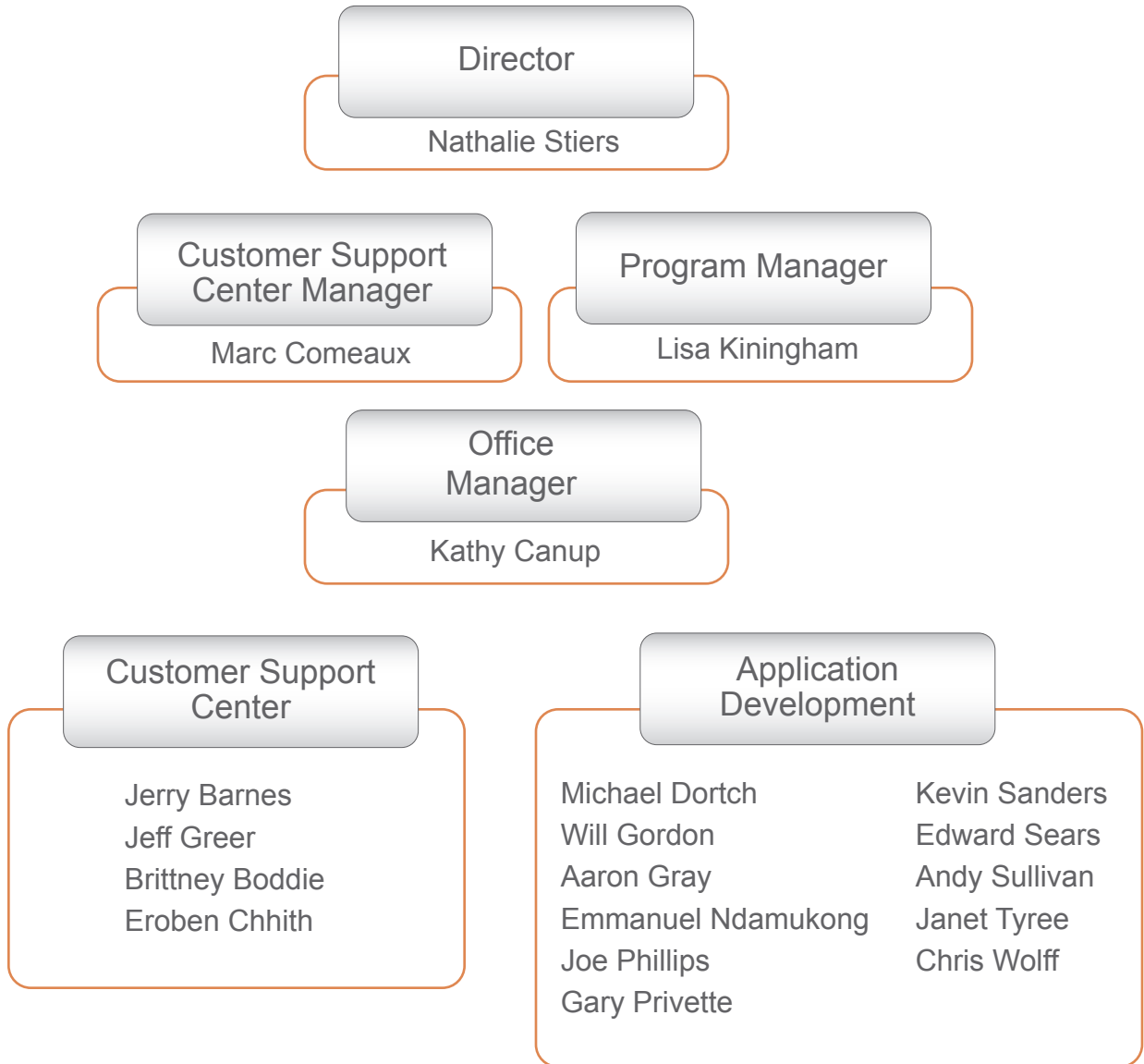
I would like to thank all of the partnering agencies for their support, as well as the opportunities, and new ideas they offer every day. This ensures that our work continues to be exciting, challenging, meaningful, and beneficial.

