

# Justice Integration Services Annual Report 2007



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## Message from the Chair



Since its inception the Chairman of the JIS Policy Committee gets the opportunity to make an annual comment on the status of this agency and its affect on the business workings of the justice information system for Davidson County. These past months have been similar to, but also different than in the past.

Similar in that JIS has maintained a heavy work load in seeing to the day-to-day needs of its customers; different in that more emphasis has been put on in-house development of new applications to keep up with those needs.

Similar in that steady progress in the development of OJIES (the next generation of case management systems) has been maintained; different in that our operating budget largely left in-tact for this past year will now see reductions as have all Metro departments; thus the importance of developing newer in-house applications so we can more wisely spend our budgetary allowance.

However, operating in these two different environments of maintenance and development on reduced funds will test not only our talents and ingenuity but also our strengths of perseverance, patience and most of all clear communications. So as I make this annual report to our customers, staff, members of the policy committee, and the general public I can confidently say that the position of this agency remains on firm ground and its affect on it agency/customers continues to produce positive results.

With special recognition of the time and effort of **Ross Alderman**, **Torry Johnson**, and **Judge Tom Brothers**, and especially **Ms. Nathalie Stiers** I conclude my message but look forward to continued success and satisfied customers.

Michael F. Mondelli, Judge

## Message from the Director



As you will read in this Annual Report, it has been another busy and productive year for JIS and the JIS Community. 2007 was spent enhancing the production suite of Court Case Management applications, as well as developing the next generation of applications. The delivery of the Mental Health and Drug Court application in January, 2007 marked the first of these applications going into production. This was immediately followed by the beginning of analysis on several others.

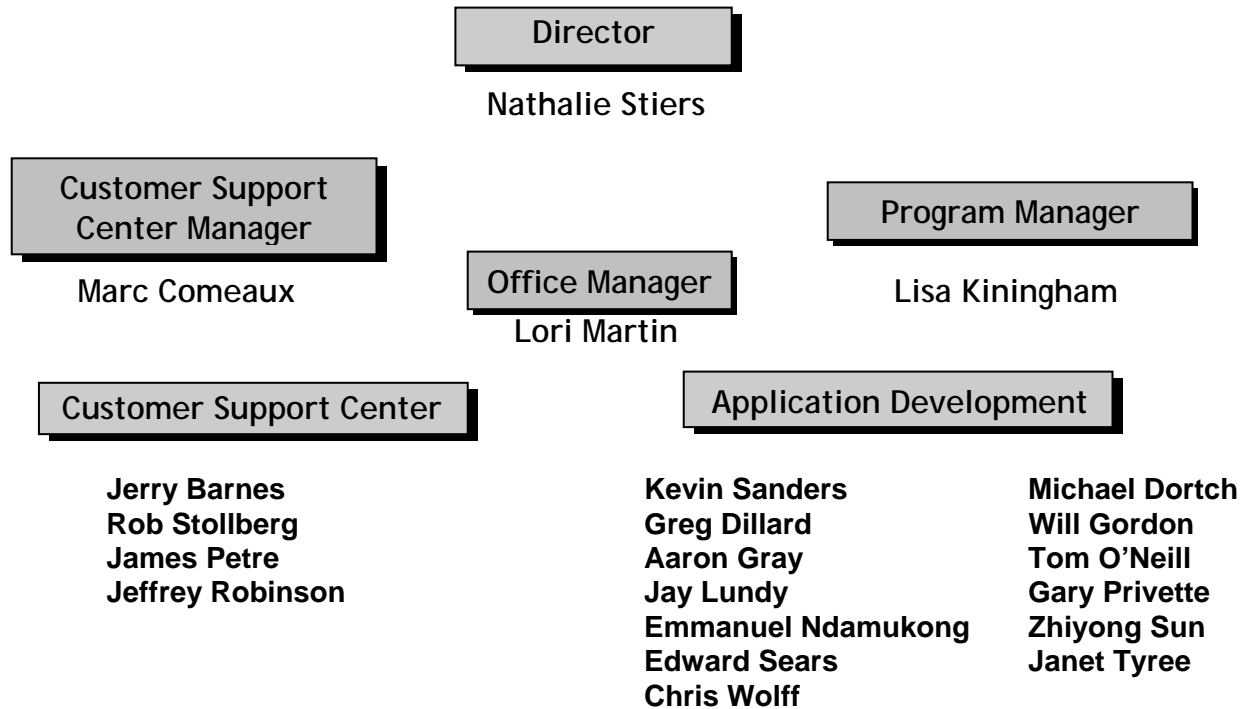
In addition, much emphasis was placed on the production environment and hardware. The production court applications were all moved to a new environment which enabled the applications to run faster, and rendered reports and functionality that were previously unusable due to environmental constraints, now a part of everyday business process. This move to new hardware also eliminated the need for vendor support to maintain the environment. This not only saves money, but also enables JIS to respond quickly to issues.

