

ISD *Insight*

ISD Corporation

Special points of interest:

- Full certification of all ISD Case Management Software by the California AOC
- ISD Corporation acquires Probation Case Management Software
- Addition of court and technical professionals to ISD staff

ISD Expands into Probation With Acquisition of Synovation

ISD Corporation announced recently that it acquired most of the assets of Synovation Corporation, previously of Modesto, CA. The primary asset acquired by ISD is Synovation's case management software for county probation departments. The Synovation CASE software is currently in use by over a dozen county probation departments throughout California, and was in the process of being rolled out to other states when the company ceased operations in late May due to financial difficulties.

Synovation has a suite of software products in production that provide both juvenile and adult probation departments with the ability to create and track probation cases from inception through all contacts and placements. The software

gives probation officers the ability to collect and manage detailed probationer information, track caseload activities and all contacts, access active terms and conditions of probation, and manage placements and programs into which probationers are assigned. The software also includes an institution management module to allow detailed tracking and management of a detention facility's population on an individual and room/unit basis. The net result automates many of the essential daily activities of probation officers and staff, allowing each officer to effectively handle many more cases, while assuring important probation details are not lost as in the current manual systems.

With probation caseloads increasing at a faster rate than

probation budgets, it is imperative for government agencies to use technology to handle this increase without the need for more staff. There were over 3.9 million cases being managed in the adult probation population at the end of 2001, a 33% increase from 1990. Caseloads have also increased dramatically. In 1980, probation officers handled approximately 9 cases on average, in 1990 this had grown to 22, and by 2000, probation officers were handling 28 cases (and in some cases as many as 50!).

In addition, juvenile probation typically takes over half of the probation department resources. From 1990 to 1999, the number of juvenile delinquency cases resulting in formal probation increased 78%.

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Nationally-recognized Expert on Courts Joins ISD



Mike Stein
VP, Business Development

Mr. Michael Stein has joined the firm as its Vice President for Business Development. Mr. Stein is a technology professional whose 30-year career includes significant work with courts and other Justice agencies in strategic planning, the management of large-scale systems integration projects, business process re-engineering and applications procurement and implementation. Mr. Stein has spoken at

national conferences on IT-related matters including the 2002 SEARCH Symposium on Integrated Justice and at the annual meetings of the National Association for Court Management (NACM) in 2001 and 2002. Most recently, Mr. Stein presented a keynote speech for the annual meeting of the Ohio Judicial Conference in May 2003.

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President's Corner



The certification of all ISD ICMS case types by the California AOC. An acquisition of a Probation case management business and Web-enabled product. The addition of key management with decades of combined experience in courts and probation. Development of a new Web-based electronic filing module for attorneys and the public. An achievement award from NACo for one of our San Bernardino applications. All in all, ISD has made a number of significant advances in the past few months. While we will discuss these and other achievements in more detail momentarily, the bottom line is that ISD Corporation is aggressively moving our business forward to more effectively serve the courts with improved products and service levels to allow you to **"Manage increasing caseloads with fewer resources."**

It is no secret that our ability to serve our current clients was negatively impacted by the almost yearlong intense effort to achieve certification of our court Case Management System by the California AOC. While the actual development efforts stretched over at least two years, the past year had an almost single-mindedness that consumed our resources at an unprecedented level. We greatly appreciate both the support of our client courts in assisting us in the certification efforts, as well as their patience with the reduced support level during the final 6-9 month certification push. The net result is a certified system that includes such enhancements as:

- Full exhibit management and destruction
- Flexible fine distribution, even among multiple cases
- Court-customizable ad-hoc reporting

- Archiving and purge
- Enhanced real-time courtroom Minute Order entry

Over the past two months, we have closed 95% of the total number of calls opened during that same period, and that represents a 10% increase in calls closed over the previous two months. We have changed our process a bit, so that a call is not closed until the client has signed off on the closure. Even when ISD completes development and testing, we will typically show the call as "available in future release" until the code is actually loaded on the court's system and tested. We have also added new automated QA tools, a new revision control department, and a more structured process.

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ISD & Synovation

(Continued from page 1)

These juvenile cases take even more time as upfront screening usually occurs, investigation reports are needed, decisions on detention are made, and aftercare supervision is often required after release.

