

JUS.T.I.S. * Governance Council Meeting Minutes

*Justice Tracking Information System

Thursday, February 12, 2004, 10:00 a.m.

Hall of Justice, 850 Bryant Street, Room 215

San Francisco, California 94103

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Attendance

Sheriff -----	Eileen Hirst	DTIS -----	Walt Calcagno
Adult Probation -----	Jahangir Khan	DTIS -----	Oli Sadler
Controller -----	Ann Foley	DTIS -----	John James
DOSW -----	Dorka Keehn	DTIS -----	Mike Barnett
MOCJ -----	Murlene Randle	DTIS -----	Hortencia Enriquez
MOCJ -----	Agnes Briones	DTIS -----	Mauricio Monsalve
District Attorney -----	Linda Klee	DTIS -----	Siu-Mei Wong
District Attorney -----	Martha Knutzen	OIS -----	Bill Roth
District Attorney -----	Anne Anderson	IT PM -----	Al Corker
ECD -----	Mitch Sutton	IT PM -----	Richard Peck
Police -----	Tom Bruton	IT PM -----	Rob Castiglia
Police -----	Kathryn Brown	Coordinator -----	Paula Itaya
Police -----	William Gitmed		

Call to Order

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Eileen Hirst, Co-Chair of the Governance Council, called the meeting to order at 10:07 a.m. Eileen requested that all audible electronic devices be deactivated, so as not to sound during the meeting. Eileen noted that no members of the public were present today, although the meeting had been duly announced and posted. She said that as long as there were no public present, it would not be necessary to call for public comment after each agenda item.

Eileen introduced and welcomed Murlene Randle, Director of the Mayor's Office of Criminal Justice, replacing Gregg Lowder as Executive Sponsor and Co-Chair of the JUSTIS Project, and Agnes Briones, also of the Mayor's Office of Criminal Justice, who will replace Cynthia Caporizzo as Chair of the Technical Steering Committee. Additional new Council members include Lt. William Gitmed, who will

replace Lt. Tom Bruton, retiring from the Police Department in March, and Martha Knutzen, who succeeds Reg Smith as District Attorney Law Office Manager.

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Schedule of Meetings for 2004

Because of recent meeting date changes, a new proposed schedule of meetings for 2004 was presented to the Council. The new schedule (attached to these Minutes) was adopted by the members.

Abstentions

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Eileen said that, according to Charter, Section 4.104, Board and Commission voting members are required to give a "yes" or "no" vote and cannot abstain from voting on any matter put before them. Eileen advised representatives to inform their department heads that abstentions are not an option. Eileen added that the Board created the Council to insure that departments have the system that they need, and not one that is imposed upon them, and with that comes the responsibility to vote.

Adoption of Agenda - Action Item

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Murlene moved to adopt the Agenda. Kathryn Brown seconded the motion, which was approved unanimously by the members. The Agenda was adopted.

Adoption of Meeting Minutes - November 20, 2003 - Action Item

Linda Klee moved to adopt as final the draft of Minutes of the meeting of November 20, 2003. Kathryn seconded the motion, which was carried by unanimous voice vote. The Minutes were adopted as final.

Executive Sponsor Update - Discussion/Action Item

Murlene said that she is looking forward to working with the Council. Murlene iterated some aspects of her professional background which make her uniquely qualified to support the work of the Project. She added that she meets with the Mayor regularly.

Murlene said that she has met with Eileen and others, and the Technical Steering Committee, and is being brought up to date quickly. She said that she is aware of the budget issue of the reserve funds and is working on that. She said that if the funds (approximately \$400,000) were needed this fiscal year, it would be necessary to go to the Board asking for the money to be released. Murlene added that she had been told by the Budget Director, Ben Rosenfield, that if the funds were not needed for this fiscal year, he would see to it that the funds are replaced in the budget of next year, and would not be on reserve. Mr. Rosenfield said that of the budget of (approximately) \$909,000, \$600,000 was used, and \$140,000 was encumbered. Walt Calcagno said that he would provide a detailed financial report to the TSC and Council at their next meetings. He said that the reserve funds would be needed

this year, probably by March or April. Murlene said that the next step is for the letter to be written and presented to Mr. Rosenfield, who will relay it to the Board of Supervisors.

Murlene said that very preliminary discussions have taken place regarding the possibility of the control of the JUSTIS budget passing from DTIS to the Mayor's Office. Walt noted that all JUSTIS expenditures are voted on by the Council.

Technical Steering Committee (TSC) Update - Discussion/Action Item

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Agnes said that she is very enthusiastic about the progress that has been made on the Project, and she is expecting a very fruitful year ahead. She said that she is now inviting Al Corker, Richard Peck and Rob Castiglia to present some of the accomplishments and expectations for the coming year. Agnes referred to the Cost, Scope and Schedule Document, prepared by DTIS, which was distributed by email, copies of which are available today. (Copies of the slides of the presentations by Al and Rob are attached to these Minutes.)