I would also like to thank Judge Michael Mondelli, JIS Policy Committee Chair, and General Torry Johnson, JIS Policy Committee Vice Chair, for their continued assistance and support.

Nathalie M. Stiers, Director

4 JIS Staff

Director

Nathalie Stiers

Customer Support Center Manager

Marc Comeaux

Program Manager

Lisa Kiningham

Office Manager

Kathy Canup

Customer Support Center

Jerry Barnes
Jeff Greer
Brittney Boddie
Eroben Chhith

Application Development

Michael Dortch
Will Gordon
Aaron Gray
Emmanuel Ndamukong
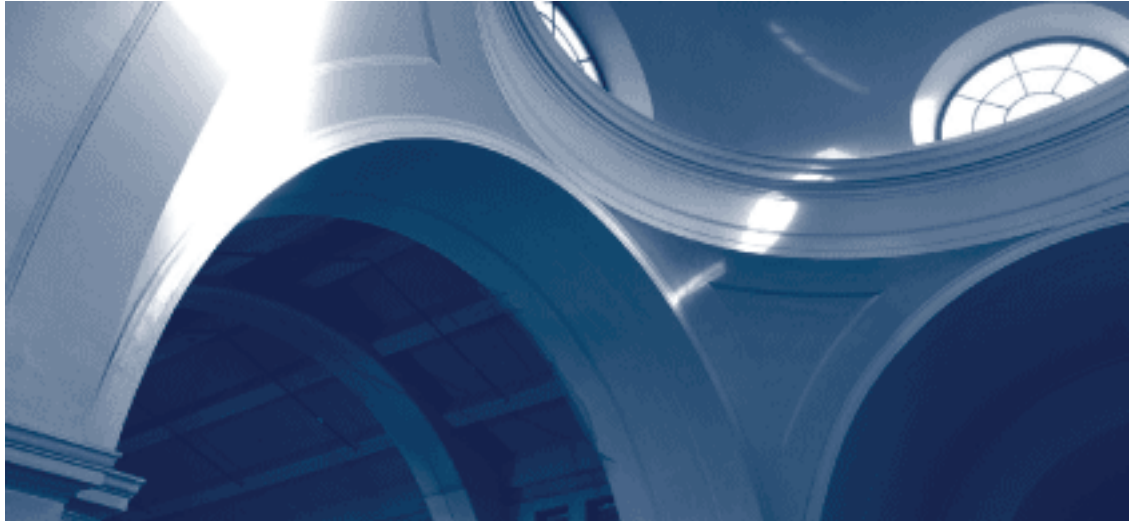Joe Phillips
Gary Privette

Kevin Sanders
Edward Sears
Andy Sullivan
Janet Tyree
Chris Wolff

5 JIS Member Agencies

The following justice agencies are members of 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.

6 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..

