

# ISD *Insight*

## ISD Corporation

**Special points of interest:**

- ISD installs AOC Certified CA ICMS Civil System in Santa Cruz
- ISD CASE—Lassen County Probation Implementation
- ISD Announces: Professional Service Justice Group

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## Successful Implementation in Santa Cruz — AOC Certified CA ICMS Civil System

### Superior Court of California, County of Santa Cruz installs ISD's AOC California certified ICMS Civil System.

ISD is pleased to report the successful implementation of the California certified ICMS Civil System in Santa Cruz County. As ISD plans for imminent installations in other California Courts, we are taking a hard look at what contributed to this successful installation and what can be done to improve the process in future implementations.

Paul Lazio, Client Engagement Manager for ISD's California certified ICMS Systems, cites examples of key contributors to the success of the project.

The right people were involved, not only from ISD but also from the Court and from the Contra Costa County Superior Court that was providing hosting services. These individuals exhibited high levels of commitment from the early planning stages through and including implementation. All required tasks were identified and assigned. Frequent status meetings were held and everyone who had a role in the implementation either participated in the meetings or regularly received minutes and status updates. An early commitment was made by all team members to be avail-

able 24/7, "No matter what," added Paul, to ensure the successful installation of the system. Diane McCalmont, Operational Project Manager with the Court in Santa Cruz, echoed Paul's summation that the dedication of the "core team" was a critical factor in the success of this rollout.

In addition to Paul Lazio, ISD assigned Tracy Harper as Lead Product Analyst. Harper's years of court experience in Riverside County enabled her to clearly understand the client's needs and to provide precise communications and effective training to the Santa Cruz staff. Candy Morris, Product Programmer Analyst, stepped up to the unique project needs by providing conversion analyses and serving as a communication link between the Court and ISD throughout most of the project.

The AOC recognized early in the deployment effort that there was a need for additional testing and upgrades to the system to ensure a smooth implementation and worked with ISD and the Court to develop a plan to execute more comprehensive application testing. This process took roughly one and one half months to complete, but the end result was a smooth installation and a robust testing process that will be required in all



West Cliff Drive, Santa Cruz

future installations of ISD's California certified systems.

When asked what could be done differently to improve future installations, Paul replied, "It is absolutely essential that Court staff familiarize themselves thoroughly with the new system prior to the 'go live.' The demands of daily responsibilities create a significant pull and it is tempting for staff to set aside the task of learning the ins and outs of the many significant changes users will be facing when the system is in production." Paul also suggested that Court staff should plan to dedicate a minimum of one-half hour daily to work with the new system and stressed that ISD staff will be available to address any issues that arise as a result of this pre-go live exposure to the system. He is confident that a disciplined effort to learn the system prior to turning the switch for the California certified ICMS System, would not only help the implementation

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**Jess Hartmann**  
Chief Operating Officer

Early in May Jess Hartmann was named to the newly-created position of Senior VP & Chief Operating Officer. Jess is responsible for the day-to-day internal operations of ISD, spanning the Software Development, Technical Services, Client Relations, Professional Services and Quality Assurance groups,

## Jess Hartmann Rejoins ISD - Assumes CEO Position

reporting directly to Mark Nielsen, President and Chief Executive Officer. As of January 2005, with Mark Nielsen's promotion to Chairman of the Board (see page 4 for details), Jess will replace Mark Nielsen as President, CEO. Adding a seasoned operations executive to ISD's team is yet another step in our quest to bring ISD's products and services to an even higher level of responsiveness to our Clients' needs.

Most recently the Sr. VP and CIO of New Horizons Computer Learning Centers, Jess brings an impressive operational and management background spanning over 22 years in technology, software development, client services and nationwide project implementations. He

has held executive positions in both entrepreneurial startups and in Fortune 500 companies, including Thermo Electron, Jenny Craig and Prime Computer. At New Horizons, the world's largest IT training company with offices around the globe, he was responsible for the design, development, deployment and support of their business-critical technologies worldwide with over 1 million users and 8000 employees.

For those of you who have a long history with ISD, you will also recognize that Jess was one of the very early key members of the ISD development team that originally conceived the ICMS system. Jess left ISD in the early 90's to gain experience in a wide range of industries and tech-

nologies. We are excited that he has returned to ISD and look forward to his experience adding tremendously to our operational effectiveness and service to our ISD Clients.

