

ANNUAL REPORT FISCAL YEAR 2016/2017

HONORABLE MICHAEL F. MONDELLI CHAIR



As we begin a new fiscal year I want to mention what a refreshing start to have a budget that was not cut but rather one with funds sufficient to continue servicing our customers.

And speaking of customers our past efforts and performance have attracted new undertakings with agencies we have not previously had the opportunity to assist. The office of Mr. Richard Rooker, the Circuit Court clerk has requested our support with regard to operations in the traffic court.

We have assisted the Chancery court with matters ranging from hardware issues as well as software issues and consulting.

The mayor's new office of Family Safety as well as the Jean Crowe Advocacy Center; two new agencies we have had some interaction with and with whom we most likely will have more.

As a result the Policy Committee has caused to be introduced new legislation with the Metro Council that would make most any new Metro Agency that deals with administration of justice a potential JIS customer. In addition we have also requested legislation to formally change our name to "Justice Integration Services".

HONORABLE MICHAEL F. MONDELLI CHAIR (cont.)

As we move into fiscal 2016/17, I want to recognize our JIS staff and its dedication and professionalism. The knowledge and talent on display has served all of our customers well and resulted in new programs that make the customers' jobs more productive and benefit our tax payers with an increase in accessibility to data and public documents as needed in their daily lives.

With our existing work schedule and the challenge of new customers and their needs JIS is eager to prove it is up to the challenge.

Again I wish to thank Mayor Barry, her administration, and the Metro Council for recognizing the importance of our contributions to the Metropolitan Government and the citizenry of Davidson County for funding a budget that will enable JIS to continue moving forward and serve all agencies in Nashville involved with the administration of justice.

Michael F. Mondelli, Judge Chairman, JIS Policy Committee

NATHALIE STIERS DIRECTOR



As I write this article, I reflect on changes over the years, the challenges we have faced, and the many accomplishments we have had.

When I first came to JIS, 15 years ago, CJIS, JIMS, and Adult Probation (ADPB) had recently gone into production. Shortly after that, the Pretrial and Public Defender applications went live. These applications were all built by an outside vendor to fit Metro's specific needs.

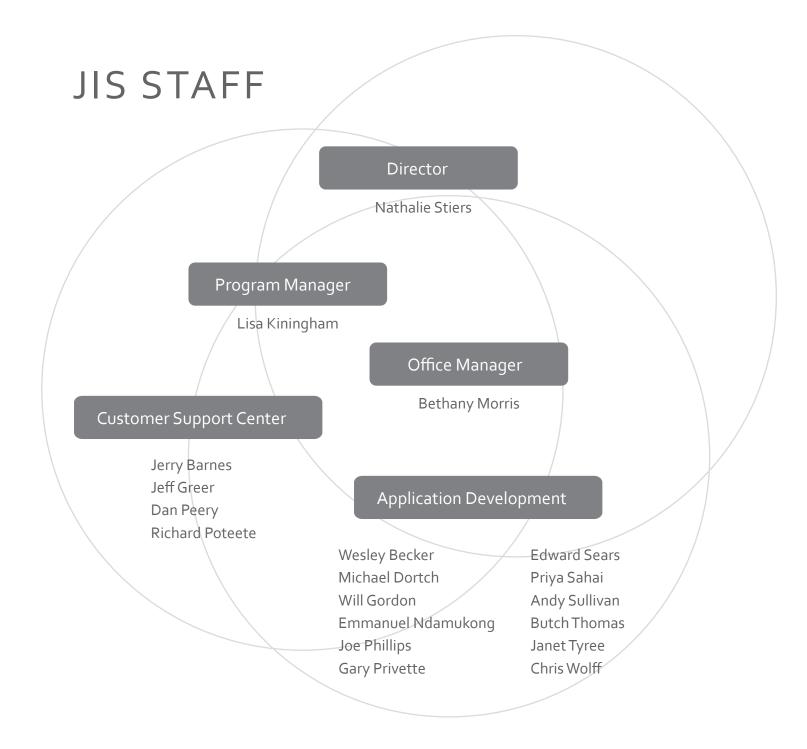
A couple years later, JIS re-negotiated the contract with the vendor, and gained the authorization to modify the code. This, naturally, allowed for a tremendous cost savings that would only increase over time. It also opened up a wonderful opportunity to focus on development of functionality through total internal collaboration, with possibilities only constrained by our own thoughts, and resources. When the contract expired, it was not renewed and JIS took on all of the development in-house. JIS built the JCM application for Juvenile Court, marking its first home grown application and in the years that followed, eight more applications were developed to fit the unique needs that could not be filled by off the shelf products.

