OREGON DEPARTMENT OF CORRECTIONS

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General Services Division

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March 10, 2015

Information Technology Services (ITS) Overview

Mission
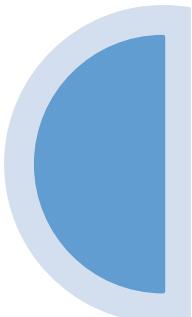
The mission of the Oregon Department of Corrections is to promote public safety by holding offenders accountable for their actions and reducing the risk of future criminal behavior.

DOC Overview

- Vision
  - Valuing employee wellness
  - Engaging employees
  - Operating safe facilities
  - Implementing innovative business practices
  - Preparing offenders for reentry
  - Partnering with our stakeholders
- Values
  - Integrity and professionalism
  - Dignity and respect
  - Safety and wellness
  - Fact-based decision making
 - Positive change
  - Honoring our history
  - Stewardship

DOC Organizational Chart

OREGON DEPARTMENT OF CORRECTIONS

2015-17 Governor's Balanced Budget

Total Positions: 4,497
FTE: 4,456.58
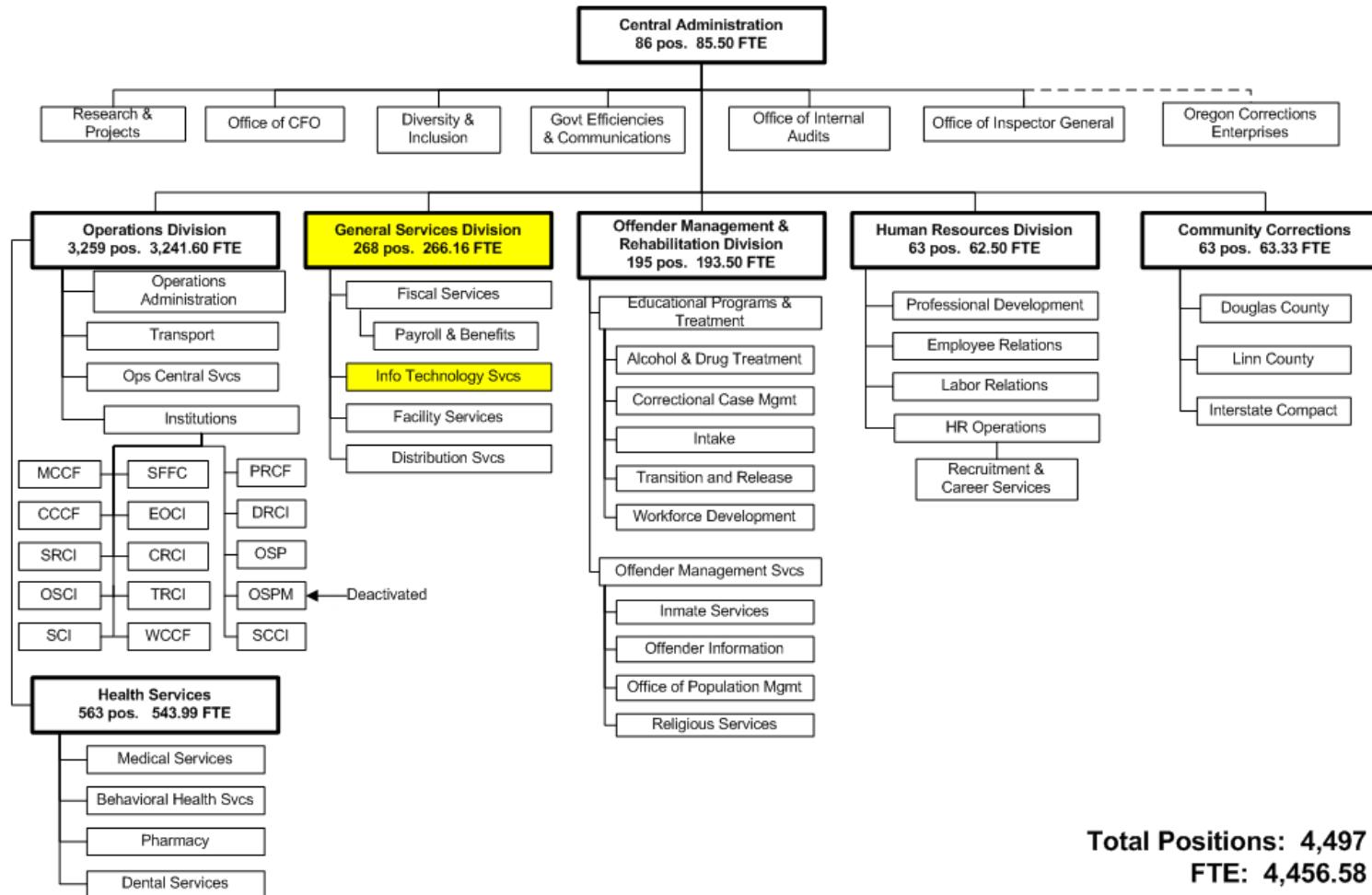
DOC Budget
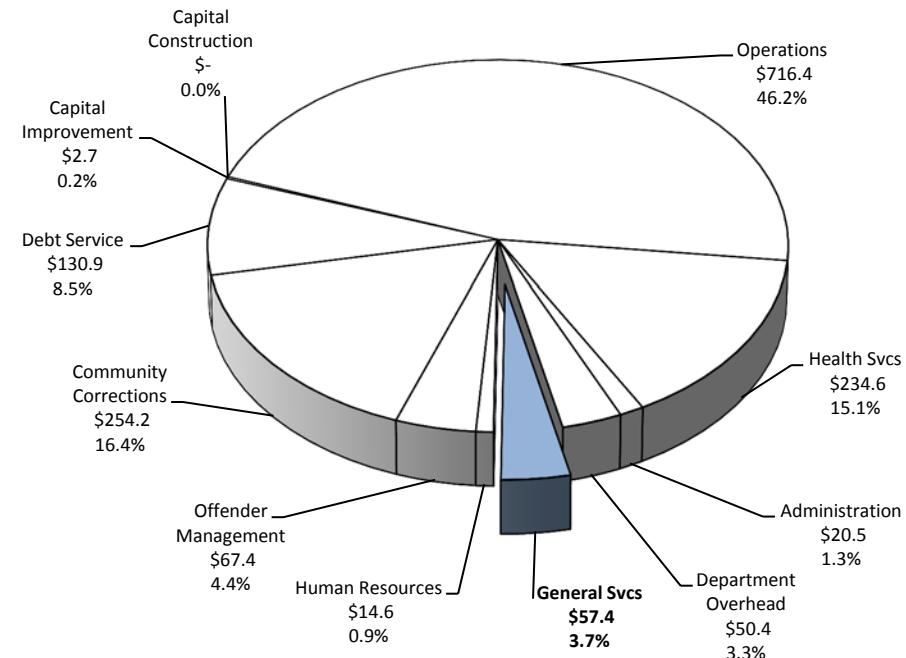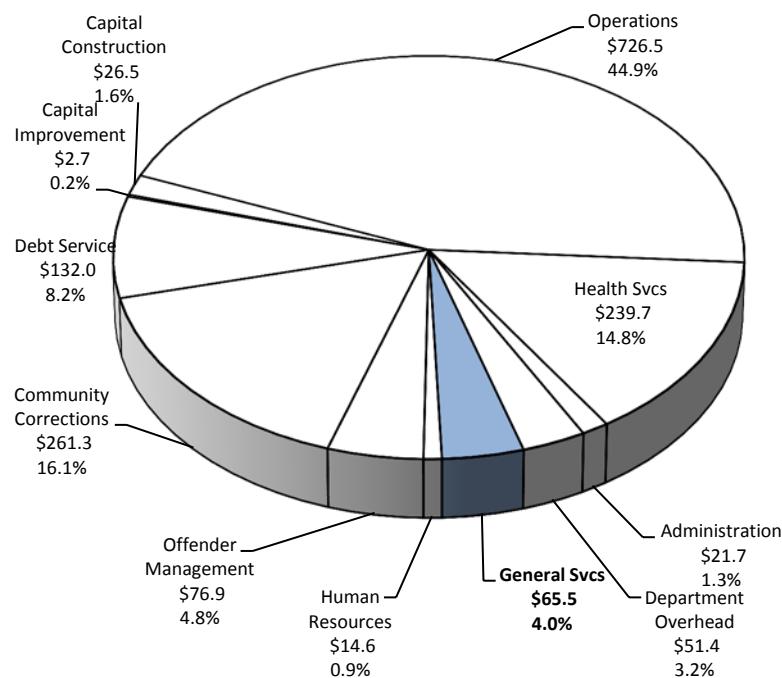
IT Services Budget