In his first few months back at ISD, Jess has come up to speed quickly evaluating the operational capabilities of the organization and making necessary changes. In these early months, Jess has implemented a new organizational structure that created focal points for product development, project management, and client relations. He is placing an emphasis on the development of ISD's products, concentration on improving quality, committing to and meeting dates and improving communication with our clients.



Introducing a new feature:

**"The Way We See It..."**

*This new ISD Insight recurring feature will contain articles of interest to the Justice Community. Story contributors will include ISD staff, industry experts, and sometimes ISD Clients.*

*This issue's author is Mike Stein, VP Business Development*

## The Way We See It... Featuring "Integrated Justice"

### ***Facing the Challenge of Increased Expectations***

Integrated Justice, the exchange of information between justice agencies, has much in common with a fly's view of flypaper in that those of us in the justice community can't get away from it no matter how hard we try. While no one doubts for a moment that we urgently need to effectively exchange information, legitimate and thorny issues as to how and when we should go about implementing an integrated justice architecture (and who should pay for it) quickly complicate the picture. Priorities also enter in the discussion and many communities find themselves torn between the need (and statutory requirements) to "vertically" integrate information with state-level agencies while desperately needing relief in handling the increased number of "horizontal" information ex-

changes between local agencies. Getting all of the participants on the same page (and keeping them there) at the same time is proving to be a daunting task that challenges and frustrates elected officials, agency executives and technologists alike. One bright spot in this picture is the effort being made by organizations such as SEARCH, the National Consortium for Justice Information and Statistics ([www.search.org](http://www.search.org)) to help communities develop information exchange models.

If all this wasn't enough, then there are the technical challenges. In many communities the first priority was to automate individual agencies. These automation efforts (and sometimes "re-automation" efforts depending on the age of the technology) took place over time, often in isolation, and resulted in agency applications with different data and technology architectures. Attempts to

connect these separate information systems with stand-alone interfaces then resulted in what a national research firm has described as "inter-application spaghetti" – a complex web of interfaces that becomes increasingly more difficult and costly to maintain and that makes it more difficult to respond to community expectations. In the "you can't win no matter what you do" category are communities who were sufficiently farsighted to begin with common justice information systems only to see them torn apart over time as the participating agencies balked at the expense and inflexibility of the common applications and elected to migrate to commercial off the shelf (COTS) and custom solutions that appeared to be a better match for the requirements and budget.

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## Integrated Justice

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Nonetheless, the need to move towards integrated justice architectures continues to build as communities are being increasingly challenged to meet public expectations. These equally affect jurisdictions that have highly mobile populations and densely populated urban areas as well as those with rural communities and include:

- Increased public demand for the accountability of elected and appointed officials for the effectiveness and responsiveness of the agencies they manage in meeting the needs of the community, particularly where public safety is concerned.
- Increased expectations on the part of the public for the identification and appropriate handling of career criminals and individuals whose behavior constitutes a high risk to the community.
- Increased public demand for electronic access to information and services as well as extended hours of operation.
- The increased difficulties caused by a highly mobile and transient population with people moving between communities, between states, from neighboring nations, and from overseas.

...the need to move towards integrated justice architectures continues to build as communities are being increasingly challenged to meet public expectations.

- Increased demand for the availability of timely and accurate information to expedite the processing of criminal cases to alleviate jail overcrowding and comply with mandatory headcount limitations.
- Increased need for access to all information regarding matters for specific individuals based on the growing recognition of the interrelationships between juvenile, domestic, custody, and adult criminal matters.
- Increased need to realize improvements in the timeliness and accuracy of information as well as to control the costs related to the re-

dundant manual entry of information.

The ability to meet these concerns and expectations can be enhanced through the effective exchange of information between the justice agencies; however, the integration of information in the justice community does not take place in isolation and the constitutional missions and responsibilities of the agencies must be taken into account as well as their functional needs and technology in developing an effective approach for the integration of justice information.