Al said that there would be two presentations today: one concerns the architecture and proof of concept, and the other presents cost, scope and schedule outlines for managing department case management system softwares. He said that the architecture portion of the project has been somewhat delayed due to end-of-year deadlines for the departmental systems. Al said that discussions regarding development of the MOU's, which contain important administrative considerations around managing software for the case management systems, began last year. The server consolidation possibility became available recently when the GIS project acquired the SAN, (Storage Area Network, a fast, highly reliable and scalable piece of equipment for data storage), which means that the integration of servers at OMP could become a reality, with potential cost savings.

Rob said that he invited members of the DTIS/JUSTIS architecture team to attend the Council meeting, and he introduced them: John James, Mike Barnett, Hortencia Enriquez, Mauricio Monsalve, Siu Mei Wong. Yolanda Scheihing and Ana Contreras were not present.

For the benefit of many new members, Rob outlined some of the history of the Project, such as the original JUSTIS goals and the re-statement of the goals to include modern, industry standards. Richard added that the first two preliminary slides are reproduced from the original Vision Document distributed to members last year. Rob described the JUSTIS architecture "then and now" and explained that the warehouse will come to fruition after the departmental systems, so that individual designs can be incorporated. Rob described the architecture in place today. Error check and data validation will take place at the repository. Security issues would be resolved there as well. He said that each system will be different and interface options and requirements will vary. Rob said that systems would not be connected to each other, but will exchange data through the repository. He said that this involves less risk (failure) than "point-to-point" (system to system) interfaces. Rob said that data would be captured at the transaction level where possible, rather than relying on FTP (File Transfer Protocol) or batch transfers. He said that the federated system would change and grow over time. The repository is setting a foundation for the warehouse. Slide # 5 shows the federation of IT systems in the program. Rob said that the SAN (Storage Area Network) would provide a great level of security and reliability. Rob described "SEAMS" as the business between departments. Slide # 7 shows the interaction between CABLE/CMS, the JUSTIS repository and the DA DAMION system. Currently no data is going from DAMION to the repository. It was noted that the Adult Probation Department case management system is not getting data from CMS.

At present the error checking and data validation is still done in CMS. It was noted that some data received by DAMION from CABLE/CMS is wrong. Rob explained that the present validation taking place applies more to factors such as the number of records transferred, rather than to the accuracy of the records according to departmental standards. The architecture team has identified the components in the repository updates that DAMION requires, and sends only that portion of the updates to the DA by FTP. Rob said that, in the future, as departments update their own systems, and that data is updated to the repository, the updated data required by departments would be sent to them from the repository. Rob said that a very important step would be to determine the edits, error checks and systems of validation that would take place on each system and the repository.

Rob described the "proof of concept" phases of the project, which will occur during March and April. This would involve much testing in a controlled environment. Rob said that they would like to test a two-way connection between the DA and Court and integrate that to the repository. Assuming the concept is proven, by the end of June 2004, the Public Defender, Adult Probation and District Attorney would be live with a two-way data flow to JUSTIS, as well as Superior Court, when CX2000 is implemented. (It was noted that any delay in rollout of the Court system is due more to phased end-user acceptance rather than to any technical issues. Today being a State holiday, the Court representative is not present to comment.)

Rob emphasized that departmental systems are not communicating directly with each other, but only through the repository. Each adapter (point of interface) would have input/output queues. "Queuing" and subsequent release would insure that no data is lost by equipment or other failure. It was noted that Slide # 9 "Proof of Concept" is meant as an example, and does not show all departments. In response to a question, Rob said that the frequency of updates from CABLE/CMS has not been determined. Currently DAMION is receiving a data feed once a day. This was done primarily for contractual reasons with the vendor, since integration was in the contract. He said that it is not a question of how often it *could* be done, but how often it *should* be done. He said that this would be fine-tuned in the proof of concept, when the queues are examined. Rob said that system administrators would know what the schedule of transfers is to be. The DTIS team managing the repository would also know the schedules and would monitor for discrepancies. The ultimate goal would be to discontinue batch transfers and move toward live updates. It was noted that data transfers had occurred as often as every fifteen minutes in the discontinued VINE program. Richard added that there is a major economy in the "queue" architecture in that some of the programming is "re-usable." Rob said that DAMION would support transactional transfers.