2015-17 Budget - ITS to DOC

2015-17 Budget - ITS to General Svcs Comparison

ITS Personal Services 34%

General Services (less ITS) 63%

ITS Capital Outlay 0%

ITS Services & Supplies 3%

ITS Personal Services 2%

ITS Services & Supplies 0%

ITS Capital Outlay 0%

DOC (less ITS) 98%
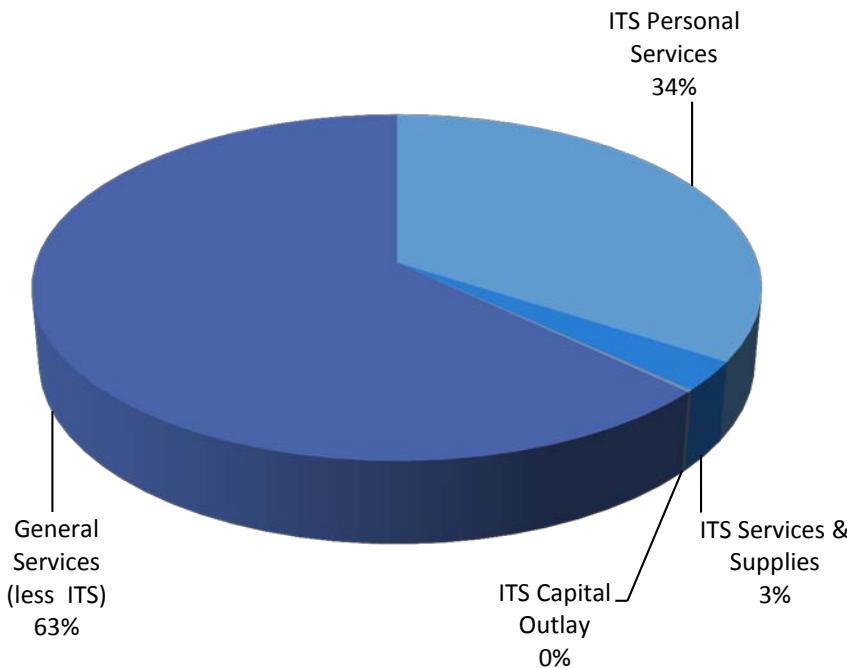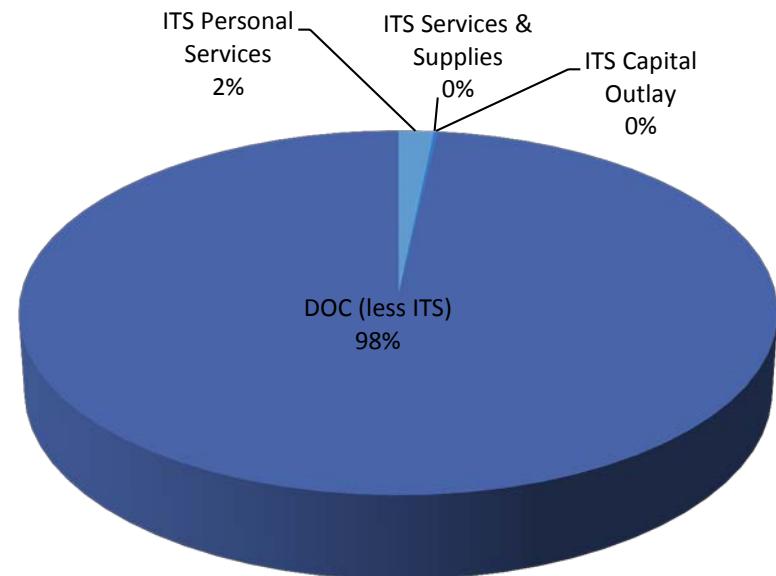
IT Services Mission

- Mission: To provide high-quality information services and systems that support accomplishment of the department's goals and objectives.

