

**jis** justice integration services  
2009 Annual Report



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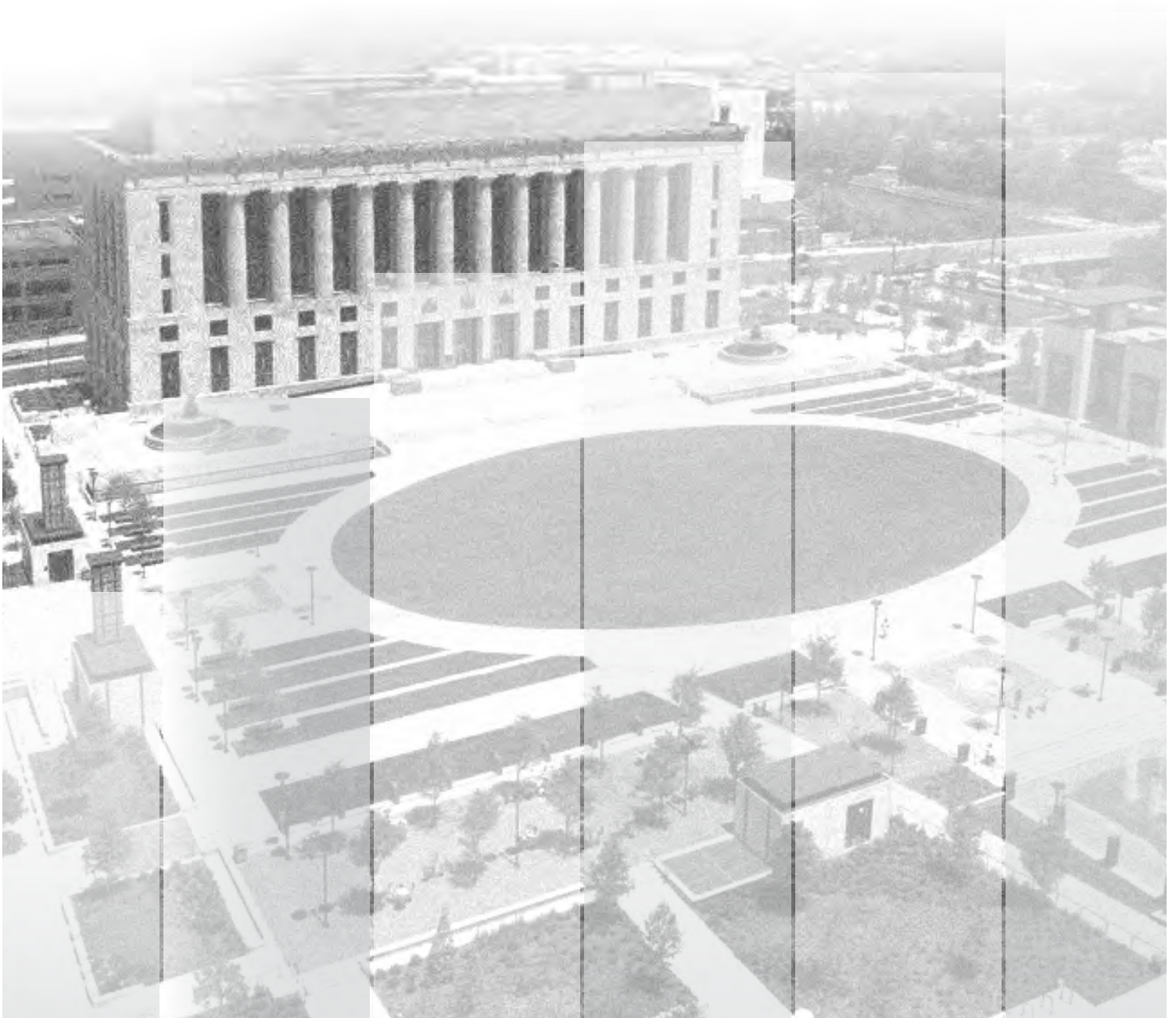




# The JIS Mission Statement



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.







## Message from the Chair

In preparing this Annual Message I reviewed earlier ones from 2004 forward. They contained some basic descriptions of JIS; its make-up; its mission; its unique position in the criminal justice environment; and forecasts of goals and wishes, and accomplishments.

