

Nathalie Stiers

Director

As I write this report, everything is certainly very different than we could have ever expected or even imagined. Many are staying at home as we try to keep our families and ourselves safe. At the same time, many are dealing with the stresses of the unknown along with taking on new tasks like homeschooling their children. The JIS staff has been no exception. Therefore, before I go any further, I would like to commend, and thank my staff for continuing to serve our customers and this great City in a remarkable way throughout these difficult times, both general and personal.

When the JIS community relocated to working remotely, the JIS staff moved quickly to help navigate and setup the logistics of doing so in a rapid and secure manner. Everyone worked together, in the true spirit of partnership we have all grown to enjoy to overcome every hurdle in as efficient and seamless a manner possible. I want to thank all of the JIS technical contacts throughout the various departments for their assistance as we got through that initial movement together.

As you will read in the annual report, the achievements of the last year were many. All scheduled projects were completed as requested and emergency situations were handled as they emerged. The JIS staff relocation to working remotely did not affect the schedules of planned development. Thus far, through the work from home period alone, texting capabilities were deployed to all of the scheduled applications, nine applications received significant functionality changes, e-Filing work for the Juvenile application is on track, requested reports were completed, many website changes were made, and major overhauls were done to imaging functionality in two large applications. These, again, are just some highlights in development only, over three months.

The Helpdesk staff has remained on site throughout and has assisted with all issues as they arise. The Operations staff has started the implementation of the new infrastructure which is the backbone of everything we use. This new infrastructure comes with all of the speed and capabilities of the latest technology, and is also sized significantly larger to accommodate growing data. The migration of email to O365 was postponed to eliminate the risk of unforeseen issues with email during a time when the reliance on remote communication is at its highest. This project will resume and be completed in short order once most departments have fully returned to the office.

As one can tell, I am very proud of the JIS staff. They are capable, committed individuals who I am honored to have the opportunity to work with. I am also grateful for another year of creativity and collaboration which we consistently enjoy with all of the departments we serve. It is truly a unique process and relationship which has been tried by many jurisdictions, but duplicated by few. It is through the immense dedication and commitment of each member of our Policy Committee that this continues to be so productive and successful.

Finally, I wish to thank Judge Mondelli and Judge Brothers, Chair and Vice Chair of the JIS Policy Committee for all of their support, guidance and assistance throughout the year.

Michael F. Mondelli, Judge

Chair, JIS Policy Committee

As Chair of the Policy Committee I am annually called upon to comment on the state of JIS and its place in Metro Government. My comment is short and I would direct your attention to the body of this report to understand the essentiality of JIS and its function in Metro Government...especially during this trying period.

As I read this Annual Report and decipher the extraordinary collage of a cover page I am reminded and get a sense of the complex environment that daily presents, challenges, and welcomes JIS staff and personnel. I am struck by the displays of versatility, flexibility and know-how demonstrated in pursuing the various solutions a particular job calls for...especially during this time when not one Metro Department has been spared by the sudden and immense roadblock posed by Covid 19.

The technical daring dos and the health risks attendant in carrying out one's every day job duties presents unique circumstances to all Metro employees...thus we are all under the same stressors to some degree and the test is to see how we can best carry on during these times.

One cannot any better describe these present times and how we can best expect to get through them without repeating what has already been said..."we will get through this together.."and with JIS staff working diligently and our customers exercising the great gifts of patience and understanding that is exactly how we shall manage.

Special recognition to Nathaie Stiers and all her employees through this time...without whom we would not enjoy our accomplishments...the beneficiaries of which are our true employers the citizens of Nashville Davidson County.

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

Members:

John Singleton
Michaela Mathews
Jim Sanders
Benny Rigby
Kim Risby
Robert Daniel
Donna Blackbourne Jones
Andy Sullivan
Warner Hassell
Glen Arnold
Nathalie Stiers



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

- MS. MARIA SALAS

- HONORABLE HAMILTON GAYDEN

- MR. STEVE ANDERSON

- HONORABLE SHEILA CALLOWAY

- HONORABLE ANGELITA DALTON **

- MR. LONNELL MATTHEWS **

- GENERAL GLENN R. FUNK **

- MR. RICHARD ROOKER **

- MR. HOWARD GENTRY**

- MS. MARTESHA JOHNSON **

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 **.



