

OFFICE OF INFORMATION TECHNOLOGY



GEORGIA
DEPARTMENT OF CORRECTIONS

MISSION

To protect Georgians by operating secure facilities and providing opportunities for offender rehabilitation.

Tyrone Oliver, Commissioner
Alan Watson, Chief of Staff

The Office of Information Technology (OIT) is responsible for providing the information used by the Georgia Department of Corrections (GDC) to manage its business and safeguard the public. OIT uses the most effective technology available to create an integrated information framework that minimizes the effort of data collection and provides quick, accurate, and secure information to GDC staff, other law enforcement agencies, the courts, and the citizens of Georgia.

OVERVIEW

- Responsible for the oversight, development and evolution of information technology to include internal-facing, and external-facing applications and services
- Provide a technology architecture that is continually evolving to meet the needs of the agency utilizing best of breed technologies
- Use of commercial and open-source solutions to effectively serve the needs of the agency and the taxpayers of Georgia

MAJOR FUNCTION AREAS

EXECUTIVE INFORMATION

- Manages and tracks employee adverse actions, badge issuance and contact by local, state and federal government officials, elective representative, and other individuals pertaining to an offender
- Manages and tracks statistical and detail reports pertaining to offenders, as well as incidents and emergency information and sundown counts reported by GDC facilities

INFORMATION TECHNOLOGY

- Used by OIT to track Human Resources projects
- Manages and tracks employee adverse actions; the review and update of basic employee demographic information, position imaging and the creation of employee identification and locator cards

INFORMATION SECURITY SERVICES

- Development, adoption and enforcement of GDC information security (Infosec) policies
- SME for Enterprise network and technical issues related to the GDC mission
- Configure and test master image for GDC desktops
- Research and test new technologies

GDC WEBSITE

- An effort to continue the implementation of statewide initiative by the Governor's Office of Customer Service to improve e-government in Georgia
- Enhanced user experience with a responsive structure and clean, user friendly layout based on user surveys and user testing
- Strives to eliminate barriers to content for visitors with disabilities by implementing World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG 2.0) (Level AA) for web accessibility
- Provides resources for the public, law enforcement and family members of incarcerated offenders. Resources such as offender records and contact information, facility location, voucher payments and more. Provides offender families to schedule visitations online
- Utilizes Adobe Sign cloud based e-signature technology in automating the manual application processes, reducing or even eliminating the paperwork, reducing cost, and improving overall efficiency
- Provides offender and staff COVID-19 statewide daily updates and with location-based analytics using ESRI ArcGIS Online
- Continues to be one of the busiest websites hosted by a state agency in Georgia



MAJOR FUNCTION AREAS CONTINUED

JOBS.GDC.GA.GOV

- Employment portal that serves recruitment programs and employee population
- Affords the agency the ability to quickly and efficiently fill vacant positions at minimal expense
- Used to update personal contact information and to change passwords
- OIT Security Group uses this system to set up user access to the various SCRIBE applications

FACILITIES/PROBATION

- Used to access offender (inmates and probationers) management applications through admissions, classification, assignments, transfers and releases
- Next Generation Assessment (NGA) - automated assessment of offender risk, needs, and responsively that produces a series of matrices that combine risk and need into a single score; is linked to available programs and capacity; feeds directly into offender case plans, uses institutional data (GDC, GCIC, and Parole), creates increased efficiencies, provides for greater consistency and standardized assessment information; and reduces staff time

PAROLE

- Used by PAP to conduct work that involves work flow with corrections system administration
- Used to update personal contact information and change passwords
- OIT Security Group uses this system to set up user access to the various SCRIBE applications

CORE SERVICES

SYSTEM APPLICATION SERVICES

- SCRIBE Enterprise Application Management
- Financial bank transfers and outside agency interface technical services
- Visitation - Provides offenders' family to schedule visitation or cancel visitation
- Religious Accommodations -A request tracking and approval process
- Next Generation Assessment- Revalidation of classification for inmates based ARS new rules
- Technology on Board-Allows managers to request creation of network account for a new employee/contractor, add services or assets to an existing account, move a user's account, make changes to existing user account, retire an account, or terminate an account
- ID requests for Network / Email/VPN (Virtual Private Network)
- End user support and customer care coordination
- Georgia Enterprise Technology Services End 2 End Transformation Plan execution
- Projects – Wiring and Cabling (GETS) Request for Service (RFS) Infrastructure/Managed Network Services (MNS)
- Wireless support – tablet and iPhone
- GoToMyPC and GoToMeeting Support and Administration

INTERNAL-FACING (INTRANET) SERVICES

- Intranet portal support, and site design
- Intranet streaming media services
- Support for inmate education initiatives
- Research, evaluate and test new technologies IT business and financial services

BUSINESS AND ADMINISTRATIVE SERVICES

- Annual budget, cost projections, and financial strategies
- IT contracts, purchasing and human resources
- Monthly GETS charge back administration and disputes
- Technical services
- Quarterly review of End User Computing (EUC) refresh metrics and replace on fail
- Administration of Enterprise licenses, software renewals, and maintenance agreements

PROJECT MANAGEMENT SERVICES

- Monitor contract performance and deliverables
- Provide project support and management
- Submission of state technology annual report
- Register (STARR)
- Monitor GETS Request for Solution projects
- Prorate project work across GDC Program budgets
- Review project plans for Georgia Technology Authority requirements
- Agency project request, independent validation & verification, and state IT initiatives

INTERNAL AND SPECIAL INVESTIGATIONS

- Tracking system to manage active cases
- Used for reporting on previous legal cases

EXTERNAL INTERFACES

- Interfacing with Georgia Bureau of Investigations (GBI), State Board of Pardons and Paroles (PAP), and the public website of GDC by hosting and consuming web services
- E-Sentencing Portal

MOBILE TECHNOLOGY

- GDC-on-the-GO App
- An Enterprise Mobile platform developed by the GDC OIT
- Helps extend GDC business to mobile devices
- A hybrid application platform where it can run on both Apple and Android platforms and also any device using these platforms
- Helps users to be mobile and complete their day-to-day job duties more efficiently and effectively
- OIT has developed a ground-breaking offline technology which provides offline capability for GDC users where they can work even though there is no connectivity

PRIMARY GDC BUSINESS APPLICATIONS

- SCRIBE (State Correctional Repository Information System)
- 71 modules of a web-based enterprise corrections system
- Used by 7,500 customers to include: PAP, Office of the Georgia State Attorney General, GBI, and Secretary of State
- Provides features and functionality to help the agency fulfill its mission of protecting and serving the public
- Includes the following applications: Offender Management, Employee Management, Budget and Financial (with extensive statistical, summary and detail reporting capabilities)

CAPTIVA AND SHAREPOINT

- Intranet portal providing access to web-based applications, and internal and external information resources, workflow automation, information sharing, and cloud storage
- Inmate Services-provides Chromebook technology, computer and printed resources to inmates prior to their release to assist with creating a release plan & assessment tools for smooth & successful transition back to the communities they live in
- Reentry Assessment Center (RAC) website which provides useful links and resources for offender reentry

JUDICIAL PORT

- Provides all Georgia county clerks the mechanism to submit electronic sentences to the department's Offender Administration Section
- Provides work flow and tracking for all court documents submitted to the GDC for processing

LEGAL CASE TRACKING

- Manages vast numbers of legal cases