

# 29 Justice Integration Services-At a Glance

**Mission** 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.

**Budget Summary**

	<u>2013-14</u>	<u>2014-15</u>	<u>2015-16</u>
<b>Expenditures and Transfers:</b>			
GSD General Fund	\$ 2,214,200	\$ 2,251,700	\$ 2,471,000
Special Purpose Funds	36,500	0	0
<b>Total Expenditures and Transfers</b>	<u>\$ 2,250,700</u>	<u>\$ 2,251,700</u>	<u>\$ 2,471,000</u>
<b>Revenues and Transfers:</b>			
Program Revenue			
Charges, Commissions, and Fees	\$ 0	\$ 0	\$ 0
Other Governments and Agencies	36,500	0	0
Other Program Revenue	0	0	0
<b>Total Program Revenue</b>	\$ 36,500	\$ 0	\$ 0
Non-program Revenue	0	0	0
Transfers From Other Funds and Units	0	0	0
<b>Total Revenues</b>	<u>\$ 36,500</u>	<u>\$ 0</u>	<u>\$ 0</u>
<b>Expenditures Per Capita</b>	\$ 3.47	\$ 3.42	\$ 3.70

**Positions** Total Budgeted Positions 19 19 19

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## Accomplishments

- In 2014, JIS rewrote 3 applications that were previously written in JAVA. They are now written in .NET which makes them consistent with the rest of JIS applications, and supportable by JIS staff.
  - All JIS agency websites were moved to Wordpress. With this upgrade comes many benefits, including:
    - Open platform allowing for easier collaboration among developers
    - Excellent user experience for enabling content management
    - Mobile friendly responsive views for phones and tablets
    - Many third party plugins are available to meet future requirements and customer requests
    - Improved performance, new hardware and databases
  - Docket search functionality was written for the Public Defender application which enables them to do batch event entries directly from the docket screen.
  - Crystal Reports (CR) was upgraded to the latest version.
    - The CR 13 API (application programming interface) is .NET based and allows us to utilize newer .NET technology to incorporate Crystal Reports in the PowerBuilder applications. This also allows the ability to use this same interface for other .NET applications that can be developed in the future. This also provides the framework for incorporating other .NET functionality in the current PowerBuilder applications.
  - Now that the .NET API has been coded, upgrades to future versions of Crystal Reports to use newer features, with this same .NET API can be easily accomplished.
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## Goals

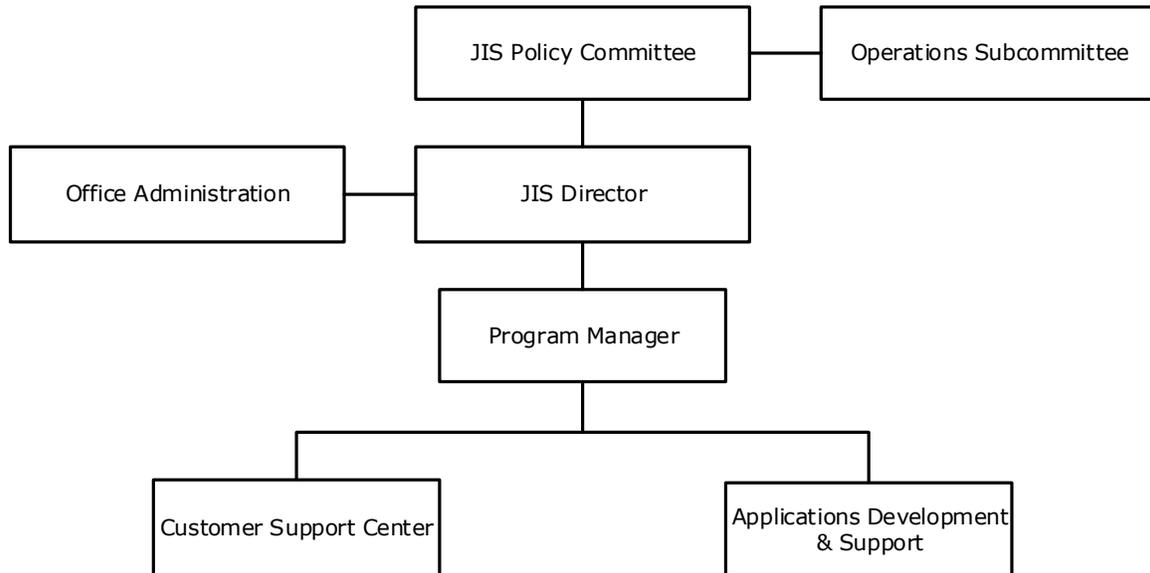
- By 2017, JIS will upgrade the entire court case management suite to newer technology to better meet customer demands.
  - By 2017, JIS will have equipment available at a secondary data center in order to bring up all applications in the event of a primary data center equipment failure.
  - By 2017, JIS will have adequate funding to train employees so that they can continue to support growing and changing technology.
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## Strategic Issues

- There is a growing demand for new functionality in our core case management software - Metro Justice Agency customers want the software to do things it cannot, and state government has growing reporting requirements that are increasingly difficult to meet. Failure to address these new and increasing demands will result in reduced customer satisfaction, potential violation of mandated reporting requirements and less efficient administration of justice for the Nashville community.
- There is an increased threat to business continuity in the event of a disaster, resulting in the risk of disruption of critical justice services such as court proceedings, booking, criminal warrants processing, victim notification, and civil case processing.
- Development of new software and implementation of new systems will require JIS staff to master significant new knowledge and skills to provide timely, accurate assistance to Metro Nashville Justice Agency customers. Failure to prepare JIS staff for this challenge will result in reduced capacity to support customer needs and requests, increased unavailability of services, and reduced customer satisfaction.

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## Organizational Structure



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## Programs

### Administrative

Executive Leadership  
Non-allocated Financial Transactions

### Applications

Applications

### Customer Support

Customer Support

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## Budget Changes and Impact Highlights

Recommendation			Impact
<b>Non-discretionary contractual increases</b>			
Increase for software maintenance and computer servers	GSD	\$131,000	Funding necessary to provide continuing support for critical infrastructure components and systems for key Metro court applications
<b>Non-allocated Financial Transactions</b>			
Travel	GSD	1,200	Funding for training and staff development
Fringe Benefit Savings	GSD	(25,900)	Savings realized through reduced cost for fringe benefits
Internal Service Charges*	GSD	25,200	Delivery of centrally provided services including information systems, fleet management, radio, and surplus property
Pay Plan Adjustment	GSD	87,800	Supports the hiring and retention of a qualified workforce
<b>General Services District Total</b>		\$219,300	
<b>TOTAL</b>		\$219,300	

\* See Internal Service Charges section for details