NATHALIE STIERS DIRECTOR (cont.)

A lot has changed over those 15 years; automation that was a luxury just a few years ago is now a critical part of business process and continuity. What were once wishes, are now necessities. And during times of economic downturn, it is by automating processes through technology that we were able to not just survive, but meet higher demands, and increase services.

One thing that certainly has not changed in those years, is the collaborative efforts in the JIS community. We remain a group that works together to continue to grow and improve a system that is still unmatched in its level of integration.

As you read this annual report, there are many projects planned which will continue to streamline processes within departments, save time and money, and increase services to the public. As we move into a new fiscal year, it is with great excitement that JIS does so, knowing that we have a talented staff, and a collaborative group of member agencies who are innovative, and provide us with meaningful, challenging work year after year, that provides great benefit to our city.



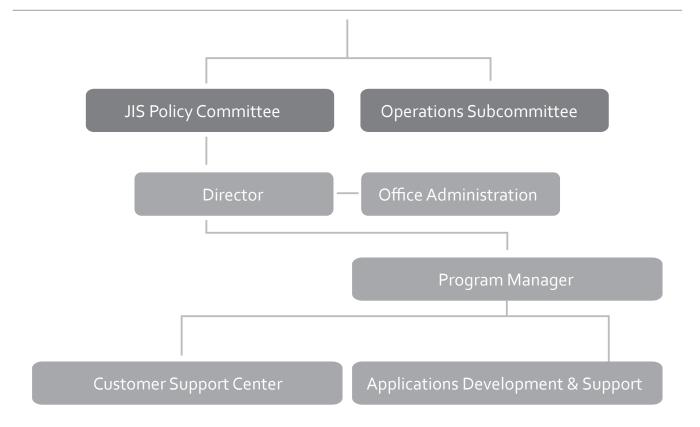
ORGANIZATIONAL CHART

Chancery Court
Probate Court
Juvenile Court
Circuit Court Clerk

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

Criminal Court
Public Defender
Clerk & Master
Criminal Justice Planning

General Sessions Court Juvenile Court Clerk Criminal Court Clerk



JIS POLICY COMMITTEE

The Policy Committee is the primary decision and policy-making entity of JIS. This committee approves the design, development, and operation of all JIS procedures and projects.

HONORABLE MIKE MONDELLI, Chair General Sessions Court Division VI **

HONORABLE THOMAS BROTHERS, Vice-Chair Sixth Circuit Court **

MR. DARON HALL **

HONORABLE CHERYL BLACKBURN

MS. MARIA SALAS

GENERAL SESSIONS COURT

HONORABLE HAMILTON GAYDEN

HONORABLE CAROL MCCOY

MR. STEVE ANDERSON **

HONORABLE SHEILA CALLOWAY

MR. DAVID SMITH **

GENERAL GLENN R. FUNK **

MR. RICHARD ROOKER **

MR. HOWARD GENTRY**

MS. DAWN DEANER **

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

JIS 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

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.

Metro Police Department
Probate Court
Probate Probation
Public Defender
Sheriff's Office
State Trial Courts:

- Civil Divisions
- Criminal Divisions
- Chancery Parts I-IV



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.



F Y 2 O 1 6 / A C C O M P L I S H M E N T S





CJIS

This past year, CJIS received many new enhancements. Some of the functionality that was implemented include:

Batch processing for state criminal citations

This functionality greatly increased the speed at which these files are created for processing by the court staff, reducing resources needed to process the citations.

The commissioners' processes within CJIS were enhanced to allow them to **enter notes on certain cases** to make more information readily available to other commissioners on issues surrounding the case. This reduces the amount of time the commissioners need for research on these cases.

CJIS (cont.)