Beginning over twenty years ago as a concept to improve the use and treatment of information between the various Clerks' offices, lawyers, and the general public, JIS has seen many changes. It has changed its name to better reflect its mission and changed the traditional use of information into a dynamic means of communication between the above groups.

There are fifteen different agencies (i.e. Criminal Court Clerks Office, District Attorney's Office, Public Defenders Office, Juvenile Court/Clerks Office, etc.) that routinely depend upon the services provided by JIS. At first JIS (Justice Information System) as it was known, started with the basic mission to "provide information systems" for the various agencies that make up the JIS community as well as the public. Metro entered into a contract with UNISYS to develop the programs necessary to enable CJIS and the other applications in the suite to do this job. Metro IT department along with UNISYS worked with JIS during the formative years, however, because of the sensitive and confidential nature inherent with justice related activities, JIS assumed a unique position of independence within the local IT realm, as well as a high level of trust with the courts in carrying out these duties.

The end of June will mark the five year anniversary of JIS' independence from UNISYS as well as reliance upon other outside vendors. Over this period of time Justice Information System became known as Justice Integration Services and its mission has been refined to "provide customized, integrated case management software and technology support products" to our Community agencies. JIS has now become accustomed to providing these products and support. In addition, since most of the products and support result from "in house" labor there are sizeable taxpayer savings realized.

Since my last report administrative issues such as adopting a compliance policy for release of public records; technology issues such as the Police Department's deployment of ARMS; and implementation of policies to increase security, have taken priority and been addressed. Our staff has suffered budgetary cutbacks as have other Metro agencies, but our job performance remains well above satisfactory and I believe all of our customers would tell you the same thing.

This is my fourth report and I remain proud to say that from the Director on down, the staff at JIS is dedicated to the needs of our customers and the citizens of Davidson County.

Michael F. Mondelli, Judge  
Chair, JIS Policy Committee



## Message from the Director

It is with great pride that JIS presents another annual report filled with great accomplishments achieved in 2009, and a brand new set of goals for 2010. During a tough year, where departments, including JIS, faced budget cuts, JIS was able to assist agencies with enhancements to existing applications which enabled them to provide new services to the public, and reduce impacts to their departments by streamlining and automating processes. In addition, JIS has continued to provide information, data, and convenient services to the public via agency websites. Included in this annual report you will find more information regarding these projects, as well as links to the sites.

During 2010, JIS will continue to provide more of these services at the request of our customers who continue to keep us busy with very exciting and valuable work. In addition, JIS will embark on the very large, but necessary project of updating the hardware infrastructure on which the JIS systems reside. We look forward to another very collaborative year with the JIS community, filled with new challenges and new opportunities to serve the justice community and general public.

I wish to express thanks to Judge Mike Mondelli, JIS Policy Chair, and General Torry Johnson, JIS Policy Vice Chair, for their continued support. I would also like to acknowledge and thank the staff of JIS whose dedication and talent make it possible to produce such valuable work.

Nathalie Stiers  
Director, JIS

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## JIS Member Agencies

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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**.



## 2009 Policy Committee Members

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Honorable Mike Mondelli, Chair - General Sessions Court Division VI ★

Honorable Victor S. (Torry) Johnson, III, Vice Chair - District Attorney General ★

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Mr. Daron Hall ★  
*Sheriff*