"The Synovation probation software provides ISD with a natural extension to our Court case management system," said Mark Nielsen, ISD's Chief Executive Officer. "Probation departments are under the court in many states, and adding this functionality fills in a key component of ISD's integrated justice solution. The amount of integration between courts and probation departments is a key element in the smooth operation of probation. In addition, the Synovation CASE software is

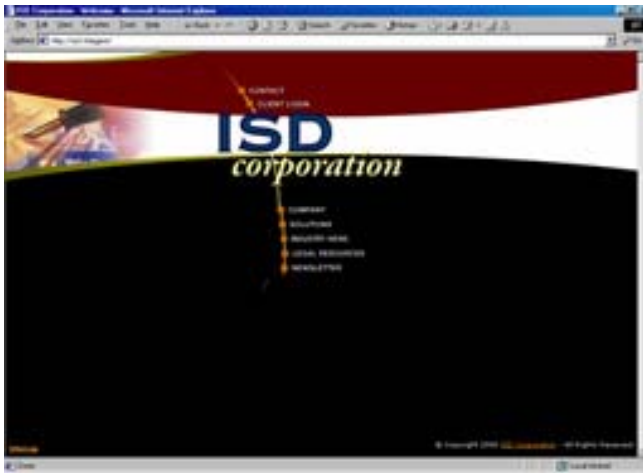
universally acknowledged as one of the best probation systems available in terms of functionality and ease of use. ISD looks forward to putting the Synovation software back at the forefront of the probation market nationwide."

ISD's acquisition includes all software and intellectual property of Synovation, including all copyrights and pre-existing contract and legal rights. ISD is working with a number of former Synovation employees to quickly get the software back in production and provide support options for existing probation departments that are currently using the Synovation software. The system runs on an NT or UNIX platform with Oracle and J2EE web environments.

"We believe the Synovation software is significantly ahead of other systems in the probation market, in terms of technology and functionality that streamlines probation operations," stated Ron Beach, ISD's founder and Chief Technology Officer. "The system's intuitive design as well as its ability to integrate the probation system with numerous other agencies, including ISD's Court Case Management System, are key differentiators of this software. Its Oracle and web-enabled technology fits extremely well with ISD's technology architecture." The Synovation probation case management system has been installed in counties ranging from 25 users to over 1,000 users. The software can either be run onsite at a county or be hosted remotely by ISD.

"We believe Synovation software is significantly ahead of other systems in the probation market..."
 Ron Beach,
 Founder and CTO

Our Website Has a Brand New Look!



We've launched our new Website. The address is still the same, www.isd-corp.com, but the look and feel is altogether different.

Click on Client Login to access the same Client Care features you currently have available to you. Software manuals are also available as they are now.

We'll be adding many new legal resource links and will be providing timely industry news.

Our ISD Insight Newsletter can also be accessed from this site.

Ideas and comments about our Web-site are welcome. Use the "Contact" feature to provide feedback. We'd love to hear from you.

Mike Stein, New ISD VP, Development

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Prior to joining ISD Corporation, Mr. Stein's experience includes working as a Director in the State and Local Government Consulting Practice at Gartner, Inc. where he also co-authored a research note on the Justice Community of Inter-

est; as a Solutions Director for the Justice and Public Safety Consulting Practice at Unisys Corporation, and as Chief of the Applications Development Division of the Administratively Unified Courts, County of Los Angeles, CA.

Mark Nielsen, ISD's CEO noted

"The addition of Mike to our executive team reiterates ISD's superior depth of understanding of the courts and Justice market. We look forward to Mike playing a critical role in growing ISD's business both outside and within California, elevating our ability to deliver Court and Probation products

and services, and in working effectively with our business partners. With Mike's assistance, we will continue our efforts to provide innovative solutions and significant value to the Justice community throughout the nation."

ISD Insight

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www.isd-corp.com

And Yet Another New Employee...

Rajaram (Raj) Kollengode, Manager Software Development

ISD's most recent new hire, Rajaram (Raj) Kollengode, will be managing a group of ISD developers working on various aspects of the ICMS and eICMS systems. Raj brings years of court-related experience that will be directly and immediately applicable to ISD systems. Most recently, Raj was the development lead for Arizona's State Court Automation Project, comprised of over 140 courts. He built a team of 10 programmers to re-engineer, develop and successfully deliver five major releases in the last three

years to those courts. In this consulting role, Raj was also the architect of the Probate and Arbitration module for Pima Superior Court leading a team of five programmers. Raj is a technology visionary, who has implemented Change control processes to streamline design, development and deployment. He has provided guidance to move from stand-alone PCs to networks and to the Web. Raj's educational background is also impressive. He has earned his Bachelor of Science Degree in Physics, Chemistry and Mathematics from the University of Calcutta, India. He also achieved a Diploma in Computer Applica-

tions from the Institute of Modern Management, India.



