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Agency IT Plan Contact Data

North Dakota Department of Corrections

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Review of Agency's IT Architecture

Prior to January 1996 the Department of Corrections had very limited access to computers and network operations. The field services division (parole and probation) used a small isolated local area network that allowed limited access to all but a few field service staff. Field services developed a Dos based program that would track offenders under their supervision and provide a means to manage officer workloads. All status changes were sent via floppy disk to the Field Service Central Office for uploading into the central database. The information contained in the field service database was not current (real time) since the means to update relied on the floppy disk via the mail from all regional field service offices.

The penitentiary managed inmate populations using a proprietary sys called AIMS. The system was reliable but was very difficult to extract information into a workable format. The cost of the system was also very expensive to maintain.

In January 1996 the department hired a data processing coordinator who began the task of revamping the agencies infrastructure. No improvements to the agencies technology base could be started until new network wiring was in place to support such endeavors. Infrastructure work lasted for much of the first year, after which work began on rewriting the current field service system into a real-time database system using state of the art thin client technology. Infrastructure work continued with the wiring of all field service offices so they could connect to the new Department of Corrections Subject Tracking and Reporting System (DOCSTARS). DOCSTARS was designed and developed in-house by the agency.

DOCSTARS has undergone many revisions and is field service's core business system. The system also provides the Bureau of Criminal Investigation (BCI) with daily information on offenders supervised by field services. The DOCSTARS data is forwarded by BCI through state radio so local police and the highway patrol have immediate access to current parole and probationer information. The system provides the root data for parole board and victims compensation sub systems.

It would be impossible to cover all the advancements in technology the DOC has accomplished but the following is a short list of the most important accomplishments:

1996 – present

Infrastructure improvements in the areas of network wiring for all adult and youth institutions.

1996 – present

The agency as a whole services over 575 pc computer connections across the state and has a dedicated I.T. support staff of four.

1997 – 1998

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DOCSTARS is developed and replaces the old Dos based field service system and provides for real time input of data from all field service offices across the state.

1997 – 1998

In-house developed Victims Compensation Tracking System.

1999

Replacement of the inmate management system (AIMS) with a state of the art Web based offender management system. The new system ITAG is online and provides offender management for all institutions including both Youth/Community and Adult divisions.

2000

Doc Intranet, which provides for a host of activities and resources including ftp services for downloading data to parole board members. Hosts reporting sub-system for delivering custom reports via the web.

2000

In-house developed Victims Notification System.

2001

In-house developed inmate property system that manages all property for all adult institutions.

2001

In-house developed Juvenile Services Case Manager Time Management System

2002

Video Conferencing between DOC and JRCC (James River Corrections) telemedicine between med center one and penitentiary in work.

2002 to Present

MOMS (Mobile Offender Management System):

A system was developed in-house to allow parole officers to take critical offender information with them in the field on their laptops. MOMS provides officers with the means to catalog and store offender information while on patrol. Field officers are more productive since MOMS allows officers access to offender data no matter where they are and do not have to be in the office to get their administrative work done. Greater public safety is provided by having officers in the field supervising and monitoring probationers and paroles including sex offenders.

IEMS (Institution Energy Management System):

IEMS is a automated Energy Management System that provides management of most all facility infrastructure systems i.e. (boilers,heating and cooling,water,security,backup generators etc..) The system allows maintenance to access energy management systems at NDSP,MRCC and JRCC from maintenance workstations. The energy management system project shares its success with the installation of a network fiber backbone being installed at JRCC.

The manual means of managing and maintaining institutional infrastructure was no longer possible with the resources available at the DOCR. The IEMS allows maintenance staff

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to quickly recognize problems before they become critical and work proactively in keeping agency infrastructure operating. The network infrastructure at JRCC required an upgrade to support current and future requirements for data and telephone traffic, including IEMS communications.

Using IEMS troubleshooting can be accomplished in minutes instead of having to travel to the site, thus saving time and money. The IEMS provides proactive maintenance monitoring which assists in correcting small inexpensive problems before they become large costly issues.