Honorable Cheryl Blackburn  
*Criminal Court Division III*

Ms. Christi Scott  
*Clerk and Master*

Honorable Gloria Dumas  
*General Sessions Court Division IV*

Honorable Hamilton Gayden  
*First Circuit Court*

Honorable Carol McCoy  
*Chancery Court Part II*

Mr. Ronal Serpas ★  
*Metro Police Chief*

Honorable Betty Adams Green  
*Juvenile Court Judge*

Mr. Vic Lineweaver ★  
*Juvenile Court Clerk*

Honorable Thomas Brothers ★  
*Sixth Circuit Court*

Mr. Richard Rooker ★  
*Circuit Court Clerk*

Mr. David Torrence ★  
*Criminal Court Clerk*

Ms. Dawn Deaner ★  
*Public Defender*

### 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 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 ★.

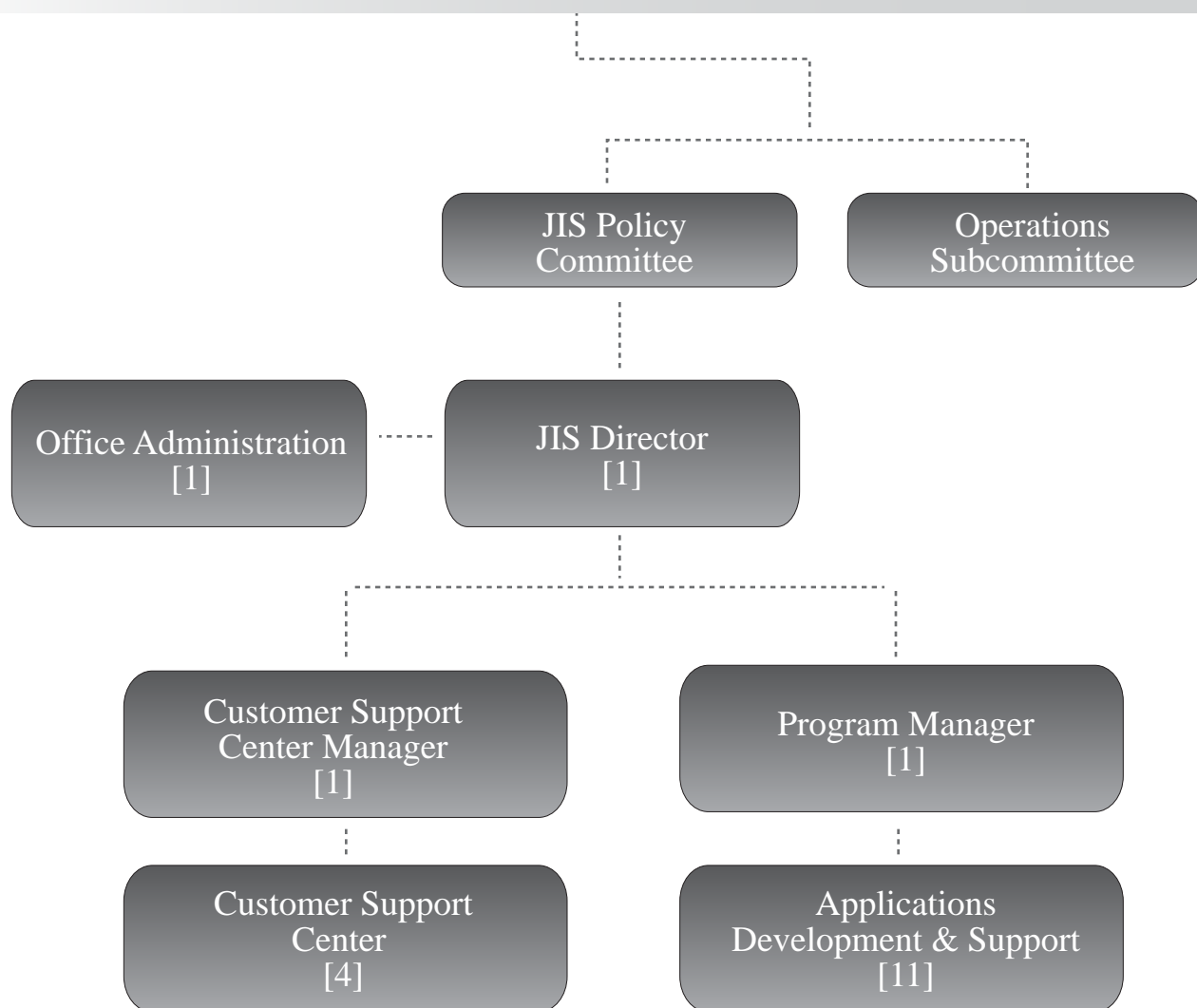
## JIS Organizational Chart

Chancery Court  
Probate Court  
Juvenile Court  
Circuit Court Clerk

Circuit Court  
District Attorney  
Sheriff's Office  
Metro Police Department

Criminal Court  
Public Defender  
Clerk and Master  
Criminal Justice Planning

General Sessions Court  
Juvenile Court Clerk  
Criminal Court Clerk



# Celebrating Ten Years of CJIS

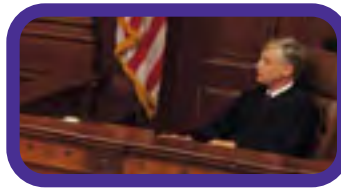


March 1999

CJIS was rolled out in the MNPD booking room allowing Police Officers to complete their affidavits on-line for the first time.