Raj Kollengode
Development Manager



Superior Court of California
Contra Costa County

Kudos from Contra Costa County

“A recent problem in Contra Costa resulted in having to restore from backup. ISD was very responsive and professional throughout the situation. An exceptional job was done by ISD after the emergency was over in working with us to track down the cause of the problem and in helping to implement a solution to avoid future problems. We discovered a need for more coordination and communication between our database administration and ISD and discussed new procedures for avoiding similar situations in the future.”

“My thanks to ISD for working with us in a tactful and collaborative manner.”

Stephen Yap
Court Information Officer

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*Stephen Yap
Court Information
Officer*

ISD’s mission is to more effectively serve the courts and probation agencies with improved products and service levels allowing them to manage increasing caseloads with fewer resources.”

President’s Corner

(Continued from page 2)

ISD has recently increased our knowledge base in the Justice arena by adding new staff, three of which I want to personally note as they bring tremendous experience to ISD. **Mike Stein**, our new VP of Business Development, is a former executive with the Los Angeles Court, as well as having extensive national experience in the Justice practice of Unisys, Deloitte-Touche, and Gartner Group. **Raj Kollengode**, a new Development Manager, comes to ISD from the Arizona AOC where he spent 4-plus years as a lead technical manager for the Arizona statewide case management system that was supported in-house. And **Mike Elness**, ISD’s new Probation Development Manager, was most recently the Development Director for Synovation, the company whose assets were acquired by ISD last month. Mike is managing ISD’s new Modesto, CA office focused on the probation product line and

currently has a number of former Synovation employees whom he manages.

And speaking of probation, ISD’s recent acquisition of the Synovation assets and probation case management product was a strategic acquisition that allows ISD to add probation functionality immediately to our product set. Many states need probation to be part of the court case management system, as the probation department is under the court. ISD saw the need for a seamless integration of probation and the courts, especially in a tight budget environment where cost efficiency is at a premium. And the Synovation CASE product has been universally praised by the various counties who have used it. This acquisition allows ISD to offer the market a proven probation case management system utilized in over a dozen counties. We are offering it either on a stand-alone basis or integrated in the near future

with ISD’s court system. And ISD is already working on projects to integrate the DA, Sheriff and others into our court software so that we can provide a truly integrated justice system to handle your increasing caseloads while your budgets are being reduced. Compared to other options, ISD’s goal is to continue providing you the best value for your scarce dollars.

As always, I encourage your input and suggestions as to how ISD can better serve your needs and deliver a superior product for the Justice community.

Mark Nielsen, CEO
mark.nielsen@isd-corp.com

ISD's Complete Line of Case Management Software is...

Certified by California AOC !

Ask any ISD employee, "What is ISD's most significant accomplishment in 2003?" and he or she will answer quickly and unequivocally, "**We passed certification!**" In June 2003, ISD leapt over the final hurdle and was certified by the California AOC that oversees all the State's courts.

ISD's certification has been over a two-year process that culminated in ISD demonstrating its software before committees made up of court personnel from various Superior Courts across the State. ISD had to exhibit 100% of the required minimum functionality for certification without a single "bug" or mistake across all case types.

"ISD's certification by the California AOC is a major milestone that only a handful of vendors across the nation have achieved. And ISD is the only one of these vendors which has a fully Web-enabled Case Management system, putting us clearly at the forefront of where courts want to be in the future – improved efficiencies and reduced costs, with greater functionality," said Mark Nielsen, ISD's Chief Executive Officer.

"We believe that ISD's Case Management software is at least a year or two ahead of other systems we have seen in the market, in terms of technology and functionality that



streamlines the courtroom operations," stated Nielsen. ISD's certified software is ready to implement and scheduled installations are already being booked. ISD is also in the process of moving outside California, with recent exhibits at national court-related trade shows.

"Our software has almost two

decades of real-world experience behind it. The depth and breadth of functionality, along with the table-driven design, allow us to move into other state courts outside California in a fairly straightforward manner, with a minimum of customization anticipated," said Ron Beach, founder and Chief Technology Officer of ISD.

NACo Award

As if Certification Weren't Enough! Kudos went to ISD's software from the National Association of Counties, which presented their 2003 Achievement Award Certificate to ISD's DA eFiling product in San Bernardino. The system handles over 100 felony filings per week and eliminates redundant data entry. The award "seeks to recognize innovative county government programs... to modernize and streamline county government and to increase its services to its citizens."