Director

Nathalie Stiers

Program Manager

Lisa Kiningham

Office Manager

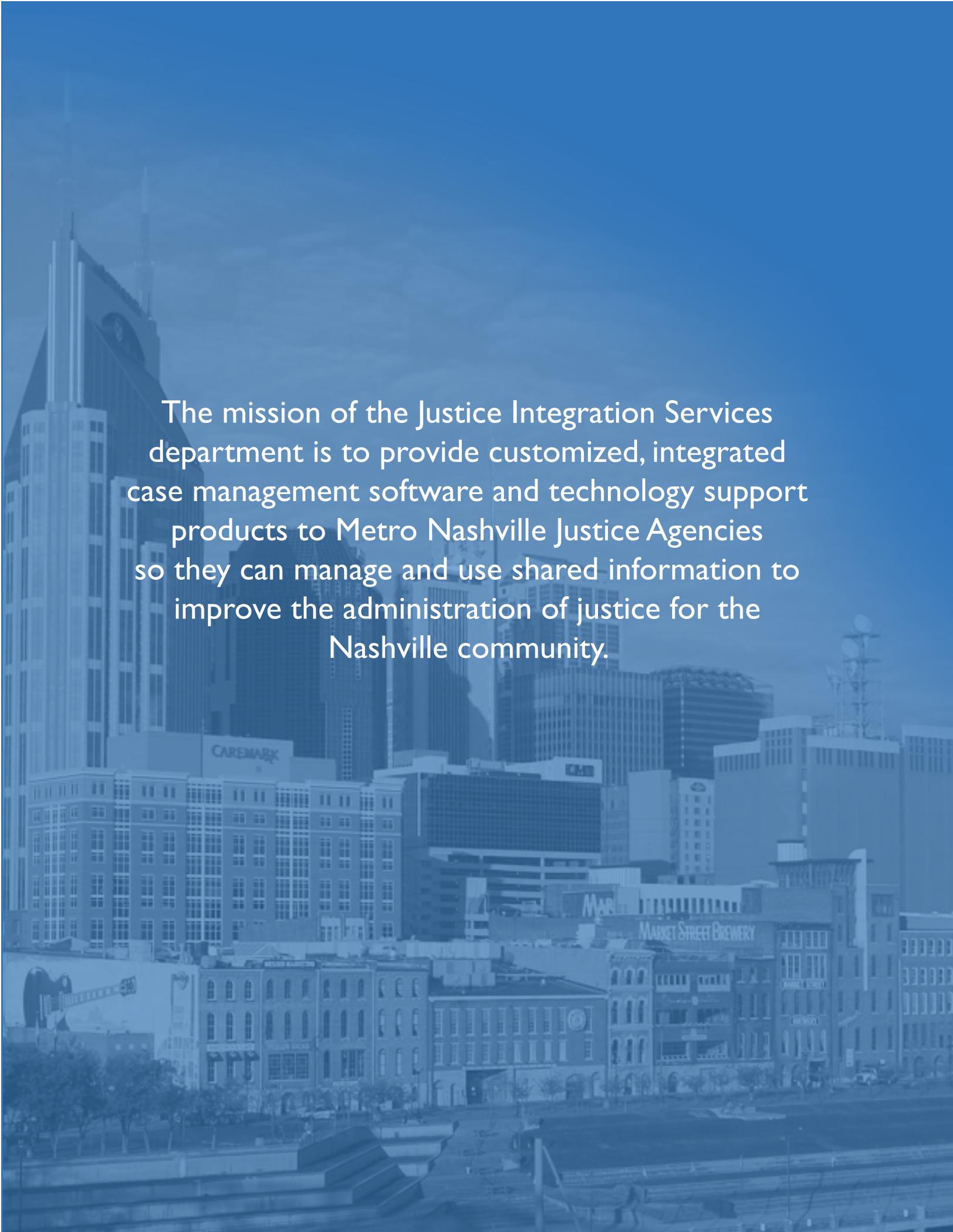
Brandi Kyle

Customer Support Center

Jerry Barnes
Jeff Greer
Dan Peery
Richard Poteete

Application Development

Wesley Becker	Priya Sahai
Michael Dortch	Edward Sears
Will Gordon	Matt Smith
Gary Hill	Butch Thomas
Emmanuel Ndamukong	Janet Tyree
Joe Phillips	Chris Wolff
Gary Privette	

A blue-tinted photograph of the Nashville skyline. The image shows several skyscrapers and commercial buildings. In the foreground, there are some lower-rise buildings, including one with a large guitar graphic on its side and another with 'MARKET STREET BREWERY' signage. The text is overlaid in white on the upper right portion of the image.

