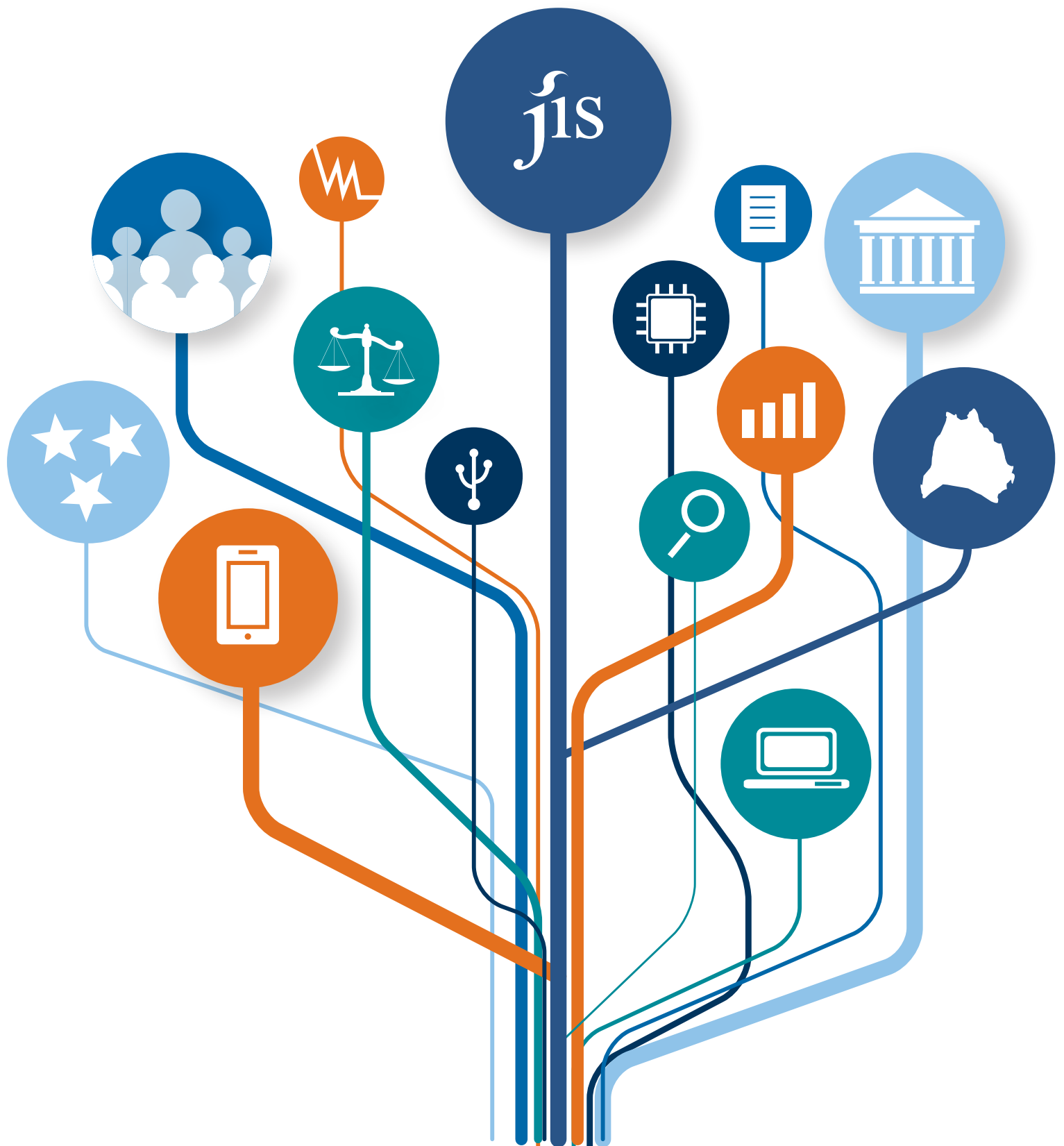# FY2017

ANNUAL REPORT

NATHALIE STIERS
DIRECTOR

Last year, the Administration requested that every department list its top three budget enhancements proposed as the highest priorities for the next three years. The priorities listed by JIS were:

- **Implement a tapeless backup solution**
- **Replenish the training budget which had not been funded for several years**
- **Increase the number of JIS staff in order to accommodate the requested work and to minimize maintenance risk**

As you will read in this report, JIS received the funding for and implemented the new backup solution. In addition, the training budget was funded. Because technology had to continue to be upgraded and supported, those years without a training budget were not only difficult, but the risk of supporting those technologies continued to grow. I must take a moment to commend and thank the JIS staff for seeking every free learning opportunity possible, and spending countless hours of personal time researching and learning in order to continue to implement and support JIS in all its endeavors over the past years.

When determining the needs based on outstanding work, data growth, new projects, and both an expanding application and customer base, it became evident that JIS needed an increase of 4 staff members in order to properly meet those needs. Although we did not receive all of these positions for FY18, I am pleased that JIS has been given one additional position and will plan next year's work accordingly with the resources that we are budgeted for.

We already have many new projects planned for FY18. We are moving forward with the implementation of enhancements to existing products, making more information and services available online to the public, taking on brand new applications, and tackling large upgrades.

I would again like to thank Judge Mondelli and Judge Brothers for their guidance and assistance as Chair and Vice Chair of the JIS Policy Committee.
I look forward to the work ahead as the JIS partner agencies and the technical staff of JIS continue to work together in the true spirit of collaboration. This always makes for exciting work and results in huge benefits for the Nashville Courts and Community.

MICHAEL F. MONDELLI
CHAIR

Briefly these past 12 months JIS has had its share of downs with venders and ups with our customers. Our vender issues have been smoothed out and as you will read later on JIS has been most instrumental in achieving our clients' objectives in an admirable fashion. As Chair of the JIS Policy Committee I want to begin this new fiscal year by recognizing all JIS personnel and saluting them for their hard work and dedication to our mission.

