

JUSTICE IN MIGRATION SERVICES

jis

2013 ANNUAL REPORT



Message from the Chair

CHANGE....CONSTANT...CHANGE

It may seem odd that this Annual Report is dated 2013 coming this late in the calendar year; two-thirds through first quarter of fiscal 2014-15 but nevertheless it seems appropriate given how the above title has played out over the past year or so.

Seemingly contradictory but how else does growth occur?

Several months ago JIS was entering the budget process with high hopes. We had presented a good plan for growth and change but needed a budget that would support such plans. We had discussed keeping technological pace with the industry and wanted change to reflect that; this of course would require a financial boost but it would result in huge returns for our customers. The administration did not see eye to eye so we were not successful. JIS accepted its fate and proceeded with a workman like approach to the new fiscal year; determined to meet our customers' demand the best we could.

Once this new budget cycle started things changed; what seemed difficult a few short months ago was elevated to planning stages and with other customer related developments all of a sudden a glass half empty became a glass half full. It now seems our prospects have grown and JIS can continue as the title suggests and be the constant purveyor of technological goods and services for our customers.

On a different note JIS says Thank You to DA Torry Johnston who retired August 31. General Johnson was very instrumental in the very early years of JIS and over the many years in between has been a big supporter and an even bigger help in his role with the Policy Committee.

I want to also say that our JIS staff under the direction of Nathalie Stiers has once again shown its professionalism and class in the manner in which the personnel have continue to produce and perform notwithstanding budgetary setbacks. Metro is fortunate to have staff as dedicated and loyal as it does at JIS.

**Michael F. Mondelli, Judge
Chairman JIS Policy Committee**



Message from the Director

It has been another productive year at JIS. As you read this report, you will get a glimpse of some of the work that JIS and the JIS community have been busy with over the past year. Together we have produced functionality that has benefited agencies by allowing them to provide new and/or improved services, as well as save valuable resources.

In addition, JIS has begun a new venture with the development of web applications. With the growing need to create portable applications, JIS chose to develop new applications, and new functionality using .NET technology. Although the benefits are great, and JIS is excited about this new path, the new technology poses several challenges to JIS. Two of these are: the challenge of creating applications in a new technology, as well as supporting existing technology, with no additional resources; the learning curve that exists when training existing staff in a new technology. I am happy to say, however, that despite the many challenges that we face, that we have successfully migrated several applications onto the new standardized platform, and have also delivered several enhancements and new functionality. We have proven the capability to take on this new development. We continue to look forward to the exciting work that awaits us in the coming year.

I would like to thank the very talented and dedicated staff of JIS for another successful year. I would also like to thank Judge Mondelli, Policy Committee Chair, and Judge Brothers, Policy Committee Vice Chair for their support this past year. I would also like to thank former General Johnson for all of his years of support and assistance to JIS.

Nathalie Stiers
Director

JIS STAFF



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**.

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 THOMAS BROTHERS, Vice-Chair Sixth Circuit Court **

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	Juvenile Court Clerk
HONORABLE VICTOR S. (TORRY) **	District Attorney General
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 **.