The ability to create several forms from within CJIS

These forms were previously created by the commissioners in a separate PDF. This enhancement provides for an electronic copy of the form to be stored in CJIS and make it accessible to any user with the appropriate rights. This helps to speed up the commissioners processes and aids in getting the officers and witnesses out of the night court area in a more timely manner.

Manual production of receipts within CJIS

This functionality eliminated the need to hand write receipts after the cashier closed out in the afternoon. This project was very beneficial because it reduced resources needed to enter the handwritten receipts the following day. It also provided much better record keeping of these receipts in CJIS.

Changes to the Criminal Court judgment form

Changes to the Criminal Court judgment form were completed allowing them to be printed with defendant and case information as opposed to being handwritten. This not only reduces the needed resources to handwrite these judgment forms, but also reduces the possibility of errors on these forms by generating all the case information from CJIS.

Batch print case documentation needed in preparation of a docket for the District Attorney's office

This greatly reduced the time it took to prepare for a docket by allowing the District Attorney's staff to print pertinent case documentation from one source as opposed to having to search in multiple locations and print each document individually.



CJIS (cont.)

Automation of jail credit and associated fees for General Sessions Cases

Jail fees were the last of all of the fees associated with General Sessions cases that were not automatically populated at the time of disposition. Prior to this automation, the clerk had to manually enter the jail fees on a case at a later time. Automating the jail fees assessment allows the Criminal Court Clerk's office to engage the defendants immediately at the time of disposition to inform them of the total amount owed, time-frame in which they have to pay, and the adverse effects of not paying. This enhancement not only saves resources by eliminating the need for manual entry but has the potential to increase revenue for the Criminal Court Clerk's office.

USER MANAGER

User Manager was a very critical project which was necessary in order to implement the management of all types of user accounts with web access to the CJIS applications in a safe, efficient, and secure manner. This is especially important as more information is being extended to the public, with the added ability of interacting with the software. For internal users, it offers single sign-on by integrating with Active Directory. This eliminates the need to track various login id's and passwords.

PUBLIC DEFENDER APPLICATION (PD APP)

JIS created several enhancements to the Public Defender application this past year to help identify certain cases at a glance within the search functionality. Users of this application can now identify defendants that are conflicts for the office without having to drill down into the case and do intensive research. By identifying these cases easier, defendants are not inconvenienced by having to wait several hours for it to be discovered that they will have to have alternate representation.

The application was also updated to easily identify clients that are non-citizens and clients that are being treated for mental health issues. The new functionality lets the Public Defender's office know quickly that these individuals will need additional services and allows the attorney to better prepare.

JIS also implemented functionality within the Public Defender application to allow users to easily print a defendant's criminal history from within the application as opposed to having to search for and print this information from CJIS. This drastically reduces the amount of time needed to prepare these cases for court, allowing resources to spend more time on other responsibilities.

TRAFFIC VIOLATIONS INFORMATION SYSTEM (TVIS)

In less than one year, JIS, together with the Traffic Violations Bureau, created a case management application that totally replaced the mainframe system that had been utilized for the last three decades. The application entitled TVIS went live during the third quarter of 2015. In the initial release, JIS was able to provide the Traffic Violations Bureau with the following functionality:

- The ability to create, modify and dispose of a Metro, Parking, or Traffic citation. This core piece of functionality was created keeping in mind the massive number of tickets that come into the bureau daily, allowing users to work these citations in the most efficient manner possible.
- The ability to report all required cases to the Department of Safety. Previously this functionality was a very "hands on" process. This functionality was automated which resulted in a reduction in resources needed to execute this task. Automation of this reporting generates the cost changes when a ticket is noncompliant, produces correspondences letters to the defendants, and appropriately reports the qualified tickets to the Tennessee Department of Safety.

TRAFFIC VIOLATIONS INFORMATION SYSTEM (TVIS) (cont.)

- The ability to create forms, letters, and reports from within the application. Users are able to batch create and print necessary correspondence to defendants without having to perform these functions on individual cases. Subpoenas for both officers and private citizens are easily created when a case is scheduled for court allowing these to be issued and batch printed, saving the time of having to do this on a case by case basis. Also within the application, reports can be produced to ensure quality data entry and efficient tracking of certain business process activities related to citations.
- A web service was created to generate information and provide it to the Traffic School Division of the General Sessions Court. This web service is essential to provide an easy solution for defendants to sign up for Traffic School without having to come into Nashville and report to the Traffic School Office. Having this efficient tool allows more defendants to sign up for Traffic School and makes our community safer by providing drivers information on safe practices.