ISD Celebrates Certification

ISD took time out for some "high fives" on Friday, June 27. Although every individual at ISD made some contribution to the successful completion of AOC Certification, some folks went above and beyond. ISD's staff celebrated this monumental achievement at a dinner gathering where outstanding achievers were rewarded giving everyone an opportunity to applaud them for their notable efforts.

ISD thanks its court clients for their forbearance and support during a very challenging time. We couldn't have done it without you!

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"We couldn't have done it without you!"

Welcome New ISD Staff



Mike Elness

Mike Elness, Development Manager, Probation Systems

Mike Elness joined ISD as Development Manager of Probation Systems in August 2003. After graduating in 1988 from California State University, Stanislaus, with a BS in Business Administration, Mike worked for Lockheed Martin Enterprise Information Systems in Sunnyvale, California, supporting the D5 Trident II ballistic missile program. Although initially hired by Lockheed as a Cobol programmer working on IBM mainframe and Tandem NonStop systems, Mike soon thereafter began developing Macintosh business applications, and then transitioned to a web applications developer position writing browser-based applications for the corporate intranet. After nearly twelve years at Lockheed Martin, Mike joined Synovation as its fourth full-time employee to lead the design and development of its CASE browser-based probation system, which was recently acquired by ISD. Mike's immediate challenges at ISD include opening a CASE development office in Modesto, working to dovetail CASE development processes into those already in place in Corona, and working with ISD's talented technical staff to plan and implement an integration strategy with ISD's court systems.

Michael Duldulao, Database Administrator (DBA)

In our continuing efforts to improve database performance, ISD has hired Michael Duldulao to help ensure optimized efficiency. Michael was initially hired as a contracted programmer, but as his database expertise became evident, he became the most likely candidate to fill the DBA position and was hired as a regular, fulltime employee in September. Michael's technical education and work

experience has already been applied at ISD resulting in significant database performance upgrades. He brings to ISD eight years experience and comprehensive knowledge of relational DBMS (Oracle, SQL Server), DDL, DML and SQL (PL/SQL, T-SQL) in the development and production environments. Michael spent nine years developing, integrating, implementing and supporting enterprise-wide and departmental CRM application solutions with a focus on Marketing Information Systems. He is UNIX System Administrator Certified, Computer Systems and Programming Certified, and is a member of Oracle Technology Network/Metalink and Microsoft Developers Network



Michael Duldulao

Sonya Potter, Implementation and Support Analyst

Sonya Potter joined ISD in June of this year. She came to us from Riverside Superior Court with 6 years of experience as supervisor of the Juvenile and Family Law Divisions, courtroom clerk, senior court services assistant, and court services assistant. Sonya's court knowledge and her great customer service skills are valuable assets at ISD. Sonya hit the ground running at ISD and we are glad she is here.



Sonya Potter



Tracy Harper

Tracy Harper, Implementation and Support Analyst

Prior to joining ISD in July of this year, Tracy owned and operated a small business preparing legal documents for self-represented litigants. Family Law was the primary focus. Previously she was employed for eight years at the Riverside Superior Court in various assignments including 5-plus years as a court services supervisor specializing in the areas of Family Law, Civil and Criminal/Traffic. Her work experience also includes employment at various county agencies such as the Assessor's Office and the Juvenile Probation Department. Like Sonya Potter, Tracy was immediately able to begin providing support to our Court clients.



Michelle Hughes

Michelle Hughes, Administrative Assistant

In June of this year, Michelle Hughes accepted the position of Administrative Assistant in ISD's busy front office. Michelle's varied background included working three years for the State of California as a job developer. In this very challenging environment, Michelle gained vast amounts of experience working with government contracts, diversified populations and state budgets. Prior to her state employment she was employed by an international design firm where she gained experience managing a busy sales office. Michelle graduated with a Bachelors Degree in Business in 1995 and looks forward to continuing her education.

Tech Tips: Batch Jobs Jeffery Wymer, Supervisor, Systems Engineering

Nothing ruins a court clerk's day more than a slow system. ISD focuses a great deal of energy on enhancing performance at our client court sites. ISD attempts to balance network traffic, data access and user load among many other considerations to ensure the most efficient use of system resources. **This delicate balance is sometimes upset by large batch jobs.**

What exactly is a batch job? ISD defines a batch job as a non-interactive job that runs as a background process. The difference between an interactive and a non-interactive job are illustrated in these examples:

Interactive: Susie needs to find a defendant in the Criminal

system. She selects the OTS 235 screen and types in a name. A list of names is populated on the screen. She selects the correct name and continues processing.