In shuffling my approach to this year's message I have asked for observations and comments from two of our largest customer/agencies. As a result Circuit Court Clerk Richard Rooker and Criminal Court Clerk Howard Gentry have responded. I would offer these comments as testimony to the relevance, necessity, level of support and standing JIS maintains with the Courts of Davidson County.

We currently have many projects for our various customer/agencies in various stages of development; and JIS looks forward to providing all its customers with the latest technology and advice so as to better serve them as well as our "real" customers…the citizens of Davidson County.

Michael F. Mondelli, Judge
Chair JIS Policy Committee

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 THOMAS BROTHERS, Vice-Chair Sixth Circuit Court **

**Mr. DARON HALL **

HONORABLE CHERYL BLACKBURN

MARIA SALAS

HONORABLE HAMILTON GAYDEN

MR. STEVE ANDERSON **

HONORABLE SHELIA CALLOWAY

MR. DAVID SMITH **

GENERAL GLENN R. FUNK **

MR. RICHARD ROOKER **

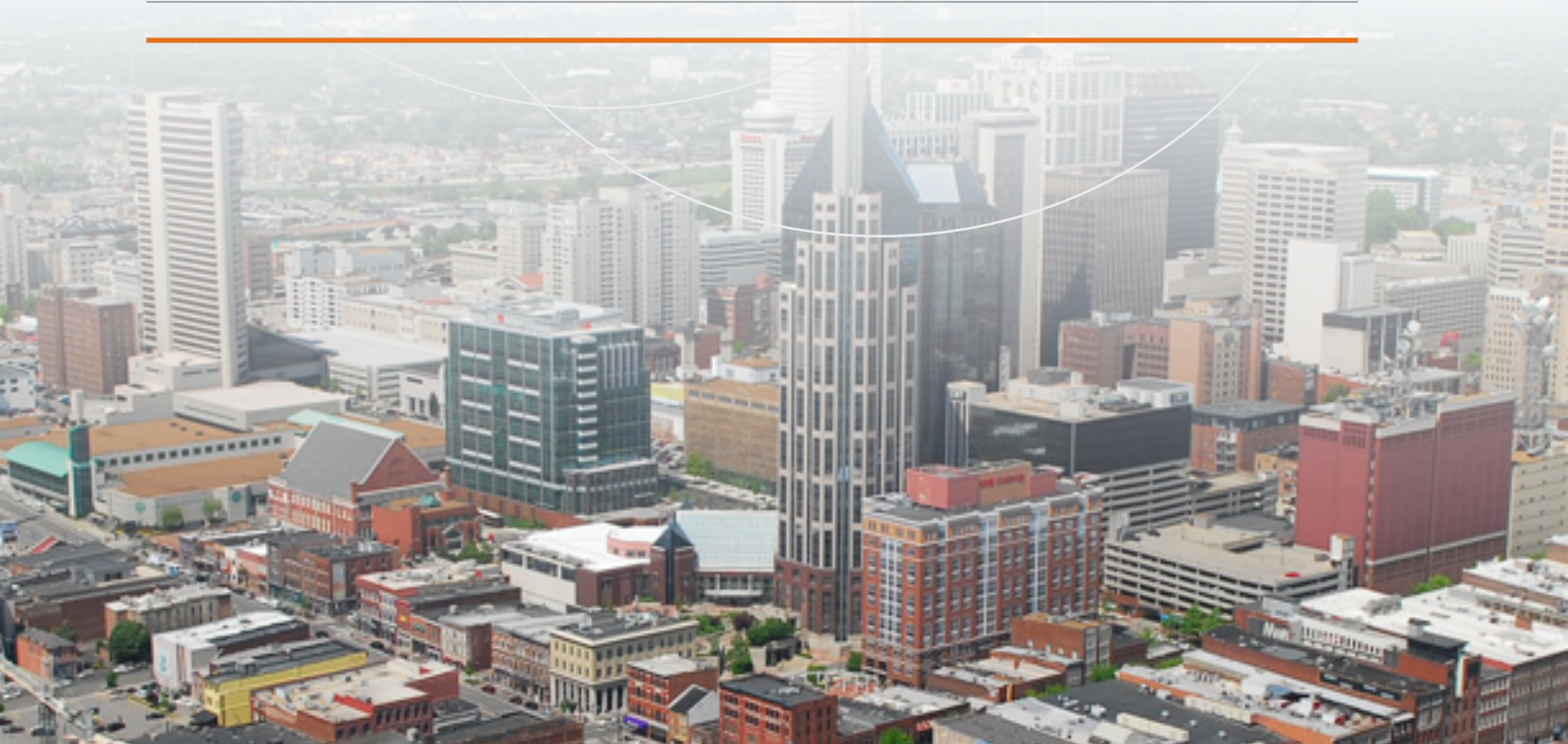**MR. HOWARD GENTRY****

MS. DAWN DEANER **

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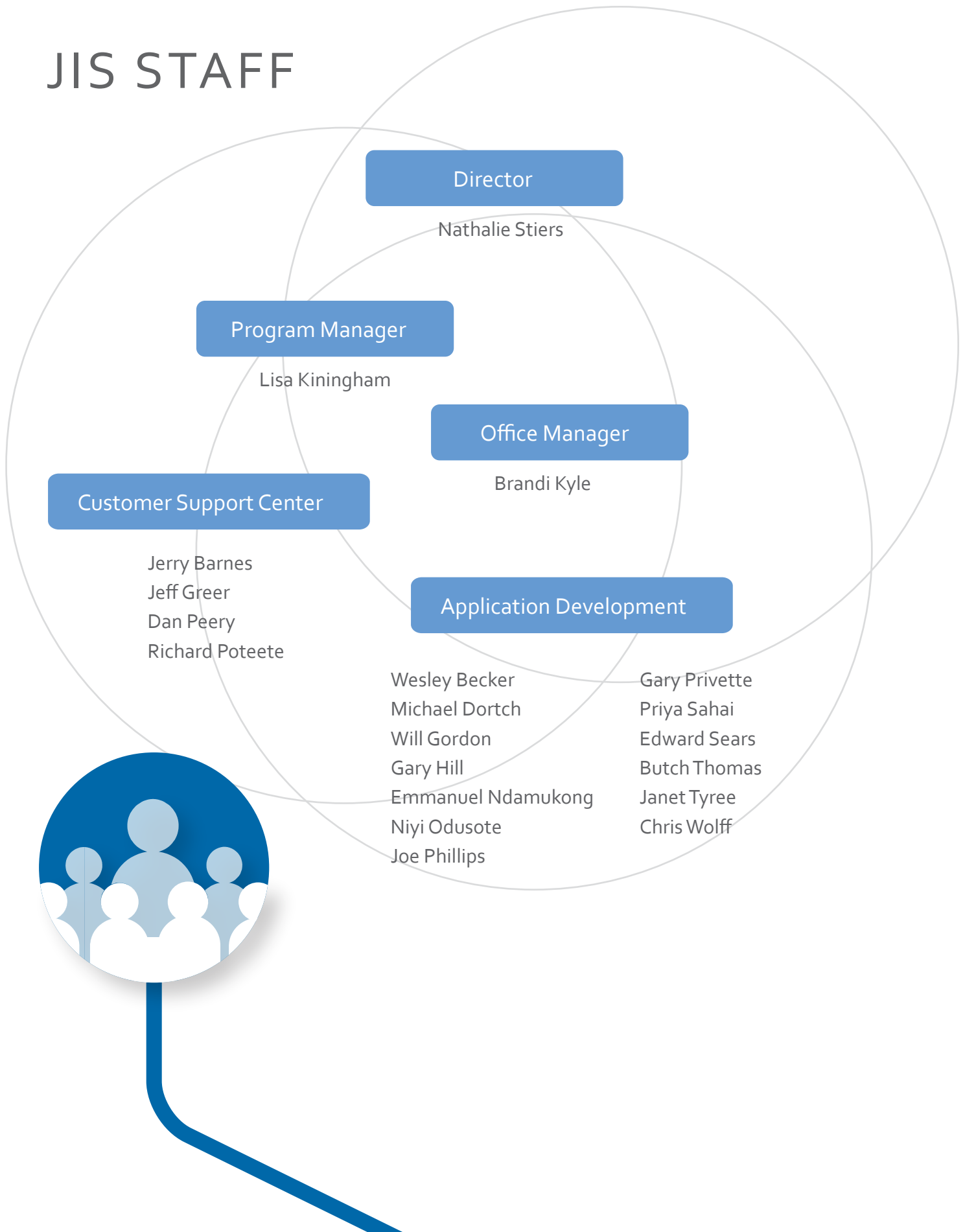
JIS STEERING COMMITTEE

The work that JIS performs is prioritized and approved by the JIS Steering Committee.

Members:

Richy Vaughn	**Metropolitan Nashville Police Department**
Michaela Mathews	**District Attorney**
Jim Sanders	**Juvenile Court**
Julius Sloss	**Juvenile Court Clerk**
Kim Risby	**Community Corrections**
Joan Sheffer	**Davidson County Sheriff's Office**
Donna Blackbourne Jones	**Criminal Justice Planning**
Alfred Degrafinreid	**Criminal Court Clerk**
Warner Hassell	**General Sessions Court**
Karen Williams	**Public Defender's Office**
Nathalie Stiers	**Justice Integration Services**

JIS STAFF

Director

Nathalie Stiers

Program Manager

Lisa Kiningham

Office Manager

Brandi Kyle

Customer Support Center

Jerry Barnes
Jeff Greer
Dan Peery
Richard Poteete

Application Development

Wesley Becker
Michael Dortch
Will Gordon
Gary Hill
Emmanuel Ndamukong
Niyi Odusote
Joe Phillips

Gary Privette
Priya Sahai