ORGANIZATIONAL CHART

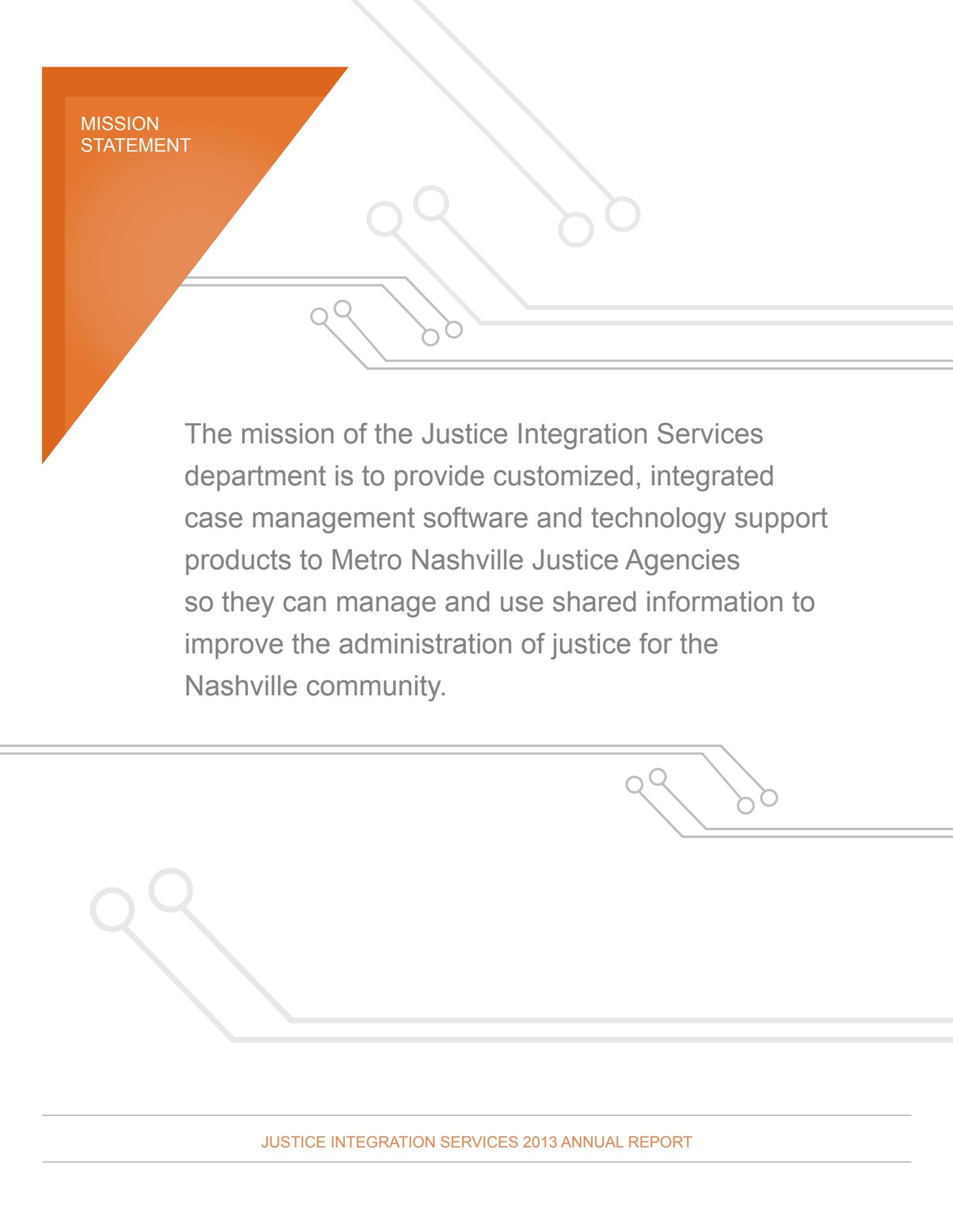
Chancery Court
 Probate Court
 Juvenile Court
 Circuit Court Clerk

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



The page features a decorative graphic consisting of a large orange triangle in the top-left corner and several light gray circuit-like lines with circular nodes extending across the top and bottom of the page. The text 'MISSION STATEMENT' is located within the orange triangle.

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.

CJIS

In 2013, JIS continued to work with the agencies to enhance the CJIS application to meet their changing business needs. The enhancements that were coded included such changes as the ability to process court filings or proceedings on multiple cases at the same time and the improvement of business processes through coding changes around expungement requests. All of these enhancements allow the user to spend less time to do the task at hand.

Batching

Most defendants who pass through the court system have more than one charge. As proceedings occur, the user must update each case one at a time. In 2013, JIS introduced the ability for a user to batch create the necessary events for all of the intended cases on an individual, or individuals, in all areas of the business of the Clerk's office such as:

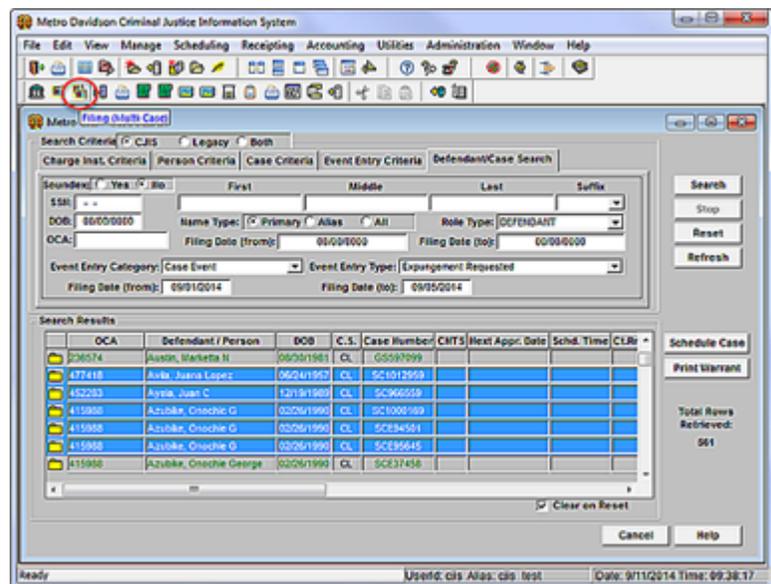
- The ability to batch waive costs and fines for those cases that have an order to waive said costs or for those cases abated by death
- The ability to batch continue multiple cases from the docket session detail screen
- The ability to batch create court determinations such as GS Probation Terminated, Dismissed or set aside/recall a capias from either the docket session detail screen or the locate case screen
- The ability to batch create orders for expungement from the locate case screen

ACCOMPLISHMENTS

Improvement to Business Process(s)

JIS also introduced functionality to assist with streamlining business processes in many areas of the Criminal Court Clerk's office as well as the District Attorney's office. Some of these include:

- Administrative functionality added to delete certain cases from various queues
- 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