ADPB

Two New Court Automated - Mental Health Court and Veterans Court

The Adult Probation (ADPB) case management application has been used by General Sessions Court Probation, Community Corrections, Day Reporting and DUI School. This past year, JIS made the necessary changes to the application so it could also be utilized by the Mental Health Court and Veterans Court. This provides them the same functionality that is utilized by the other agencies to manage their caseloads and provides the necessary record keeping to allow all interested parties electronic access to the data. Both courts will also be able to provide statistics based on the data entered into the application.

Proxy & Needs Assessment

Another big change for ADPB was the addition of the functionality to create and record a proxy score, or risk level, to classify probationers as low, medium and high risk. If a probationer is classified as high risk, a needs assessment must be completed. The results of the assessment allow the probation officers to target areas where the probationer needs assistance. Managing those high need areas help to reduce recidivism.

Automate Order of Probation

The order has been automated and is now generated from the application and is populated with relevant data from both ADPB and CJIS. This project incorporated digital signatures for the judge and probation officer which is printed on the order that is generated from the application. Prior to this project, the order was a blank document where the probation requirements were hand written and signed by the Judge.

ADULT PROBATION (ADPB) (cont.)

Address Standardization

JIS and the General Sessions Court Probation department did a full review of how address information is entered, stored and displayed in ADPB. The original application design included many areas where the address entries were stored in a single text field. These fields were modified to match the USPS standards to allow separate fields for the street, city, state, zip code and zip code extension.

JUVENILE INFORMATION MANAGEMENT SYSTEM (JIMS)

Automate Freezing and Printing of Dockets

This project provided an automated batch solution to print and freeze dockets for the Juvenile Court Clerk. Every week the Clerk's office freezes and prints all dockets two weeks out. Previous to this project, the end user had to go into each docket, freeze the docket and then print each docket individually. The new process now allows the user to select multiple dockets to be frozen and printed in a single batch process. The ability to select multiple dockets for freezing and printing at one time is much more efficient

POWERBUILDER MIGRATION TO VERSION 12.6

JIS has upgraded all of the applications to the most recent version of PowerBuilder, 12.6. These applications include CJIS, JIMS, JCM, ADPB, PTAL, PD, and TVIS. Since JIS took over development of these applications from UNISYS, the talented development staff has migrated these applications in house to the newest versions of PowerBuilder on a regular basis. By providing this service in house, the need to rely on an outside agency to perform this necessary task is removed, drastically reducing the cost and time needed to execute the migrations. Migrating the applications to the new version opens up the ability to provide new functionality within the applications allowing JIS to offer solutions to help departments to automate more fun tions or become more efficient in existing processes. These upgrades also provide for the most up to date security protocols and also allows for JIS to usenewer and more advanced functionalities with the Oracle Databases.

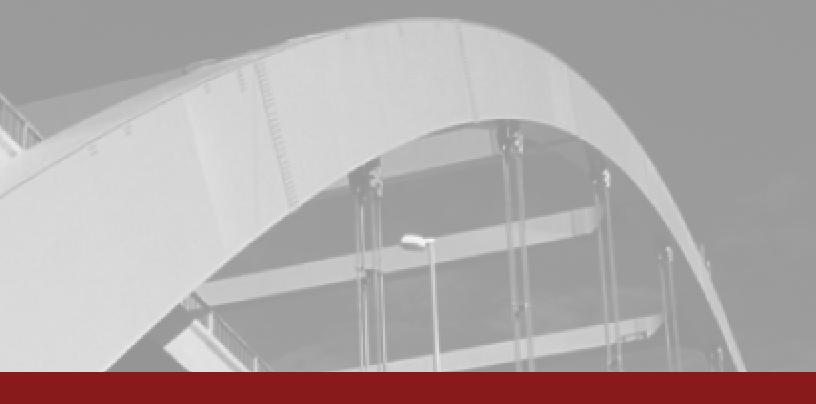


NEW SANs

Both the primary and seconday EMC Clariion SAN's were replaced with new EMC VNX2 SAN's. These represent the largest part of the JIS infrastructure. The old SAN was running at maximum capacity. The new SAN not only offers more capacity, but greater bandwidth for more speed. The new SAN is equipped with more storage and far more growth potential than the old one and also offers data scaling. Data scaling uses different tiers of storage in slow, medium and fast speed ranges. As data is accessed or left dormant it migrates from one tier to another. This allows for data that is rarely accessed to migrate to cheaper slow storage and data that is accessed often to migrate to faster more expensive storage.