Edward Sears
Butch Thomas
Janet Tyree
Chris Wolff

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.

RICHARD ROOKER
CIRCUIT COURT CLERK

JIS has been instrumental in streamlining and enhancing the Traffic Violation Information System (TVIS). The successful TVIS implementation with JIS was a major milestone for the Traffic Violation Bureau. Over the years, we experienced various set backs from other vendors and contractors that failed to produce a viable system that met the needs of our robust operation. JIS has been great with providing the resources for development, testing, and support. The initial installation of TVIS was just the beginning of a successful working relationship with JIS as they are committed to listening and understanding our business processes. The TVIS project has helped streamline some of our business processes and will continue to evolve as we use technology to achieve an unmatched level of efficiency and customer satisfaction.

We are currently working with JIS on adding various functionality and enhancements to the TVIS program which include:

- Development and Conversion of Viaduct system
- Pricing Automation
- Creation of General Ledger and Receipting Module
- Collections Reporting
- New configuration for Imaging within the TVIS program

E-Filing

JIS has provided guidance and valuable input in the selection of a vendor for the upcoming project. Instead of creating three different systems, a single vendor will produce a system that will benefit the Circuit, Criminal, and Juvenile Court Clerks' offices including end users. The creation of an E-Filing system will allow attorneys, litigants, court staff, and other Metro agencies to electronically file new cases and existing court documents through a single portal. Documents will be filed directly with the appropriate Clerk's Office without requiring the production of paper copies or the services of a third party. The E-Filing system will be robust and automate many functions across the respective offices. This major project is a big undertaking and functionality will be implemented in different stages over the next few years.