CJIS Batch Event Creation Screen

ACCOMPLISHMENTS

Improvement to Business Process(s) (continued)

- Improvements to the defendant case history tab to better display the information the Clerk's office needed. There were additional columns added as well as the placement of existing columns to the defendant case history tab so that the users can find the information they need quickly and more efficiently
- Improvements to the expungement request process by having the system populate the order of expungement form with pertinent data already on the form
- Improvements to the expungement request process by having the system automatically create an order for dismissal form on the appropriate cases
- Addition of the automation of failure to comply (FTC) forms to be created for cases that have met the statutory criteria and the notification to the department of safety
- Implementation of additional information on the warning messages for the DA's office on releasing Grand Jury reports

Reporting to the Department of Safety (TNDOS)

Of special note was the introduction of electronic reporting to the Department of Safety. Prior to reporting electronically, the Clerk's office had to manually print and mail dispositions of the court as well as any failure to comply forms. The ability to send these electronically has greatly increased the efficiency of reporting. Some of the functionality introduced includes:

- Changes to the CJIS application to allow capturing required data for commercial vehicles
- The introduction of a staging table to house those records that need to be sent to the Department of Safety, including notices of convictions, failure to comply by payment within six months, failure to comply due to Public Chapter 504, driver's license releases, and notice of satisfaction by the court on those cases paid in full or where costs were waived due to indigency
- Changes to the automation of the Failure to Comply form
- The inclusion of sending the file through a secure File Transfer Protocol (FTP) process

ACCOMPLISHMENTS

Criminal Court Clerk Public Case Search (CCC)

Introduced in 2006, this award winning public case search web site continues to be one of Metro's heaviest visited sites. This site allows the public to search any criminal proceeding in Davidson County where a visitor may view a pending court date, affidavit, or obtain a person's background report. Some of the functionality introduced in 2013 was:

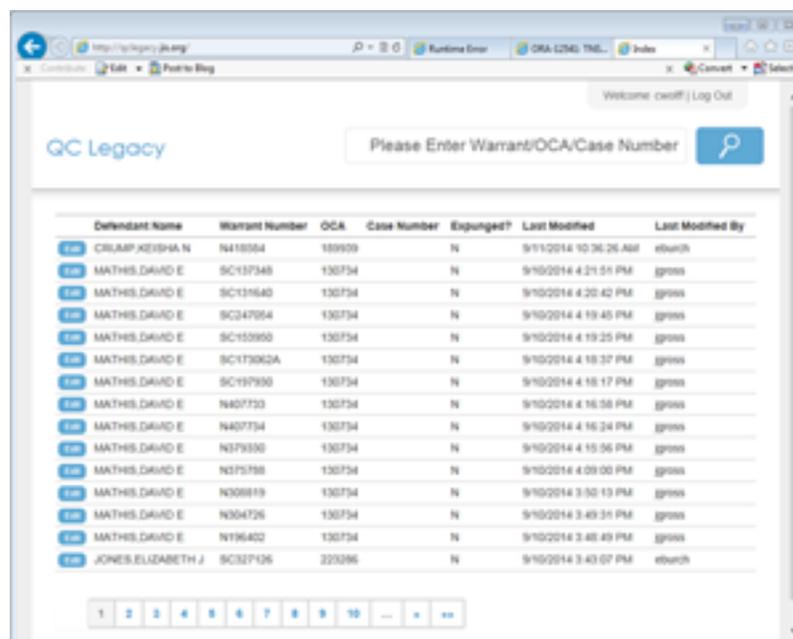
- The ability for an attorney to mark themselves as the attorney of record on a case
- The ability to email an attorney's calendar of cases scheduled for court
- Changes to the automation of the Failure to Comply form
- The addition of columns to add clarity to the person's case and background report; such as amended charge and date of offense

Please visit ccc.nashville.gov.

ACCOMPLISHMENTS

“QC” Legacy Data

In 2004, JIS created a web application for the Clerk’s office to manage their legacy data that once resided on the mainframe. This application allows the Clerk’s office to maintain their data, either through data corrections or expungements and is available to the CJIS application as well as the public case search. This legacy application was built using the existing tools available at the time, and was coded in java. This application was standardized in a .NET platform in 2013.



The screenshot shows a web browser window displaying the 'QC Legacy' application. At the top, there is a search bar with the placeholder text 'Please Enter Warrant/OCA/Case Number' and a magnifying glass icon. Below the search bar is a table with the following columns: Defendant Name, Warrant Number, OCA, Case Number, Expunged?, Last Modified, and Last Modified By. The table contains 15 rows of data, with the first row being 'CIRUMP, KEISHA N' and the last row being 'JONES, ELIZABETH J'. At the bottom of the table, there is a pagination control showing page numbers 1 through 10.