October 1999

Metro Davidson County justice community took another big step in the rollout of the CJIS application. The Warrant and Bond division of the Criminal Court Clerk's office began using CJIS for the creation of warrants, and the processing of capiases, probation violations, and bonds. This marked the final step in automating the arrest/booking process.



January 2001

Planning for next CJIS release began.

April 2001

A new five year contract between Metro and Unisys was signed.

July 2001

Analysis and testing of the next CJIS release underway.

March 2002

Disposition forms used by the General Sessions Court were automated in CJIS.

April 2002

CJIS went live on the internet allowing the public access to search case information, print court dockets, and reports.

November 2002

CJIS application underwent its first major PowerBuilder and Oracle upgrade.

May 2003

JIS now coding in-house after amendment to Unisys contract.

## 1999

April 1999

General Session Commissioners moved away from the manual, handwritten process of approving warrants using CJIS to process and generate their paperwork.



June 2000

The Criminal Court Clerk's office began using CJIS in the Criminal Courts to process dockets, minutes, and expungements. This completed the initial implementation of the CJIS software.

September 2001

New release of CJIS was deployed to production and included enhancements to the docket functionality, the ability to process State Traffic cases, updating the searching capability as well as information on related cases and defendant history were added.

December 2003



Accounting functionality for CJIS brought up to date.

January 2000

The first Grand Jury Report was released electronically from CJIS. This was a critical step in the CJIS implementation process allowing the District Attorney General's staff to retrieve records electronically from General Sessions Court. After the indictment process, the Grand Jury Report is released and the data is available for the Clerk to create the criminal case.



August 2002

Moratorium on all code changes for CJIS application in effect in preparation for the PowerBuilder and Oracle upgrade.



# A Decade of Integration



**February 2004** CJIS developed and implemented a standard imaging module for CJIS.

**October 2004** Legacy court records from MNPD mainframe now available in CJIS.

**January 2006** The affidavits from CJIS are now available to the public via the internet.

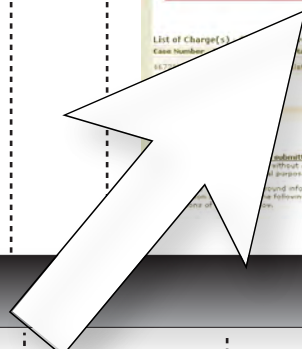


**September 2006** CJIS application moved to new production server in CJC.

**June 2008** CJIS data accommodates an online payment system for tickets issued by Tennessee Department of Safety.

**April 2009** Functionality moving data from CJIS to the Davidson County Sheriff's office has allowed the process of generating and serving subpoenas to become a paperless process.

**June 2009** On-line record checks are now available to the public free of charge around the clock using information that is extracted from CJIS.



**2009**

**March 2004** CJIS implemented a complete Version Control Manager (VCM), a new tool that allows for a seamless deployment of CJIS.

**May 2006** Electronic signature functionality for CJIS introduced at the affidavits level.

**May 2008** CJIS placed on a development moratorium in order to complete PowerBuilder and Oracle upgrade.

**September 2008** CJIS migrated to PowerBuilder 11 and Oracle upgraded to 10g.

**July 2009** CJIS users now have the ability to send a PDF of key documents via email from within the application.

**December 2009** The last remaining set of legacy data from MNPD mainframe now incorporated into CJIS.



**March 2005** CJIS takes over complete maintenance, support, and modification of CJIS from Unisys.

**October 2007** CJIS enabled to print all subpoenas in a batch process, separating MNPD and Non-MNPD.



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## Justice Integration Services Staff

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Director

Nathalie Stiers

Customer Support  
Center Manager

Marc Comeaux

Program Manager

Lisa Kiningham

Office Manager

Julia Binkley

Customer Support  
Center

Jerry Barnes  
Jeff Greer  
Jeffrey Robinson  
Rob Stollberg

Application  
Development & Support

Greg Dillard  
Michael Dortch  
Aaron Gray  
Jay Lundy  
Emmanuel Ndamukong

Gary Privette  
Kevin Sanders  
Edward Sears  
Janet Tyree  
Chris Wolff

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## 2009 JIS Accomplishments || Web Environment

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### Juvenile Court Website

Juvenile Court wanted to create a website which would provide a quick and convenient way to provide vital information to the public. In turn, it would expedite the receipt of information by the public, and reduce the call volume at the Juvenile Court as they respond to these inquiries. JIS and the Juvenile Court office worked together to design and create this website.