Metropolitan Government of Nashville

TWENTIETH JUDICIAL DISTRICT

HOWARD GENTRY, JR.
CRIMINAL COURT CLERK
DAVIDSON COUNTY

JUSTICE A. A. BIRCH BUILDING
408 2ND AVENUE NORTH • SUITE 2120
NASHVILLE, TN 37201
615-862-5601

July 11, 2017

The Honorable Michael Mondelli
AA Birch Courthouse
408 2nd Avenue North
Nashville, TN 37201

Dear Judge Mondelli,

Justice Integration Services and the Office of the Criminal Court Clerk. The Office of the Criminal Court Clerk and Justice Integration Services. No matter how you look at it, this is a partnership that has been true and invaluable since the late 1990s.
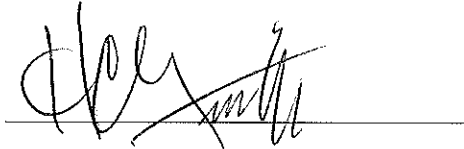
It was in the late 1990s that JIS, partnered with the Criminal Court Clerk's Office and other agencies, set off on a journey that is now close to 20 years in the making. It was at this time that the clerk's office and other agencies realized it was time to step deeper into technology. This endeavor began with the development of the Criminal Justice Information System (CJIS). CJIS was our partnership's first real technical project together. Over the years, our partnership with JIS has allowed us to enhance CJIS to improve processes, speed, accuracy, and automation. JIS has always guided us in the right direction with CJIS, and is always willing to listen and try to implement any idea that arises. This partnership and teamwork has allowed this office to work with the utmost efficiency throughout the years. By providing more automation and services, our partnership has made government more efficient, and also has allowed us to provide top-notch assistance services to our clients and our partner agencies within the justice community.

Throughout time, technology has changed and progressed and the partnership has remained strong throughout. As the demands have changed, JIS and the Criminal Court Clerk's Office have remained a team and brought new and exciting technologies onboard. The world, and more specifically our city, has moved to a more technology diverse climate. With this in mind, over the past few years, JIS has worked with us to offer several services online. This began as small as creating a website with "frequently asked questions" and simple office information. From there, we created an award winning online background check application. This has grown over the years to now allow people to find arrest affidavits online, for attorneys to mark themselves as attorneys of record, and even allows customers to pay their court costs and fines online.

As we wrap up another fiscal year and prepare to start a new one, it always brings me great excitement to think of the technological advances that the JIS and Criminal Court Clerk partnership will dream of and create. As I mentioned earlier, this team has nearly 20 years together providing award winning services to the people of Nashville and Davidson County, most recently with the award from the

National Association of Court Managers for a Top Ten Court Technology Solution for our website and web-based applications. I am committed to continue to advocate for resources for JIS to the leadership of our city in order to continue this partnership to create award winning tools for not only our office, but the community as a whole.

As far as we have come, I cannot wait to see where we will advance in the next 20 years!

Howard C. Gentry
Davidson County Criminal Court Clerk

FY2017
ACCOMPLISHMENTS

ADULT PROBATION INFORMATION SYSTEM (ADPB)

The Adult Probation Information System is used by General Sessions Probation, Community Corrections, Day Reporting and DUI Programs, Mental Health, and Veteran's Court. The users requested that the screen sizes be redesigned from a fixed display to a more responsive design. The design provides optimal viewing and an interactive experience for easy reading and navigation across a wide range of devices from desktop computer monitors to mobile devices.

ONLINE PAYMENTS FOR GS PROBATION

The Adult Probation team for General Sessions Court wanted to add the ability for probationers to pay probation fees online through the http://gscourtprobation.nashville.gov website. This new functionality provides an additional avenue for probationers to easily pay probation fees online thereby potentially reducing outstanding balances owed and increasing revenue for the department. Previous to adding online payments, probation fees had to be paid in person, by mail, or by telephone. Additionally, when the probationer accesses the website, they now have the ability to make a payment, locate their probation officer contact information as well as locate all associated case information and court dates by utilizing one search from the GS Probation home page.

SCREEN RESIZING: GS PROBATION, DRP/DUI, CC, MHVC

The Adult Probation (ADPB) users requested that the application screen sizes be redesigned from the fixed display setting to a more responsive design. This provided optimal viewing and interaction experience for easy reading and navigation across a wide range of devices (from desktop computer monitors to mobile devices).

PRETRIAL (PTAL)

The Pretrial (PTAL) system is used by the Davidson County Sheriff's Office Pretrial Services Program. The following enhancements were made:

Imaging

This project added the ability to attach documents to cases within the PTAL application. Currently, all documentation is stored in paper files. This new feature allowed documentation to be attached to a case for electronic storage, ease of retrieval, and quicker access to pertinent case information. Although original documents may still be filed in paper format for official record keeping, electronic versions of all case documents are now available through the PTAL application.