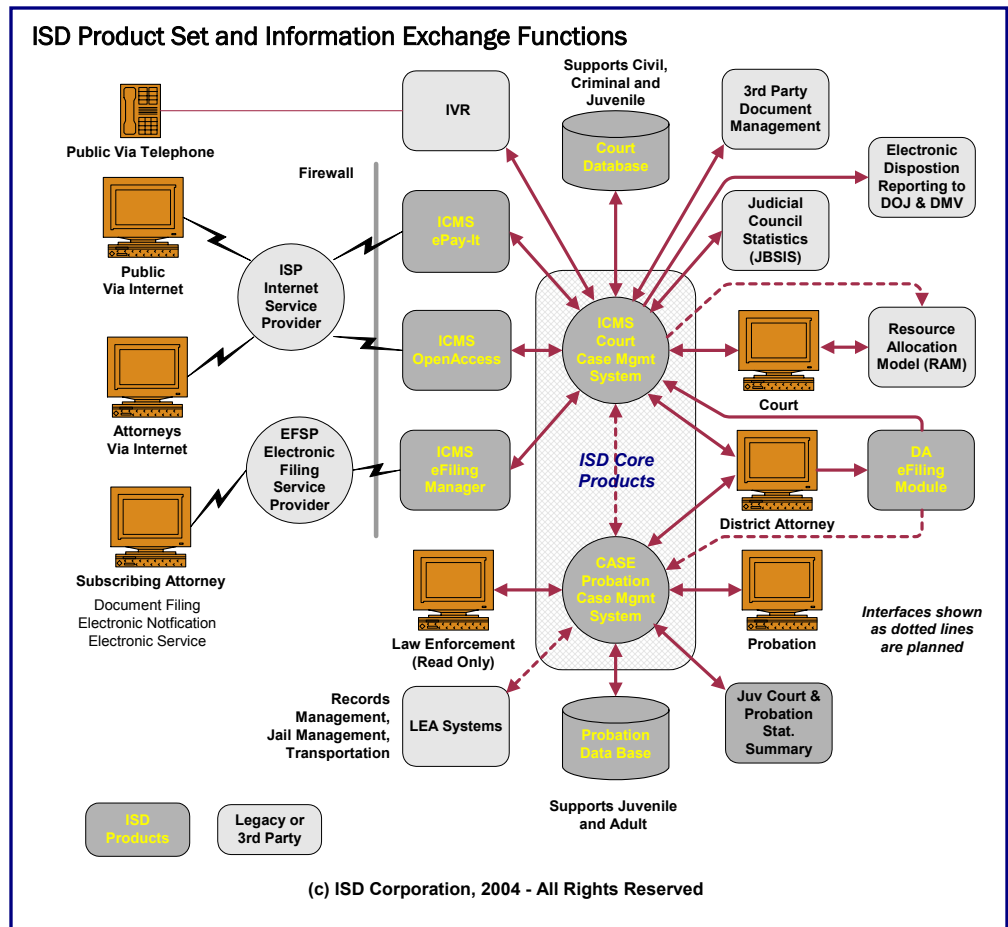
### What ISD Corporation Is Doing to Help

At ISD, we understand that the ability to effectively exchange information with other justice agencies at the national, state,



and local level is critical to meeting the challenges presented by increased expectations. We know that not only do our products have to be able to effectively exchange information but that they also need to effectively exchange information with both custom developed applications and “commercial, off the shelf” applications and middleware solutions from other product providers. We are thus planning to develop and deploy information exchange functions using the same open and industry-standard protocols

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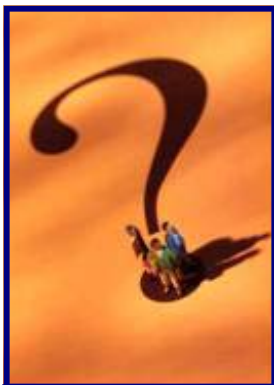




**Mark Nielsen**  
President, CEO

Over the past few years, ISD has made great strides in our continuing quest to become a dominant provider of innovative solutions that allow justice agencies to handle increasing caseloads with limited resources. Over the past two years, ISD has successfully:

- Completed the California Certification of all its CMS products.
- Added a new Web-enabled offering (eICMS).



Answers to frequently asked questions and techniques to help you more fully utilize ISD systems functionality.

### View daily, weekly and monthly calendars at a glance in eICMS Criminal and Traffic/Minor Offense Applications

From the Search Tab, click on the Daily, Weekly or Monthly link on the left side of the

## Mark Nielsen Announces Transition

- Substantially improved and automated the quality testing processes.
- Completed the first Web-enabled Juvenile Court CMS that incorporates both Juvenile Delinquency and Dependency in a single system.
- Implemented the first Civil CA-Certified CMS product.
- Expanded our offerings over the Internet for Public Access, agency interfaces and e-Filing.
- Acquired the assets of Synovation and deployed a new Web-enabled Probation CMS to multiple counties.

As we position the company to accelerate down this growth path, we have also recently added a number of new key

managers to the ISD team, including nationally-recognized executives. I am very pleased to announce a few upcoming changes at ISD that reflect our successful transition from a smaller company to a more substantial and professional organization that has the horsepower to support your needs well into the future.