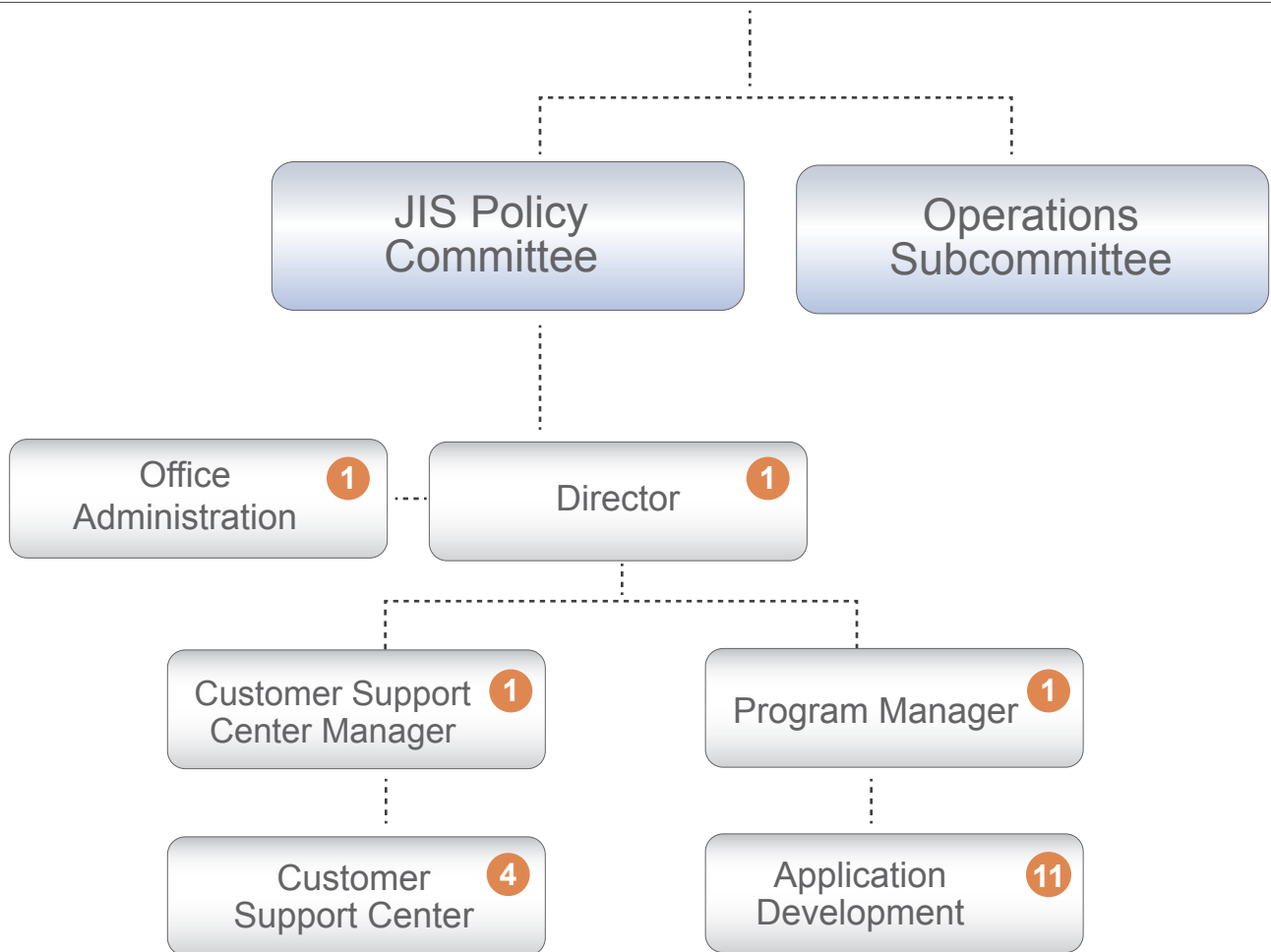|	
HONORABLE MIKE MONDELLI, Chair General Sessions Court Division VI **	
HONORABLE VICTOR S. (TORRY) JOHNSON, III, Vice-Chair District Attorney General**	
Mr. DARON HALL **	**Sheriff**
HONORABLE CHERYL BLACKBURN	**Criminal Court Division III**
MS. CHRISTI SCOTT	**Clerk and Master**
HONORABLE GLORIA DUMAS	**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 SOPHIA BROWN CRAWFORD	**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 **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 **.

7 JIS Organizational Chart

Chancery Court
Probate Court
Juvenile Court
Circuit Court Clerk

Circuit Court
District Attorney
Sheriff's Office
Metro Police Dept.

Criminal Court
Public Defender
Clerk & Master
Criminal Justice Planning

General Sessions Court
Juvenile Court Clerk
Criminal Court Clerk

JIS Policy Committee

Operations Subcommittee

Office Administration **1**

Director **1**

Customer Support Center Manager **1**

Program Manager **1**

Customer Support Center **4**

Application Development **11**

Mission Statement

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.