Screen Resizing

Pretrial users requested that the application screen sizes be redesigned from the current fixed display setting to a more responsive design. This provides optimal viewing and an interactive experience for easy reading and navigation across a wide range of devices from desktop computer monitors to mobile devices.
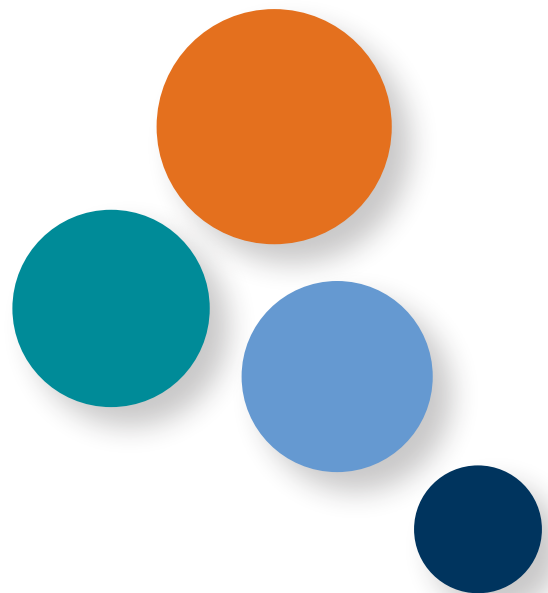
JUVENILE CASE MANAGEMENT (JCM)
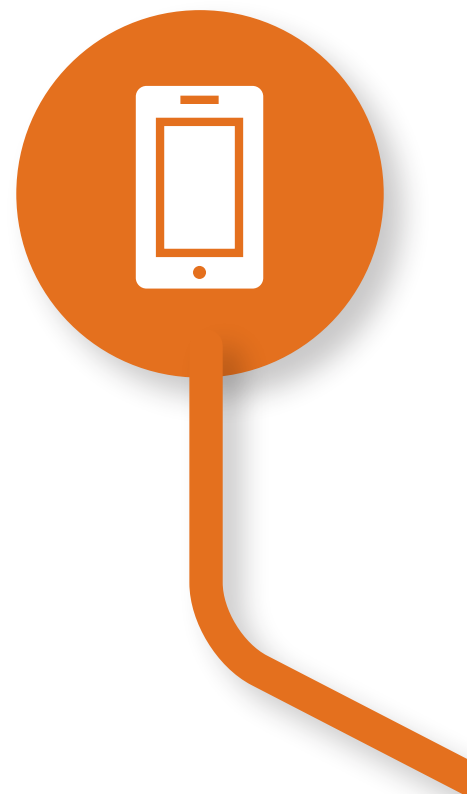
Keystroke Navigation

Juvenile Court requested that JIS enhance their case management application to allow users to navigate through the application without the use of a mouse. During this process we needed to verify that the screen reader software worked properly. This modification allows visually impaired employees to navigate seamlessly through the application and accommodates the current job tasks accordingly.

Imaging

The Juvenile Case Management application (JCM) now has document imaging capabilities. The activities recorded in JCM are the work product of the Juvenile Probation Officers assigned to provide services to juveniles. This includes many documents and correspondence that are not part of the official Juvenile Court record and thus are not allowed to be accessible from within JIMS. These documents are currently maintained as part of a paper file. The business unit needed the ability to store paper documents in electronic format and for those documents to be accessible to anyone with legitimate business needs and authorized access within the JCM application.

Mobile

Juvenile Court Probation Officers work offsite and needed the ability to update portions of the Juvenile Case Management (JCM) application. JIS provided a mobile data entry solution that delivers this capability. Prior to this mobile application, paperwork was completed manually in the field and data was manually entered into the system at the end of the day. The new mobile application provides a real time data entry solution for field personnel. When a user logs in to the application, their individual case load is available. Not only are they able to enter data on the spot, they can use inherent features of a mobile device like getting directions using GPS based on the address stored on the case and making a phone call using the link to the number stored on the case.

JUVENILE INFORMATION MANAGEMENT SYSTEM (JIMS)

Keystroke Navigation

Juvenile Court requested that JIS enhance the Juvenile Information Management System (JIMS) to allow users to navigate through the application without the use of a mouse. During this process we needed to verify that the screen reader software worked properly. This modification allows visually impaired employees to navigate seamlessly through the application and accommodates the current job tasks accordingly.

Emailing out of JIMS

This project provided authorized users the ability to email documents directly from the Juvenile Information Management System (JIMS) application. There are many instances when documentation is officially requested from the Juvenile Court Clerk's office. Once the request is reviewed and approved, the end user must locate the document(s) attached to the case, then print and scan the document in order to attach it to an outgoing email. This new functionality to email directly out of the JIMS application allows the user to locate the requested document(s) and immediately email to the requesting party thereby reducing the amount of time to complete the request and freeing up that resource to perform other assigned duties.

Income Withholding Orders

JIS automated the process by which the Juvenile Court Clerk receives Income Withholding Orders from the State of Tennessee. Before this project, large numbers of Income Withholding Orders were received by direct mail and the clerk would have to manually process these orders. JIS implemented a process where the orders are electronically delivered by the State to a Secure File Transfer Protocol (SFTP) site and systematically retrieved and loaded to a processing queue for confirmation and matching within the Juvenile Information Management System (JIMS) application. Once the incoming records are matched by the clerk, the electronic order is automatically attached to the associated record in the application. The completion of the project made the entire process paperless. This has greatly reduced the time and resources needed to process the orders.

JUVENILE INFORMATION MANAGEMENT SYSTEM (JIMS)

Processing Queue Enhancements

The Juvenile Court requested to add new functionality to the Juvenile Information Management System (JIMS) application for a processing queue to handle missing charges, merging of charges, and the ability to send a missed or incorrectly entered Arrest Order to the Arrest Order queue. Additionally, the court requested to secure the ability to create a new Organization within the system to the Administration Organization function, as well as easier data entry for the Event Entry Type AVT screen for Motions and Decrees.

Juvenile Court Intranet

The Juvenile Court Clerk requested the creation of an intranet site to allow internal users to make Expenditure Requests, Time-Off Request, and IT Helpdesk Requests along with other internal functions such as the Judges' Weekly Newsletter. The requested functions also contain workflow/routing of email notifications to appropriate personnel within the organization for approval. The court site administrator has the ability to update content, create new icons, and manage plugins for additional of functionality as needed.

CRIMINAL JUSTICE INFORMATION SYSTEM (CJIS)

Police Alerts for Commissioners

All relevant alerts on an arrest are now automatically displayed to the commissioners. This functionality allows commissioners to know the types of alerts in the defendant's history before determining bond. The alerts also print on both the Conditions of Release and Mittimus forms.

Electronic Reporting Packages

JIS upgraded the electronic reporting package for the Criminal Court Clerk's office that reports cases to the Tennessee Department of Safety. This enhancement reports State Trial Court cases based on the date of the disposition and includes the most recent address, whether it is current or not, based on the requirements received from the State.