Beginning January 1, 2005, I will be stepping up into the role of Chairman of ISD and turning the CEO responsibilities over to the very capable hands of Jess Hartmann, our current Chief Operating Officer and my indispensable right hand. Ron Beach, ISD's founder and current Chairman, will remain actively involved with the company, focusing on the market's long-range technical and product direction, assessing the requirements of new product

initiatives, as well as assisting our operations team as needed.

As ISD moves into the broader national market, we need to insure that we have the structure and bandwidth at the top of the company to focus on fulfilling the needs of our current client base, while simultaneously addressing the future expanded market and strategic issues.

We have been planning for this growth and it will only serve to position ISD to better serve the needs of you, our clients. For those of you who may not have yet had the opportunity to meet Jess in person, we will make sure that deficiency is remedied soon. As always, I welcome your comments and questions.

mark.nielsen@isd-corp.com

## Because You Asked...

screen to select the calendar view you need. Then click on the appropriate date, department and time. The system will display all cases calendared on the screen in the format that was selected.

### Displaying a previous screen in ISD CASE 2.7+

Have you ever wanted to go back to a previously displayed screen? By using the Internet Explorer **Back** button, you are able to access a previously displayed CASE screen without having to complete a new search or clicking a node in the navigation tree. Here's how:

From any CASE screen, click the Internet Explorer **Back** button. The previous screen displays.

**NOTE:** This works in all of ISD's browser-based applications.

### Search Display in the Civil Certified GUI Application

When performing a name search in the Name Inquiry Screen (CIV210), you can click on a case, view it, then click on the Return button at the bottom of the Case Inquiry Window (CIV215), to return to the Name Inquiry Window which will still display the original search information. This timesaver allows users to more efficiently begin their search for another case.

### Searching By Caseload in ISD CASE 2.7+

Have you ever wanted to search for all individuals as-

signed to your caseload? By using the Caseload Search Criteria, you will be able to view a list of all individuals assigned to your caseload. You can also view the individual's CASE ID number, first, middle, last and nick names, Date of birth, age, sex and crime case number. After completing the search you may then access the individual's detailed record. Here's how:

From the Search Criteria screen, click the drop-down arrow in the Caseload field, select the desired caseload and then click the Search button to display the individuals.

Questions? Your ISD Help Desk Client Relations Representative will be happy to provide assistance.

## ISD Adds Talented Staff in Key Positions



**Ibrahim Saada**  
**Manager Technical Services**

ISD is pleased to introduce Ibrahim Saada who assumed management of our Technical Services Department in June 2004. The position of Manager, Technical Services, is critical to the ISD organization. The performance of that manager significantly impacts ISD clients.

Prior to joining ISD, Ibrahim has performed and directed a wide variety of activities, including overseeing the creation and management of highly successful national and international technology services companies, development and completion of large-scale system and application development projects, and the planning and establishment of MIS departments. Throughout Ibrahim's varied technical

and managerial career, he has played a major role in promoting the growth and success of the companies for which he worked in the areas of technology management, technology implementations, system design and development, project management, and client systems analysis.

Ibrahim's educational background includes a BS in Engineering Science and graduate studies in Computer Engineering/Networking. His proven proficiency in the design and management of network infrastructures for various environments including e-Business network architecture, and his expertise in diagnosing and troubleshooting network related problems adds up to a perfect fit between ISD's requirements and Ibrahim's abilities.

### **Holly Ramirez**

In August, Holly Ramirez joined ISD as Director of Professional Services and will be responsible for all Product Analysts, Project Managers and the documentation and training function for the company. Holly has over 10 years of IT experience with em-



**Holly Ramirez, Director,**  
**Professional Services**

phasis on team based project management and system business analysis. Holly has previously held positions as the Director of Project Management, Director of Technology Services, Training Manager, QA Manager and Technical Help Desk Manager in IT Departments for medium to large corporate environments. Holly comes to ISD from New Horizons Computer Learning Centers, where she had similar responsibilities for this \$500 million organization.

Holly has specialized experience in managing large and complex projects as well as detailed understanding of the development lifecycle. Holly has run customer service organizations and has been responsible for documentation and training for many

companies. Her successes include large project implementations such as a Learning Management System, point of sale system implementations, customer relation management systems, accounting and email system upgrades, and Website development and implementation. Holly originally studied Art and Art History, and then changed her interests to technology and management after college. She is a member of the Project Management Institute and has received several certifications in Team Based Project Management at San Diego State University. Holly's project management expertise has been featured in articles and books for information technology professionals, including Certification Magazine in March of 2004 and in May of 2002.