Defendant Name	Warrant Number	OCA	Case Number	Expunged?	Last Modified	Last Modified By
CIRUMP, KEISHA N	N418004	189009		N	9/11/2014 10:36:26 AM	eburch
MATHIS, DAVID E	SC137348	130734		N	9/10/2014 4:21:51 PM	grows
MATHIS, DAVID E	SC131640	130734		N	9/10/2014 4:20:42 PM	grows
MATHIS, DAVID E	SC247054	130734		N	9/10/2014 4:19:45 PM	grows
MATHIS, DAVID E	SC100900	130734		N	9/10/2014 4:19:25 PM	grows
MATHIS, DAVID E	SC173062A	130734		N	9/10/2014 4:18:37 PM	grows
MATHIS, DAVID E	SC197900	130734		N	9/10/2014 4:18:17 PM	grows
MATHIS, DAVID E	N407733	130734		N	9/10/2014 4:16:58 PM	grows
MATHIS, DAVID E	N407734	130734		N	9/10/2014 4:16:24 PM	grows
MATHIS, DAVID E	N379300	130734		N	9/10/2014 4:15:56 PM	grows
MATHIS, DAVID E	N375788	130734		N	9/10/2014 4:09:00 PM	grows
MATHIS, DAVID E	N308819	130734		N	9/10/2014 3:50:13 PM	grows
MATHIS, DAVID E	N304726	130734		N	9/10/2014 3:49:31 PM	grows
MATHIS, DAVID E	N196402	130734		N	9/10/2014 3:48:49 PM	grows
JONES, ELIZABETH J	SC327126	220286		N	9/10/2014 3:43:07 PM	eburch

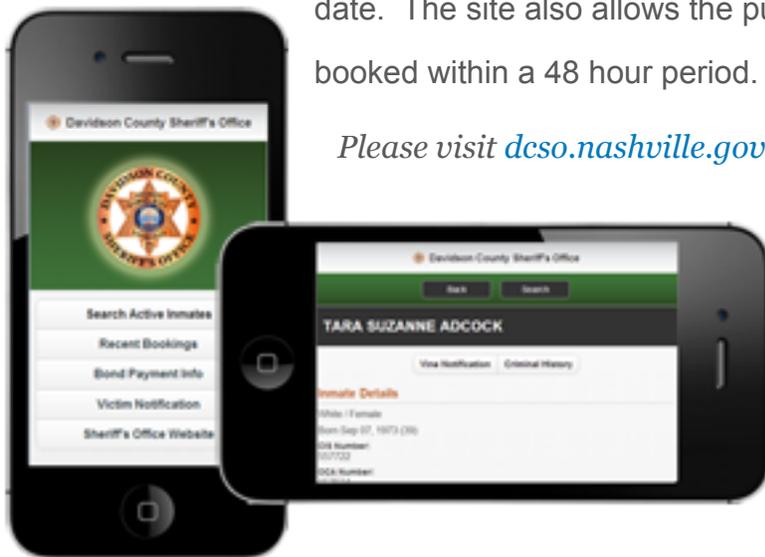
ACCOMPLISHMENTS

DCSO Active Inmate Search

The DCSO Active Inmate Search is a web application that was developed and deployed in 2005 using the existing tools that were available to JIS at the time. In 2013, JIS took this web application and redesigned it using the .NET framework. During the development process, JIS enhanced the application to also allow for viewing on mobile devices.

The DCSO Active Inmate Search allows the public the ability to search for all inmates that are currently within the DCSO facilities and have available to them information such as location, housing, charges and projected release date. The site also allows the public the ability to see all persons booked within a 48 hour period.

Please visit dco.nashville.gov.

