

ISD *Insight*

ISD Corporation

Special points of interest:

- eICMS “e”xcels at iForce
- Client Survey—Results and Action Plan
- ISD Court and Probation CMS Solutions Showcased at SEARCH
- ISD Expands to Modesto

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eICMS “e”xcels at iForce

The Challenge

The IT world is quickly becoming completely browser-based with Internet and Intranet ubiquitous application deployments in the work place and at home. Acceptance of the “web” by individuals has paralleled the acceptance of the equally ubiquitous ATM with convenience and availability compensating for the loss of personal contact. At ISD, we saw this trend emerging and realized that, as good as our existing client-server based ICMS application was, Courts were going to need and procure browser-based solutions in the future. All of the IT research told us that, as did many of the Courts we spoke with at trade shows. It became clear that in going to a browser-based system we could make the user interface more intuitive and easier to use, meaning that Court employees would need less training to use the system and be more productive. That really got our attention.

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The Background

So how do you successfully transform a well accepted client-server Court case management system into a browser-based system and why is it so difficult? The characteristics of the two application architectures are very different. Client-server technology was originally developed and optimized for information systems with many function points that used and transferred a lot of information between the computer and the end-user while the browser-



Ron Beach
Chief Technology Officer

based systems were initially used for simpler transactions with fewer screens and less information. And the information is the critical part. If you

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Welcome Solano County Probation



In December 2003, ISD and the County of Solano, Probation Department, executed a contract that provides for the upgrade of the County's existing CASE 2.6 system to ISD's latest CASE 2.7 adult and juvenile probation case management system.

For years, Solano County has used the browser-based CASE system to track all aspects of its probation cases, including probationers, victims, addresses, charge dispositions, biographical information, probation orders, hearings, notes, activities, programs, contacts, and drug tests.

The County has also made extensive use of digital imaging devices, such as high-end digital cameras and high-speed document scanners, to electronically capture thousands of photographs and documents

pertaining to their probation cases. Solano's upgrade to the latest CASE 2.7 system brings the ability for the County to run Crystal Reports-based custom reports, as well as offering many other system improvements.

Solano County, located in the East San Francisco Bay Area region, encompasses major California cities including Fairfield, Vallejo, Vacaville, Rio Vista, and Benicia. ISD is excited to add Solano County to its growing list of clients.



Mark Nielsen
President, CEO

Justice Trends

“What is your vision for the future of technology in the Justice community?” I have recently been asked this question in different ways, and my answer has evolved to a new level since last summer. In the past few months, I have heard a number of interesting perspectives from various Court Executives and Probation Chiefs, as well as from speakers at the recent SEARCH conference in Washington, D.C., about the future vision of the Court and Probation. One executive succinctly stated that their end goal was to only require the public to come into court when they actually had to appear in a courtroom. Another view was that any Justice agency could have access to updated information from all agencies that had information/interest in a party that the first agency was currently handling. Phrases like “Integrated Justice” and “interoperability” have become more prevalent. For some, the concern is that detailed statistics from all jurisdictions is timely and accurately reported, while others are looking for real-time electronic access both to and from the court and agencies for operational data and real-time information exchange. Some still like to talk about a “paperless” environment, though we believe that particu-

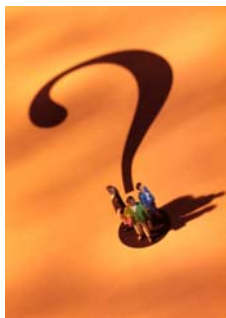
lar goal should be a “paper on demand” environment.

At ISD, we believe in a vision that allows the Court, Probation, Justice agencies, the Bar and the public to all have real-time, two-way access to the appropriate information that each needs to effectively play their role in the administration of justice. And this information and access needs to be available at times and in ways that are most convenient for the user. Thus, if the public wants to check on a traffic citation and pay it in the middle of the night on a weekend, that ability should exist without court personnel being impacted. If the DA needs to file a case off hours and be automatically notified when certain things happen with that case during the proceedings, technology should allow it to happen without requiring human intervention by court staff. If the State needs statistical information from County probation departments, it should be automatically delivered by the system without probation personnel taking hours to gather the information. If a law firm needs to make or change a filing at the very last minute, it should be able to do so directly from the firm’s computer system without sending a runner to

the court’s window. And there should exist a means to communicate among the court and the various agencies and public using a common set of standards or protocols so that each agency or law firm can use different service providers for their own technology needs while still all communicating with the mission-critical case management systems that the court or probation have from a different vendor.