Holly will play an integral role in implementing many of the client relation improvements that are planned as part of ISD's overall restructure and reorganization.

## Welcome Lassen County Probation and Other CASE News



**Lassen County**  
 California

### **Lassen County Probation**

With another ISD CASE "go live" at Lassen County Probation, ISD is excited to have added to its growing list of Probation clients.

Following a successful implementation in September, ISD and Lassen County jumped right into the project planning

process for the JCPSS Implementation Project.

### **Butte County Probation**

Hot on the heels of Lassen County is Butte County Probation. ISD and Butte County held their kick-off meeting for the ISD CASE Probation System in September.

### **Probation User Group Meeting**

ISD held its third Probation User Group Meeting in Sacramento, on December 9. For a copy of meeting minutes please contact:

Christine Wilder  
 530.876.8576  
 christine.wilder@isd-corp.com

*ISD has responded to every issue and question without delay and follow up with ISD's Customer Support has been excellent. Our "go live" was well implemented and tested. I am looking forward to the implementation of the JCPSS program.*

**Linda Hickenlooper**  
 Lassen County Probation

*Court staff must balance special project work with day to day responsibilities to position themselves for readiness at "go live."*

**Paul Lazio**  
Client Engagement  
Manager

## Santa Cruz Implementation

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effort, but would significantly increase the confidence level of the users during their early experiences with the new system. "Court staff must balance special project work with day to day responsibilities to position themselves for readiness at 'go live'."

Diane McCalmont, Santa Cruz, also suggested that as new courts head into this implementation process, ISD should provide Court project staff with a list of court contacts who have already gone through the implementation. ISD will include this step in future California certified ICMS Civil System rollouts.

Paul's one regret is that the implementation didn't quite make the target deadline. The system went into production exactly one and one-quarter hour after target. We say, "Congratulations for a job well done." We're betting that he'll make that time up with the next one!

## Integrated Justice

### *The Other Side of the Coin: Ubiquitous Public Access*

In addition to being called on to effectively exchange information with their partners in the justice community, agencies are also being called upon to provide enhanced access and services to members of the Bar and to the public. Here again, ISD can help. In our view, two of the most critical factors in successfully providing access to information and services are:

- Providing a highly common user interface for individuals to access justice information through the Internet.
- Providing access to justice information and services for those individuals who do not have access to the Internet.

For these reasons ISD supports access to case information and services:

- Directly through the Internet with our OpenAccess and ePay-It products. Both solutions are highly rated by the public for ease of use and convenience. OpenAccess provides direct access to justice information for Internet users, while ePay-It is a

hosted service provided by ISD Corp. that permits members of the public to forfeit bail for infractions, putting Courts in the vanguard of public access without incurring costly infrastructure upgrade and security costs.

- Through electronic filing service providers (EFSP's) that provide attorneys the capability to file documents with the Court. ISD's eFiling Manager accepts standard XML transactions from the EFSP, places them in a queue for the Court to review, updates the ICMS database, and then provides a notification to the EFSP that the filing has been accepted.
- Through third-party interactive voice response (IVR) technology that allows members of the public who do not access to the Internet to similarly forfeit bail and/or schedule proceedings.

### *Putting it all Together*

ISD's approach to integrated justice and ubiquitous public access will continue to be driven by industry standards, "open" technology and our two decades of commitment to the justice community. We will continue to develop and deploy technologies that our clients

need and that deliver on the promise of integrated justice. We don't claim to have a magic pill or solution for the "flypaper" blues, but we can help you loosen its hold.

### *ISD Insight*

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[www.isd-corp.com](http://www.isd-corp.com)



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for information exchanges within the ISD product set, as well as for third-party and legacy applications.

We have also designed our products to provide a high degree of integrated functionality off the shelf including:

- A Juvenile Court Case Management module that combines support for both delinquency and dependency (status) cases.
- A Juvenile Probation Case Management System that manages both case loads as well as juvenile facilities.
- An electronic-filing interface for prosecuting agencies.
- Interfaces to statewide information systems.

