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Message from the Chair

Welcome to the JIS Annual Report where as Chairman of the JIS Policy Committee I attempt to recount the activities of this agency since my last report.

I start by admitting that a more detailed and accurate account would best be delivered by our Director, Nathalie Stiers.

For the last several years she has been my main link to the goings on at JIS. Over the years our conversations have covered plenty of ground but always focus on JIS' place in Metro Government; its goals as dictated by its customers; and most importantly how we treat our fellow employees so as to achieve those goals in a manner consistent with the makeup of our staff. Once again as in all of Metro our budget is subject to a 3% reduction. Once again JIS will be asked to do more with less. Once again we challenge staff to meet the needs of our customers in new and improved ways.

Fortunately or unfortunately the world of technology evolves so quickly that nothing is new before it is obsolete; and as this cycle continues so does the demand to remain current. Working ourselves out of a job is not the concern; rather maintaining ourselves on the edge of technology is; thus JIS staff is ever mindful of this challenge and recognize this constant but ever changing pattern for what it is and is able to come up with applications to address the problem.

One of our newer tools developed for the Criminal Court Clerk's office is a crime map that shows by neighborhood where defendants live who have allegedly committed a crime in Metro Nashville. There have been other improvements engineered by JIS that streamline business practices for some customers and reduce storage space requirements for others.

Technology will continue to offer rewards and raise new issues and JIS employees will be needed to sort through those that affect the administration of and delivery of justice to the citizens of Davidson County.

As you can see my report was more about generalities and positive remarks rather than goals and achievements; which any of our customers can tell you about!

Michael F. Mondelli, Judge

Message from the Director

2010 proved to be another challenging, yet productive year for JIS. As many other departments, JIS suffered another budget cut, and many of its customers were affected by massive flooding and relocation. However, as you will read in this report, JIS continued to provide its customers with new tools, technology, and, enhancements to their applications. These enhancements, in turn, provided JIS' customers with time saving, and budget reducing capabilities, as well as the ability to provide more services to the public. As always, JIS considers itself very fortunate to be able to produce the kind of work that is always a proven benefit to its customers and the public.

One of the highlighted accomplishments for 2010 was the addition of Crime Mapping capabilities to the Criminal Court Clerk's website. This was a nationally recognized accomplishment which you will read more about in this report. Another accomplishment was the implementation of a state of the art hardware infrastructure which provides more reliability and redundancy, as well as gives JIS a platform upon which it can grow and expand to meet the needs of its customers for years to come.

JIS is a department which provides its customers with full life cycle development of applications, without the assistance of outside vendors. This is a very unique circumstance within government, and provides JIS and its customers the opportunity to come together in a very creative way to develop useful and innovative results. It is due to the great partnership within the JIS community that this is possible.

I wish to thank the JIS community for continuing to work side by side with JIS, continuing to challenge the department with new ideas, so that together we can continue to keep Nashville a city that remains one of the most advanced in the nation when it comes to court technology.

As always, I wish to thank Judge Mike Mondelli, JIS Policy Committee Chair, and General Torry Johnson, JIS Policy Committee Vice Chair, for their continued assistance, guidance and support.

Nathalie Stiers
Director, JIS

Justice Integration Services Staff

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Michael Dortch
Will Gordon
Aaron Gray
Jay Lundy
Emmanuel Ndamukong

Gary Privette
Kevin Sanders
Edward Sears
Janet Tyree
Chris Wolff

JIS Member Agencies

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

Circuit Court Clerk

Clerk and Master

Criminal Court Clerk

Criminal Justice Planning

District Attorney

General Sessions Court

General Sessions Probation

General Sessions Safety Center

Juvenile Court

Juvenile Court Clerk

Metro Police Department

Probate Court

Probate Probation

Public Defender

Sheriff's Office

State Trial Courts:
  Civil Divisions
  Criminal Divisions
  Chancery Parts I - IV

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

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 2010 Policy Committee members were:

HONORABLE MIKE MONDELLI, Chair   General Sessions Court Division VI ★

HONORABLE VICTOR S. (TORRY) JOHNSON, III, Vice-Chair   District Attorney General ★

