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

*Justice Tracking Information System
Thursday, October 26, 2006, 10:00 a.m.
Hall of Justice, 850 Bryant Street, Room 215
San Francisco, California 94103

Attendance

Sheriff	Eileen Hirst	Public Defender	Rene Manzo
Adult Probation	Ernest Mendieta	Public Defender	Tyler Vu
Adult Probation	Patrick Lam	Superior Court	Pat Jeong
District Attorney	Martha Knutzen	IT PM	Al Corker
DOSW	Emily Murase	DTIS	Walt Calcagno
Police Department	William Gitmed	DTIS	Rob Castiglia
Police Department	Douglas Carr	Coordinator	Paula Itaya
Police Department	Lamont Suslow		

Call to Order

Eileen Hirst, Co-Chair of the Governance Council, called the meeting to order at 10:06 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 are present today, although the meeting had been duly announced and posted. She said that since the public is not present, it would not be necessary to call for public comment after each agenda item.

Adoption of Agenda - Action Item

Martha Knutzen moved to adopt the Agenda as submitted. Ernest Mendieta seconded the motion, which was approved unanimously by the members. The Agenda was adopted.

Adoption of Meeting Minutes - September 7, 2006 - Action Item

Martha moved to adopt as final the Draft of Minutes of the meeting of September 7, 2006, dated September 13, 2006. Pat Jeong seconded the motion, which was carried by unanimous voice vote. The Minutes were adopted for distribution as final.

Executive Sponsor Update - Discussion/Action Item

Eileen said that the Executive Sponsor, Allen Nance, was out of town and not able to attend the meeting.

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

Walt Calcagno said that the Technical Steering Committee (TSC) has been working on several issues relating to: a server plan, the going live of the Sheriff's Jail Management System (JMS), the Hub Project, and providing additional resources to the Police Department's Records Management System (RMS). Walt said that they have been trying to determine the possibilities of acquiring equipment for departments which are in need of servers before server consolidation actually takes place. A question was asked about the rollout of the servers. Walt said that there would be a process in place, which would most likely depend upon the needs of departments in determining the order of the rollout.

Walt said that Al Corker would give a presentation on project tracking and the fiscal management of the TSC at the end of the sub-project updates.

Case Management System Update - Discussion/Action Item

District Attorney - Martha presented the update. She said that they would need a server very soon for the interface of data being received. She said that the present one dates from 1998 and is showing signs of wear. She said that Rob Castiglia has been very helpful in meetings they have had. They are backing up data on a daily basis and taking every precaution to avoid problems. The vendor has indicated that the server must meet the specifications required for the system. They would have a server at One Market Plaza (OMP) as a precursor to consolidation, which would enable them to determine if that arrangement works for them.

Martha said that they have moved ahead and are halfway through training in general, and mostly through the training of the attorneys. She said that they are deploying the entire criminal module, including features such as file tracking for the records room, and issuing subpoenas for the subpoena unit. She said that Phase I, including all criminal, except Juvenile, would be fully functional. Phase II, Juvenile, would come up in the spring. In sum, they are on track.

Public Defender Rene Manzo said that they are testing the data, synchronizing their database with the Court Management System (CMS) data. Rene said that Tyler Vu has been working with the developer on the database and on connectivity issues with Rob. They are checking everything to insure that nothing is omitted from the data or the processes.

Police Department Captain William Gitmed said that the Taraval Station rollout did not occur in October as scheduled. He said that a number of issues have surfaced which they would be working on such as the crucial interface between Computer Assisted Dispatch (CAD) and the RMS. The Captain invited Douglas Carr, Project Manager, to provide an update on the RMS. William said that the target date for going live at Taraval is March 12, 2007.

Douglas said that they have just about completed a document for field reporting. He said that the print design looks favorable. He said that the train the trainers operation would start in February. They are now working on the lesson plans for the training sessions. The initial cadre has been selected for training. They decided that moving the equipment from station to station was not a good idea, so they have been provided a site at the Academy for almost one year. They are working closely with the Sheriffs Department since they are sharing a database. They expect to have a preliminary draft of the business processes by December 6th and hope to have the server in place by February. In answer to a question regarding training, Douglas said that officer training would vary depending on the assignments and functions. The basic user would participate in a ten-hour class, and some additional hours focused on their specific duties. The trainers (approximately fifty or more, spread across the city and various watches) would have a two-week session and would become the Department experts.

William added that the documents submitted by the Department on the Status of Women (DOSW) have been reviewed. He said that a response is being prepared. Some of the requested items are prohibited by law. William said that DOSW would receive everything they requested that is not prohibited.