One other key element of an effective Integrated Justice system is the need to have some “smarts” in the system and processes so that you don’t end up with data overload. Too often, I have seen interdepartmental committees (both in the private and public sectors) come up with such a wide-ranging set of data requirements that users receive far too much data than they can effectively sort through and use. The key to effective Integrated Justice is to provide ONLY that information which is immediately useful to the user and to provide it in a user-friendly format so that it can be used without a great deal of filtering or analysis. The need for information is usually directed at taking some action based on the information.

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**Introducing a new feature:
“Because You Asked...”**

Because You Asked...

This new *ISD Insight* feature will answer frequently asked questions or will provide techniques designed to more fully utilize ISD’s system functionality. Here’s our first tip:

Displaying Deleted Action Codes in ICMS

Are you taking advantage of the option to display the Deleted Action Codes in ISD’s ICMS

Criminal/Traffic & Minor Offenses Application?

By displaying the deleted Action Codes, you will be able to see everything that has occurred on the case, including deleted actions.

This feature provides the Court with an accurate record of all that has transpired on a case.

Here’s how to display the Deleted Action Codes in ICMS:

From the ‘Configuration V Screen,’ the ‘Log Deleted Actions’ Field should be set to ‘Yes.’

Questions? Your ISD Help Desk Analysts will be happy to provide assistance.

Please let us know if there is a topic you’d like to see in a future edition! Email your suggestions to:

christine.wilder@isd-corp.com

Welcome New ISD Staff

Paul Lazio recently joined ISD Corporation as the Senior Manager responsible for our Certified ICMS Project Implementations. He was previously the Vice-President and Managing Principal of the Unisys Justice and Public Safety Practice. Mr. Lazio has over 30 years experience in the design, development and implementation of highly complex technology solutions for government and justice and public safety clients.

His experience encompasses law enforcement and records management systems at the state and local levels, the implementation of integrated justice information systems, court management information systems, and jail management and state correctional systems. He has interfaced with, and been responsible to, senior law enforcement officials, from county sheriffs and police chiefs to commanding officers of state police departments, court

clerks to a chief justice of a state supreme court, and all management levels in between.

Paul's professional background has equipped him well to meet the project management challenges surrounding the Certified ICMS implementations.



Paul Lazio

ISD Insight

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John Mattley has moved to a new position at ISD in which he will have split responsibilities as the Lead Implementation Support Analyst for the CASE Probation Solution and for the support of business development efforts reporting to Mike Stein, Vice President, Business Development. John is a 25-year veteran of county government in positions that included Municipal Court Administrative Officer, Director of Information Technology and Project Manager responsible for the implementation of an Integrated Justice System for Shasta County.

During his tenure as a project manager, Mr. Mattley was actively involved in the implementation and integration of a Jail Management, Prosecutor, Trial Court, and Probation case management system. His wide background in the criminal justice system gives him a unique subject matter expertise and perspective that is very useful in project implementations. Mr. Mattley received his Bachelor's Degree in Education from California State University, Chico.



John Mattley

You may have recognized ISD's newest Help Desk Analyst, **Tom Mitchell**. Tom first joined ISD in May of 1999 as an Implementation Support Analyst. Tom assisted in the implementation of the Sacramento Traffic System and also provided Juvenile Delinquency training to Contra Costa County as well as OTS training to El Dorado County, San Bernardino County and Santa Cruz County.

Tom left ISD in May of 2001 and expanded his experience at the law firm of Best Best & Krieger LLP where he administered the firm's Help Desk. Tom resumed his career at ISD in December of 2003 as a Help Desk Analyst.



Tom Mitchell

eICMS “e”xcels at iForce

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Despite the potential risks and the significant challenge, we all knew that this was a move that ISD had to make.

Ron Beach
CTO

forget to enter a field or enter incorrect information while making an airline reservation and have to re-enter your itinerary or credit card information, that can be annoying, but it’s no big deal. However, if you’re entering a lengthy complaint or taking courtroom minutes in real-time, then it’s a very big deal. Despite the potential risks and the significant challenge, we all knew this was a move that ISD had to make.

ISD prefers an evolutionary approach to systems development rather than a revolutionary approach and this played a key role in determining how we were going to migrate to browser based technology. The initial phase consisted of database modifications necessary to support the new technology design. ICMS clients have seen these changes migrated throughout ICMS revisions 4.2.11 and 4.3.4 in preparation for 4.3.6. Concurrent with the database changes, selected modules of ICMS have been transformed to the eICMS architecture. These have consisted of Open Access, Tax Intercept,

ePay-it and eICMS Electronic Filing with eICMS Juvenile and Criminal/Traffic currently being deployed. Each of these deployments has provided progressive validation of the data structures and underlying technology.