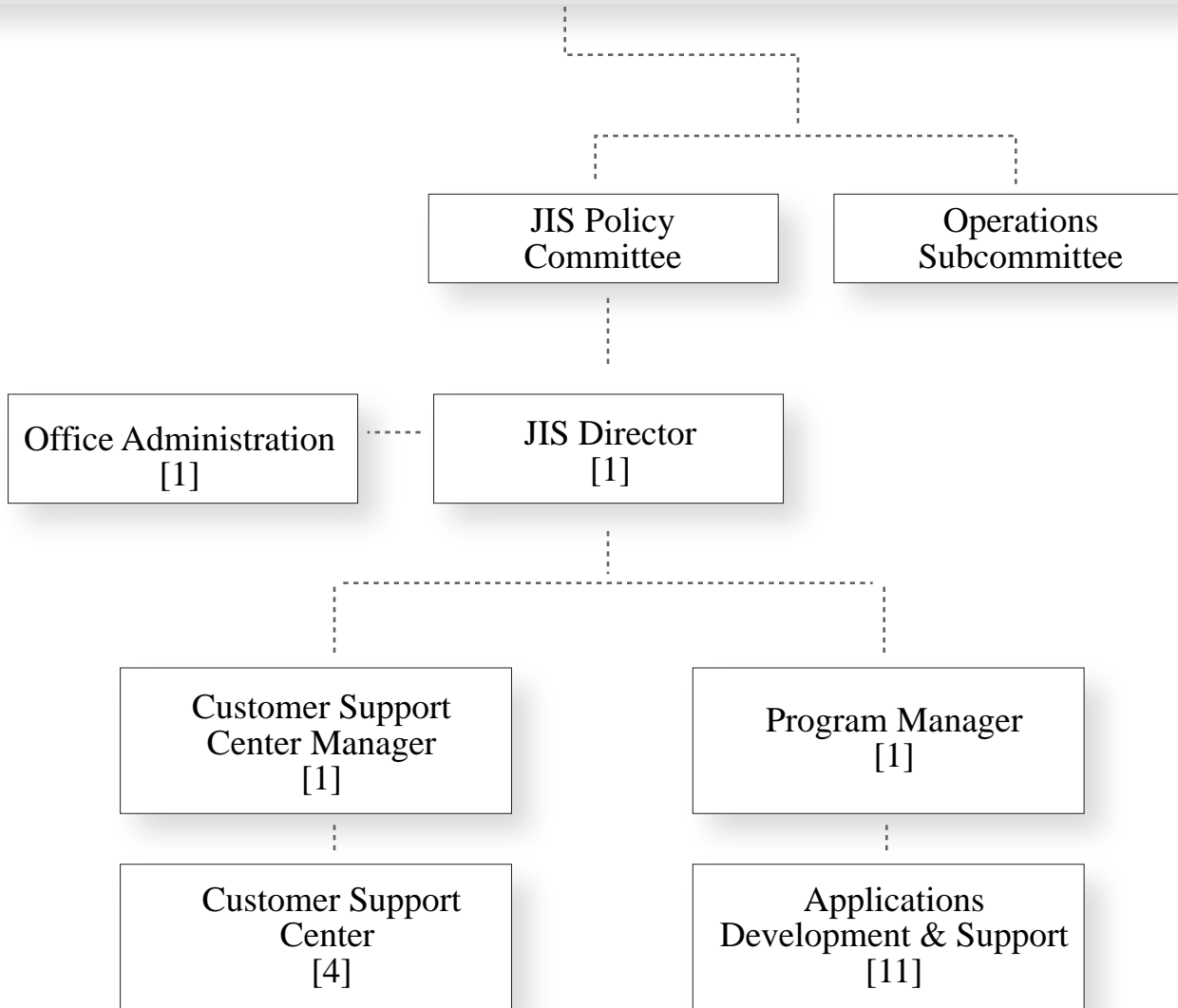|		
▶	Mr. Daron Hall ★	Sheriff
▶	Honorable Cheryl Blackburn	Criminal Court Division III
▶	Ms. Christi Scott	Clerk and Master
▶	Honorable Gloria Dumas	General Sessions Court Division IV
▶	Honorable Hamilton Gayden	First Circuit Court
▶	Honorable Carol McCoy	Chancery Court Part II
▶	Mr. Steve Anderson ★	Metro Police Chief
▶	Honorable Betty Adams Green	Juvenile Court Judge
▶	Mr. David Smith ★	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 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 Deptartment

Criminal Court
Public Defender
Clerk and Master
Criminal Justice Planning

General Sessions Court
Juvenile Court Clerk
Criminal Court Clerk

JIS Policy
Committee

Operations
Subcommittee

Office Administration
[1]

JIS Director
[1]

Customer Support
Center Manager
[1]

Program Manager
[1]

Customer Support
Center
[4]

Applications
Development & Support
[11]

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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.