JRCC Fiber Upgrade:

The fiber upgrade at JRCC will provide a higher capacity for JRCC systems to operate, there-by reducing downtime and staff over-time attributed to troubleshooting problems. The fiber upgrade will increase productivity and operational readiness of the JRCC facility by providing greater speed and capacity for all systems and network users at the facility.

The fiber upgrade will allow installations and upgrades (at less cost) of Life Safety devices as well as integrating the prisons security system into the fiber network, thus providing greater reliability/redundancy of JRCC security systems.

Itag Visitors application:

A add-on module for Itag (Visitors) was purchased to provide the capability to manage inmate visitors and integrated ID Card system. This new capability eliminated the old manual time intensive method of writing visitors in a log book and checking references to an automated system of tracking and creating ID cards for staff and visitors.

The visitation module has paid for itself in terms of man hours related to managing a manual log book, including a host of reports that were never before available with the old manual methods. The visitation module greatly improved security checks and balances for visitors and agency staff.

Itag ID card creation sub-system:

The ID card system has saved money in the fact that the agency no longer uses Polaroid pictures which was very costly. The ID cards at the present time cost us approximately fifty cents a card versus the approximate cost of \$5.00 to manually create an ID from a Polaroid picture. The system is in use at all DOCR adult facilities.

Student Education and Scheduling (S.E.A.S):

A dynamic computer-based Student Enrollment and Scheduling (SEAS) program was

Designed and built by the Director of Information Systems at the Department of Corrections and Rehabilitation (DOCR) to manage student information for the educational program at the ND Youth Correctional Center (YCC). Because juveniles may be placed at YCC on any day of the week or month throughout a given school year, youth are continuously entering the educational program at YCC-Marmot Schools and school personnel need to be able to enroll or change student class schedules on a daily basis. The ever-changing enrollment status made class scheduling and educational information difficult to manage and created unique needs that could not be met through purchasing a standard educational software program. Having the resources available to build such a complex system “in-house” was instrumental.

The SEAS program not only makes student enrollment information more manageable but also makes educational information more readily accessible by teachers at Marmot Schools, local education agencies (LEA's), and DJS community case managers. Teachers are able to record assignments and grades as well student attendance, and provide a daily rating of their general performance and behavior. Through SEAS, teachers have access to pertinent demographic information and previous transcripts, test scores, and special

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education information. They are also able to view each student's academic schedule to know where the student is at any time of the day. When students leave YCC, all the information in the SEAS system is forwarded to the receiving LEA to assist the student's transition from YCC-Marmot Schools to their local school district. In addition, DJS case managers who are responsible for the youth have access to the SEAS program information through State's network to be able to assess the youth's educational progress.

SEAS has also enhanced customer service to LEA's and established more credibility in the educational program at YCC-Marmot Schools. Local school districts can now see what classes are offered to the students at YCC-Marmot Schools as well as course content, performance, behavior related issues, and coursework credit received. The SEAS program also summarizes past transcripts for each student, saving much time for counselors in the respective districts.

Correctional Offender Management Profile for Alternative Sentences (COMPAS):

The Division of Juvenile Services (DJS) implemented an automated comprehensive risk/needs assessment process known as the Correctional Offender Management Profile for Alternative Sentences (COMPAS) for juveniles that have been committed to the agency's custody. The COMPAS software system is a standardized, research-based approach to assessment and case planning for juvenile offenders incorporating the latest criminological findings on risk and need factors. The system includes a multiple regression-based risk report and a pattern recognition-based typology to identify a descriptive "best fit risk/needs group" for each juvenile offender.

DJS made the decision to implement COMPAS due to the need to conduct more accurate, thorough assessments that would support improved decision making and case planning for juveniles under custody. The COMPAS system is providing the agency with a better understanding of individual risk/need factors of youth under their care which will allow them to make the best match to effective interventions. It will provide more informed decision making about the level of supervision required and consistency in case planning. In addition, COMPAS will help the agency further analyze what drives recidivism, and thus, where to focus its resources.