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.

Accomplishments

At the beginning of the COVID19 pandemic JIS was called upon, literally overnight, to quickly provide solutions so that users would have the ability to work remotely. JIS worked together with the technical contacts, ITS, and all customers to have VPN accounts created for many who did not already have one, so that they could tunnel into the Metro network from remote locations.

Many JIS customers needed to have communication mechanisms in place to keep in contact with other employees and their clients. Working quickly, while keeping security requirements at the forefront, everyone worked together to get tools and connectivity established so that employees could use their remote workstations to contact associates and clients via voice and video.

The ability to use Microsoft Teams was a very fortunate benefit received from the timing of the tenant setup and move to O365. JIS had planned to introduce this ability to customers after the email migration was complete. Due to the circumstances, it could not wait, and luckily it was already in place. Immediately, JIS began introducing everyone to Teams for collaboration, meetings, desktop sharing, and many, many other uses.

While most JIS employees have been working from home during the pandemic, Dan Peery and Richard Poteete continue to remain on-site to ensure that they are available to take care of equipment needs and any type of work that needs in-person attention.

CJIS Suite

Notificatons

JIS worked with all of the departments to develop a standard notifications module which could be used in every application in the CJIS Suite. The notifications module adds functionality to automatically generate and send notifications in the form of an email or text message to both internal and external recipients.

The module allows departments to setup and customize internal emails to be generated and automatically sent to individuals or groups within the department based on a trigger, identified by the department. An example of this is an email which is automatically sent to an individual as part of the business process which then prompts a response or action from the receiver.

Emails and text messages can be also be sent to any external user who has opted in for that service. They can be triggered by any field or event and both the trigger and the message are customizable by the department.

Pretrial Services currently uses this functionality to notify and send reminders to defendants regarding their court appearance dates. They, along with other departments are contemplating the use of this functionality in a myriad of ways, including sending payment reminders. All notifications are logged and available for the department to view.

This functionality has been added to all applications within the CJIS Suite, with the exception of ADPB, which is currently underway.

Adult Probation (ADPB)

Contact Log

Enhancements were made to the Adult Probation application which provided the functionality to lock contact log entries by case type for all the agencies that use the application. Only users with administrative level authority now have the ability to update or delete a contact log entry once it has been created. Additionally, any changes made by an administrator are stored in an audit file. Along with this change, spell check functionality was also added.

Multiple Warrants for Probation Violation

The application was also enhanced with the ability for users to select multiple warrants when creating a new probation violation warrant. When an offender under supervision has multiple warrants that have not been disposed of, the probation officer is now able to select multiple warrants when preparing the probation violation warrant.

DCSO

After a short and collaborative period of design and development, the DCSO technical team and JIS produced a custom web platform which utilized existing technical expertise available from the Sheriff's staff with custom development contributed by JIS.

One of the benefits of bringing the DCSO public presence on to the JIS infrastructure, was that it provided an ease of integration and support with DCSO applications which were already supported by JIS, namely D.U.I. School Online Registration and Real Time Inmate Search. Public entry points such as Litter Pick Up Requests are now easily customizable.

MHDC Conversion

The Mental Health Drug Court (MHDC) ran on a different platform than the other applications and needed to be made consistent for support purposes. Instead of re-engineering the application, JIS was able to leverage an existing application, thereby reducing the infrastructure footprint as well. JIS migrated all data from the MHDC application into the current Adult Probation/Mental Health Veterans (MHV) application database. Placing the data into the ADPB database brought a huge benefit to the staff at MHV as well. The data conversion consolidated all data, current and historical, into one database. Therefore, the staff at MHV no longer have to perform data entry in two applications for reporting purposes. All required reports from the MHV application were converted or recreated in the current MHV application within ADPB. The old MHDC server has been shut down and decommissioned.