2010 JIS Accomplishments

Web Environment

Map and Arrest Data Available on the Web

A very exciting addition to the Criminal Court Clerk's website was deployed in April, 2010. Crime mapping is a new way for the public to access arrest and court related information via the Davidson County Criminal Court Clerk's user-friendly website. With the click of a button, a satellite map indicates the addresses of all persons arrested within the previous seven days. 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 the user to information regarding the crime, and gives the ability to produce a full criminal history report on the individual. JIS worked with the State of Tennessee to obtain the mapping capability which has similar functionality to traditional mapping found on sites such as Google maps.

This project was developed as a result of ideas, suggestions, and requests from local neighborhood watch groups and associations who wish to be able to research and utilize crime and arrest data for their communities.

Without spending or requesting any additional tax dollars, JIS, and the Criminal Court Clerk of Davidson County created a tool for the community at large that creates transparency and aides active citizenship. The National Association for Court Management Annual Conference awarded the clerk's office an honorable mention at its 2010 conference.

Please visit the Criminal Court Clerk's website at **ccc.nashville.gov** to see this new service provided to the public.

2010 JIS Accomplishments

Web Environment

Juvenile Court Clerk Website

The Juvenile Court Clerk's office receives many calls on a daily basis requesting information. It became a priority of the Juvenile Court Clerk's office to create a new website that would make this information available via the web to both attorneys, and the general public.

The Juvenile Court Clerk's office and JIS worked together to create an informative site.

juvenilecourtclerk.nashville gov

- Contact information for the clerk

- Informative frequently asked questions

- Downloads for select petitions, motions, summons, subpoenas, affidavits, and more

- Docket information

- Additional resources of public interest

PowerBuilder Case Management Applications

Juvenile Information Management System (JIMS)

Phase I of a three phase project was completed in 2010. This phase added the ability in the Juvenile Information Management System (JIMS) to create multiple person types to a single person. This functionality applies to organizations as well. This functionality increased the accuracy of the data in JIMS, including the tracking of money owed to the office, and prevents the creation of duplicate data. This project also added the ability to create a juvenile record while in the petition creation process, streamlining the customer's work flow.

Criminal Justice Information System (CJIS)

There were over seventy enhancements introduced into the Criminal Justice Information System (CJIS) this past year. These items ranged from accounting enhancements to the automation of testing fees on DUI and drug related offenses, to automating arrest fees and new taxes. There was an increased focus on cases involving surety bonds where JIS worked with the staff of the Criminal Court Clerk's office to ensure an increased accuracy of bond totals. In addition, JIS worked with its data partners to ensure the quality of data between CJIS and the Metro Police Department's record management system (ARMS).

PowerBuilder Case Management Applications

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 CJIS applications and the Police ARMS application, receives the complaint number from ARMS and was not equipped to handle a complaint number higher than 999,999. JIS made the necessary changes to the Centriod and the CJIS suite of applications to handle the new format so there would be no impact to the current business processes.

Mobile Booking

In 2010, the Sheriff's Office introduced a mobile booking unit to help ensure the police are back on the streets as fast as possible. The mobile booking unit is a custom made RV that includes workstations for the police officers, holding area for arrestees, video conference area for arrestees, video conference area for the officer, 10 print machine, and an NCIC work station. JIS was pleased to assist in ensuring that the CJIS application was available in the mobile booking unit and included the ability to complete the electronic signature process.

Public Defender Information System (PDIS)

JIS implemented functionality to the Public Defender application that allows the Juvenile Division to enter and track their case load. The existing application structure was used to develop their program along with customized enhancements specific to the juvenile case load. This removed the need for paper records. In the aftermath of the 2010 flood, this functionality has served to increase productivity within their department.

2010 JIS Accomplishments

PowerBuilder Case Management Applications

Adult Probation (ADPB)

The Adult Probation application currently houses case information for General Sessions Probation, Community Corrections, and DUI School.
With three different departments using the same application, a request was made that would allow for event sharing between departments that included the same defendant. This functionality was implemented, and allowed for increased efficiency in communication, and reduced the time needed to manage case loads.