In the coming year, JIS plans to move forward with the development of applications, the delivery of information to its customers and the public via the web, as well as continue to upgrade and strengthen the various production environments.

In order for JIS to be successful in the accomplishments mentioned in this report, it is necessary for both JIS, and agencies in the JIS community, to work together as a team. Now, more than ever, with the development of new applications, the demands on these agencies are great, especially in terms of time needed for analysis and testing. I would like to take this opportunity to thank our customers for their commitment of time, effort, and their unending support. I would also like to thank **Judge Mike Mondelli**, Chair, JIS Policy Committee, and **Public Defender Ross Alderman**, Vice Chair, JIS Policy Committee, for another year of tremendous assistance and support. Finally, I would like to acknowledge and thank the very dedicated and talented staff at JIS whom I have the privilege of working with everyday.

Nathalie M. Stiers

## Justice Integration Services Staff



## **JIS Member Agencies**

The following justice agencies are members of the Justice Integration Services. JIS provides a combination of desktop support, network services, and application development and support for these member agencies.

- Circuit Court Clerk
- Clerk and Master
- Criminal Court Clerk
- Criminal Justice Planning
- District Attorney
- General Sessions Court
- General Sessions Probation
- General Sessions Safety Center
- Juvenile Court
- Juvenile Court Clerk
- Metro Police Department
- Probate Court
- Probate Probation
- Public Defender
- Sheriff's Office
- State Trial Courts:
  - Civil Divisions
  - Criminal Divisions
  - Chancery Parts I-IV

Representative members from each of these agencies participate in the governing of JIS by serving on the **JIS Policy Committee** and/or the **Operations Subcommittee**.

## The 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.

The 2006 Policy Committee members were:

<i>HONORABLE MIKE MONDELLI, Chair</i> General Sessions Court Division VI **	
<i>HONORABLE ROSS ALDERMAN, Vice-Chair</i> Public Defender**	
<i>Mr. DARON HALL</i> **	Sheriff
<i>GENERAL VICTOR (Torry) S. JOHNSON, III</i>	District Attorney
<i>HONORABLE CHERYL BLACKBURN</i>	Criminal Court Division III
<i>MS. CHRISTI SCOTT</i>	Clerk and Master
<i>HONORABLE GLORIA DUMAS</i>	General Sessions Court Division IV
<i>HONORABLE HAMILTON GAYDEN</i>	First Circuit Court
<i>HONORABLE CAROL MCCOY</i>	Chancery Court Part II
<i>MR. RONAL SERPAS</i> **	Metro Police Chief
<i>HONORABLE BETTY ADAMS GREEN</i>	Juvenile Court Judge
<i>MR. VIC LINEWEAVER</i> **	Juvenile Court Clerk
<i>HONORABLE THOMAS BROTHERS</i> **	Sixth Circuit Court
<i>MR. RICHARD ROOKER</i> **	Circuit Court Clerk
<i>MR. DAVID TORRENCE</i> **	Criminal Court Clerk