For a fleeting moment, we thought clients would embrace the new technology with little hesitation due to the significant breakthrough design features. After a few client conversations, the feedback we received was “show us the productivity” before clients would commit to full deployment using a new technological approach with their user base of 1,000 daily users. In reality, ISD first started preparing for comprehensive performance testing during eICMS development with the commitment to use the Rational Robot automated testing tools (more on this in future articles). While ISD had taken every opportunity to reduce the exposure of migrating to a new application platform, a performance test component was long planned as part of the eICMS deployment.

The Preparation and Execution

ISD, in conjunction with the California Superior Courts in the Counties of Riverside and San Bernardino, and the California AOC, formed a team to develop a plan to model the effective daily court workload in such a way that a comparison could be done between the ICMS and the Certified eICMS software. Since the eICMS implementation is different in deployment than ICMS in key areas such as courtroom processing, a method of comparing true workloads had to be quantified and scripted in such a way that clients would be certain that the fully deployed eICMS solution using the new system architecture would have properly configured hardware and would perform at a level superior to the current ICMS products.

The solution was to develop five major script suites: Inquiry, Case Entry, Courtroom Processing, Financial Transactions and Batch Processing which were indicative of the overall processing that occurs within a court. Using the County of San Bernardino as a baseline, a

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Client Survey-Results and Action Plans

ISD managers, John Coughlin, Tim Miller, Raj Kollengode and Art Laski review and discuss the Client Survey



ISD recently completed its first survey of our Court clients since the completion of CA Certification. The results are in and they clearly show there are areas where we rate high with our clients and areas where clients would like to see improvement. For example, while results indicated a high degree of approval for the availability of the Help Desk and the reliability

of the information the Help Desk provides, Clients also noted that there is much we can do to improve our documentation. So, now that the results are in, what’s next?

Phase I – ISD has scheduled small group meetings with each Court to review and clarify survey results.

Phase II – Using the survey results and the meeting feedback, we are developing “SMART” objectives to address areas where clients would like to see enhancements in our

products or services. We are planning an ongoing “client care” program to better establish a proactive and responsive relationship with each Court. This plan includes a continuing approach for obtaining Client feedback and will be expanded to include our Probation clients.

Phase III – Plan implementation.

Thank you to everyone who participated in the survey and the group meetings. We’ll do our best to make sure it was time well-spent.

ISD Court and Probation CMS Solutions Generate Interest at SEARCH

For the first time, ISD exhibited the eICMS Court Case Management System and the CASE Probation CASE Management System at the 2004 Symposium on Integrated Justice in Washington DC, March 23 and 24. Co-sponsored by the Bureau of Justice Assistance of the US DOJ and SEARCH, the National Consortium for Justice Information and Statistics, the theme of this year's symposium was "Supporting the Homeland." The conference attracted attendees from all branches of government in the United States and from other nations as well. The agenda was packed with highly-informative and well-attended sessions that covered a wide range of topics related to integrated justice and practical solutions to the challenges faced by justice agencies in exchanging information.

ISD's Booth Team included Mark Nielsen, CEO, Ron Beach, CTO, Mike Stein, Vice President, and John Mattley from our Probation Implementation Team. Although the highly informative sessions reduced attendance in the Exhibits area compared to prior years, the attendees who were serious about evaluating technology offerings made time to see the Exhibits. One of the most interesting sessions dealt with the Justice Information Exchange Model (JIEM) and software developed by SEARCH that is being used in jurisdictions across the nation to quickly and effectively document how information is being exchanged between justice agencies including the conditions that trigger the exchange, the type of information exchange, the specific items of information that are involved

and their source. The JIEM allows jurisdictions to start with a highly representative model of local information exchanges and then tailor that model to their specific requirements and terminology.

Despite a long Exhibits schedule, members of ISD's Booth Team were able to "take a break" from the Booth and attend some of the sessions and visit with clients and acquaintances. ISD's browser-based CASE Probation case management system and eICMS Court case management system drew favorable comments, with a lot of interest being expressed in the integration of the eICMS Juvenile Module (which handles both delinquency and dependency matters) with the CASE Juvenile Probation module, as

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ISD at SEARCH Symposium

eICMS "e"xcels at iForce

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snapshot of the database was created (all 175,000,000+ rows!), scripts were recorded using Rational's performance testing tools and testing commenced.