MOVING DATA CENTERS

The building where the datacenter is located that houses the JIS servers and infrastructure is being reconstructed. Therefore all equipment needed to be moved to a different datacenter in a relatively short period of time. The movement of equipment which is critical to the 24x7 operation of the justice system in our city takes careful planning, scheduling, and a tremendous amount of caution. The move, while not easy, went very smoothly, with minimal downtime. No problem arose that was not resolved within minutes. JIS greatly appreciate everyone's patience during this process, and thank all the departments who were involved in this very successful move. resources for the Clerk's office. .



F Y 2 O 1 7 / P R O J E C T I O N S



FY2017 PROJECTIONS

As JIS states its projections for Fiscal Year 2017, 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 2017. In addition, this report does not account for project goals that will be met in Fiscal Year 2017 that have not yet been requested.

CJIS

Property and Evidence

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

Accounting Enhancements

JIS will work with the Criminal Court Clerk's office on options to automate remaining accounting functionality. This could be in the form of CJIS enhancements or purchasing an off the shelf product that can be integrated into the current application. The necessary analysis will be performed to determine the best, and most cost effective approach.

CJIS

CJIS Online Payments

Currently, individuals can navigate to the Criminal Court Clerk's Website to pay traffic tickets issued by State Troopers. New functionality will be introduced allowing individuals to pay all court costs associated to cases maintained by the Criminal Court Clerk's office online. This functionality has the potential to increase revenue for the Clerk's office by providing an easy, and convenient method for customers to pay these costs, and will save customers a trip to the courthouse.

TVIS

TVIS Financials

This is a large project that will be broken down into several pieces resulting in the replacement of two financial applications, bringing all of that functionality together inside the TVIS application. There are several benefits to this project:

- It will allow the Traffic Violations Bureau to track and work all of their data within one application.
- It will provide for better record keeping

TVIS

TVIS Financials

•

- It reduces the resources needed to input this data across multiple platforms.
- It allows the Bureau to interact with customers easier by providing them information from one source as opposed to having to take the time to gather information from several different locations.

Additional functionality, and areas of the TVIS application that will be worked on this year include:

- Executions generation (liens/garnishments/parking warrants) from within the TVIS
- Payment Receipts
- General Ledger
- Disbursements
- In house collections
- Automated Pricing of Cases
- Online Payments
- Returned Check Database
- State Litigation Tax Penalty Calculations
- Bankruptcy Processing

TVIS

JIS will also continue to work with the Traffic Violations Bureau to make improvements to the current TVIS application as they continue to use it and identify ways to better suit the needs of their employees, utilize resources in different areas of their business processes, and to improve the overall experience of customers they service.

ADPB

Online Payments for Probationers:

The Probation Department for the General Sessions Court would like to add the option for probationers to pay related probation fees online through their **gscourtprobation.nashville.gov** website. The new online payment option will allow probationers access to the fees owed on their case and make is easy for them to make credit card payments towards their outstanding balance. The intent of this project is to provide an additional avenue for probationers to pay their fees thereby reducing outstanding balances and increasing revenue for the department. Introducing this method of payment has the potential to decrease the number of calls being handled by the department from probationers would otherwise make payments over the phone.

TVIS

JIS will also continue to work with the Traffic Violations Bureau to make improvements to the current TVIS application as they continue to use it and identify ways to better suit the needs of their employees, utilize resources in different areas of their business processes, and to improve the overall experience of customers they service.

ADPB

Online Payments for Probationers:

The Probation Department for the General Sessions Court would like to add the option for probationers to pay related probation fees online through their **gscourtprobation.nashville.gov** website. The new online payment option will allow probationers access to the fees owed on their case and make is easy for them to make credit card payments towards their outstanding balance. The intent of this project is to provide an additional avenue for probationers to pay their fees thereby reducing outstanding balances and increasing revenue for the department. Introducing this method of payment has the potential to decrease the number of calls being handled by the department from probationers would otherwise make payments over the phone.