Non-interactive: John needs to create a calendar for Judge Huggins, the Traffic Court Judge in Department 22-A. Using the OTS 550 screen, John fills in the appropriate department, calendar type and date and then submits the criteria. The processing is then taken over by the ICMS batch process.

So what's happening behind the scenes? In the same way that an interactive process does, a batch job utilizes ISD programs and data processes to seek out and return the correct data for the specific batch

request. In our given example, the output from John's calendar request will go to a printer or output device that he requests. Other batch jobs do not deliver output; they just extract data for other jobs to process. As you can imagine, the more cases that are processed by a batch job, the more impact that batch job can have on system performance.

ISD recommends that larger batch jobs be scheduled for off-hours and times when the user population is minimal. This has two effects. Firstly, the batch job does not affect user performance. Secondly, the batch job will run more efficiently because additional system resources are available. **Avoid running jobs like the OTS-660 Criminal Court Statistics or the**

Civil 645 Superior Court Stat Report except during scheduled downtime. Jobs as large as these should only be run during a weekend. For larger courts, these jobs may need to preempt backups during a weekend. Consult with an ISD Corporation application specialist if you think a batch job you are running should be rescheduled or if it is slowing a system down.

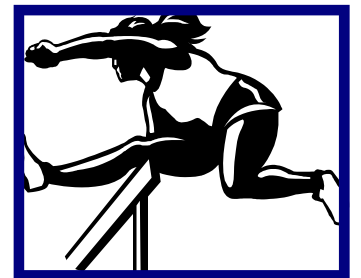
The front line clerk's goal is straightforward – to help the public as efficiently and accurately as possible. A system that drags is frustrating and unproductive. Following the batch job guidelines available in ISD user manuals and from your ISD Support staff will help ensure that every court clerk's day is as efficient and productive as possible.

Quality Assurance—Raising the Bar on Testing Standards Tim Miller, Manager, Quality Assurance

Good things are happening in Quality Assurance. ISD has acquired an automated testing tool called Rational Robot. Rational Robot provides capture-playback of client/server and web applications. This tool utilizes verification points along the script playback process, which helps Quality Assurance

identify points-of-failure occurring within our software. By combining Rational Robot's automated playback of scripts along with baseline databases to determine predictability, we are assured the software is functioning as specified. When our products roll out the door, our clients can be assured that

rigorous testing scripts have been hitting the application. Stress, regression, integration and system testing can now be performed at the touch of a button. As we continue to automate our processes utilizing Rational Robot, the end result will be fewer bugs, less down time and a more bulletproof application.



Software Revision Control Tim Cary, Revision Control Analyst

ISD Corporation is committed to providing the highest-quality case management applications to our clients. To demonstrate this commitment, we have recently taken new steps to ensure the safety of the source code behind the face of our applications. Over the past several months, ISD has implemented Revision Control systems to protect the source code for all of our products. Revision Control is the process of safe-

guarding programs by introducing tools and procedures to help prevent the accidental loss of information. Revision Control systems track changes to programs by automating their storage, retrieval, logging, identification and merging of updates.

Prior to our latest Revision Control implementations, ISD employed in-house procedures to help safeguard our software. As the size and

complexity of our applications increased, we acknowledged that we had outgrown our procedures and needed to put newer, more reliable, and automated procedures in place. Having made that decision, ISD chose to implement industry-acclaimed revision control systems. For applications based on SUN platforms we have implemented CVS from Concurrent Versions System and for PC platforms we're running

Microsoft Visual SourceSafe. Having used these systems over the past several months, we are already realizing the benefits of the protection they offer in our multi-developer, multi-platform environments. ISD is confident that these benefits will translate to a higher-quality product for you, our clients, in future releases of all of our applications.



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ISD provides software and professional services designed to allow courts and probation agencies to manage increasing caseloads with fewer resources.

Paying Traffic Tickets Via the Internet

ISD Corporation's service, ePay-it.com, is launched at another court in California



**Superior Court of California
County of Riverside**

On September 4, 2003, Superior Court of California, County of Riverside announced in a press release, "The Riverside County Superior Court now offers a service that allows motorists to pay their Riverside County traffic citations online using a credit card."

Gary Whitehead, Director of Information Technology for the Riverside County Superior Court, is very pleased that this service is now available to the County's motorists because it greatly enhances their access to court services.

This convenient, time saving service, which first became available to the public on August 20, 2003, can be easily accessed from the court's web site at www.co.riverside.ca.us/depts/courts/.

The press release with full details is available at www.co.riverside.ca.us/depts/courts/.