The final step was conducted in conjunction with the Sun Microsystems iForce center in Menlo Park. Sun provided the properly configured E4800 server hardware mirroring as closely as possible the configuration in the County of San Bernardino for conducting the ICMS testing. ISD and Sun provided the additional WinTel servers for the eICMS operation appropriately configured with Sun monitors and hidden under a table out of sight of any observers just in case Sun CEO Scott McNealy might wander by and notice all the Windows machines.

The Outcome

Tests were performed over a

seven day period in which user loads of 250, 500, 750 and 1,000 concurrent users were tested. A wide range of metrics were captured including CPU and memory utilization with associated I/O levels. We were very pleased that the new web-based version outperformed the current client server ICMS system at all levels. The testing also showed eICMS will scale appropriately as ISD unveils our Application Service Provider (ASP) offerings in the future.

You always worry when you make a major change in your underlying technology, but we felt we were on the right track when we saw how well the CASE system performed [the CASE Probation Case Management System was acquired by ISD in September, 2004]. We finally knew we had taken the right approach when we witnessed eICMS perform so well at the iForce center. With ever

increasing dependence on information systems and increased public expectations for access to court and probation services and information, regular performance and reliability testing is here to stay at ISD. We have made a significant financial and personnel investment in automated testing methodologies not just for this project, but to provide the foundation for the continued improvement of our products.

The Team:

The iForce project team was led by Tim Cary (ISD Revision Control) and included other ISD team members, personnel from Sun Systems Engineering, the Sun iForce Center, and personnel from the Courts including Alan Crouse (County of San Bernardino) and Gary Whitehead (County of Riverside).

We have made a significant financial and personnel investment in automated testing methodologies not just for this project, but to provide the foundation for the continued improvement of our products.

Ron Beach



Justice Trends

mation, and therefore it is imperative that we distill the information request to only that which is needed to take the right action. Anything else only delays the action from occurring because the superfluous data must be read, identified as unneeded and then discarded. The bottom line is that one must ask what data do we really need to get at the ultimate action and why do we need it as part of the initial user requirements for the processes. The extra time taken upfront to go through this exercise pays off greatly in the ultimate usability of the information provided at the end of the day.

I am excited to see the renewed interest in sharing infor-

mation among Justice agencies, law firms and the public. While issues of intellectual property, privacy, politics and the like will continue to be raised and worked out over time; the barriers to the Justice Community catching up with the private sector in using technology to improve public service and internal efficiencies are breaking down. ISD continues to invest in bringing technological solutions to improve public access, expand electronic filing, automate services and make anytime, anywhere access to justice systems a reality. If you would like more information on ISD's vision or a copy of a diagram of how we envision our role in this future, please email me. And I encourage you to

share your vision for the future of technology in the Justice Community with us, as we continue together down the path to this most-exciting tomorrow.

I am excited to see the renewed interest in sharing information among Justice agencies, law firms and the public.

Mark Nielsen
President, CEO

mark.nielsen@isd-corp.com

SEARCH

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well as the extension of current CASE functionality to handle Parole in addition to Probation. Interest was also expressed in the development of extended gang tracking and reporting capabilities within the CASE system.

ISD also took the remotely-controlled digital camera and scanner to demonstrate the ability of CASE to integrate mug shots and documents with data fields to provide complete information regarding an individual. CASE's ability to capture an image of scars, marks and tattoos in addition to descriptive text was very favorably received. Interest in both the existing capabilities of the systems as well as possible enhancements kept the entire Booth crew very busy. Despite the enormous effort involved in

preparing and testing all of the equipment, shipping it across the nation, assembling it and then reversing the process at the end of the symposium, all of the team felt that the effort was well worth it. Even though there's an unwritten rule that "what happens in the booth, stays in the booth," a good deal of laughter resulted when a very tired Ron Beach, normally a very savvy and experienced technologist, confused the scanner for a printer. When it naturally wouldn't print (DUH!), an equally tired Mike Stein, no technical slouch either, was racing off to download a printer driver when John Mattley took control, "Guys, STOP, its the scanner!"

Mike, who has attended and spoken at past symposiums, observed that "not only were

the sessions packed with attendees, there was so much content that people were staying put and taking notes right up to the very end. The JIEM presentation made such an impact that attendees flocked to SEARCH's Exhibit to see the software demo and I came away determined to get ISD personnel trained in the use of the JIEM as soon as possible."

ISD's next national conference will be the Annual Meeting of the National Association for Court Management in Dallas, Texas, this July. See us there!