Specifically, the COMPAS system will allow DJS to more effectively use its resources (i.e. time and money) and improve customer service by providing the agency with: 1) the ability to make better decisions about case planning for kids; 2) a better match of kid's needs to programs and services interventions; 3) consistency throughout all regional offices; 4) fairness and equity to kids; 5) the least restrictive care possible; and 6) a process to assess progress and evaluate programs.

Officer Training Information System (Otis): To provide for the exacting needs of training staff in a corrections environment. DOCR I.T. built a custom system to track the training needs of corrections staff. People Soft has an employee training module, but is woefully inadequate for the needs of corrections. Using open source technology a system was built and implemented that utilized Microsoft terminal services as the deployment architecture to offer access to agency staff. A web interface was added to allow any staff member to lookup their training status and required classes. The system is capable of fulfilling the training needs for all divisions in the agency.

Electronic Document Gathering and Retrieval (Edgar): To provide for the exacting needs of electronic document management and affordability of operation the agency built a means to convert paper documents into standard PDF files. DOCR I.T. built a custom system that uploads and indexes PDF documents via the web. The system ties into Docstars offenders and links all related documents to the offender SID. This system has proven to be an extreme asset to NDPP (IOSP) division in reducing the manual labor attributed to accessing offender documents. Using open source technology a system was built and implemented that incorporated standard PHP web transactions. The system is currently being used by IOSP and NDPP administration but will eventually be offered agency wide as a means to manage document access.

Treatment and Rehabilitation Planning System (TARPS):

DJS required a custom treatment planning system for juvenile offenders. TARPS was built in-house to facilitate the exacting treatment needs of DJS. TARPS integrates data

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from COMPAS and ITAG to formulate outcomes and treatment planning, including input entered into TARPS by staff. TARPS creates a single document containing treatment reports from multiple sources and derived treatment objectives. TARPS catalogs and indexes this information which can be retrieved by staff. It provides a historical record of treatment backed up with hardcopy documentation stored in PDF format.

Treatment and Rehabilitation Planning System (ICOMS):

System currently in development for accurately tracking those offenders housed in county jails. The system will be implemented in 2008 and will provide conclusive reporting of where externally housed inmates are located at all times. Additionally it will provide a way for the agency to reconcile offender housing charges imposed on the agency by county jails.

Electronic Medical Records System (EMRS):

In planning stage for implementing a EMRS that satisfies the operational requirements of Adult and Youth medical services division in the 07-09 bien. The EMRS provides for real-time medical communication between prison and county jails regarding inmate medical issues. The EMRS will provide for a comprehensive electronic medical record that would interface with the agencies current inmate offender management system. The EMRS capabilities will provide inclusive solutions in the following areas:

- Integrated pharmacy system
- Physician order entry processes
- Integrated lab system
- Chronic care clinic management
- Physical therapy care management
- Dietary care management
- Sick call care management
- Dental care management
- Infirmary care management

In summary the agency has moved from minimal technological capabilities to a state of the art operation. Much of the agencies technology base was developed in-house by the Director of Information Technology. The cost of these advancements were extremely cost effective to implement. These monumental tasks and contributing efforts would not have been realized without the extreme efforts of select agency staff from all divisions and directors. These accomplishments provide the vehicle for state and federal law enforcement agencies to have immediate access to information. This access to DOC information will insure greater protection to the public at large and facilitate greater cooperation and integration with other state and federal entities as appropriate. The DOC will to continue to focus on cost effective solutions that provide value to the agency and to the citizens of North Dakota.