William invited Lamont Suslow, Project Manager of the Message Switch, to provide an update on that Project. Lamont said that they have received conditional approval in July from the Department of Justice (DOJ) for a modification to their upgrade application. Lamont said that they have been working with the technical advisory group at DOJ and expect final approval in approximately a week from the CLETS Advisory Committee. Lamont said that they are planning the rollout of the CLETS Message Switch at the same time as the RMS. They would begin training as well, and make use of the same resources. Two hours of the ten-hour training would be devoted specifically to the message switch.

Lamont said that they expect to meet with all agencies that had connected to the old switch. He said that in mid November the Police would send a letter to each CLETS agency reminding them of the migration and requesting the agency to schedule an appointment for a site survey. The Police would send staff to the department site to insure an appropriate location for the devices, and to discuss the technical needs, network connections, licenses, and financial issues relating to the Project. Meetings would begin in late December and January, and they hope to have everyone migrated by June 30th. Members should also contact their CLETS Agency Coordinator for other questions they may have. Lamont said that they met with Archie Lee, Herb Tong, Rod Castillo, and Rob Castiglia of DTIS to discuss the LAN/WAN connections to be established for the various agencies. For discussion purposes, outside agencies are everyone other than the Police Department. A number of different connections would be available. DTIS is considering the recommendation that members connect through the JUSTIS router. Lamont said that if that is the alternative selected, agencies would have to submit upgrade applications to DOJ, and he advised that the next meeting is early next year, for which the applications must be submitted six to eight weeks in advance.

Lamont added that they would like to have some additional features and enhancements to the functionality of the system. To that end, they are in discussions with the vendor on contractual issues.

Sheriffs Department Eileen said that they did not go live on October 9th. The fine-tuning is now completed, and they are waiting to connect to the HUB. There are also connectivity issues relating to County Jails 8 and 9, which are the booking jails. Eileen said that Rob is working with them and she invited him to present an update on some of the issues.

Rob said that for the jails to be connected to OMP, a circuit is needed in place. Rob said that site surveys were performed by DTIS yesterday to determine what equipment if any is to be installed. There are servers at OMP on which the Sheriffs system is installed. They have experienced a great increase in performance levels, and these are not yet in actual production. Once Jails 8 and 9 are connected, they will need only the HUB to be in production.

One aspect that Rob is working on is the testing. He said that they are breaking up the testing process into portions, such as from JMS to the database, preliminary to the HUB, and from the HUB to JUSTIS hardware and JUSTIS databases, so that the data can be re-distributed to other agencies and/or the mainframe. The last piece would be actually sending data to and from the HUB to the mainframe system. The JMS would send data to the mainframe every five minutes; JMS would receive data to the JUSTIS HUB for re-deployment every thirty minutes. This schedule would be in effect while the mainframe is operational. The HUB is not replacing any complex logic while agencies are still dependent on the mainframe. Rob said that an end-to-end test is scheduled for November 3rd. A final test of the JMS to the HUB, using an FTP method, should take place no later then November 10th. In answer to a question regarding

testing with departments to determine the accuracy of the data being sent and received, Rob said that the test transmissions would be transparent to departments.

A question was asked about the timing issues for calendar purposes and the safeguards being taken. For example, if someone is booked close to the deadline for calendaring (presently 0300 hours), and the message is rejected due to CMS edits, the person would not get on the calendar for that day. Rob said that he is working with the CMS programmers to reduce or eliminate rejects by relaxing the edits for test purposes. In addition, he said that validation of the data structure is taking place before the data is sent to the mainframe. He added that monitoring would be in place 24/7 so that validation should not cause setbacks in the calendar process.

A question was asked regarding additional checks and balances built into the system. Eileen said that the Sheriffs Department is doing double entry during the test period. They would continue to make entries in CMS, as the HUB updates the test system. Rob added that the test system is a mirror image of the present system. In addition, they are using a tool that audits and reviews all data messages to and from the HUB. When asked about the possibilities of a demonstration, Al said that they would investigate and report back. Eileen said that a demonstration would either be reassuring or would bring up errors, and therefore, could be beneficial.

In answer to a question whether or not the JMS would include everyone booked, and the ID Bureau would continue to process street cites, Rob said that he believed that to be true. Eileen added that discussions about control of the ID Bureau, and particular topics such as entries of restraining orders, were still taking place, but had bogged down regarding the budget. Martha said that the information is not being entered fast enough. It is agreed that additional personnel should be assigned to Room 475. Eileen said that she would get more information and keep Martha and Pat informed.