## The JIS Operations Subcommittee

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

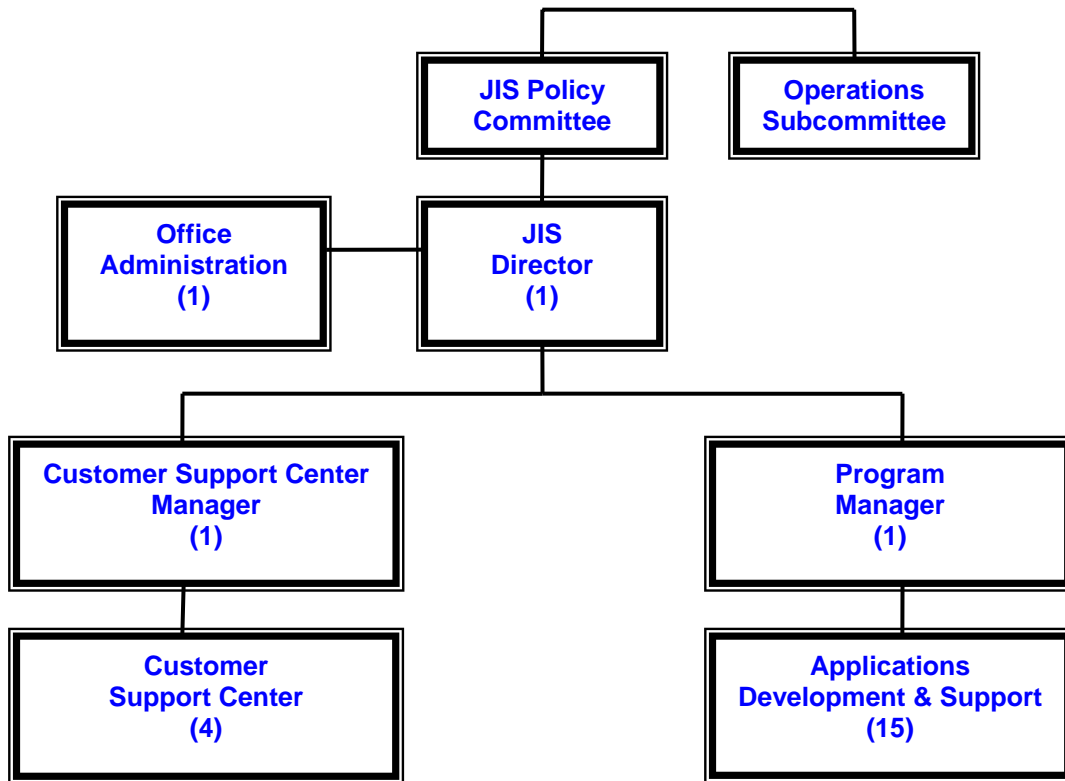
## JIS Organizational Chart

Chancery Court  
 Probate Court  
 Juvenile Court  
 Circuit Court Clerk

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

Criminal Court  
 Public Defender  
 Clerk and Master  
 Criminal Justice Planning

General Sessions Court  
 Juvenile Court Clerk  
 Criminal Court Clerk





# The JIS 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.



## 2007 JIS Accomplishments

### Open Justice Information Exchange System (OJIES) Project

#### OJIES - Mental Health and Drug Court (MHDC)

The Mental Health/Drug Court (MHDC) application went into production during the first quarter of 2007. It is the first application of the Open Justice Information Exchange System (OJIES) project and the first case management tool for both the Mental Health and Drug Court personnel.

The application enables users to create, maintain, and manage cases based on the CJIS case records. The new application also allows personnel to maintain assessments, drug screens, personal notes, and create executive reports.

#### OJIES - Public Defender (PD)

Development of the Public Defender application began in the second quarter of 2007. It is the second application to be developed in the OJIES suite. During the course of this development, many new processes and procedures have been pursued that relate to OJIES and will greatly benefit not only the Public Defender application but also the remaining applications to be developed. Development is expected to be completed the second quarter of 2008.

#### OJIES - Criminal Justice Information System (CJIS)

The JIS business team met with the staff of the Criminal Court Clerk's office and gathered the business requirements for the CJIS application. There is a vast amount of functionality in CJIS that must be accounted for in the new application. The analysts documented the current functionality of the application along with the business process. They also documented improvements that need to be made to the application.

## PowerBuilder Case Management Applications

### Juvenile Information Management System (JIMS)

JIS worked with the Juvenile Court and the Juvenile Court Clerks office to complete the final phase of the JIMS accounting functionality which went into production the first quarter of 2007. The final enhancements included batch printing, disbursements, receipting and generating automated payment overdue notices for outstanding court costs balances and fees owed to the Juvenile Clerk and Court offices.

Other enhancements to the JIMS application deployed in 2007 range from adding the ability to create petitions on petitions due to a new business process, updating the search functionality when adding a juvenile associate, and enhancements to State Reporting.

### Juvenile Case Management (JCM)

JIS improved the existing application security roles within Juvenile Case Management (JCM) to provide better security administration. New functionality which allows cases to be created and/or searched within the JCM system from the Diverted Records Queue within JIMS for juveniles who may or may not have an existing record was also put into production. JIS continues to provide enhancements to the Juvenile Case Management system in order to provide more effective and efficient functionality to the users.