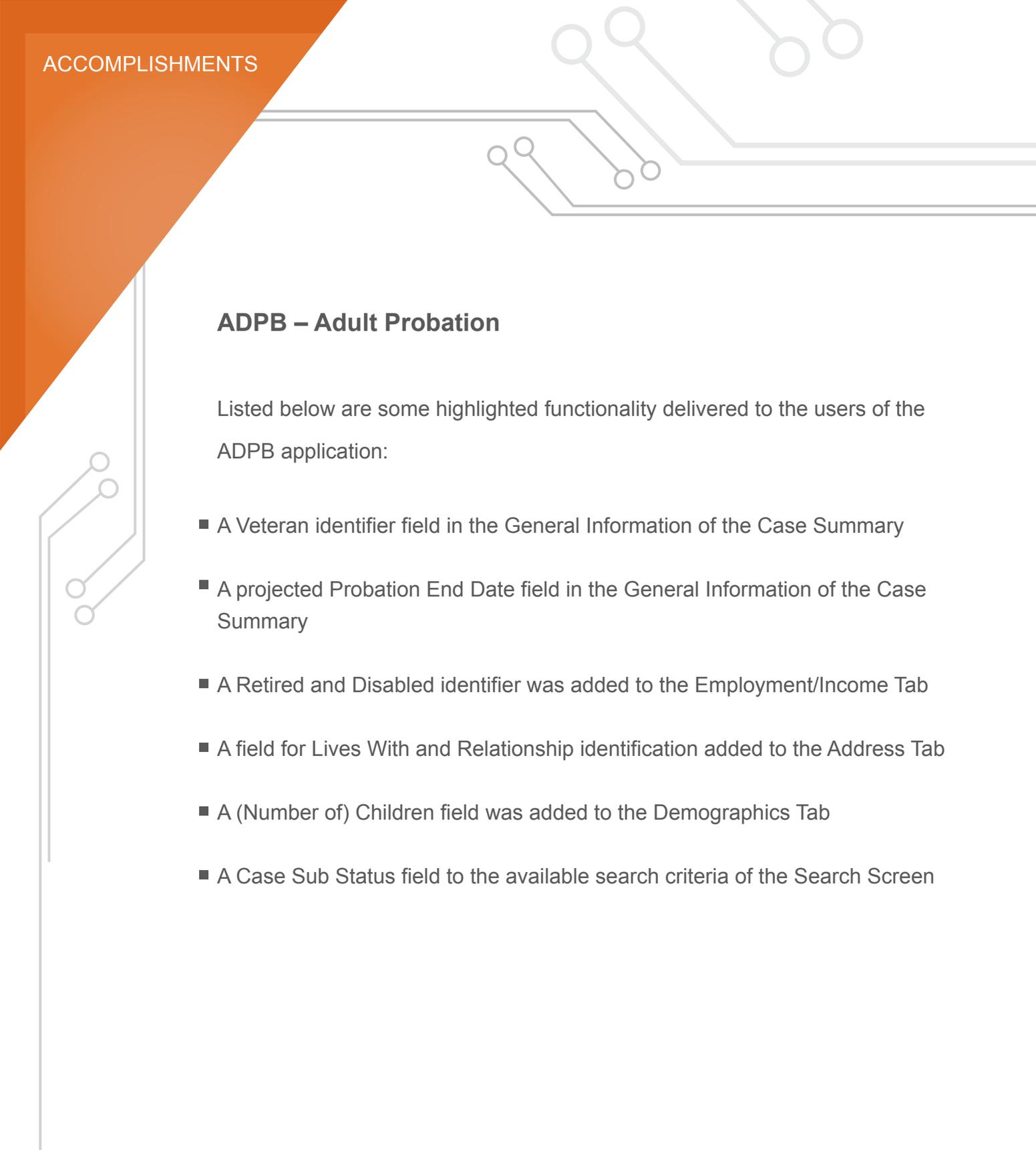


JIMS – Juvenile Information Management System

In 2013, JIS, Juvenile Court and the Juvenile Court Clerk's office saw a long and large project make it into production. This project delivered functionality that allows the JIMS system to be more of a person based system, rather than case based. This is crucial as the Juvenile Court operation focuses on individuals who are ultimately on many different petitions (cases). There were many hours expended by all three organizations to deliver this large enhancement to JIMS. The new enhancements have permitted the Juvenile Court to better track individuals that are part of their operation. JIS also delivered enhancements to the Juvenile Court Clerk's office accounting module this past year.

PTAL – Pre-Trial

This year Pre-Trial Services, a division of the Sheriff's office, worked with JIS to enhance their application PTAL. The enhancements include correcting outstanding issues, changing and updating forms and creating reports that Pre-Trial needed.



ACCOMPLISHMENTS

ADPB – Adult Probation

Listed below are some highlighted functionality delivered to the users of the ADPB application:

- A Veteran identifier field in the General Information of the Case Summary
- A projected Probation End Date field in the General Information of the Case Summary
- A Retired and Disabled identifier was added to the Employment/Income Tab
- A field for Lives With and Relationship identification added to the Address Tab
- A (Number of) Children field was added to the Demographics Tab
- A Case Sub Status field to the available search criteria of the Search Screen

.NET Development

Over the past year, JIS has been using .NET technologies to create web applications for both internal use, and the general public. By choosing .NET as the basis for new applications going forward, it has allowed JIS to leverage a proven technology to meet the growing needs of more public facing applications that can be easily scaled for desktops, tablets, or phones. .NET provides an integrated development environment which makes it simpler to integrate multiple technologies to work together seamlessly. It also provides a full library of proven third party applications that can be used and/or bought to help speed up the development process. Applications completed so far include QCLegacy, DSCO Search, Find My Court Date, Find My Probation Officer, along with a couple of background applications.



Blackberry Enterprise Server (BES) Upgrade

JIS performed a mass migration in the course of two days, moving all of the outdated Blackberry OS 7 devices off the old BES 5 and upgrading them to Blackberry OS 10 devices on the new BES 10 server. The benefits include:

- Giving the end user access to current phone technology instead of being forced to use outdated models to comply with the BES 5
- Higher security on both the phones and the server
- Integration with ActiveSync



Oracle Data Warehouse Migration

When CJIS went live in 1999 with its new, more refined and robust methods of data collection and management, the question of what to do with pre-CJIS criminal data remained. Direct integration of pre-CJIS data into the CJIS database was not a good option. The less stringent pre-CJIS methods of data collection and storage could have made such data unsuited for the new system and perhaps created some data inconsistencies.