DUI School Online Registrations

This enhancement provides the ability for a first time DUI offender to apply for DUI School online. The offender is now able to enter their identifying information via the DUI website, which will notify the DUI staff that the background check process can begin. Once the background check is completed, the DUI staff notifies the offender of the results. If approved, the DUI staff would provide scheduling information. The offender can then go online prior to their scheduled appointment to complete all registration forms and questionnaires. The completed documents are submitted to the DUI staff for review.

Prior to this enhancement, an offender would have to make multiple trips to the DUI School to apply, retrieve all required forms to be completed, and then attend their scheduled class. This new functionality has increased the efficiency of the entire registration process and reduced the number of visits required by an offender before their scheduled class. This has been extremely beneficial for out of state offenders.

Criminal Justice Information System (CJIS)

Bail for Abuse Form

The CJIS application received several changes this past year to accommodate changes in business processes. One of the changes was to the Bail for Abuse form used by the night court magistrates. The magistrates needed to capture information for multiple victims that are associated with one defendant when setting bond.

Offense Date Range

There was a need to validate the offenses based on offense date when disposing of a case. Functionality that existed when an arrest was made limited the offenses available for selection by the user based on the offense date that was entered. This functionality was put in place for the disposition screen.

ACH Payments

The credit card vendor which the Criminal Court Clerk's office uses informed the office that they would no longer accept paper checks for online payments. Changes were made to CJIS and to the Online Payments application to process those transactions using an automated clearing house.

Remove Jail Credit

Changes were made to the CJIS application to accommodate a business process change between the Criminal Court Clerk's Office and DCSO as it pertains to the calculation and submission of jail credit.

Collections Receipting Screen Changes

The Criminal Court Clerk's Office began using a third party collections agency for cases that qualify. JIS created a batch file to identify such cases and submit them electronically to the collections agency. As a part of this process, changes were necessary to the Collections Receipting Screen in the CJIS application to allow the process of payments once they are received from the collection agency.

Attorney Portal

The Criminal Court Clerk's Office enhanced their website by adding an attorney portal. This portal allows attorneys to request access which is approved by the Criminal Court Clerk's Office at which time they are given a unique login. The login gives them the ability to view additional information regarding a specific case which is not part of the public case search. This allows attorneys quicker access to their client's information.

District Attorney Victim Witness (DAVW)

Phase Two

At the request of the District Attorney's Office of Victim Witness, enhancements were made to the DAVW application which consisted of changes to the screen that produces the face sheet, functionality that allows the user to enter dispositions by warrant number, the addition of data fields on the victim file type, early intervention meeting screens, and enhancements to the search capabilities in the application.

Images on File Share

The District Attorney's Office requested that both their Grand Jury and Victim Witness applications be updated to accommodate multi media images. In order to fulfill this request, JIS needed to change the underlying media storage structure. All media types are now stored in a single location which is able to better handle and manage the large multimedia files. The District Attorney's office is able to retrieve all media files attached to a case from within the application. All images that were previously stored in the old structure type were converted as a part of this project.

Pretrial (PTAL)

Bond Condition Violation Warrant

This project provided the ability for the Pretrial agency to create a bond condition violation warrant from the Pretrial application. The violation warrant will only be used in rare and serious circumstances. The warrant must be approved by the Pretrial supervisor and signed by the judge to whom the case is assigned. An example of when a violation might be issued is if a client is released to Pretrial with drug screening and receives a positive test result, a violation warrant could be created.

Traffic Violation Bureau Information System (TVIS)

Auto Adjudication

JIS worked with the Traffic Violation Bureau to automate the process of adjudicating cases where defendants have plead guilty and payed their fine(s) in full.

The new automatic process includes all TVIS cases that have met the 'Paid Guilty' rule with no other actions/events that need to take place once the case has a zero balance. It also includes both pre-existing and current cases on record which do not have any traffic school related items. Once the final payment is received and processed, if the case meets the automatic adjudication criteria, the system automatically adjudicates the case and creates all related transactions within the TVIS application. This new functionality reduced the number of manual tasks the clerk must perform to review and complete the adjudication process.