## Announcing ISD's Professional Justice Practice (PJP) Group

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to elected officials, courts, law enforcement agencies and other public entities in the areas of technology and intellectual property law, integrated justice technology planning, business process analysis and reengineering, and justice and court administration best practices. Mr. DeClue has worked with some of the largest courts and justice agencies in the United States to develop integrated justice systems and long-term technology plans, including the Cook Co. (Illinois) Circuit Court, the largest unified court system in the U.S. He was formerly the Presiding Judge for

Indiana's Ninth Judicial Circuit and has served as a Federal Master and an executive for several private technology firms that specialized in providing technology solutions to courts, law enforcement and justice agencies, including most recently the Justice and Public Safety Consulting Practice at Unisys Corporation. This unique background enables Mr. DeClue to fully understand the business processes of justice organizations and to assist these organizations in aligning their technology solutions to achieve business goals and objectives.

Mr. DeClue is a frequent speaker before national and state organizations and institu-

tions and is active in many professional boards and organizations. He will be one of the featured speakers at the 2005 NACM Annual Conference where he will discuss IT management in the court enterprise.

Mr. DeClue serves on the Criminal Case Management Standards Committee of the Council of State Court Administrators and has recently been selected by the U.S. Agency for International Development, a part of the State Department, to assist the Republic of Serbia in the organization of its Special Court for War Crimes and Organized Crime. Mr. DeClue also serves on the permanent faculty of the



**Curt DeClue**  
Director, Justice  
Practice Group

Intensive Trial Advocacy Program at Widener University School of Law. He is a graduate of the University of Notre Dame and Northwestern University School of Law.

## Upgrading Product Documentation and Training Materials



**Lisa Gonzales**  
Documentation & Training  
Analyst

ISD is ramping up its efforts to improve the quality of its train-

ing and documentation products.

In the coming months, clients can expect to see significant upgrades in the quality and content of ISD's training materials and on line reference documentation.

Managing the overall undertaking is Lisa Gonzales. In the early eighties Lisa worked for ISD for seven years as the office manager and left ISD in order to pursue her education full time. She

has since obtained a Bachelor of Science degree in Information Systems with an emphasis in Engineering and a Master of Science degree in Education with the concentration in Information Systems. Lisa's passion for teaching, training and developing curriculum dovetails nicely into ISD's goals to improve the quality of our training and reference documentation. Lisa has been with Riverside Community College (RCC) for

over 15 years and has taught not only traditionally in a face-to-face setting, but has written and instructed three online courses. Lisa brings over a decade of teaching experience and curriculum specialization integrated with computer technology expertise to ISD. She is incorporating her well-tested training methodologies and documentation proficiency into all she develops at ISD.

The result will be more uniformity and clarity in all related training and documentation offerings.

## Improving Client Services at ISD

Katherine Wu recently joined ISD as Director of Client Relations. Her responsibilities include managing the Client Relations Representatives, developing and maintaining client relationships, and managing the project request and estimate processes for ISD Court and Probation clients. She has spent the last 6 years working

for medium to large corporations in various management roles including technical training, quality assurance, project management, and implementation support.

Most recently, at New Horizons Computer Learning Centers and Roth Staffing Companies, she supported over 275 clients in product and training issues.

Katherine graduated from Boston University with a BA in Economics.

Katherine is taking a close look at existing processes involving client relations and overall client support. Expect to hear about improvements to our tracking system (Netsuite) and overall support call handling very soon!



**Katherine Wu**  
Director, Client Relations



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**ISD Corporation is a leading provider of innovative solutions for the justice community .**

## **Announcing ISD's Professional Justice Practice (PJP) Group**

ISD is pleased to announce the creation of a new Professional Justice Practice (PJP) Group. The PJP Group will focus on providing a wide array of consulting services, such as project planning, needs analysis and business process reengineering, to the entire range of justice organizations. For 20-plus years, ISD has provided software solutions for automating the judicial and legal systems in the state of California. With the launch of the PJP Group, ISD will broaden the solutions and services that it can provide to its clients and more effectively leverage its broad knowledge and expertise within the justice community.

The primary goal of the PJP Group is to increase the depth and breadth of the products

and services that ISD offers to its clients. We want to help our clients achieve success by helping them solve problems, increase their efficiency and improve their business operations. The PJP Group's consulting service will be tailored to meet needs of each individual client. In some instances these services may relate to ISD solutions and software; in others they will involve independent technology projects, business operations and technology planning. At the same time, ISD will look to the PJP Group to raise the visibility of ISD around the country and open new markets for ISD's products and services. To provide these services, the PJP Group will utilize ISD's already well-developed expertise in various areas of justice administration, as well as new

resources.

Heading up this new group will be Curt DeClue. Curt brings to ISD and our clients over 20 years of practical experience as a practicing attorney focusing on technology issues, a presiding judge and a technology consultant. During that time he has provided advice and assistance

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