9 2012 Accomplishments
Web Environment

Criminal Court Clerk Mobile Website

In 2012, JIS introduced a mobile version of the Criminal Court Clerk's website. When a user navigates to the site (ccc.nashville.gov) from a mobile device, the user is automatically directed to the mobile site which is specifically formatted for the smaller screen.

This mobile site has many of the features currently available on the full site such as:

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 has 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 allows a user to view the person's scheduled for either the GS or CC dockets for any day

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

Staff Directory – A list of the staff of the Criminal Court Clerk's office along with their phone numbers
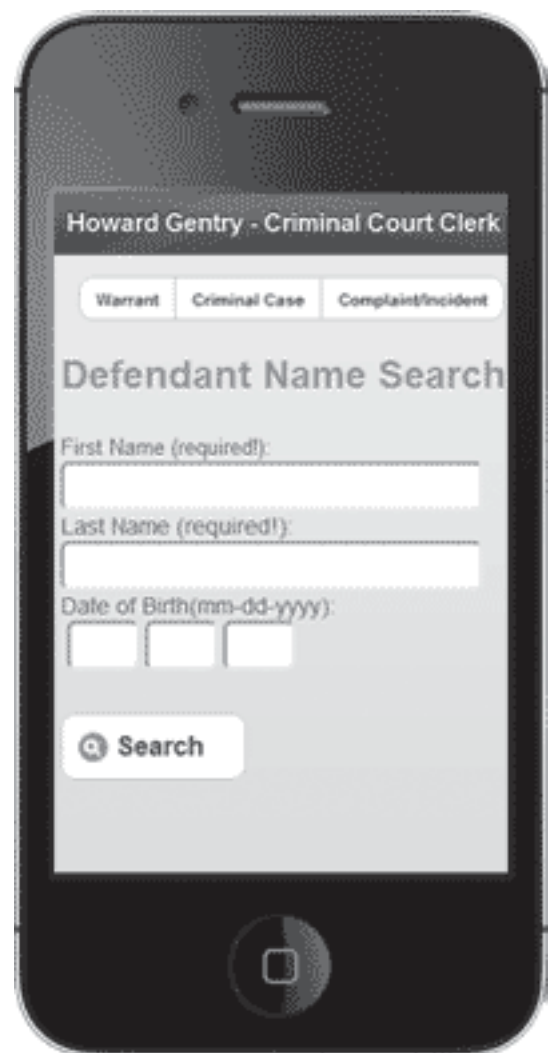
10 2012 Accomplishments
Web Environment

Criminal Court Clerk Website

JIS also deployed enhancements to the full site as well as new functionality that introduced services to the bar as follows:

- The ability for an attorney to mark themselves as the attorney of record. This new service feature allows for an attorney to navigate to a case on the web and securely mark themselves as attorney of record. An email of confirmation is generated to the attorney as well as any attorney that was previously marked as attorney of record.

- Receive notification of clients that are scheduled on the docket for the next business day. This new service feature automatically generates an email to an attorney of all scheduled clients that are currently scheduled on either the General Sessions or Criminal Court docket for the next business day.

- Case details and background report. This enhancement helped clarify to the public any charges which had been amended as well as added the offense date to the necessary reports.

- Improvements to court appearance details for Criminal Cases

11

2012 Accomplishments
Web Environment

General Sessions Court Intranet

JIS assisted with the upgrade of the General Sessions intranet, which helped them provide more tools for their employees. The intranet allows General Sessions Court employees to login and have a multitude of resources at their fingertips. The intranet provides training modules; a phone directory for all the metro departments; the ability to put in help desk tickets; the ability to see docket calendars; the ability to store commonly used forms in a central location, and much more. The look and feel of the intranet is similar to that of the General Sessions Court's website and it is a very helpful tool for all of the General Sessions Court personnel. JIS also houses and maintains the intranet, saving the General Sessions Court the cost on both hardware and maintenance.