Other Enhancements to the ADPB Application:

- The addition of new fees and receipting

- Additional demographic information from CJIS

- A bulk contact log

- The addition of reports and letters to enhance fee collection

Internal JIS Projects

New Hardware Infrastructure

JIS completed the implementation of a new infrastructure that will house the JIS application environment, storage of images, audio, and video files. The technology that was selected is the Storage Area Network (SAN) by EMC and virtualization software for servers by VMware which allows JIS to virtualize servers making it easier to maintain, update and recover data. The implementation includes dual SANs which allow replication between the two. Data replication will be achieved so that when data is written to the primary SAN it will be replicated over to the second SAN giving everyone the peace of mind that the data is always safe and readily available. (continued)

2010 JIS Accomplishments

Internal JIS Projects

New Hardware Infrastructure (continued from previous page...)

Thirty-nine virtual servers have been created using the new VMware software that was purchased. This replaced twenty-seven physical servers and eliminated the need to buy twelve phyisical servers. Three file servers were consolidated into **Common Internet File System (CIFS)**, with the possibility of a fourth in the future.

Data de-duplication was also part of the new system that was purchased. This is the process of writing only the changes that have occurred since the last backup, allowing more data to be stored in a smaller amount of space.

The new infrastructure gives JIS the storage and tools that are needed to continue to maintain and grow with its customers.

Additional Benefits of the New Infrastructure:

- The ability to back up data to disk which greatly reduces the time needed to recover data in the event of a disaster

- The ability to utilize much less space to store large amounts of data by way of a process called data de-duplication

- Qualifying servers were virtualized using VMware software. This allows JIS to retire many old physical servers, and enables virtual servers to be created at a much faster pace. JIS operations division is currently migrating all file shares and some of the print servers over to the new technology.

- The ability to take snapshots of servers and data, so that JIS can easily revert back to original snapshots in times of disaster or when changes being made to systems go awry

2010 JIS Accomplishments

Internal JIS Projects

Media Conversion

In 2010, JIS completed the media project. This project consisted of two major parts, one was to change the images created by the CJIS Suite of applications so that the system stored single page images correctly. The second part was to convert the old images to a format which would require much less storage space. The estimated space saved was 608GB bringing the total storage space utilized down from 754GB to 146GB for the CJIS database, and a savings of 81.1GB bringing the total down from 85GB to 3.9GB for the Juvenile database. These are huge savings and will benefit the handling of these databases from now on. This project was a huge success for JIS and for everyone JIS supports.

FOG Server

JIS has implemented a unique technology called FOG that gives JIS a computer imaging solution that will allow the creation of computer images through the network. Not only can FOG be used by JIS but by all agencies it supports. Once a system image has been uploaded to the server, it can then be used to image any system on the network without the use of boot disks or CDs. FOG allows the management of many PCs from the same stream, so it will be just as quick to image a single PC as it will be to image ten. FOG allows the technician in the field to reimage systems without bringing the computer back to the office, saving both the user and the technician time, and subsequently saving money.

Reports Server

In 2010, JIS implemented a reporting server that has allowed for mission critical reports to be scheduled and delivered via email to the agencies they serve. This drastically increases the speed at which these reports are delivered. These reports range from daily arrest reports to weekly exception reports. This server has allowed the JIS partner agencies the flexibility to free up human resources previously dedicated to running these reports.

2010 JIS Accomplishments

Internal JIS Projects

Dell Kace Box aka: Kbox

JIS implemented the Kbox to help with desktop system management. This system gives JIS the ability to install new applications, update machines, keep a continual inventory of hardware, and be alerted when something is removed or when the machine begins to fail.

Windows 2008 R2 Print Servers

JIS created two new Windows 2008 R2 print servers on the virtual infrastructure, replacing 4 physical servers. This saved a significant amount of money in the replacement of servers, as well as software costs (such as operating systems), and the cost of running and maintaining them. On the print services level, 2008 R2 allows JIS to manage large amounts of printers much more easily and effectively. It allows JIS to roll out printers to both 32 and 64 bit environments, providing much more flexibility going into the 64 bit future. It also allows for the roll out of printers seamlessly, using group policies, rather than having to have a user manually install new printers and have the old, removed printers and print drivers, lingering on their machines. 2008 R2 also tightens security on print services, so that access can be granted or restricted more efficiently to users who should or should not be printing on a given device.

Features of Kbox being utilized today:

- Hardware Discovery- Auto-discovers network-wide hardware with detailed configuration for desktops, notebooks, servers, and printers.

- Software Distribution and Installation- Installation of virtually any application, service pack, update, hot fix, or digital asset to Windows and servers.

- Patch Management- Provides administrators one of the largest patch repositories including patches for Windows, as well as a wide range of applications from vendors including Microsoft, Adobe, Symantec, and others.