- Vision: To understand its business partners' needs and engage customers in a collaborative effort as technical expertise and solutions are applied to these needs.

- ITS supports all DOC business units and institutions in accomplishing the agency's mission through effective, efficient, and appropriate application of technology and the use of automated solutions.

  - Customers served:
    - 4,500 DOC staff
    - 2,000 Community Corrections staff
    - 14 facilities and 3 administrative offices

IT Services Organization Chart

Department of Corrections
General Services Division
IT Services

Assistant Director
PEM G, Z7012, 38

Executive Support Specialist 2
1 Position

Chief Information Officer
IT Services Administrator
PEM F

Executive Support Specialist 2
1 Position

Business Support &
Systems Operations Manager
PEM E

Technicial Support
Manager
PEM E

Application Development &
Maintenance Manager
PEM E

FTE
22 Positions

FTE
34 Positions

FTE
18 Positions
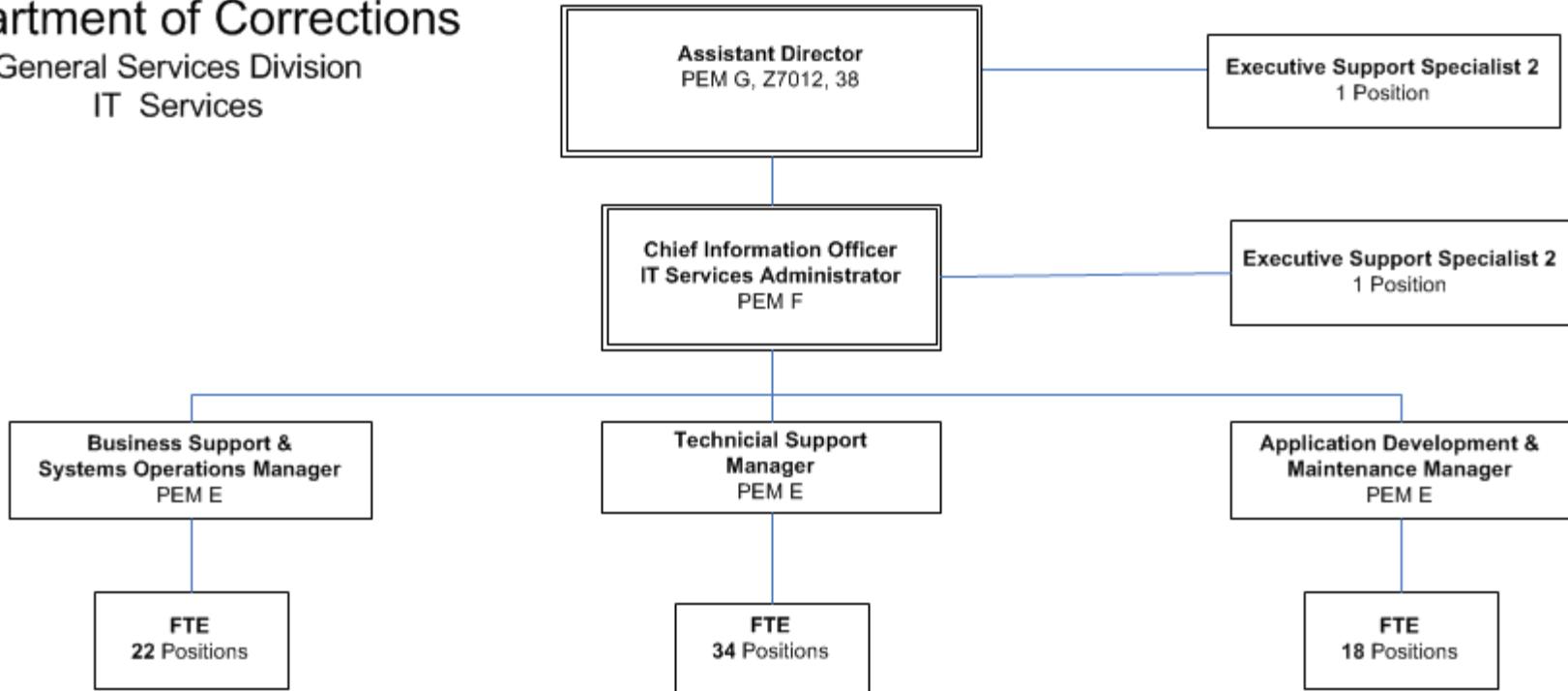
IT Services

- ☐ Business Support & Systems Operations
  - ◻ Maintains and operates central computer systems and network, provides help desk services, and manages IT projects.
- ☐ Technical Support
  - ◻ Supports computing devices, and troubleshoots local hardware and software problems for DOC, Community Corrections, and other agency business partners.
- ☐ Applications Development & Maintenance
  - ◻ Writes and maintains the department's centrally managed applications.

DOC Application Services

- □ DOC develops, maintains, and/or supports a wide variety of applications. DOC 0perations are largely automated through applications in-house, e.g., the Corrections Information System (CIS).

- □ Approximately 90+ applications are supported, e.g., the Offender Information System (OIS).

- □ We interface or provide connectivity to a variety of third-party applications, e.g., pharmacy, webLeds, and Vine (Victim Information and Notification Everyday).

Primary Support Services

- ☐ Hardware and software problem resolution
- ☐ E-mail administration
- ☐ Mobile device management
- ☐ Data security and secure remote access
- ☐ ITS project management
- ☐ Interface building to third-party systems
- ☐ Business analysis

Core Information Systems

- Offender Management Systems:
  - Corrections Information System (CIS)
  - Offender Management System (OMS)
- Offender Support Services:
  - Trust and canteen system (TAG)
  - Inmate network (education, law library, re-entry)