We also restructured how the data is created and sent to the Administrative Office of the Courts for state reporting requirements. The new technological approach gives the Criminal Court Clerk's Office more visibility into the data that is being provided.

CRIMINAL JUSTICE INFORMATION SYSTEM (CJIS)

Online Batch Receipt Printing

The Criminal Court Clerk's office now has the ability to batch print receipts from CJIS. In addition to printing individual receipts, a summary report can be generated by register number to facilitate end of business day close out. The summary report can be printed independently, that is, without printing receipts.

Notice of Costs

The Criminal Court Clerk's office, the Sheriff's Office, and JIS worked together to leverage existing data in the Jail Management System and CJIS to calculate jail credit in real time, at the time of disposition. When a court hearing results in fines and/or court costs, a memorandum is printed for the defendant along with the judgment. This allows the Criminal Court Clerk's Office to provide the defendant the total amount owed, time-frame in which they have to pay, and the adverse effects of not paying on time at the time of disposition. This enhancement saved resources by eliminating the need for manual intervention and also has the potential to increase revenue for the Criminal Court Clerk's Office.

Legislative Changes

Development for the following legislative changes were made to the CJIS application:

○ Driving offenses - Effective January 1, 2017, some violations should not assess the $5.00 Driver's License fee

○ Accounting changes to ensure that arrest fee and arrest data entry fee are assessed correctly, and making driver license numbers confidential

CRIMINAL JUSTICE INFORMATION SYSTEM (CJIS)

Online Payments for Criminal Court Clerk

The Criminal Court Clerk's Office wanted to offer online payments for all case types in their office. This functionality provides an easy method for defendants to pay their court costs. The payment is made online and automatically updates the record in the case management system with the latest payment information. Prior to this project, the defendant could only make payments by mail, over the phone, or travelling to the Criminal Court Clerk's office.

ENHANCEMENTS FOR THE DISTRICT ATTORNEY'S OFFICE

District Attorney Victim Witness (DAVW)

This is an application which was originally created as part of the CJIS suite. However, it never made it to production. Over the years, JIS continued to maintain the upgrades of this application as part of general maintenance.

This past year, the need was expressed to automate certain processes in the District Attorney's office. Instead of having to locate and purchase an application to fit those needs, we began working together to make some changes necessary to fit their current needs.

Functionality was added or enhanced to enable them to:

- ○ Update/create Victims' information and log events related to a victim of domestic violence

- ○ Generate online reports

Testing continues as preparation is underway to go live with this new application which will help the District Attorney's office manage and track the work they do to assist victims of domestic violence.

ENHANCEMENTS FOR THE DISTRICT ATTORNEY'S OFFICE

District Attorney Grand Jury (DAGJ)

Additional functionality was added to the Grand Jury application to show "Events" and "Scheduled Appearances" as they are in CJIS. Report viewing was also added to the application. These enhancements will allow very quick access to pertinent case data in one application, thus reducing an attorney's time spent on research.

TRAFFIC VIOLATIONS BUREAU INFORMATION SYSTEM (TVIS)

District Attorney Grand Jury (DAGJ)

The Circuit Court Clerk's office and JIS continued to work together throughout the year to add new functionality to the TVIS application. Ultimately, TVIS will be the only application necessary for the Traffic Violations Bureau to perform their duties, eliminating the need for multiple applications currently in use. This project is expected to be completed by the end of 2017.

This past year, many new enhancements were made to TVIS. The following is some of the new functionality implemented:

- Implementation of a new case type for the legislative change regarding the issuance of a citation for possession of certain amounts of marijuana. Tickets written for this case type will only be issued by MNPD officers and will be heard in the General Sessions Court.

- Data correction initiatives to speed up the processing of citations thereby reducing errors and improving productivity.

- Updated business rules to keep address records up-to-date.

- The addition of an indicator to the In-Court Docket Report and Add-On Docket Report when the defendant is a holder of the Commercial Driver License (CDL).

JIS INTERNAL

New Backup and Recovery Solution

This year JIS replaced Symantec Backup Exec, which has been used for over 17 years, with Commvault.   Backup Exec was used to back up our data to tape then the tapes were sent to an offsite storage facility. It was very time consuming and the failure rate was significant. Backups had to be constantly rerun, taking over 200 hours per year in after-hours work to maintain. The full backups would normally take up to 72 hours to complete, provided there were no failures. The daily backups would take over 12 hours to complete. When a restore was requested, the tapes would have to be returned from the offsite storage facility and could take up to 48 hours to complete.

Using Commvault, our full backup window has been reduced to less than 3 hours and our daily backups run in under 1 hour. Restores can be provided within minutes of receiving the request. Offsite integrity is maintained by using two Commvault systems, one being the onsite primary and the second being a mirror of the primary at a separate datacenter. Failure rates have been virtually eliminated. The chance of corrupted or damaged tapes has been completely removed.

Migrating from Symantec Backup Exec to Commvault was seamless and required no downtime. Once the system was installed and configured, the total time to migrate the protected servers was less than one day.

JIS Intranet

On March 2nd, JIS launched its intranet site. The site is available to all JIS customers at:

http://intranet.jis.org/

All policies, forms, and project information are now available online which provides an avenue for both JIS employees and its customers to find information in one place.

JIS INTERNAL

Multitenant Upgrade

In September 2016, JIS successfully migrated all its core database systems into a single, consolidated multitenant database environment. Oracle multitenant, pluggable database or container database are all different ways in which users refer to a new robust feature presented in Oracle's latest database release – Oracle 12C. Oracle Pluggable databases allow multiple databases to run under one copy or instance of the Oracle database software. This feature called "multitenant" is akin to several individuals deciding on renting a house and spreading costs as opposed to individual houses, but each having his/her own room, preserving their independence within that big house and sharing only some common spaces and amenities. The Oracle multitenant feature operates under that same concept of shared resources to increase efficiency, reduce waste, and cut costs.