Public Defender Website

JIS is happy to announce that the Public Defender office's site has been upgraded with a new look and feel as well as the addition of expanded availability of information. Most notable is the distinction between adult and juvenile services that they provide. The site includes a lot of information for the general public as well as for people who are facing charges in Davidson County. There are special sections for juvenile cases, as well as a section for immigrants. There is the added ability for the public to search for specific cases and know what the charges are, as well as what upcoming court dates may be set. All JIS sites are always being updated to help serve the public and the offices JIS serves. Look for the Public Defender's site to continue to receive upgrades and deliver more information.

Adult Probation (ADPB)

JIS implemented the Day Reporting Program (DRP) module into the Adult Probation (ADBP) application. This allows the Day Reporting Program to track their clients just like the other probation departments that utilize ADPB. This system integrates with both the DUI School as well as General Session Probation. This new case tracking system has allowed the Sheriff's Office to separate two distinctly different programs, while at the same time have them integrate with one another.

"This new case tracking system has allowed the Sheriff's Office to separate two distinctly different programs, while at the same time have them integrate with one another."

Having this type of integration saves resources in that these programs can share data as well as follow clients without having to call the different divisions to check on the status of individual clients. The deployment of the Day Reporting functionality was a huge accomplishment for JIS and the Day Reporting center.

Criminal Justice Information System (CJIS)

There were twelve builds developed for CJIS in 2012.
Some of the notable enhancements were:

Accounting Enhancements/Improvements:

- Automation of event creation for cases that meet Public Chapter 504 qualifications. This public chapter allows a suspension of a person's driver's license for unpaid court costs

- Receipting of arrest fees for appropriate agencies based on charging instrument type

- Automation of new mandatory fees

- Changes to various forms such as the failure to comply, second late notice and the introduction of the final payment notice form

- Service of subpoena fees

- Various improvements to the accounting functionality

2012 Accomplishments
PowerBuilder Case Management Applications

Criminal Justice Information System (CJIS)

Notable Enhancements (continued):

- Improvement to the sentencing screen as well as the charging instrument screen to view the proper TCA class and type

- Introduction of a warning message for persons making bond if there is a codefendant

- Incorporation of printing standards throughout the CJIS application

- Improvements to allow the identification of criminal defendants for cases exceeding 26 defendants

- Improvements for the District Attorney's office in the way bound over cases are located

- Improvements to various forms for the DA's office such as DA capias, case prep and other reports

- Improvements to the imaging component in CJIS to allow for the attachment of non-image files

- Improvement of data sent to ARMS via the centriod interface

2012 Accomplishments
PowerBuilder Case Management Applications

Juvenile Information Management System (JIMS)

JIS completed several enhancements to the JIMS system in 2012. Among them are:

> - The ability to modify staff members during the merge process
>
> - Conclude a case when all charges are adjudicated
>
> - Appropriate changes to the overdue letter that is sent to people who have outstanding balances.

Several other enhancements were delivered to enable the Juvenile application to more accurately track the data within petitions.   One of the most impactful being the ability to reinstate charges.

There were also enhancements to the accounting functionality which allow the Juvenile Court Clerk's office to fulfill all of their accounting needs from within the application. These enhancements included:

> - Adding costs availability to the decree screen
>
> - Creating accounts that are not associated to the general ledger which allows the Clerk's Office to track trust funds
>
> - Refunding of prepaid funds, and the ability to reset decrees for restitution purposes.

2012 Accomplishments
PowerBuilder Case Management Applications

Juvenile Information Management System (JIMS) (continued)

All of the enhancements provide the Juvenile Court Clerk's office with functionality that was not previously available thereby completely automating their accounting functionality, and saving resources.

JIS also assisted the Juvenile Court Clerk's office with the scanning project that was needed as a way to back up all of their paperwork electronically. This is a need that arose after the flood. The Clerk's office did all of the scanning. JIS provided technical support, as well as installed the necessary hardware and storage needed to accommodate this project.

