

IT UPDATE

OFFICE OF THE STATE PUBLIC DEFENDER

Update provided to the
MONTANA PUBLIC DEFENDER COMMISSION
February 29, 2008

Case Information Management Project (CIMP)

Status of Issues since Last Update

- Problems with installing updates over the network.
 - Status: Resolved in December release. New Dawn redesigned the installation process, such that OPD locations with servers are getting JustWare updates from the local server.
- System response time needs to improve.
 - Status: The December update did not resolve the response time issues. The State was able to determine through a detailed network trace that the slow response time was a result of the application design and not the capacity of the WAN (wide area network). New Dawn addressed the issue in their 2/19 release. Response time has improved to approximately 3 seconds to bring up a case or name record. Users are responding that this is acceptable.
- Users periodically get bumped out of the system (the Red X problem)
 - Status: OPD spend a significant amount of time gathering diagnostic information for New Dawn. Since the 2/19 release the problem has only been reported on one machine of which we are upgrading the memory.

Implementation Status

- Central Office is assisting regions to catch up on new case entry.
- About 75% of data from conversion has been cleaned-up. New data being entered looks good.
- JustWare support staff has been focusing on fixing the problems and has made little forward progress.

What's next

- Focusing on data cleanup.
- Completing the documents and reports defined in the contract scope of work.
- Developing ad-hoc reports.
- Visiting sites for follow-up training.
- Testing, training and deployment of the time-tracking functionality.
- Updating the case identifiers in SABHRS from the OPD number to the system generated case identifier.
- Establishing a process to use JustWare and its data to improve how we process our claims, for example, developing pre-populated claim forms for contractors.
- Completing the bells and whistles (i.e., creating auto-generated events) defined in the scope of work implementation (not started).
- Uploading the statute table used by the Court Administrators.

Brief Bank

- There is a requirement to establish a brief bank with:
 - Availability to both state employees and contractors.
 - Protected access to data.
 - Minimal setup and access requirements for contractors.
 - Ease of use.
 - Ease of administration (managing briefs, managing access).
 - Keyword and full text search abilities.
- Challenge is to find a technology solution that will work for both employees and contractors.

Decision: **Brief Bank will be developed in SharePoint, and at least initially will only be available internally.** Contract attorneys can contact OPD briefing attorneys or Regional Office to do searches on their behalf.

It is questionable whether the solution will be in place by end of First Quarter 2008. Need to gather subject matter experts to define business requirements and then configure/develop SharePoint to meet these requirements.

Video Conferencing

- Equipment is installed in the Butte Central Office Conference Room.