DOCR systems technical breakdown:

| Application Name | Business Purpose | Developer / Vendor | Operating system needed | Database System needed | Language | Maintained By |
|------------------|------------------|--------------------|-------------------------|------------------------|----------|---------------|
| | | | | | | |

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| | | | | | | |
|----------------------|---|------------|---------|----------|----|-----------------------------|
| Crime Victims System | Tracks victims of crime and federal funds paid for compensation to victims. | Internally | Windows | Msaccess | na | DOCR I.T. staff/ITD Hosting |
| TARPS | DJS Case management treatment system | Internally | Windows | Msaccess | na | DOCR I.T. staff/ITD Hosting |
| Moms | Parole Mobile Offender Management System (Runs on Laptop) | Internally | Windows | Msaccess | na | DOCR I.T. staff/ITD Hosting |
| DOCSTAR S | Parole and probation subject management system, this is the primary system for parole and probation case management and fees billing. | Internally | Windows | Msaccess | na | DOCR I.T. staff/ITD Hosting |

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| | | | | | | |
|------------------------|---|------------------------|---------|--------|----|-----------------------------|
| Parole Board System | System that determines which inmates go to the parole board for review. | Internally | Windows | Mssql | na | DOCR I.T. staff/ITD Hosting |
| ITAG System | Inmate Management System for both juvenile and adult offenders residing in North Dakota Institutions. The TAG system is a database of inmate records, i.e. admission, commitment orders/sentence details, housing, classification, discipline, programming, etc | Syscon Justice Systems | Linux | Oracle | na | DOCR I.T. staff/Vender |
| Crime Victims Tracking | Tracks victims and their status | Internally | Windows | Mssql | na | DOCR I.T. staff/ITD Hosting |
| Inmate Property System | Tracks inmate property inventory | Internally | Windows | Mssql | na | DOCR I.T. staff/ITD Hosting |

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| | | | | | | |
|--|---|------------------|---------|----------|----|-----------------------------|
| Student Education and Scheduling System (SEAS) | Student management system for Youth Corrections | Internally | Windows | Msaccess | na | DOCR I.T. staff/ITD Hosting |
| Case Manager Timelog System | Tracks DJV case manager billable hours to DHS | Internally | Windows | Msaccess | na | DOCR I.T. staff/ITD Hosting |
| Macola | Manufacturing cost-accounting software used in day to day operations for Accounts Payable, Accounts Receivable, Fixed Assets, Order entry, Inventory Management, Bill of Materials, General Ledger and Production Order Processing. | Purchased - COTS | Windows | Msaccess | na | DOCR I.T. staff |

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| | | | | | | |
|------------------|--|--------------------|---------|----------|---------|---|
| Compas Interface | Interfaces Compas data with Itag Data | Internally | Windows | Msaccess | na | DOCR I.T. staff/ITD Hosting |
| Accucare | Adult Risk and Treatment assessment system | Vender Hosted COTS | Windows | unknown | unknown | Research and evaluate technology solutions that improve agency operations an effectiveness. |
| OTIS | Officer Training Information System | Internally | Windows | Msaccess | na | 2. Maintain infrastructure to support agency operations. |
| EDGAR | Parole Electronic Document Indexing System | Internally | Windows | Msaccess | na | 3. Reduce the number of SFN forms and convert paper files to electronic files. |
| PAS | Parole Absconder Web App | Internally | Windows | MySql | php | 4. Provide for agency staff training on using agency technologies. |

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| | | | | | | |
|--------------------------------------|---|-----------------|---------|----------|----|---|
| Acurate Controls Gate System | runs NDSP turnstile system | Internally | Windows | Msaccess | na | 5. Provide continued support for external I.T. requests both state and federal. |
| Compas | DJS Risk and Needs assessment system | Internally | Windows | Msaccess | na | 6. Continue to develop and support agency I.T. systems required to sustain the agencies mission objectives. |
| Crystal Reports / Reportal | Crystal reports delivery system | Internally | Windows | Oracle | na | DOCR I.T. staff/ITD Hosting |
| ESG - Preventive Maintenance | Manages PM Program at JRCC | Internally | Windows | Msaccess | na | DOCR I.T. staff/ITD Hosting |
| Keefe Commissary Network System | Manages Inmate Commissary Transactions | Keefe | Windows | DB2 | na | DOCR I.T. staff/Keefe |
| Johnson Control Metasys System | Energy Management , Penitentiary | Johnson Control | Windows | Msaccess | na | DOCR I.T. staff |
| RSview32 Heating Plant Control Panel | Manages Institution Heating Plant Control Panel | Internally | Windows | Msaccess | na | DOCR I.T. staff |