The result is a brand new site which is available at: [juvenilecourt.nashville.gov](http://juvenilecourt.nashville.gov).

Here is some of the information that can be found when visiting the new Juvenile Court website:

- Information that will prepare an individual for going to Court
- Lists and guidelines that explain what an individual can, and cannot bring into the court house, appropriate dress code, and parking directions
- A thorough and informative frequently asked questions section
- Download forms that will expedite a visit to the Juvenile Court
- Contact List for all the areas of Juvenile Court
- The local court rules for attorneys, the rules of probation, and loads of available resources for the community

Thanks to the staff at the Juvenile Court for their commitment and hard work on this project which is definitely reflected in the end result.

### Criminal Court Clerk Website

JIS worked with the Criminal Court Clerk's office to provide several major upgrades, and added services to their existing website. The website is available at: [ccc.nashville.gov](http://ccc.nashville.gov) The entire site has been given a facelift. The result is a very professional website, packed with information that is very easy for the public to navigate and gain valuable information. In addition, new features and services have been added to the website, with more to come in 2010.

### Criminal Record Checks Available on the Web

Criminal record checks have always been available to the public by visiting the Criminal Court Clerk's office, requesting a copy, and paying a fee for copies. With the addition of criminal record checks online, the information is extracted from CJIS, and made available on the website. The public now has the ability to search for, and obtain these record checks online, free of charge, twenty-four hours per day.

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## 2009 JIS Accomplishments || PowerBuilder Case Management Applications

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### **Juvenile Information Management System (JIMS)**

The Juvenile Information Management System (JIMS) received sixteen enhancements ranging from adding administrative functionality, adding a new litigation tax required by law, and highlighting input fields to prevent users from losing data when a petition is saved. Additional changes made to applications include displaying arrest dates in the queues to help users move through their business process faster and the creation of a flag that indicates when there is unique petition relationship giving the users the ability to know when petitions are inner related. This has allowed the streamlining of part of their business process.

### **Juvenile Case Management (JCM)**

When the Juvenile Case Management (JCM) application was first built, although tightly integrated with the Juvenile Information Management System (JIMS), it did not have the ability to automatically benefit from changes made to the JIMS application. In effect, when the JIMS application received an enhancement, the JCM application did not, and thus the two applications continued to fall further out of sync with one another.

In January, a large build was released for both applications which enables coding changes to be made one time, and be implemented in both systems. In addition to immediately benefiting from enhancements, the users of each respective application are now able to update data from either application with the data flowing seamlessly through both applications.

The sizeable change to the two applications will save the Juvenile Court users time as they enter and manage their court data, will save JIS time on future coding and maintenance of both systems, and will deliver a higher level of data accuracy and integrity.

### **Criminal Justice Information System (CJIS)**

There were twenty one enhancements made to the Criminal Justice Information System (CJIS) this past year. Those enhancements ranged from minor fixes such as changing the language on subpoenas and adding the probation status to the court dockets to more detailed changes such as creating functionality that will allow court fees to be waived. There were also a number of enhancements to the District Attorney General's Grand Jury (DAGJ) portion of CJIS that entailed adding information to the Grand Jury Report, allowing the dismissal of a count and changes to the Information Case Summary.

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## 2009 JIS Accomplishments || PowerBuilder Case Management Applications

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### **Criminal Justice Information System (CJIS) - (continued)**

In addition, there were two major projects that were incorporated into the CJIS application:

#### **CJIS PDF/Email**

This project introduced new technology that gave the Criminal Justice Information System (CJIS) application the ability to generate a form in a PDF format and the ability to then email that PDF to a person or group via Microsoft Outlook. This aided in streamlining the business process for the General Sessions Court Commissioner and eliminated the necessity to print the form. This project also laid the foundation to incorporate this functionality in other applications within the CJIS Suite.

#### **QCN Legacy**

The last remaining set of legacy data, from the MNPD mainframe for the Criminal Court Clerk's office, was converted and incorporated into the CJIS application. The data consisted of legacy collection records and is now available from one location within the application.