A question was asked about security. Rob said that some of the architectural benefits are that all connections and protocols involving data, as well as other issues, will be established by MOU's between all JUSTIS departments and the JUSTIS system. He said that there is security within the case management systems regarding access to data; there would be security within the queues, and for any queries made to the repository. In response to a question about the timing of the MOU's relative to implementation of individual systems, Rob said that the process of defining the MOU's can begin now, but the MOU's cannot be completed and signed until the systems are completed. Many technical issues, which would be included in the MOU's, must be known and resolved. Rob said that as dependency moves from CABLE/CMS to departments, it would be known, for example, how often systems are backed up, and other issues, which would affect the integrity of the system for everyone. Go-live dates are dependent on signed MOU's. Rob said that even for systems that would not be running at the time, there is an understanding about what data is needed. As changes are made, they would be incorporated. Rob said that departments would maintain their own application variables. Rob enumerated some domain risks. A question was asked about repository backup. Rob said that for disaster recovery purposes, the repository would be backed up; however, the repository contains only shared data. Rob said that when departments upgrade or change their systems, they also need to

provide appropriate notification and lead time, since system upgrades may affect connectivity and an impact analysis should be made. A question was asked about the responsibility for payment of future maintenance and system upgrades. Rob said that upgrades might cost from ten to fifteen percent of the original purchase price. It was suggested that the issue of responsibility of future and on-going system cost be an agenda item at the next meeting. Rob said that these costs might vary greatly from one system to another.

A question was asked about accessing data in other systems. Rob said that generally queries would be made in the repository. However, individual databases would vary, and if the data is part of the case system, it might be possible to query locally, assuming one has the appropriate security clearance. Rob added that web interfaces might be employed to access additional data not normally part of the case management system.

Al made a presentation (beginning with Slide # 14) regarding application ownership responsibilities. He said that there are both management and technical problems for the administrative members of the domain, especially in light of limited financial resources. The right to self-determination and local control has associated risks. Rules of enforcement must be in place for those not participating as agreed. Al outlined the responsibilities and options of the "owners."

Al introduced the concept of JUSTIS server consolidation as a management and technical solution. He said that last year the TSC asked DTIS for a feasibility analysis of server consolidation options. Erich Seamon and others at DTIS created some reference documents, which will be available to members by email and at the JUSTIS website. Of the five suggested scenarios, the TSC concluded that there are two options. Rob described the two options. Al said that departments should recognize that the City has made a substantial investment in the system, implying a joint ownership of systems. The funds ultimately come from one source. Departments rely on their systems as tools, but are really not in the IT business. Putting aside a misplaced emotional attachment to equipment and systems, departments might be better served financially and logically to relinquish local housing and daily support of servers, while keeping administrative rights to the software. Al said that the present direction of decentralization would create more points of failure. In the Consolidation Plan, systems are controlled by departments, but are professionally managed and backed up. In the first phase of consolidation, the need for two servers for each department is eliminated: another system server would be used as a fail-over. The recommended final phase represents a true consolidated approach. Logical partitions (L-PARS), such as are in use today at the Data Center, would be utilized so that two machines would serve all databases.

A question was asked if this Plan would preclude the need for departmental IT staff. Rob said that this addresses only case management systems relating to JUSTIS, and does not address additional IT needs within a department. Another question related to DTIS costs and how much departments would save with consolidation. Al said that license and other costs would be reduced. Al said that DTIS would prepare a cost benefit analysis in preparation for departments to make decisions regarding participation in consolidation. Rob said that the decision would involve a level of IT sophistication for departments to overcome perceived threats to their independence. Al said that the system is not particularly unusual and is representative of a standard body of IT industry knowledge. Jahangir Khan noted that in systems already in place, such as in the Adult Probation Department, some of the investment already made may be eroded by consolidating now, while greater savings may be realized by those departments not started yet or just beginning.

Department Case Management Systems: Cost, Scope and Schedule - Discussion/Action Item

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AI said that at the last meeting, it was requested that DTIS prepare a status report of the cost, scope and schedule of the case management systems, and of the JUSTIS Project. Additionally, IT PM was asked by DTIS to provide documentation of the work breakdown structures which would link funds to work. AI explained that the present document (beginning with Slide # 31) is an executive summary, which describes the current Project status and all sub-projects. The document includes plans for 2004 and a Gantt chart, which associates costs with projects. Further, the Work Breakdown Structure and Results are cost enumerations. AI said that the IT PM costs are not included. He said that the JUSTIS website has been updated and he recommends reviewing it for detailed documentation of each project. Richard added that a timeline of quarters through 2005 is included in the website: www.itprojectmethods.com/justiswbs.

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New Business

AI asked for an update of voting members. There are nine JUSTIS Council voting members. Members were polled and responded as follows: APD - Jahangir Khan; DA - Martha Knutzen; Police - Kathryn Brown; Sheriff - Eileen Hirst; ECD - Mitch Sutton; MOCJ - Murlene Randle. The Public Defender, Superior Court and Juvenile Probation, not present, were assumed to have not changed: Public Defender - Teresa Caffese or Thomas Brown; Superior Court - Pat Jeong; Juvenile Probation - Gwen Tucker or Jose Perla.

Tom Bruton asked for an update on a possible relocation of DTIS to new quarters. Oli Sadler said that there is no official notice and she would update members at the next meeting.

No other new business was presented to the Council.

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Adjournment

The next Council meeting is scheduled for Thursday, March 25, 2004, at 10:00 a.m., in the Adult Probation Conference Room. There being no further business before the Council, Kathryn moved to adjourn the meeting. Jahangir seconded the motion, which was approved unanimously by the members. The meeting was adjourned at 12:06 p.m.