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| | | | | | | |
|------------------------|---|---------------------|---------|-------|---------|-----------------|
| ICOMS | Integrated Corrections Offender Movement System in development will be used by county jails to report on DOCR offenders housed at county jails. | Internally | Windows | MySQL | Asp.net | DOCR I.T. staff |
| DOCR Internet Web Site | DOCR Internet Web Site | DOCR I.T. staff/ITD | Windows | MySQL | Asp.net | DOCR I.T. staff |
| DOCR Intranet Web Site | DOCR Intranet Web Site | DOCR I.T. staff | Windows | n/a | php | DOCR I.T. staff |

Planned Infrastructure Activities and Changes

1. Research and evaluate technology solutions that improve agency operations an effectiveness.
2. Maintain infrastructure to support agency operations.
3. Reduce the number of SFN forms and convert paper files to electronic files.
4. Provide for agency staff training on using agency technologies.
5. Provide continued support for external I.T. requests both state and federal.
6. Continue to develop and support agency I.T. systems required to sustain the agencies mission objectives.

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1. If applicable, describe the reason for any extraordinary increase or decrease in your infrastructure costs.

2. Total number of desktop computers: 523
Number of desktops for which you are requesting replacement funding: 254
Average replacement cost/desktop: 775

3. Total number of laptop computers: 105
Number of laptops for which you are requesting replacement funding: 50
Average replacement cost/laptop: 1,275

What state planning region are these desktop/laptop computers located?

Region 1 8 2 13 3 9 4 20 5 43 6 93 7 433 8 9

4. What percentage of these pcs are running the following operating systems:

(total should be equal to 100%)

Open Source OS 0 %
MAC OS 0 %
Windows Vista 0 %
Windows XP 83 %
Other 17 %

5. What additional expenditures are being paid out of non-appropriated funds?

Please explain:

IT Asset Management Plan

Continue efforts on converting agency forms to electronic forms.

Pay ITD server hosting charges

Upgrade adobe versions

Keep agency reporting systems updated (Crystal reports)

Upgrade liquid office versions as required

Upgrade microsoft office version as required

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Conduct varied agency staff training.

Provide Application support for the agency.

Develop, upgrade agency applications.

Provide support to ITD and their projects.

Work with ITD in defining agency support requirements and systems planning.

Provide support for PC deployments, repair and inventory management.

Upgrade agency infrastructure to facilitate on-going agency needs.

Provide support for state-wide deployment of interstate compact electronic file generation for interstate compact offenders.

Provide support for IVN initiatives.

Provide support for agency video conferencing needs.

Support new and current data system interfaces and sharing of information with external agencies both state and federal.

Provide support for agency peripherals, repair and replace as required.

Provide for agency budget planning (I.T.)

Provide over-all technology planning and direction for the agency.