#### **Adult Probation (ADPB)**

The Adult Probation (ADPB) application received twenty enhancements. As part of the enhancements, functionality that was identified under the OJIES project during analysis for the Davidson County Community Correction Program (DCCCP) was incorporated. That functionality included the ability to allow a user to view the Defendant History from within the Criminal Justice Information System (CJIS) application, the ability to flag a case if a particular violent offense(s) shows up on a defendant's record, and creating an arrest alert that notifies a case officer when a defendant on active supervision has a new arrest. Other enhancements made to the system range from modifying existing reports to creating additional receipting functionality.

#### **Pretrial (PTAL)**

There were five enhancements deployed for the Pretrial (PTAL) application. Changes to existing letters, the addition of new letters and modifying the Contact Log and Intake Search criteria along with the automation of the case status were implemented at the request of the users.



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## 2009 JIS Accomplishments || Internal JIS Projects

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### **New Helpdesk Tool**

In 2009, JIS introduced a new tool to create and track helpdesk calls. SysAid replaced our former tool which was expensive, difficult to improve upon, and badly in need of an upgrade. SysAid has provided the agencies supported by the Helpdesk the ability to open calls, receive email updates pertaining to call status, as well as the ability to track previous calls. In effect, SysAid has provided JIS, as well as the JIS agencies, a much more user friendly experience, with a lot more communication and customer service abilities, as well as reporting capabilities.

### **JIS Website**

After the addition and changes to websites for the various agencies that JIS supports, we decided it was time to update the JIS site as well. The new site provides information on JIS' projects and responsibilities, as well as information and links to agency websites, and announcements of new services available through the JIS agency websites. In addition, there is a separate area which requires a login for JIS employees where agency documents are stored and easily available. There is a second secure area for JIS agencies. This also requires a login and password and provides information to agencies regarding their projects that JIS is working on for them.

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## 2010 JIS Projections || Web Environment

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As JIS states its projections for 2010, 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 2010. In addition, this report does not account for project goals that will be met in 2010 that have not yet been requested.

### **Map and Arrest Data Available on the Web**

Another very exciting addition to the Criminal Court Clerk's website is due to be deployed in April, 2010. With the click of a button, the public will be able to view a map showing all arrests that occurred in the past seven days. The map will have a locator present at the home address of the defendant. The search can be narrowed down to a specific area by typing in a zip code. By hovering over a locator, the defendant's name, and offense will appear. Clicking the locator will take you to information regarding the crime and the opportunity to produce a full criminal history report on the individual. JIS will work closely with the State of Tennessee to obtain the mapping capability which will have similar functionality to traditional mapping found on sites such as Google maps. Please visit the Criminal Court Clerk's website at [ccc.nashville.gov](http://ccc.nashville.gov) to see this new service provided to the public.

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## 2010 JIS Projections || Web Environment - (continued)

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### **Preliminary Hearings Available on the Web**

The Criminal Court Clerk's office has requested that audio files of preliminary hearings be available to the public via their website. Due to the space requirements necessary for these large files, JIS could not fulfill this request in 2009. Once the new infrastructure is in place, JIS will have sufficient space to house these files and can then make them accessible through the Criminal Court Clerk's website.

### **Online Indictments**

The Criminal Court Clerk's office would like to expand the services provided on the public case search site by allowing the public access to indictments which have been released by the Grand Jury. These indictments are currently available to the public but only if the person obtains the copy from the clerk's office. This project would also lay the foundation for saving all scanned documents in the portable document format (PDF) from within the power builder applications.

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## 2010 JIS Projections || PowerBuilder Case Management Systems

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### **Day Reporting Program**

The Day Reporting Program is requesting the ability to electronically track and record relevant information concerning their program participants. The request is to add the Day Reporting Program to the Adult Probation (ADPB) application that is used by Community Corrections, GS Probation, and DUI School. Currently, all information is stored on hand-written notes with some uploaded to their network drives. Electronic storage will create an efficient work environment along with the ability to grant case access to other departments to view defendant status. The Day Reporting Program is used by individuals that also report to GS Probation and DUI School. The Adult Probation application will allow these two departments to have real time views of Day Reporting information thereby removing the need to manually track defendant's status.