"...not only were the sessions packed with attendees, there was so much content that people were staying put and taking notes right up to the very end."

Mike Stein
VP Product Development

ISD—Modesto



Water, Wealth, Contentment and Health... So reads the slogan on the downtown Modesto Arch, built in 1912 and located at 9th and I streets. Modesto is the county seat for the fast growing Stanislaus County.

With plenty of room to start and expand, Modesto has become a prime location for several new business parks with high-tech features. ISD is proud to be one of the tech firms contributing to the anticipated future growth in this friendly and welcoming community.

Since August 2003, **Mike Elness**, Development Manager, Probation Systems (introduced in our Winter 2003 edition), has been hard at work in Modesto dovetailing CASE development processes into those already in place in Corona. Mike and his team are implementing an integration strategy with ISD's court systems.

Supporting Mike's efforts are two seasoned developers, Benito Gonzalez and Shawn McKenna, who were previously key members of Synovation's CASE team.

Benito Gonzalez joined ISD as a senior software engineer in October 2003. Benito acquired his first taste of programming in the 7th grade (no kidding!) and since received his BS in Computer Science from CSU Stanislaus. After college, he worked for Modesto County and then grabbed an opportunity at Sierra On Line where he contributed to development of a 3D space combat game, breaking new ground in dynamic music technology and 3D sound positioning. Additional career moves positioned Benito for the challenges he now tackles at ISD with CASE Probation development.

Shawn McKenna earned a BS in Computer Information Systems from CSU Stanislaus while obtaining Sun Certification in Java. Shawn joined ISD in October, 2003 as a software engineer working on all tiers of the CASE application. His immediate challenges are establishing process and creating code with a plethora of languages (J2EE, PL/SQL, JavaScript, etc.). Given an opportunity, Shawn will regale his fellow programmers with rants on best practices, meticulous code reviews, and keeping attributes private!



Modesto Team
Mike Elness, Benito Gonzalez, Shawn McKenna

Probation Development Update—JCPSS and CASE

JCPSS

ISD Corp has created an integrated JCPSS reporting module for our CASE Probation Management System, providing its users with the ability to track, collect, and report juvenile JCPSS statistical information.

At month's end, the JCPSS module is used to collect relevant reportable information as recorded within the CASE probation management system, and to create a data file which can then be electronically submitted to the Department of

Justice. This process eliminates the need for duplicate data entry into the DOJ's secure web site and ensures timely reporting of all juvenile disposition reporting.

CASE

CASE provides a comprehensive approach to tracking all the activity performed by a full function Probation Department. Using the latest browser based technology, Departments are able to keep track of probation orders, program compliance,

schools, and fee and fine payment and distribution.

The ISD Modesto team is concentrating efforts on the continued enhancement of the CASE probation management system by adding new functionality to CASE and refining its existing feature set. This primary focus will leverage advanced technology solutions with probation domain knowledge thus empowering CASE clients to manage increasing caseloads and meet community expectations with limited resources.

The primary focus of the ISD Modesto team...

...empowering CASE clients to manage increasing caseloads and meet community expectations with limited resources.

Mike Elness
Development Manager



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ISD's Mission is to Enable Our Clients to Manage Increasing Caseloads and Meet Community Expectations with Limited Resources.

ISD and “e” Solutions

ISD is keenly aware that our Clients are working to meet community expectations that include a public which may want to pay traffic tickets in the middle of the night. A DA may prefer to file a case off hours and would expect resulting updates and interactive information immediately. We have responded with tools designed to make Court processes available 24/7 to the community. Here are two of ISD's “e” Solutions:

DA-eFiling—Electronic Case Filing

The Superior Court of California, County of San Bernardino has installed ISD's Electronic Criminal Case Filing System to process the filing of all criminal

cases. The use of the electronic filing system provides for the electronic transmittal of data and word processing documents from the District Attorney Standardized Tracking and Reporting System (STAR) to the Court's ISD criminal Offender Tracking System (OTS). The data received from the DA updates the Court's Criminal Case Management System database.

ePay-it—Traffic Citation Payments over the Web

ePay-It .com is an online service that provides the general public with a reliable, easy to use and convenient method to pay traffic citations electronically at any time of the day or night, seven days a week on a secure (SSL) Web site hosted by ISD. Users

can also see if they are eligible for traffic school, and add the traffic school court fee. Public acceptance of electronic citation payments over the Web has been phenomenal in both the Superior Courts of California in San Bernardino and Riverside. ISD expects to exceed \$3M in citations processed this fiscal year.



ISD Corporation, Corona, California