Rob said that the Sheriff is working with DTIS to get CLETS functionality established in the JMS testing. Rob thanked Lamont for his assistance with this. In answer to a question about warrants and wanted persons, Eileen said that they are working on it, but it is not a go-live issue. A discussion regarding the Automated Warrant System (AWS) took place. Lamont said that the Sheriff could ask the Police Department for assistance in exporting the entire State database of outstanding felony warrants. Lamont said that the information from DOJ was more comprehensive than that from AWS, which is fed by only three counties. Eileen said that they would continue to use both systems, although the monthly costs of AWS are high. She said that the live system would include their core functions: booking, housing, movement, release and classification. Other aspects, such as AWS, and information about in and out of custody programs, would be considered at a later date.

Eileen said that they are continuing with training. The senior staff was trained two weeks ago. She said that it has taken staff about an hour to learn to navigate within the user-friendly system, even if they are not that computer-literate. The training is going very favorably.

Adult Probation Department (APD) - Ernest said that Patrick Lam is performing an assessment of their servers and other equipment. Ernest said that they are working with servers that are five years old. He invited Patrick to provide an update on their system hardware. Patrick said that there is not enough disk space or the capacity to grow the data on their server at OMP. He said that they are requesting help from the TSC for the transition to a larger capacity and they appreciate Robs assistance regarding the servers.

Superior Court - Pat said that they are in alpha testing of the CX 2000, and are hoping to be in production by July 2007.

HUB Project - Rob is managing the HUB Project and presented an update. Rob said that the primary core of the HUB is being built on an Oracle product called Business Process Engineering Language (BPEL). BPEL records pre and post conditions and audits every transaction, and allows a fine level of scrutiny to determine what the data is doing and when. They are fully focused in getting the JMS and identified transactions for the JMS in place. With this tool, if they find that more transactions are needed, it would take no longer than a day to bring them onto the system.

Rob said that they did experience some issues between the DTIS HUB team and the vendor, PlanGraphics regarding resources. Some DTIS staff had to be diverted for assistance to departments, but they (John James and Siu Mei Wong) are working quickly and there is a great deal to do. The vendors staff has been helpful, but some slowdowns have occurred.

Al added that BPEL is a very useful error checking and storage area tool. He said that when systems are down, data is not lost. It knows when systems are down and it waits and provides the information when they come back up. Rob said that he would try to set up a demonstration for the Council. Rob said that in addition to the core system, they are over-recording the data until the appropriate level is captured for JUSTIS auditing. All messages are being recorded. The HUB is comprised of at least ten different databases, which would make it very complex.

Server Consolidation - Rob said that this is a separate project from the HUB. They would be studying the servers running for each department and deciding upon the appropriate number. He said that appropriate might mean clustering where possible. They are planning a backup data center, so that if everything failed at the hardware level, another site would be standing by to resume production. Rob said that they are not planning for citywide disaster recovery, since that was not included in the original grant design; they are planning contingencies for hardware failure at the department or at OMP. The backup hardware would be located at the Hall of Justice (HOJ).

Rob said that consolidation consists of three components: the hardware (the blades and blade chassis), the SAN, and the connectivity element (LAN/WAN). He said that the most expensive aspect of the Project is the software licensing. The SAN cannot be scaled down. The hardware consists of a storage area network (SAN) located at both OMP and HOJ, and local and wide area networks (LAN/WAN) and the fiber connectivity element. Rob said that DTIS is working on the connectivity between OMP and the HOJ. He said that he has the bill of materials and configurations for the blade and SAN aspects. He is working with the DTIS group to answer some of the remaining questions regarding connectivity issues between OMP and HOJ. Rob said that he might have to visit department sites to get a clear picture of the individual environments and bandwidth requirements of the specific applications. Rob said that the blades should be arriving at the beginning of February. He said that the blades are grant-funded and need to be up for bid for a minimum of thirty days. He said that the specifications include failover at every level. Rob said he is trying to scale down the failover plan to decrease the cost, not so there is less protection on the production environment, but that the HOJ environment is run more economically in terms of usage. For example, the unused machines (used for backup only), employing VM Ware, may not need all the licenses until actually used for production. This method might result in a possible twenty-minute downtime, but would save hundreds of thousands of dollars. They are using Log Shipping and Data Guard to move the data. The SAN is set up to mirror data. They are just trying to satisfy the grant and do what the departments need in terms of safety, production, backup and failover, not full disaster recovery or business continuity. The HOJ machines are pointing to the HOJ SAN. If the OMP (production) server fails, a department would run on the HOJ (backup) server. Rob said that disaster recovery could be an issue for a later phase of the Project.