It was not until five years later that the decision was made to make available pre-CJIS data through the current CJIS PowerBuilder application. Employing a data warehouse was a plausible solution because it protects the integrity of the current CJIS system, but allows it to relate to, and call pre-CJIS data from a separate legacy database system. The CJIS data warehouse is, in essence, a database system designed to store historical criminal data of potential interest to law enforcement. It stores pre-2000 criminal records and relates it to current criminal profiles where ever they exist, to present a more comprehensive criminal history to criminal justice enforcement agencies.

Oracle Data Warehouse Migration (continued)

Initially done in oracle 9.2.0.4, the CJIS data warehouse and its accompanying database repository needed an upgrade to meet evolving technology. The migration of the CJIS data warehouse from oracle 9.2.0.4 to oracle 11.2. was a feat accomplished in 2013 with great benefits to our customers. Its development tool, Oracle warehouse Builder (OWB 11gR2), offers updated more flexible data integration capabilities: code template-based data integration, real-time DI and web services support.

The new release also offers a greatly improved user interface that exposes familiar and new features in a user interface built on the JDeveloper framework used in other Oracle developer tools. Customers on any supported database version can benefit from these features. Above all, migration ensures we are going to continue to have full support from oracle which was being reduced or retired for oracle 9.2.0.4 and prior releases.

The Oracle logo is displayed in white, uppercase letters on a solid red rectangular background.

What's Up Gold Monitoring

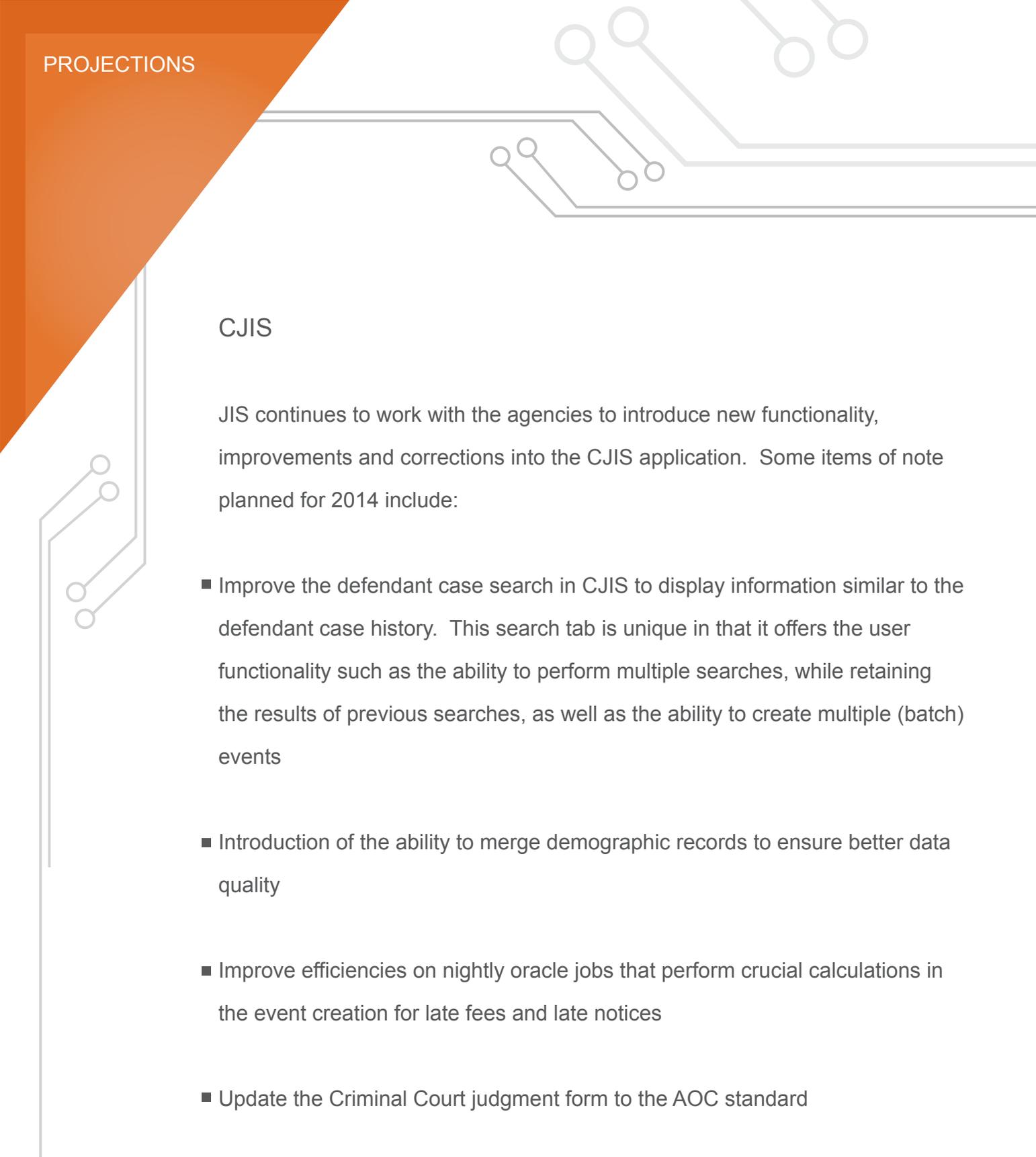
JIS has replaced the old version of What's Up Gold (WUG) with the most current version. The old version could only ping servers to determine whether they were running or not, then send out an email alert if a server did not respond in a timely manner.