Public Defender Information System (PDIS)

JIS did a complete analysis of the business processes in the Public Defender's office. Upon completion, JIS assisted in streamlining these processes and filling gaps where they were found. These processes and findings were thoroughly documented and presented to the Public Defender's office. This analysis allowed the Public Defender's office to pinpoint areas of improvement within their business workflow, as well as identify needs as they pertain to the tracking of data.

JIS also implemented the ability to create events from within the PD's application. This is a huge enhancement, as it allows the Public Defender's office to thoroughly track everything that occurs during the processing of a case. It also allows the Public Defender's office to report on very specific events that occur in their office throughout the year. An example of this would be the tracking of cards that are opened and closed for a specific time period, and the reason for their closing. This allows the Public Defender's office to share even more accurate statistics with the public, state, and metropolitan governments. The creation of events also helps the staff to be able to look at a case/card in the PD's application and know exactly where the case/card is in the process, as well as knowing exactly why a case/card was closed.
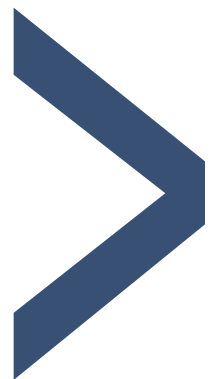
2012 Accomplishments
Internal JIS Projects

Exchange Upgrade

JIS successfully upgraded its email system to Microsoft Exchange 2010 this year. The migration portion of the project took three weeks with no downtime for the end users. The new system is much larger and faster and has new features. The new design includes the implementation of four servers that provide mirroring redundancy and high availability. Some of the highlights to the end user are:

- Automatic setup of Outlook 2010 clients

- Employee picture in email (where applicable)

- Conversation Cleanup deletes all email in a conversation with duplicate data while preserving the last message which contains all previous body content. This saves on space and makes things run quicker

- Conversation View searches all folders and organizes messages in a conversational view

- Today Bar now shows all of the day's events

- We now have much better control and security around mobile devices

- Reading Mode – One click access that minimizes the ribbon, all toolbars, and preview windows to maximize the message reading pane. One click reverts back to previous view preserving the layout

- Mail Tips – Outlook 2010 now tells you things like if the person you are emailing is out of the office or in a meeting before you send the message

- OWA now works much more like the Outlook client as well as being faster and easier to navigate

- 2010 added an Outlook Web Mini app, which makes browsing to OWA on a mobile device run much better than previous versions

- You can now easily access the public folders via OWA

2012 Accomplishments
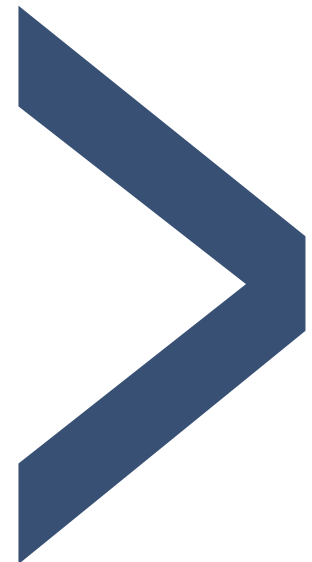## Internal JIS Projects

Oracle Upgrade

JIS upgraded all databases in the CJIS Suite to Oracle 11g Release 2. This version provides some robust new features that have improved the quality, efficiency and security of the JIS databases. JIS is taking advantage of the many enhancements in the area of Oracle support including support and integration, performance, security and availability which are just a few of the enhancements that make managing the Oracle databases more efficient.

PowerBuilder Upgrade

In preparation for the Oracle upgrade, JIS needed to upgrade all of the applications in the CJIS Suite from PowerBuilder 12.1 to 12.5. Since the applications were upgraded to version 12 last year, it made this upgrade much less complex; however, it provided new functionality such as sharing datasources with .NET, the ability to consume .NET events, and many more .NET integrations that can be utilized now and in the future.