Internal JIS Projects

There for Customers After the May Floods

On the weekend of May 2nd, Nashville was hit by an unprecedented storm, which caused flooding and evacuations as the waters rose and rivers spilt over. Among the locations hit was the Juvenile Justice Center (JJC). The entire lower level was severely flooded, damaging and destroying computer workstations and network infrastructure. JJC users needed to be relocated quickly, as court service to juveniles, parents, and their families is a vital metro service.

Within days of the flood JIS, in conjunction with ITS, provided emergency replacement PCs, relocated users to available locations to restore the Juvenile Court and Clerk to operational status. JIS used all available computers on hand as well as the new replacements to restore court personnel in their new locations. The JIS Helpdesk and Operations Support were pivotal in establishing these users both on location and with the required connectivity to JIS network resources, including printer access, e-mail, network drives, and custom applications (CJIS application suite) as well as all the necessary security entailed.

Included in these locations were MSAC, Metro Southeast, Historic Court House, the 222 Building, Birch Courthouse, CJC, and Parkway Towers. Each location required special attention to detail and user needs, given varying network structure and logistical challenges. JIS met these challenges, and users soon had access to all the applications and technical resources they had previously at the JJC. With JIS' concerted effort on all these fronts, the JJC was fully up and running and servicing the public within one week.

2010 JIS Accomplishments

Internal JIS Projects

Updated switches to Gigabit (GB) and Upgraded Domain Controllers

JIS moved most of its servers from the old 100 megabit network switches to the 1 gigabit network switches. Along with being faster on the new gigabit switches, a new subnet was also set up just for the server farm. This subnet removes network traffic not related to the operations of the servers on it. The old switches shared data with servers, workstations printers and other equipment connected to the network. The old subnet was also spanned across several buildings, adding to the traffic and overhead of having to process what went to which building. The new subnet exists only in the racks where the servers are mounted. Overall, this means a faster experience for customers who are connecting to servers on the new gigabit switches.

The 2008 Domain Controllers were upgraded, which increased security and enhanced the management of user accounts and the speed of processing logon requests.

2011 JIS Projections

As JIS states its projections for 2011, 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 2011. In addition, this report does not account for project goals that will be met in 2011 that have not yet been requested.

Web Environment

Criminal Court Clerk Website

JIS continues to work with the Criminal Court Clerk's office to provide added services to their existing website. The website is available at: **ccc.nashvile.gov**. The public case search will be enhanced to include the ability to search by incident, or complaint number. This came at the request of the Criminal Cour Clerk's office after hearing requests from the general public. The entire site receives on average over 1 million hits a month. In 2011, JIS will continue to work with the Criminal Court Clerk's office to enhance services.

PowerBuilder Case Management Applications

Day Reporting Program

The Day Reporting Program has requested 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 departments to have real time views of Day Reporting information, thereby removing the need to manually track a defendant's status.

Juvenile Case Management (JCM)

The Juvenile Case Management system has always needed an administration module to enable administrators to make modifications to data from the front end of the application. JIS is going to solve this problem this year giving this system a place where administrators can make data changes. This addition will make the data stored in this system more secure and more accurate.

2011 JIS Projections

PowerBuilder Case Management Applications

TNDOS Court Action Reporting

The purpose of the Tennessee Department of Safety (TNDOS) electronic reporting project is to make Davidson County be in compliance with the reporting requirements as set forth in Public Chapter 1037, which amended TCA 10-55-306 (C), which specifies information that Tennessee courts must report to the Department of Safety on abstracts of traffic and related convictions. This act took effect on January 1, 2011 and will become mandatory on January 1, 2012.

The Criminal Court Clerk's office currently uses various reports to report to the Department of Safety on abstracts of traffic and related convictions, however, these reports are sent either by PDF or fax. This project will help with consolidating all reports into an electronic file format, as specified by the Department of Safety, which will be sent electronically to the their court document reporting system. It will also identify existing reporting requirements which may not be currently captured in the CJIS application.

Affidavits in the Car

Affidavits in the Car is a project that ran into some issues in 2010, but JIS and the police department are aiming to make this project a reality in 2011. Currently, police officers are required to create affidavits in the CJIS application from a PC located at the Criminal Justice Center (CJC). Once this project is completed, police officers will be able to create affidavits from their police cars, making the affidavit available upon the officer's arrival to the commissioner upon arrival at the CJC. This project will help speed up the arrest process for the police which translates to having officers back on the street quicker and for longer periods of time.

♿ Disclaimer