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| | CURRENT APPROPRIATION | BUDGET REQUEST | OPTIONAL ADJUSTMENTS | REQUEST PLUS OPTIONALS | SUBSEQUENT BIENNIUM |
|--|--------------------------|--------------------|-------------------------|---------------------------|------------------------|
| IT5110 SALARIES - PERMANENT | \$0 | \$447,264 | \$0 | \$447,264 | \$0 |
| IT5111 ADDITIONAL SALARIES | \$341,841 | \$0 | \$0 | \$0 | \$348,538 |
| IT5130 TEMP SALARIES | \$0 | \$63,552 | \$0 | \$63,552 | \$0 |
| IT5132 ADDITIONAL TEMP SALARIES | \$58,752 | \$0 | \$0 | \$0 | \$59,904 |
| IT5160 FRINGE BENEFITS | \$0 | \$163,060 | \$0 | \$163,060 | \$0 |
| IT5161 ADDITIONAL FRINGE BENEFITS | \$124,393 | \$0 | \$0 | \$0 | \$126,366 |
| IT5310 IT SOFTWARE AND SUPPLIES | \$294,910 | \$166,494 | \$28,302 | \$194,796 | \$166,494 |
| IT5510 IT EQUIPMENT UNDER \$5000 | \$546,108 | \$159,144 | \$152,239 | \$311,383 | \$159,144 |
| IT6010 IT DATA PROCESSING | \$1,140,212 | \$1,434,947 | \$27,972 | \$1,462,919 | \$1,434,947 |
| IT6020 IT COMMUNICATIONS | \$573,555 | \$632,030 | \$32,208 | \$664,238 | \$632,000 |
| IT6030 IT CONTRACT SERVICES & REPAIRS | \$1,139,559 | \$386,421 | \$0 | \$386,421 | \$386,421 |
| IT6930 IT EQUIPMENT OVER \$5000 | \$0 | \$6,500 | \$0 | \$6,500 | \$0 |
| Total Budget: | \$4,219,330 | \$3,459,412 | \$240,721 | \$3,700,133 | \$3,313,814 |
| 001 STATE GENERAL FUND | \$3,958,799 | \$3,192,534 | \$199,324 | \$3,391,858 | \$3,045,152 |
| 365 PENITENTIARY INDUSTRIES - 365 | \$260,531 | \$266,878 | \$41,397 | \$308,275 | \$268,662 |
| Total Funding: | \$4,219,330 | \$3,459,412 | \$240,721 | \$3,700,133 | \$3,313,814 |

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Agency Priority - 1

Project Type: New initiative

Project description

Integrate the Docstars offender management system (parole and probation) with the Itag offender management system (prison facilities).

Briefly describe the business need or problem driving the proposed project.

As noted in the State Auditor's information system audit of the Docstars offender management system, there is a lack of integration between the information systems used in parole and probation (Docstars) and the prison facilities (Itag). Limited data sharing between the two systems is accomplished via a nightly data dump.

Describe how the project is consistent with the organizations mission.

By integrating the Docstars system with the Itag system, inmate / offender management would be done on one information system irregardless of community or institutional placement.

Describe the anticipated benefits of the project and who will derive the benefits.

Single source for input of offender information for the agency, decreasing the risk or errors occuring in data entry.

Describe the impact of not implementing the project.

Increased risk of errors occuring in occuring due to the inefficiencies that result from entering the same data twice into two information systems.

Identify any risks associated with implementing this project and explain how the risks will be mitigated.

No formal cost / benefit analysis or study has been completed to arrive at the anticipated benefits of a integrated offender management system for the agency. Risks are unknown at this time and are dependant on existing technology offerings.

Describe the additional costs?

The unknown costs of converting Doestars data into the Itag system. The financial impact of re-designing interfaces that use the Docstars system. The costs of converting NCIC offense records to ND century code offense types. Analysis of the impact of change that would occur to DOCR operations using a unified offender management system.

Enter any additional costs for the project that are not included in IT Object Codes used in the Project Cost Screen?

Additional Costs? -

\$0

Optional Project Costs -

Total Project Cost? -

\$3,750,000

Tot Proj Costs + Optionals -

\$3,750,000

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What additional expenditures are being paid out of non-appropriated funds?

n/a

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|---------------|--------------------------------|----------------------------------|---------------------------|---------------------------------|-----------------------------------|--------------------------------|
| IT6030 | IT CONTRACT SERVICES & REPAIRS | \$0 | \$0 | \$3,750,000 | \$3,750,000 | \$1,500,000 |
| | Total Budget: | \$0 | \$0 | \$3,750,000 | \$3,750,000 | \$1,500,000 |
| 001 | STATE GENERAL FUND | \$0 | \$0 | \$3,750,000 | \$3,750,000 | \$1,500,000 |
| | Total Funding: | \$0 | \$0 | \$3,750,000 | \$3,750,000 | \$1,500,000 |