### Adult Probation (ADPB)

JIS developed and released new functionality for the Adult Probation (ADPB) system in August, 2007. The changes were requested by Community Corrections and ranged from improvements of a report to adding receipting functionality.

### Pre-Trial (PTAL)

JIS deployed a new release of Pre-Trial (PTAL) which included 24 enhancements to assist the users with their business processes. Included was the functionality to create letters from the application which ranged from notification of next court date, both in English and Spanish, to program compliance letters.

## Criminal Justice Information System (CJIS)

The Criminal Justice Information System application received many enhancements including simple modifications to existing forms, a new batch subpoena process, additional accounting functionality, and updates to the court dockets.

## **WEB Environment**

### District Attorney Website

The District Attorney's Office asked JIS to update their existing website. The request was two-fold: to give the existing internet that is visited by the general public a new look and feel and to create a new intranet to be used by staff members and media. The new site allows the DA's office to make information readily available and easy to find. It also gives the office personnel the ability to easily update the content of the site themselves. The intranet is used to publish information to the media such as a calendar containing items of interest and news releases. The site is of significant value to the District Attorney's Office, the media, and the Justice Community of Davidson County.

### DCSO Active Inmate Web Site

In August 2007, a new release was deployed to the Davidson County Sheriff's Office (DCSO) Active Inmate Search site. Included in the new release were improvements in response time as well as an entirely new look and feel.

### Expungement Processing for Criminal Court Clerk

JIS provided the Criminal Court Clerk's office with a more efficient method to process Expungement Orders by creating a secure web link that allows law enforcement agencies to view the orders.

### All Servers Moved to CJC

JIS completed its move out of the Howard Office Building Data Center. Most of the servers supporting JIS users have been relocated to an area of the Criminal Justice Center (CJC) dedicated to JIS. The network support staff has workspace in the CJC for

those occasions on which operations staff must be onsite to perform server installations or maintenance.

### CJIS Suite on New Servers

The entire CJIS Suite of applications has been moved to its new home at the Criminal Justice Center. This move was necessary for many reasons - some being that the existing servers were very old, running out of space, and the clustering management and hardware were no longer supported by the vendor. The applications are now on new servers which can be fully supported by JIS.

## **Operations and Helpdesk Support**

### VMware

The JIS VMware server has been upgraded from ESX 2.5 to ESX 3.5. An external drive-array has also been added that gives more storage to host more virtual machines. JIS' VMware server is now running 12 virtual servers on a Dell 6850 and still has room for more.

### Operation Fugitive Safe Surrender

JIS worked with ITS and participating JIS agencies to help make Operation Fugitive Safe Surrender a success. JIS created a backup plan to use VMware's Virtual Desktop to image the District Attorney and Public Defender desktop. JIS worked with Dell's Peripheral Department and was given four printers to use at the program. In addition, JIS provided support throughout the event.

## 2007 Helpdesk Calls

The JIS Help Desk closed 1,571 computer and network related calls. The following is a breakdown by department:

Agency	# of Calls	% of Total Calls
State Trial Courts	67	6%
Clerk & Master	165	14%
Circuit Court Clerk	33	3%
Criminal Court Clerk	82	7%
Criminal Justice Planning	33	3%
District Attorney	34	3%
Juvenile Court	337	29%
Juvenile Court Clerk	106	9%
Public Defender	333	28%
Total	1,190	100%

## Replacement PC

In 2007, JIS replaced 176 PCs that were in the revolving fund. PCs were imaged with Microsoft XP Operating system and the latest updates and patches for all departments.

## 2008 JIS Projections

### Open Justice Information Exchange System (OJIES) Project

#### OJIES - Public Defender (PD)

The second application to be developed in the OJIES suite is the Public Defender application. The Public Defender application will combine current functionality in the existing system with requested enhancements. Some of the enhancements include greater control over time and expense tracking, as well as a quick link that will give a mapped location and driving directions for each case. There is also the functionality that, upon an event change specified by the user, an email notification will be sent announcing a status change. Development is scheduled to end the second quarter of 2008 and the new application is slated to go live during the third quarter of 2008.

#### OJIES - Davidson County Community Corrections Program (DCCCP)

In February 2008, the JIS business team assigned to the Community Corrections project will begin meeting with the staff members of the Community Corrections office to review their processes and gather the requirements for the DCCCP application. The team will identify requirements for the current functionality in the Adult Probation (ADPB) application and will also document new requests. The analysis phase should be complete by August 2008 with development to begin immediately thereafter.

