



# FACT SHEET

## OFFICE OF INFORMATION TECHNOLOGY

# 2020

**TIMOTHY C. WARD** COMMISSIONER

**RICKY MYRICK** CHIEF OF STAFF

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The Office of Information Technology (OIT) is responsible for providing the information backbone 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 tax payers of Georgia

**Mission** - to provide information systems infrastructure using proven technology in order to provide functionality in meeting the business needs of the agency, and ensuring the quality, reliability and security of the agency's information technology systems

### CORE SERVICES

#### System Application Services

- SCRIBE Enterprise Application Management
- 323 Active Batch jobs – scheduling and processing
- Application Support – 7,500 users, 84 modules
- Financial bank transfers and outside agency interface
- Technical Services
- ID Requests for Network / Email/VPN (Virtual Private Network)
- End User Support and Customer care coordination for 6,500 users
- Georgia Enterprise Technology Services End 2 End Transformation Plan execution
- Projects – Wiring and Cabling (GETS) Request for Service (RFS) Infrastructure/Managed Network Services (MNS) for 150 sites
- Wireless support – Tablet and iPhone
- GoToMyPC and GoToMeeting Support and Administration

#### Data Management Public-Facing (Internet) Services

- Public Website development and support
- GDCJobs.com development and support

#### 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
- Office of Planning and Budget GETS fiscal year budget \$22 million

#### 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

#### 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

#### External Interfaces

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

#### Mobile Technology

- GDC on the GO
- 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



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### 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)

### Public Website - [www.gdc.ga.gov](http://www.gdc.ga.gov)

- Continues to be one of the busiest websites hosted by a state agency in Georgia
- 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

### 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

### CAPTIVA & 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.

RAC website provides useful links and resources for Reentry Assessment Center.

### Legal Case Tracking

- Manages vast numbers of legal cases

### Internal & Special Investigations

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

### 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

## MAJOR FUNCTION AREAS

### Administration

- Manages and tracks badge issuance, budget tracking, credit card reconciliation, sundown count reporting, offender and officer inventory management and reservations for conference rooms at State Offices South Training Center

### 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 OIT projects Human Resources
- 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

### 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 to change passwords
- OIT Security Group uses this system to set up user access to the various SCRIBE applications

### GDC Website

In an effort to continue the implementation of statewide initiative by the Governor's Office of Customer Service to improve e-government in Georgia:

- In May 2016 – launch of new website hosted on an Enterprise level content management platform to more quickly and effectively maintain thousands of pages of content for the public
- Enhanced user experience with a responsive structure and clean, user friendly layout based on user surveys and user testing
- Reorganized navigation 3.0 concept to coincide with user needs versus agency's organization
- Took advantage of many emerging technologies to connect with our constituents, deliver timely information on GDC programs and changes and offer expedient and exceptional internal customer service
- ADA Compliance-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.

### Statistics During FY 2019 (July 1, 2018-June 30, 2019)

- 4,326,052 total sessions; 44.07% of them were new visitors; • 71.2% of visits coming from mobile and tablet with apple devices taking major share

### GDCJobs.com Statistics

#### During FY 2019 (July 1, 2018 - June 30, 2019)

- 493,554 total sessions; 26.92 % of them were new visitors

### Devices

- Majority of visits (48.5%) were from mobile devices.
- Desktop decreased by 6.7% over previous FY with apple devices taking major share