The new version interfaces directly with the servers to read memory, CPU usage, network usage, disk space and applications to determine the health of the server and sends out alerts based on predefined parameters. So now from a single window JIS can see disk space and utilization on all servers. Alerts are also received based on any number of states instead of just whether or not it is responding to ping requests.



2014 Projections

As JIS states its projections for 2014, 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.



PROJECTIONS

CJIS

JIS continues to work with the agencies to introduce new functionality, improvements and corrections into the CJIS application. Some items of note planned for 2014 include:

- Improve the defendant case search in CJIS to display information similar to the defendant case history. This search tab is unique in that it offers the user functionality such as the ability to perform multiple searches, while retaining the results of previous searches, as well as the ability to create multiple (batch) events
- Introduction of the ability to merge demographic records to ensure better data quality
- Improve efficiencies on nightly oracle jobs that perform crucial calculations in the event creation for late fees and late notices
- Update the Criminal Court judgment form to the AOC standard

CJIS (continued)

- Perform a business and technical analysis of sending criminal dispositions to the AOC criminal repository along with the scanned image of the judgment
- Perform a business and technical analysis based off the Mayor's Domestic Violence report for improvements for the commissioner in the determination of setting bond
- Introduce functionality for the DA's office in the printing of judgment worksheets
- Implement additional warning messages around certain cases when processing a payment
- Implement additional security around Criminal Court cases and the filing date
- Introduce payment plans around Public Chapter 504
- Introduce functionality to ascertain those persons who fail to adhere to a payment plan and report to the Department of Safety

Criminal Court Clerk Public Case Search

The original Criminal Court Clerk Public Case was created in 2005 and deployed in early 2006 using Oracle Portal as the platform for delivery of the content on the web. In 2013, JIS began the process of moving the technology from portal to .net.

Through the development process, JIS will be able to enhance the user experience by incorporating features such as better mobility when viewing on mobile devices, the ability to view future and past court dates, related cases, and all available cases on a person that is in the CJIS system. JIS will also enhance existing reports to provide easier navigation from report to case.

State Traffic Online Payments

The State Traffic Online Payment application is an application that JIS deployed for the Criminal Court Clerk's office which allows those offenders to pay their state traffic citation online, if the offense is applicable. JIS coded this in the java environment at the time and this is one of the applications that will be redeployed in the .net environment.

TBI Expungement Search

The TBI expungement search was built originally in 2007 “re-using” the portal code of the public case search. This site is used by the TBI in the verification of expungements as they receive them.

JIS will move this over into the .net environment. As part of the development of this application, JIS will implement SSL encryption for both this site, and the public case search.

Mental Health / Drug Court (MHDC) Application

The MHDC application is a case management system that was deployed in 2007 using the java tools available to JIS at that time. The MHDC application allows a case manager to create their clients records from CJIS, record the assessment and drug screens as well as view any upcoming court dates.

JIS will move this over into a .net environment which will allow JIS to better update and maintain the application to meet the needs of the users.

Citation Management System

The Circuit Court Clerk has approached JIS to possibly develop a citation management system which would allow their staff to manage all of the traffic, parking and Metro citations issued by various Metro agencies. JIS reviewed the current processes for processing and managing state traffic tickets through the CJIS application with the Circuit Court and found functionality similar to the needs of the Circuit Court for this application. JIS has asked for permission to perform a business and technical analysis of the processes that the Circuit Court Clerk currently uses along with a gap analysis of current CJIS functionality.

ADPB – Adult Probation

The latest upgrade to the Adult Probation (ADPB) application, scheduled to be completed during the first quarter of 2014, is the implementation of automated Probation Violations. This will enable the General Sessions Probation Officers and the Davidson County Sheriff Office Day Reporting Program Treatment Counselors to create Probation Violations within the ADPB application.

ADPB – Adult Probation (continued)

The significance of this enhancement is that it will allow the probation officer or treatment counselor to create a standardized warrant with minimal data entry. With the exception of some warrant specific data entry by the probation officers/treatment counselors, all other pertinent data required on the warrant will be automatically added from the data stored in the ADPB and CJIS databases. This development will enhance the integrity of the data as well as saves major resources for both departments.