Lamont added that the HOJ is one of the emergency City buildings that would have priority for immediate connectivity in the event of a citywide power outage. He said that there are two emergency energy generators in the Police Data Center at HOJ. There is an uninterrupted power supply, which supports all of the equipment in the Data Center. In addition, there are alarms for facility monitoring, which are tested monthly as required by federal law. He said that not every outlet is connected to the emergency generators, but the equipment rooms should be connected. He said that they have not had an outage since 1999, when the equipment was installed, even though there have been a number of incidents in the City.

It was suggested that it might not be too early to apply for Homeland Security funds for disaster recovery for the HUB. Walt said that DTIS is looking into this area. Al said that the original scope of the JUSTIS Project included hooking together all the equipment of all the departments to replace the mainframe. The scope of the present budget is to replace the mainframe. Al said that the present Project is not being designed presently to satisfy every possible problem or to take the Project to its final architecture. The consolidation project is a way to provide better computers and better overall support for the entire environment in a single location that is functional 24/7. Al said that the potential for JUSTIS has not been tapped. There would be tremendous opportunity for disaster recovery. He said that there would be an on-going need for services, which JUSTIS could provide, and which would be very large and diversified. In order to arrive at and complete the first level: making sure everyone can run on better or faster equipment, the requisite data is transferred and needs are addressed, a degree of safety is achieved, some limitations of desire must be imposed.

Presentation on Project Tracking Al said that in the beginning there was a Charter Document of the Project and a series of Schedules and Projects. The Charter Document broke the larger project into smaller entities, which were the case management projects and activities. This became a series of projects. The projects are then further analyzed into a work breakdown structure, including start and stop times for the various sections of the projects. These structures can be scheduled and budgeted. The budget having been curtailed, and now restored, it becomes necessary to create a new schedule, including contemporary and appropriate resource alignment. People are sometimes more scarce even than money, and need to be managed effectively over several projects, and pooled, to be most cost and time-effective. Using Microsoft Project, an effective project planning structure, with a budget-tracking piece, is being recreated. It would be necessary for members to have this tool and to know how to use it. Al said that he had asked members for their preferences regarding frequency and format of the presentation of this information. Al said that the original schedule has now been updated and he would welcome emails with any

questions members may have. He said that they reviewed the original schedule and removed what has been done, and added some new pieces. The present schedule has been updated through the Taraval rollout and is a series of PDFs, charts and documents. Al said that Allen had asked that a comprehensive schedule be made available to MOCJ and to the Council. Al said that this effort was a response to that request. In addition, he said that he would like to have input from the members as to the most effective method of disbursement for them. One suggestion was made to use Project Viewer. Walt suggested sending out and letting members try the PDF formats. Al said that maintaining the website was time-consuming and expensive and did not get much traffic from the members.

Incremental Financial Tracking for JUSTIS expenditures Al said that while MOCJ was responsible for tracking the JUSTIS budget, the Office experienced a decline in personnel and funds for services, so that budget tracking was vastly curtailed. Basically, two years of information has been lost. Al said that they have had to re-start the process by collecting all of the budgeting information that is available at this point to recreate a representation of the Project in its original budget, and go forward from there. He said that he had tried to implement this method in the past with the previous MOCJ administration, but to no avail. The present MOCJ Director has been receptive. Al said that by using this fully calculated tracking system, they would be able to distribute the budgetary information on a regular basis. Each invoice would be assigned to a project, tracked, and processed. Equipment purchase orders, which have been approved by the TSC, are available for members to view.

Eileen said that many vendors have been working unpaid for months. She said that they have been fortunate to be working with vendors who care about getting the project delivered. In addition, DTIS, the Controller and the Mayors Office have been helpful in getting payment to the vendors. Vendors would now be paid in a timely manner. Walt said that checks are being cut, now that there is a mechanism for access to the funding. Eileen said that members should be alert to vendor queries and could review a transparent audit trail in response. Al said that now that they are tracking the invoices, they are able to have direct contact with the vendors to expedite payment information.

New Business - 2007 Meeting Schedule. A schedule of meetings of the Governance Council for 2007 was presented and approved by the members, subject to adjustments as needed. Eileen thanked Ernest and Art Faro for the continuing use of the Adult Probation Conference Room, of great convenience to the members.

Adjournment- Juvenile Probation and ECD were not represented at the meeting. The next Council meeting is scheduled for Thursday, December 7, 2006, at 10:00 a.m., in the Adult Probation Conference Room. There being no further business before the Council, Eileen moved to adjourn the meeting. Martha seconded the motion, which was carried unanimously.The meeting was adjourned at 11:45 a.m.