Screen Resizing

The screens in the TVIS application were resized 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. Benefits of this change include the ability to fully utilize the larger displays, ability to have additional data fields on a window in the application and the ability to utilize current mobile devices, such as tablets, for remote interaction with the application.

TVIS Platform Upgrades

The TVIS application was upgraded to the newest generation of PowerBuilder; PowerBuilder 2017. It was also was migrated to the Oracle multitenant environment. Oracle Multitenant is a new option for Oracle Database 12c Enterprise Edition that helps customers reduce IT costs by simplifying consolidation, provisioning, upgrades, and more. It is the architecture for the next-generation database cloud that delivers isolation, agility and economics of scale. It is also supported by a new architecture that allows a container database to hold many pluggable databases. TVIS was the last of the Oracle applications to be moved to that environment where it can now receive all of the benefits that it has to offer.

Online Traffic School

OTS Public Website Message

Functionality was added to the Online Traffic School Application which gave the users the ability to edit the public website informational message via the Online Traffic School administrative menu. This provides a user, with appropriate administrative authority, the ability to edit the website message without the assistance of JIS. Prior to this enhancement, the user had to submit a request to JIS to have a developer make the required message changes and push those changes out to the website. This allows the Traffic School administrator to post information to the public website and have it reflected immediately.

Remove all ITS-CDR dependencies

The OTS application was converted to the standard policy of using the JIS Active Directory for all user verification. OTS was an existing application which was inherited by JIS a couple of years ago. This was the final step in the process to make it fully existent in the JIS domain where it is fully managed by JIS staff.

Correct Disposition Code Error Message

This enhancement to the OTS Public website ticket lookup corrected an invalid disposition code message that was being displayed to offenders who had multiple violations on a single ticket. The message was preventing the offender from paying their ticket online. The invalid message was being displayed because the ticket lookup functionality was only looking at the first violation on the ticket rather than the specific violation the offender was requesting to pay. The logic for the ticket lookup was updated and deployed to production to resolve the issue.

Office of Family Safety

JIS was afforded the opportunity to work with the dedicated personnel of the Office of Family Safety (OFS) on the creation of a Request for Purchase (RFP) document for a new software package necessary to meet their growing needs in the community. In order to create the RFP, JIS met with personnel from both the Jean Crowe Advocacy Center (JCAC) and the new Family Safety Center numerous times. JIS toured each facility and shadowed key personnel which gave them the insights needed to write the necessary requirements that a new software package must meet. After the requirements were written by JIS and approved by OFS, JIS created a draft of the RFP document. Personnel of OFS approved the draft RFP and entered it into the Purchasing System with JIS on site to answer any questions. JIS will continue to support OFS through Vendor/Software demonstrations to aid in the selection of a software package geared to meet the needs of OFS.

Web Sites

Web sites are never truly "finished"... there are many benefits to be gained from a complete refresh of the look, feel, content aggregation, navigation and otherwise.

JIS understands this need and therefore focuses on a web presence which is built and developed so that it easily allows for constant change and adaptation.

Chancery Clerk & Master

The Chancery Court Clerk and Master is an example "Power User" of the JIS public web platform. Multiple Content Managers contribute so that <https://chanceryclerkandmaster.nashville.gov/> remains a dynamic site relied upon for office business and public information. Custom development for this site refresh included:

- Custom site wide Announcement widget for critical messaging
- Improvements to "News" content area to facilitate unlimited events and releases
- Consolidation of Navigation resulting in improved site accessibility and mobile experience

Juvenile Court

The Office of the Juvenile Court reached out to JIS for support in developing a site refresh with the goals of content consolidation and a more suitable design for the Court's customers. The result is a clean but bold and eye catching design with focused content.

- Rich graphics and photography direct site visitors to tailored content: Attorneys, Parents , Youth, and Volunteers
- Custom form development to route public contact/connect entry point submissions to the appropriate knowledge holders
- Graphic design improvements for target audience

JIS Interns

Many of you had a chance to meet the JIS interns, Anastasia, Jasmine and Ronqueenlia. They came to us with their CompTIA A+ certifications through the Metro Action Commission. They have been working with the JIS Help Desk and several of the departments we help to support. Over the past six months they have been quickly learning everything we could teach them about Windows 10, networking, active directory, etc.