### **Affidavits in the Police Cars**

JIS is proud to announce the first project that will involve web-enabling a portion of the CJIS application. Currently, police officers are required to create their affidavits on the CJIS application from a PC located at the Criminal Justice Center (CJC). Once this project is complete, police officers will be able to create the affidavit from their police car, making the affidavit available to the commissioner upon arrival at the CJC. This will not only expedite the process, but will also reduce the time the officer spends in the CJC during the arrest of an individual.

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## 2010 JIS Projections || PowerBuilder Case Management Systems (continued)

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### **Affidavits in the Police Cars (continued)**

In addition, this project provides a critical process needed by the Davidson County Sheriff's Office (DCSO) in their Mobile Booking initiative. This project is scheduled to be completed in June, 2010 and is surely the first of many projects to make functionality in the CJIS suite of applications portable.

### **Necessary Changes to Meet Complaint Number Demands**

For the first time since CJIS went live, the number of complaint numbers generated has hit the million mark. It did so in October, 2009. The Centriod, which integrates the systems, receives the complaint number from ARMS, and is not equipped to handle a complaint number higher than 999,999. In anticipation that this will continue to occur, JIS will make the necessary changes in the Centriod and CJIS suite by the third quarter of 2010.

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## 2010 JIS Projections || Internal JIS Projects

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### **New Infrastructure**

Many of the JIS servers used to provide service, application, and storage to the JIS agencies are now close to end of life. As the need arose to replace these servers, JIS thought it best to explore creating an environment in a cost effective manner that would meet the growing needs of the JIS agencies, provide more redundancy, and failover capabilities. The JIS application environment has grown tremendously in the past few years, and the need for storage of images, audio, and video files has increased the need for storage exponentially. By the end of the second quarter of 2010, JIS will implement VMware servers to replace all file and print servers, as well as test and development servers, and imaging servers. It is anticipated that twenty servers will be taken off line by the use of virtual servers. All CJIS production servers will remain on individual servers due to support requirements by the Oracle vendor. Once the anticipated upgrade of Microsoft Exchange is complete, it too will be housed in this environment. All servers will be attached to a Storage Area Network (SAN) where all data will be stored. The production SAN will then replicate all information throughout the day to a secondary SAN which will be used in the event of a primary SAN failure, and will also be where all backups will be taken from. As well, this will be done to reduce stress on the production environment. In addition, JIS will introduce data deduplication which will be housed at another site. Data deduplication will create snapshots of data throughout the day creating a third copy of data.

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## 2010 JIS Projections || Internal JIS Projects (continued)

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### **Media File Conversion**

With the continued increased capability to scan documents in the CJIS application, as well as the increased need to store documents electronically, the storage of these files has increased tremendously. JIS is taking on a project in the second quarter of 2010 to evaluate the way in which these files are stored and to decrease the amount of storage space taken up by these files without impacting the integrity of the files and quality of images. This will be accomplished through a conversion of the current media files and a new storage format for files that are created moving forward. It is projected that JIS will save 490 GB of space through the conversion of the media files which will also decrease time needed to backup these large files.

### **Exchange Upgrade**

JIS will begin migration of the mail server from Exchange 2003 to Exchange 2010. The upgrade plan includes two servers that will provide mirroring redundancy provided by Microsoft.

This upgrade will provide JIS customers with:

- Better security with improved e-mail encryption.
- Improved protection from spam and viruses.
- Improved server performance through the use of 64 Bit Operation System.
- Unified Mailbox Resilience (UMR) - Allows for high availability, and greatly improves backup capabilities and disaster recovery.
- Ignore Thread - The ability to remove (or "mute") themselves from irrelevant conversations with the click of a button.

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### **Disclaimer**

The Justice Integration Services agency does not discriminate on the basis of age, race, sex, color, national origin, religion, or disability in admission to, access to, or operations of its programs, services, or activities. The Justice Integration Services agency does not discriminate in its hiring or employment practices. The following person has been designated to handle questions, concerns, complaints, requests for accommodation, or requests for additional information regarding the Americans with Disabilities Act: Julia Binkley, 404 James Robertson Pkwy., Suite 2020, Nashville, TN, 37219, (615) 862-6195. Inquiries concerning non-discrimination policies other than ADA compliance should be forwarded to: Department of Human Resources, 222 Third Avenue, Suite 2000, Nashville TN 37201, (615) 862-6640.