- Automated Financial Accounting Manufacturing Inventory System (AFAMIS)
- Human Resources Information Systems (HRIS)

2013-15 IT Projects

- Completed 20+ service requests and projects.
- Projects managed:
  - Collaborating with other public safety agencies for shared services opportunities in IT
    - Engaged in a shared services model with the Parole Board for re-writing of PBMIS
  - Offender Property Control (OPC) application development
  - Installation of GED testing systems for DOC inmates statewide
  - Human Resources information application development
  - NSPID (Non-Employee Service Provider) ID card system development
  - Support of Xerox rollout (printer consolidation project)

2015-17 IT Projects

□ Strategic initiatives included in the Governor's Balanced Budget:

  ◘ POP 101 - Electronic Health Records

  ◘ POP 104 - Business Analysis for CIS Replacement

  ◘ POP 105 - Inmate Thin-Client Network Replacement

EHR System

- □ Transition DOC Health Services from a paper-based records system to an electronic-based records system.

- □ This business project with a large IT component is part of the OCIO Stage Gate Process.

- □ Current Status: DOC is preparing to submit the Business Case and Information Review Request (IRR) to the Stage Gate Analyst for review.

CIS Analysis

- ☐ Perform an analysis of the Corrections Information System (CIS) and current business needs.

- ☐ Research and analyze options to replace or to upgrade – in whole or partially – this system and recommend a solution.

- ☐ This project is part of the OCIO Stage Gate Process.

- ☐ Current status: DOC is preparing all required documents for the first Stage Gate Review.

Inmate Thin-Client Replacement

- ☐ Replace the aging inmate thin-client based network with new hardware.

- ☐ This network provides educational and law library services to offenders.

- ☐ DOC IT Services maintains, monitors, and repairs the critical system infrastructure.

- ☐ Current status: DOC is preparing an Information Resource Request (IRR) to be submitted to the DAS Analyst for review.

2015-17 IT Projects

- Projects DOC plans to undertake with Base Budget or Other Funds:
    - PREA Software Enhancements
    - Payroll Document Imaging System
    - CORE Breakthrough Initiatives:
        - DOC Intranet
        - Data clean-up and governance
        - Correctional Case Management (CCM 2.0)

Questions

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