During this process we have been working with them to help them develop their resumes and search for employment. Part of their daily job was to look for jobs. They worked with us up until the week after the lock down occurred, helping the Courts, Clerks, and Public Defender prepare for the remote working environment. Technically, they are still with us and we hope to see them again when things return to normal and continue to see them as their careers in IT progress.

The Windows 10 upgrade for JIS controlled workstations is complete. SCCM was used to image workstations across all the departments for which JIS provides tier 1 support. JIS assisted several departments that manage their own workstations by working with them to build images. The JIS Interns assisted in this process, rotating shifts in several departments to image and deliver workstations to end users. The focus for Windows 10 has now moved to finding and upgrading the few remaining Windows 7 workstations that may have been shelved during the upgrade project, and upgrading the current builds of Windows 10.

This upgrade would have been nearly impossible without the efforts of the JIS Technical Contacts, JIS Help Desk, JIS Interns, and SCCM.

Projections

As JIS states its projections for Fiscal Year 2021, 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 Fiscal Year 2021. In addition, this report does not account for project goals that will be met in Fiscal Year 2021 that have not yet been requested.

Adult Probation (ADPB)

Probation End Date Enhancement

General Sessions Probation has asked JIS to modify the warrant tab to display the projected probation end date for each warrant. If multiple warrants are associated to a case, the system will calculate and display the probation end date for each associated warrant. This change will allow the probation officer to track probation end dates for consecutive cases.

Juvenile Case Management System (JCM)

Application Enhancements

JIS will work with Juvenile Court to develop several enhancements to JCM. These enhancements will provide JCM users with the ability to configure additional case types to pull charges from the Diverted Queue on creation and will also provide the ability to add categories and all associated types to a new Case Type when created, allowing more efficiency with system configurations.

Juvenile Information Management System (JIMS)

e-Filing and Document Management System

JIS and the Juvenile Court Clerk's office will continue to work with Tybera to implement an electronic filing and document management system which will be fully integrated with the current JIMS application. The system will be a web-based interface that filers can use to file petitions, motions, and orders electronically from the comfort of their office. Filers will no longer have to make a trip to the clerk's office.

The filer interface will also interact with a payment gateway to collect filing fees. For each submission, the filer will receive status updates that show the condition of the filing, which includes when the clerk's office accepts or rejects the filing.

A seamless, real time integration between the e-filing system and JIMS application will be developed during this project. Once a document is filed in the new system and approved by the clerk, JIMS will be automatically updated with the appropriate event entry and an image of the document will be associated to the event which can then be viewed by anyone with the appropriate security access.

Juvenile Citations

JIS will work with the Metro Nashville Police Department to develop a process to gather arrest data for juvenile citations. The data will then be imported into the JIMS application and populate a queue allowing the user to create a case in one click. This not only streamlines the creation process but will also reduce the probability of data entry errors.

Application Enhancements

The Juvenile Court Clerk has requested an enhancement release for additional functionality in numerous areas of the application. New functionality will be added to show the juveniles name when the user is on the pop-up window for copying an associate's address. An enhancement will be made to the events tab allowing unrelated events to be related to an existing event on the case and functionality will be added to allow assignment of Foster Care Review Board members to multiple boards.

Traffic Violation Bureau Information System (TVIS)

Online Payments

JIS will work with the Traffic Violation Bureau to develop online payment processing for all tickets. Currently, the users manually enter all online credit card transactions into the TVIS application from a nightly settlement report. Once this project is complete, when a payment is made online and approved by the credit card processing vendor, the TVIS application will be immediately updated to reflect the transaction. This will eliminate the need for a user to manually enter the payment and reduce the possibility of data entry errors.

As part of this project, new functionality will be added to allow the online submission of nullification documentation. A defendant will be able to upload a document via the web to show proof that the violation has been satisfied. The document will be imported into the TVIS application allowing the user to accept and process the nullification.

Automatic Adjudication Phase Two

The Traffic Violation Bureau has requested that additional functionality be added to the TVIS application that will allow for automatic adjudication for various scenarios. When certain preconditions are met a disposition will automatically be created. This will free up resources from manually entering this data and will reduce data entry errors.