2012 Accomplishments
Internal JIS Projects

Version Control Manager

The Version Control Manager (VCM) that JIS uses to deploy new builds of the applications in the CJIS suite was enhanced and upgraded. It was originally written in PowerBuilder version 8 and JIS successfully completed the upgrade to PowerBuilder version 12 after all enhancements were included.

VMware Host Addition

JIS installed a new Dell R710 server with 128G RAM into the vSphere cluster. The new vSphere cluster has four VMware hosts running 50 virtual machines (Servers). JIS also upgraded the vSphere cluster from ESX 4.0 to ESXi 5.1. All virtual machines (VM) had to be migrated off the host that was being upgraded, and then rolled back once the upgrade was complete. All four of the hosts were upgraded without any downtime to the JIS customers, or virtual machines. Since the upgrade, JIS has taken down the host servers twice for additional upgrades without taking down any client servers or impacting JIS customers at all.

21 2013 Projections

2013 JIS Projections

As JIS states its projections for 2013, 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 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 2013. In addition, this report does not account for project goals that will be met in 2013 that have not yet been requested.

22 2013 Projections
Web Environment

General Sessions Probation

In 2013, JIS hopes to have a new website dedicated solely to General Sessions Probation. The website will include a lot of information that will be helpful to everyone including probation administrators, probation officers, as well as probationers. These functions will include the ability to communicate with probationers via email, allow probationers to let administrators know of anything they would like administrators to know about, and the ability for probationers to find answers to any questions they may have about the process. JIS will be adding functionality that will help probationers locate conditions of probation, find out who their probation officer is, as well as an electronic way to contact them, find approved community service work sites, and much more. This website will be very beneficial to the General Sessions Probation office as well as the probationers they serve. This site will also be a way for the Probation office to let the general public know what it is they do for the community. The addition of this website will save time for the Probation office in phone calls received on general information as well as specific information being requested regarding rules and conditions, for example, which will be answers that can be easily found on the new website.

2013 Projections
PowerBuilder Case Management Applications

Adult Probation (ADPB)

JIS will be delivering the automation of data transfer between the General Sessions Probation's drug testing machine and the ADPB application. This is currently a manual process. This upgrade will allow Judges and GS Probation staff to know the results of drug tests within minutes of the tests being completed.

Criminal Justice Information System (CJIS)

JIS continues to work with customers to further improve and enhance the CJIS application, as well as all of the services delivered either through the web site or interface. Some of the notable goals currently lined up for 2013 are:

- Introduction within the CJIS application of consuming a web service from ARMS which will display arrestee alert information to the Commissioner at the bond setting when approving affidavits

- Introduction of Administrative functionality for the Criminal Court Clerk's office, such as the ability to perform an administration expungement (for mistaken arrests) as well as delete unnecessary information from various queues

- Improvement to receipting of cases to ensure all of the appropriate costs have been calculated

- Improvements for the accounting department to batch waive costs and fines

- Introduction of the ability to merge demographic records to ensure better data quality

2013 Projections
PowerBuilder Case Management Applications

Juvenile Information Management System (JIMS)

JIS hopes to accomplish the completion of Phases II (advanced alias functionality) and III (the use of adult juvenile), of the master name index project. JIS is also going to work with the Juvenile Court to find and implement software that will track juveniles who are being held in the Juvenile Detention Center.

There is a project in the works that will allow citations from the police department to be delivered electronically to JIMS, which is a manual process today. JIS and the Juvenile Court and Clerk will continue to find ways to use JIMS to not only accommodate the needs of the court system, but to do so in a streamlined and accurate way. Adding dashboard functionality into the JIMS application is also a target for 2013.

Public Defender Information System (PDIS)

A big project that JIS is going to tackle in 2013 for the Public Defender is to introduce contact and conflict tracking. This will allow manual creation of cases from within the PD application as well as provide a way to track people who are conflicts for their office.