ADPB

DRP

The Day Reporting Program would like to add the ability to import Orders of Protection to associated ADPB cases. This project would notify the appropriate staff member when an Order of Protection is issued against an offender in the program. By receiving notifications when orders are issued, appropriate contact or action by the DRP staff can occur in a timely manner to address any and all program violations.

DRP and DUI School

JIS has a request to add functionality that would allow creation of all forms within the ADPB application. Currently, the forms are printed, completed and individually scanned into the ADPB application for each agency. The request is to have all forms created and maintained within the application to increase efficiency and eliminate the current manual process.

JCM

Add Imaging to JCM

There is a request to add an imaging component to the Juvenile Case Management application. This would provide functionality to scan a document or associate a document or image and attach it to a record in JCM. Currently, all documents are maintained as part of a paper file. Having the ability to add these as part of the electronic record would make them accessible to anyone with the proper authorization and reduce the risk of the paper documents being misfiled or damaged.

User Roles

The Juvenile Court has asked JIS to perform a full review of all user roles within the Juvenile Case Management application to ensure appropriate levels of authority are being assigned and utilized. Currently, there are many base roles with add-on authority levels being assigned. The main objective of this project is to reduce the number of roles overall to a more manageable level.

Mobile Updates for Probation Officers

This request is to add a mobile data entry solution for the Juvenile Case Management (JCM) application. The juvenile probation officers work offsite and need the ability to update portions of JCM with a mobile device. By implementing this technology, the offsite officers will be able to enter data into the case management application rather than hand writing notes that have to be entered into the application upon return to the office. This is a much more efficient process and allows data to be captured immediately, reducing backlog and freeing up offsite personnel to perform other duties. Additionally, once this technology is in place, it can be offered to other agencies for consideration in their current work flows and processes. In addition, phone features such as GPS and camera capabilities will be inherit functionality in the new application.

JIMS

Incoming Withholding Orders

The Juvenile Court Clerk's office, working in conjunction with the State of Tennessee, Department of Human Services, Child Services Division would like to process Income Withholding Orders electronically. The electronic orders will be delivered to the Clerk's office via a Secure File Transfer Protocol (SFTP) site from the State of Tennessee in PDF format. The records will systematically be retrieved and loaded to a processing queue for confirmation and matching within the JIMS application. Once the electronic orders are matched by an authorized JIMS user, the orders will be systematically attached to the associated juvenile record. Currently, large numbers of orders are received by mail and processed manually. This project will make this process paperless, streamlined, and much more efficient for both departments.

Tickler Notifications

This project will add a new function for automatic notifications within the JIMS application. The tickler functionality will provide the ability to send email notifications and create event entries based on predetermined criteria set forth by the application administrators. They will have the ability to configure the system to send an email notification to a select user or group of users when a defined action or event occurs within the system. This electronic notification will be more efficient and will increase the response time required to perform the next steps in a defined process.



NEW BACKUP & RECOVERY FOR JIS

JIS has used Backup Exec for over 17 years. This backup method takes a very long time to run, up to 72 hours for full backup. It also takes a long time to restore from because the media has to be researched, tapes have to be ordered and delivered from the storage facility before the data can be restored. Once the restore is successful the tape must be returned to the storage facility.

JIS is now moving to a new backup solution which uses a disk based backup method called deduplication. In the past, if a single byte was changed in a file the entire file had to be backed up. Using this method, only that single byte is backed up, although the backup will appear to be a full backup. This will greatly improve the speed of the backup. Backups that took days will now take hours; backups that took hours will now take mnutes.

Restoring data will be much faster since the need to research media and order tapes will be eliminated. The data will be stored locally on disk. By reducing the amount of time it takes to backup and restore, the amount of data being pulled across the wire as well as the chance of failure. By using disk targets instead of tape the chance of tape failure and lost tapes will be eliminated. This new backup solution will be replicated to two datacenters for redundancy.

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: Bethany Morris, 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, 404 James Robertson Parkway, Suite 1000, 37219, (615) 862-6640.