Notifications

Enhancements will be made to the notifications module in TVIS. The team at Traffic Violation Bureau will identify triggers that will be used to send out notifications. Once the triggers have been identified and coded, notifications can be sent via email or text message to internal users or external clients based on specific system actions.

Criminal Justice Information System (CJIS)

Cost Automation for Criminal Cases

JIS will work with the Criminal Court Clerk's office to enhance the CJIS application to automate court costs on all criminal court cases upon disposition. At the present time, court costs must be manually figured by a clerk. This is a time intensive task. By automating the court costs, resources can be freed up and the possibility of data entry errors will be reduced.

Cost Collections Interface

The Criminal Court Clerk's office has asked JIS to work with Municipal Services Bureau (MSB) to develop an interface that will allow live, day to day, peer to peer, communication for the transfer of cases for collections and payments of court costs. Once a case has been turned over to collections for non-payment, the data for that case will be automatically sent to MSB. Once MSB has collected a payment, the payment information will be imported into CJIS in real time. This will eliminate the need for a clerk to manually enter the data into CJIS as they are doing today.

Complaint Number Enhancement

JIS will work with the Metro Nashville Police Department to create a service that will validate the complaint number when officers are creating a new affidavit. As an officer keys in the complaint number on the affidavit creation screen, the data will be validated against the information in the ARMS application. Complaint numbers are an essential part of the case in the judicial process and it is imperative that the data be accurate. Validating the data upon creation will further reduce the possibility of incorrect complaint numbers being entered.

District Attorney Victim Witness (DAVW)

Phase 3 and 4 Enhancements

JIS will continue to work the District Attorney's Victim Witness division to analyze and enhance the DAVW application. Changes will be made to store additional data for the incident description and prosecution information, along with reporting dispositions.

PowerBuilder Upgrade

JIS will upgrade the CJIS Suite development environment to PowerBuilder 2019. Appeon continues to improve PowerBuilder and has added many new features which can be leveraged by developers to enhance the user experience. Appeon, which owns PowerBuilder, continues to utilize and incorporate modern .NET capabilities.

Appeon is seeking to make the application interface more modern in appearance, keeping with a newer Windows 10 look and feel. PowerBuilder now provides the capability to easily modernize the application user interface by creating customized themes, or simply selecting prebuilt ones. The new Ribbon Bar control provides application users with a modern and widely-accepted navigation mechanism. The Ribbon Bar is the menu and tab navigation used in Windows 10 and Microsoft Office 2013 and above.

PowerBuilder 2019 provides an efficient and powerful method of incorporating third-party and custom .NET assemblies into the application. While this was previously possible, it was complicated, cumbersome, and difficult to deploy. The .NET assemblies which are currently being used are the Crystal Reports component and the new Cedar imaging component. With the new .NET DLL Importer, modern, pre-built, third party functionality can be much more easily embedded within the PowerBuilder applications. Many third party add-ins are only offered with the newer .NET application interface. JIS can also build custom .NET assemblies, where necessary using C# code created in Visual Studio, which is being used in the current web applications.

Office 365 – Exchange Migration

The migration of Exchange (email) to O365, cloud environment was postponed due to the remote work as a result of COVID-19. JIS, along with the Policy Committee felt that it was best not to introduce any changes into the environment during that time.

All work and testing is complete, therefore, as soon as the timing is right, JIS will complete the move of all email from the on-premise exchange to O365 where it will be hosted in a government, CJIS certified cloud environment.

The move off of on-premise Exchange is crucial to continued growth. The physical security of the hosts that run these services in the Microsoft Government cloud are far more secure than JIS could hope to achieve without significantly increasing funding. As to the hosts themselves, the cloud architecture allows much more redundant services, reducing the chance of failure while removing the security risk of delayed patching due to unavailable service windows. Further, O365 gives vastly more space than JIS could afford in house. Mailboxes will go from 1 gigabyte of space to 200GB.

New Infrastructure

The EMC VNX/VMWare infrastructure is nearing its end of life and will be replaced in several phases with newer technology. Phase one consists of installing and configuring new servers to replace the current file servers. The new servers have faster network connections and considerably more storage than the old system.

During phase two, the VNX/VMWare system will be replaced by a new Dell VXRail VSan solution. This will greatly reduce the complexity in the existing system while simultaneously reduce possible points of failure.

Disclaimer



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