

JUSTICE INTEGRATION SERVICES

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.

JUSTICE INTEGRATION SERVICES

Table of Contents

Strategic Goals	3
Customer Communication Line of Business Program	
Customer Communication	4
Technology Planning and Solutions Line of Business Programs	
Justice Integration Solutions	5
Business Continuity and Data Integrity	5
Quality Control Line of Business Program	
Quality Control	6

JUSTICE INTEGRATION SERVICES

Strategic Goals

1. **By XXXX, JIS will implement a new suite of web-based court case management software to better meet customer demands, as evidenced by:**
 - Percent of the applications of the suite are implemented
 - Percent of customer requirements are met
 - Percent of new customer requirements that are met

2. **By XXXX, JIS will implement a sufficient infrastructure to accommodate the growth in concurrent customer use of the court case management applications, as evidenced by:**
 - Percent increase in concurrent users of the CJIS suite
 - Percent increase in login accounts

3. **By XXXX, JIS customers will experience minimal disruption in the administration of critical criminal and civil justice services in the event of a disaster causing loss of data, as evidenced by:**
 - Percent of business continuity test plans executed
 - Percent of business continuity application functionality that was successfully executed

4. **By XXXX, JIS staff members will be cross-trained to gain new knowledge and skills to help support the development and implementation of new systems, as evidenced by:**
 - Percent of defined technology skills possessed by the appropriate number of staff members

JUSTICE INTEGRATION SERVICES

Customer Communication Line of Business

The purpose of the Customer Communication Line of Business is to provide project reporting, support and application availability notification products to Metro Nashville Justice Agencies so they can appropriately plan for or respond to events that may impact their ability to deliver services.

Customer Communication Program

The purpose of the Customer Communication Program is to provide project reporting, support and application availability notification products to Metro Nashville Justice Agencies so they can appropriately plan for or respond to events that may impact their ability to deliver services.

Result Measures

- Percent of projects delivered on time
- Percent of projects delivered within budget

Output Measure

- Number of project schedules produced

Demand Measure

- Number of project schedules expected

JUSTICE INTEGRATION SERVICES

Technology Planning and Solutions Line of Business

The purpose of the Technology Planning and Solutions Line of Business is to provide connectivity and justice integration solution products to Metro Nashville Justice Agencies so they can receive and utilize continuous access to critical information services.

Justice Integration Solutions Program

The purpose of the Justice Integration Solutions Program is to provide analysis, strategic recommendations and enhancement products to Metro Nashville Justice Agencies so they can implement new and/or improved services.

Result Measure

- Percent of committed requirements that have been delivered

Output Measure

- Number of requirements delivered

Demand Measure

- Number of requirements anticipated to be delivered

Business Continuity and Data Integrity Program

The purpose of the Business Continuity and Data Integrity Program is to provide connectivity and data integrity products to Metro Nashville Justice Agencies so they can have data that is secure.

Result Measure

- Percent of server maintenance plans executed

Output Measure

- Number of server maintenance plans provided

Demand Measure

- Number of server maintenance plans

JUSTICE INTEGRATION SERVICES

Quality Control Line of Business

The purpose of the Quality Control Line of Business is to provide standardization and certification products to Metro Nashville Justice Agencies so they can experience justice technology systems and services that are free from defects.

Quality Control Program

The purpose of the Quality Control Program is to provide standardization and certification products to Metro Nashville Justice Agencies so they can experience justice technology systems and services that are free from defects.

Result Measure

- Percent of requirements received by customer without defects

Output Measure

- Number of executed test plans provided

Demand Measure

- Number of executed test plans anticipated