The addition of the ability to create cases from within the PD application, which can now only be created automatically from data received through the CJIS applica-

tion, will allow the Public Defender's office to change current processes in order to more accurately track their clients. There are also several reports that are not interactive, that JIS will be adding to the PD application. This interactive capability and new functionality will allow the Public Defender's office to keep their cards/cases up to date more easily, and allow them to more accurately keep track of conflicting clients, which is currently an extremely time consuming process.

2013 Projections
PowerBuilder Case Management Applications

Public Defender Information System (PDIS) (continued)

JIS and the Public Defender's Office would like to add dashboard functionality as another goal set for the PD application. This addition will help the employees of the PD's office to streamline their processes, saving resources and keeping the data accurate and up to date.

Pretrial (PTAL)

There is a current list of enhancements and fixes that are needed within the PTAL application which will be coded and introduced during 2013. These include fixing the Court Appearance Log to filter out specific case statuses, adding sort order to the crystal reports window, Pre-Trial drug screening reporting, drug screen report form, and more. Pretrial Services would also like to have their process as paperless as possible, and JIS will be looking for ways to assist them with achieving this goal.

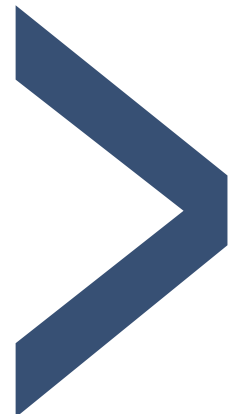# 2013 Projections
Operations

Site Recovery Manager

JIS will install Site Recovery Manager (SRM)to provide some new features in the vSphere 5.1 ESXi cluster to protect virtual machines (VM) in case of an emergency. SRM allows JIS to easily failover virtual machines (VMs) from the primary cluster/SAN to the DR cluster/SAN with a few keystrokes, in the event of an emer-gency. SRM works on both the VMware Host level and the EMC SAN level to break SAN mirroring and allow for VMs to be migrated over to the DR side. When the primary site is back up and functioning, SRM easily moves the VMs back to the primary cluster/SAN and re-establishes the mirror.

Mailbox Sizes

An upcoming project that has been discussed with the JIS staff, and the JIS technical contacts, is setting limits for mailbox sizes. To help conserve storage space on the Exchange server, as well as shorten the time needed to back up the data, JIS will set mailbox limits of 1.0 GB in May, 2013. The average mailbox size today is .255 GB. After this has been implemented, mailboxes that are .950 GB or higher in size will be sent a warning message. Users at 1.0 GB in size will not be able to send emails until they are under the 1.0 GB limit. However, at no time will the user not be able to receive mail.

27 2013 Projections
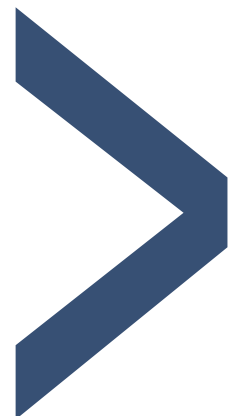## Operations

Windows 7 Migration

JIS has started the process of migrating from Windows XP to Windows 7 and from Office 2003/2007 to Office 2010. In late 2010, manufacturers & vendors stopped selling Windows XP, the current Metro standard operating system. Microsoft will end support for both XP and Office 2003 in April 2014. JIS' goal is to have all agencies migrated to Windows 7 / Office 2010 by Q3 2013. Since Metro has entered into an Enterprise Agreement with Microsoft which covers licensing for the new O/S and Office suite, no financial cost will be encountered for the migration.

Blackberry Enterprise Server 10

JIS will be deploying the Blackberry Enterprise Server 10 (BES 10), with the assistance of the District Attorney's office. BES 10 is not backward compatible with the existing BlackBerry phones, so JIS will have to run legacy BES 5 and BES 10 servers in parallel during the changeover. BES 10 can also manage Android and iOS devices, allowing administrators to manage all of an enterprise's mobile devices within one dashboard. BES 10 also runs BlackBerry Balance, which is a new feature that enables BB10 users to easily keep their personal and professional data separate on their devices.

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.