JIS, in conjunction with State Trial Courts, DUI School, Community Corrections, and the Day Reporting Program, integrated the drug testing process. This entailed exporting the drug test results from the vendor's application and importing the results into ADPB application, which is used by these agencies. The integration between the vendor's application and the ADPB application allows the roughly 1,500 drug tests performed by State Trial Courts to automatically populate the agency's database for which the test is being performed. For example, if the DUI School makes a request for a drug test for a client, the

ADPB – Adult Probation (continued)

test is performed by State Trial Courts and the results populate in the DUI School's portion of the Adult Probation database. This integration not only speeds up the process for all of these agencies, but it also increases data integrity and ensures accuracy.

PD APP – Public Defender application

JIS will release new functionality for the Public Defender's office which includes several key functions. The first big change will be that all demographic fields, including address and phone numbers, are imported into the application, versus simply being a view into another database. This is important because it permits the Public Defender's office to make changes to this information when needed. The second important piece of functionality is the ability to create what are referred to as "contacts". A contact is a person, who has either been charged with a citation that has yet to be booked, or a person who has not been charged but may soon be, and therefore there are no records in the

PD APP – Public Defender application (continued)

clerk's system. The Public Defender's system will allow the Public Defender's office to manually create these records, where in the past this was not possible as they had to rely upon the Clerk's system. These new functions will be accompanied by the ability to merge contacts into a new criminal case or general session's card transferring and merging the data into one record. Lastly, the merging of events and time entries will be completed. This permits a one step process to capture notes, events, and the amount of time entered on a case.

PTAL - Pre-Trial

There is a large build in progress for Pre-trial Services. This build is going to expand on the progress made last year. This project focuses on further enhancement of the PTAL application as well as getting more reports written. JIS is excited to deliver functionality that will save resources, increase data integrity, and deliver the information needed by Pre-trial.

Windows 7 Migration

With Microsoft placing an end of life on Windows XP and Windows 7 becoming the standard operating system, JIS will work with all agencies to ensure that migration to Windows 7 is complete, and that the CJIS suite of applications will continue to function for all users on the new operating system. The following will need to be done:

- Work with the agencies on the user settings for application deployment
- Test and communicate necessary changes to the machine environment for the application to work successfully
- Test the 3rd party tools that CJIS uses for emailing, spellchecking and generating PDF's as well as saving images to the database in the Windows 7 environment

Crystal Reports Server Move and Upgrade

JIS will perform a migration of the Crystal Reports server to a newer server with upgraded software that will allow JIS to continue to email critical reports to various JIS supported agencies. These reports range from daily arrest reports for probationers and those defendants currently enrolled in the Mental Health and Drug Court program to weekly exception reports. These tools have been invaluable to the day-to-day business of the JIS supported agencies. This server move will also allow JIS to move forward with the migration of Crystal Reports in the CJIS suite of applications.

The current version of Crystal Reports used in the entire CJIS suite of applications is Crystal Reports 8.5. This product was delivered with the first PowerBuilder application, CJIS, in 1999 and has since become de-supported by the company. JIS will use this opportunity with the server migration to migrate all of the PowerBuilder applications to Crystal Reports 2013 which is the latest version of the software.

Move to Wordpress for Website Content Management

In 2014, JIS will move all of the websites to a new content management system – Wordpress. This move is significant for many reasons. First, in making this move, all of the JIS maintained websites will be moving to a new and faster server. This will ease the strain of web traffic and allow the sites to perform at better speeds. Secondly, the move to Wordpress allows for easier and more efficient updating to the websites. Also significant, all departments with websites maintained by JIS will have the option to give their websites a “facelift” during this transition. This will allow for sites that have not been updated in some time to get a new look and feel. Finally, this transition will allow JIS to stay on the cutting edge of web browsing by providing a mobile friendly view of all of its maintained websites.

Research New Backup Solutions

JIS currently uses Backup Exec to backup data to tape then ships those tapes offsite to a secure facility. The current method uses full backups, where all files are backed up to tape and incremental backups where only changed files

Research New Backup Solutions (continued)

are backed up to tape. But if a single change is made to a file, for instance a PST file, then the entire file must be backed up even in an incremental. These types of backups take a long time to run; usually 12 hours for an incremental and 72 + hours for a full backup.

JIS is looking at some new backup/Disaster Recovery solutions to increase the speed and reliability of these backups by eliminating the tapes and backing up to disk instead. These methods use deduplication technology to just backup the changed blocks of information after a golden copy is made. So instead of backing up an entire PST file after a single byte was changed, the new method would only backup that single byte, and then attach it to the original copy, making it look and act like a full backup was run. This would reduce the backup window from days, to just a few minutes per day.

This would also make backups instantly available for restore once a request comes in; where now we have to find the tape the backup is located on, request the tape from the storage facility, wait for the tape to arrive, then restore the tape. This would usually take two or three days to accomplish.

Research New Backup Solutions (continued)

To take this a step further, one of the solutions JIS is looking at would allow us to take backups, during an emergency and mount them at alternate locations. This would give the ability to bring Oracle, Exchange and file systems back online within minutes instead of days, once the decision is made to do so.

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: Kathy Canup, 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, 404 James Robertson Parkway, Suite 1000, 37219, (615) 862-6640.