The Oracle multitenant architecture splits the database into two separate entities. One often referred to as the root or the container database holds all the functionality and metadata required to run the database. The container does not contain any user data. The second, the pluggable database which resides in the container is an independent database, preserving all its users, user objects, and data. To the end user, the physical location of this database is transparent. It continues to operate as in prior releases. A container can hold up to 256 pluggable databases (tenants).

Oracle multitenant consolidates database resources, lowers equipment and software licenses costs, improves manageability, efficiency, and eliminates the need for multiple background processes and many instances that need to run multiple databases. Reducing all of these database instances to a single container database instance saves resources.

Prior to the implementation of Oracle multitenant, JIS ran its production environment on more than 7 different primary production servers and 5 standby servers. Each server presented its own resources and maintenance needs. They also had individual licensing and update requirements. Today, JIS has one core production database server housing a container database with 17 pluggable databases (tenants), and one standby server. Each pluggable database in the migration retained all its users, user objects and access rights. User access is limited only to the pluggable database in which their account is created. These databases share only a common storage system, DBA related access and utilities, and the database instance.

All these have greatly increased efficiency in resource management and usage, cut down the number of production servers by more than 80%, eased database management, backups, and reduced licensing cost for both the operating system and the databases.

JIS INTERNAL

Datacenter Move

A complete data center move was completed last June. With the old data center being torn down with CJC, JIS planned and moved all servers and storage to the new data center with the assistance of Metro ITS, EMC, and LPS. During this massive move of the entire infrastructure, the JIS community experienced zero failures and minimal downtime of applications such as the CJIS Suite and Exchange.

The new data center is fully redundant with multiple power feeds, UPS's, network cores and generators. It is considered a dark data center, meaning that no one is inside the data center unless work is being done. It is secured through several barriers of physical and biometric security and monitored 24/7. This will be the primary home of the JIS data center until the new data center is complete.

JIS would like to thank all of our customers for their patience during this move.
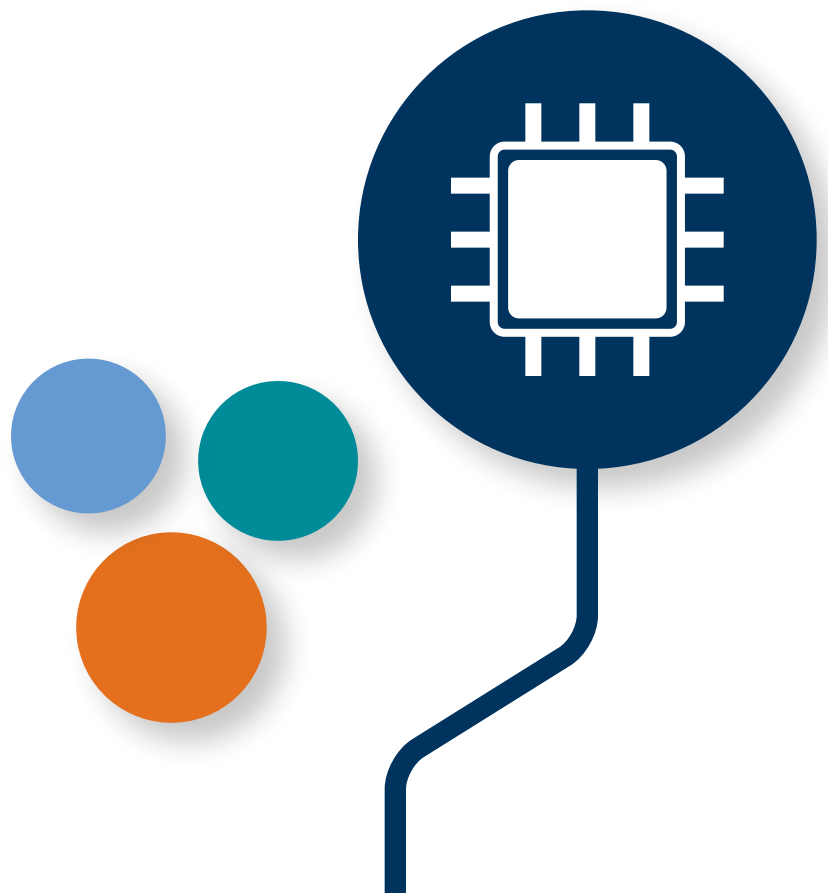
FY2017
PROJECTIONS

CRIMINAL JUSTICE INFORMATION SYSTEM (CJIS)

Property and Evidence

The Property and Evidence section of CJIS was part of the original design; however, it was never implemented. This module will be reworked to provide much needed functionality to the Criminal Court Clerk's Office. Tracking property and evidence is currently a manual process. Reworking this component in CJIS will ultimately result in fewer resources needed to track this data, utilizing valuable information already stored in CJIS. It will also give the Clerk's office the ability to store and track this data in a much safer and secure manner and to easily report the information as needed.

DISTRICT ATTORNEY'S OFFICE (DAGJ)

Additional functionality will be added to the Grand Jury application to print a label for the file jacket. This label will replace the information that is currently being typed. The label will also include a bar code for future tracking.

An additional enhancement to the DAGJ application will include the implementing the imaging component which will allow for images to be captured, associated, and stored in the application.

JUVENILE INFORMATION MANAGEMENT SYSTEM (JIMS)

Assessment

The Juvenile Court Clerk has requested the Assessment Processing functionality in the JIMS application be modified for the current Non-State Filed Petitions as well as new State Filed Petitions. The request will also include new assessment values for State Filed Petitions.

JUVENILE INFORMATION MANAGEMENT SYSTEM (JIMS)

State Invoicing

The Juvenile Court Clerk has requested System functionality be added to the JIMS application that will provide the ability to create State Invoices for all of the activities performed in the clerk's office on behalf of the State of Tennessee Department of Human Services (DHS). Functions for this request include invoice creation functionality, receipting functionality, printing functionality, and imaging functionality.