#### OJIES - General Sessions Probation

The General Sessions Probation department will follow Community Corrections to begin analysis of their business processes and go over the current functionality of the Adult Probation (ADPB) application. The JIS business team will meet with General Sessions Probation department staff members in an effort to complete the analysis phase by the end of the fourth quarter of 2008.

## PowerBuilder Case Management Applications

### Criminal Justice Information System (CJIS) Suite Migration

Beginning May 1<sup>st</sup>, 2008, the production PowerBuilder CJIS suite will be placed on a development moratorium in order to complete a much needed upgrade. The applications will benefit from a migration of the PowerBuilder code, as well as an upgrade to Oracle 10g. During the moratorium, code changes will only be introduced in the case of an emergency. Intense testing will begin mid-July through August with a deployment goal of September 14<sup>th</sup>, 2008.

### Juvenile Information Management System (JIMS)

The Juvenile Court Clerk's office has requested several enhancements to the Juvenile Information Management System (JIMS). The enhancements to be included are the assignment of court costs and other fees to an organization and payment contracts that will be generated in the Clerk's office to allow debtors to set up payment plans for costs associated with a petition. Two other requests include the ability to merge organizations and merge persons within the JIMS application to help eliminate duplication of names. These changes are scheduled to be deployed in June, 2008.

## WEB Environment

### On-line Payments for State Issued Tickets

JIS is working with the Criminal Court Clerk's office to assist with the implementation of online payments for tickets issued by the Department of Safety, Department of Conservation and the Tennessee Wildlife Resources Agency. This service will allow individuals to pay their offenses online, 24 hours a day, 7 days a week.

This service will be available from the clerk's existing web site and will allow an individual to search their respective ticket online. The search results will return the violation and the amount to be paid. When the individual is ready, they will be automatically transferred to a third party site where they may pay by credit card or electronic check.

This service should be available the second quarter of 2008 and will allow individuals the



opportunity to pay for violations from the convenience of their computer.

### **Spanish Web Site for Criminal Court Clerk's Office**

The Criminal Court Clerk's office has asked JIS to work with them in duplicating their existing web site in Spanish. This is in an effort to aid the Hispanic population with navigating through the court system. The work should be completed by the second quarter of 2008 and will be the first web site in Metro Government to be translated, in its entirety, to Spanish.

### **JIS Intranet**

JIS will be creating an Intranet site which will serve two purposes. The first being that it will give JIS a specific, and well organized area to store internal documents, information, and procedures. Secondly, areas of this site will be made available to the JIS customers so that they can obtain and track information and documents related to their respective projects and work being performed at JIS.

## Operations and Helpdesk Support

### Virtual Desktop Infrastructure (VDI)

In 2008, JIS will set up and test VMWare Virtual Desktop infrastructure (VDI), for the Juvenile District Attorney. The concept of VDI is one where the images of individual PC's is no longer stored on a workstation, but rather is located on a server. The benefits of this technology are tremendous. From a convenience perspective to the user, one can log on to their PC from any other PC on the JIS network and see all of their individual settings and drives, eliminating the need for roaming profiles which has never been an ideal solution. With respect to maintenance, there would no longer be necessary maintenance to individual PC's as the information would no longer be housed there. In addition, if a PC is stolen, there would be nothing stored on the PC, greatly increasing security. Finally, the cost savings is tremendous and include reduced maintenance costs, electrical costs, costs associated with security measures and breaches, as well as significant reduced cost to the desktop equipment as powerful PC's would no longer be required. JIS is very excited about this pilot project and is working together with the District Attorney's Office and ITS to make this a successful proposition for agencies across Metro, and a viable alternative to the current structure given all of the benefits listed above.

### Redundancy

ITS will be installing two new Cisco Catalyst 4510 switches at the CJC. Once this work is complete, JIS can then configure the servers with separate connections to the two switches. This means that if one entire switch were to fail, the second connection would keep everything running. Each server will have a third connection for communication between servers for Storage Area Network (SAN), Heartbeat and Backup Jobs, further reducing the amount of traffic on the network that the clients use.

## 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: Lori Martin, 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: Ron Deardorff, Department of Human Resources, 222 Third Avenue, Suite 2000, Nashville TN 37201, (615) 862-6640.