Ticklers/Alerts

Juvenile Court has requested to add new Tickler Notifications to JIMS. When a defined action or event occurs within the system, the user would like the system to send an email notification alerting the selected user(s) of the event with message content controlled by the customer.

JUVENILE CASE MANAGEMENT (JCM)

Imaging Security

Juvenile Court would like to have additional security to imaged documents within the JCM application. This would allow sensitive documents to be imaged and maintained the case management application while controlling the user's ability to view those documents based on a security role.

JCM Mobile Enhancements

Juvenile Court has requested a few additions to the JCM mobile application. They would like to be able to use the camera function of a mobile device then upload the photos to a record stored in the application. In addition, they would like an additional security role that would give administrators the ability to view cases for all case managers regardless of the case status.

ADULT PROBATION (ADPB)

The Adult Probation Information System is used by General Sessions Probation, Community Corrections, Day Reporting and DUI Programs, Mental Health, and Veteran's Court. General Sessions Probation has requested the following projects:

Alerts

General Sessions Probation would like to see a system of alerts created in ADPB. These alerts would serve as a notice of tasks incomplete, tasks due now, and tasks overdue to both staff and management. Tasks incomplete and due now will essentially serve as a daily to-do list. Overdue tasks will become a priority to complete and the alert process will be used as an additional management auditing tool. The current system relies on a series of reports that must be run daily or even multiple times a day to properly reflect the outstanding tasks workload.

Avertest Interface

General Sessions Probation has requested an interface that will allow the probation officer to initiate a drug testing request within ADPB and allow the testing results to be received and loaded directly into the ADPB application. Currently, probation officers must access a third party website to initiate testing requests and obtain testing results which must then be manually entered into ADPB.

PRE-TRIAL (PTAL)

The Pre-Trial administration recently received a grant to evaluate their current screening process and analyze data as it pertains to the Pre-Trial release program. Based on the finding, the Pre-trial group will be requesting changes to the PTAL application to address any screening deficiencies and/or enhancements identified during this review as well as possible vendor recommended adjustments to improve the screening process going forward.

ONLINE REPORTING FOR PROBATIONERS

The purpose of the Online Reporting for General Sessions Probation project is to implement an online reporting tool for probationers. Eligible probationers would be required to report online via the General Sessions Probation web site at intervals determined by the probation officer. The probationer would be required to answer a set number of predetermined questions such as verifying address, phone number, and employment information. This information would update the record in the Adult Probation (ADPB) application.

TRAFFIC VIOLATIONS BUREAU INFORMATION SYSTEM (TVIS)

Receipting and General Ledger

This project will add complete accounting functionality to TVIS. It will record and process all accounting transactions with components for accounts payable, accounts receivable, and general ledger. It will also incorporate a method to allow for payment plans and reporting cases to a collection agency. As part of this project, a data conversion will be completed for cases that are currently in collections. This work is currently being done using several different tools. By adding this functionality to TVIS, the Traffic Violations Bureau will be able to use a single application to complete all these responsibilities.

ONLINE TRAFFIC SCHOOL

JIS will begin hosting the Online Traffic School application for General Sessions Court. This application is currently hosted and maintained by Metro's Information Technology Services (ITS) department. Once the transition is complete, JIS will be responsible for enhancing and maintaining the application.

INTERNAL PROJECTS

Administration Application Enhancement

Currently, the Administration Application is restricted to only the Database Administrators (DBAs). They are the only group allowed to manage how applications are being used – add new users, disable users, and change roles of a user in an application. This project will open the use of this tool to other users, particularly the Help Desk group, so as to free up DBAs for other tasks. In addition, this change will also give departments the ability to have authorized personnel in their respective offices manage their application users as well.

PowerBuilder Applications to Use AD Login

As the number of applications the average user utilizes daily increases, so does the number of passwords to remember. This project is an attempt to drastically reduce the number of passwords a user would have to remember by allowing the use of Windows (Active Directory) user ID and password to login to all PowerBuilder applications. The user would still have to login to each application separately, but with the same user ID and password.

Screen Resizing: CJIS, JIMS, JCM

JIS is proposing screen sizes be redesigned from the current fixed display setting to a more responsive design for CJIS, JIMS, and JCM. This change will provide optimal viewing and an interactive experience for easy reading and navigation across a wide range of devices (from desktop computer monitors to mobile devices).

INTERNAL PROJECTS

Upgrade from ESX 5.1 To 6.5

JIS will be migrating from ESX 5.1 to the newest version which is 6.5. The main benefit of the upgrade is better hardware integration and improved performance across the production cluster. The list of things that have been introduced and improved in ESX 6.x is very extensive, but some of the highlights are the introduction of VVols, expanded chipset support, improved IO control, vSphere fault tolerance upgrades, vMotion across vCenters, 15 minute RPOs, performance snapshots, and a vast improvement to the web client. This project will begin within the next few months with the intention of being completed with zero downtime.

E-Filing

During the past year, JIS, along with the Criminal Court Clerk, Juvenile Court Clerk, and Circuit Court Clerk's offices worked together to define and secure a single e-filing solution which would meet the needs of all three departments. In the coming year, e-filing will be implemented providing the ability to file court documents electronically. JIS will work together with these departments to assist in both the implementation of the new system, as well as integration with the existing applications. In addition, a document management system will be implemented for both the Criminal Court Clerk and Juvenile Court Clerk's offices which will also be integrated into the new e-filing system.

PowerBuilder Upgrade

In 2017, JIS will continue its efforts to stay current with an upgrade of all PowerBuilder applications to the new generation of PowerBuilder, called PowerBuilder 2017. In 2016, Appeon signed an agreement with SAP to develop a new generation of the PowerBuilder development platform. Appeon, founded in 1999 and a former partner of Sybase (acquired by SAP), has demonstrated a strong track record over many years of delivering innovations for the PowerBuilder development platform.

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