

The Management Information Systems division's (MIS) mission is to provide the necessary means to quickly and accurately respond to the agency's information requirements.

MIS's primary strategy is to keep abreast of the latest technologies and to determine their relevance to the agency's information requirements.

MIS's current initiative is the conversion of the agency systems to accepted state standards. This initiative will provide two major benefits: align the agency with current business trends; and further the exchange of information between TJPC and other agencies, through standardized applications and information formats. This initiative includes the conversion of all existing database applications from Micro Focus COBOL to a Microsoft SQL/Visual Basic client-server database platform. This project is due for completion by the end of fiscal year 2001.

Goals, Objectives and Strategies

Goal: Enhance the delivery of quality information management systems to the agency and local juvenile probation departments.

TJPC's goal to enhance its information management systems supports the state's goal to "deliver seamless, integrated government services" by implementing information resources standards and guidelines to improve the interoperability of its systems with those of other agencies.

Objective 1: Expand and improve the use of new technologies.

Impact: Increased agency effectiveness in delivering funding, technical assistance and training to local juvenile probation departments

Strategy 1: Improve agency productivity and effectiveness through the use of the latest office automation and application development systems.

Action Item 1: Convert existing, internal database applications to a client/server (Visual Basic/SQL Server) by the end of FY 2002.

Strategy 2: Improve communications between the agency and juvenile probation departments by taking advantage of new technologies.

Action Item 2: Provide local juvenile probation departments improved access to necessary information through the use of email and the agency website.

Objective 2: Expand and improve the use of CASEWORKER statewide.

Impact: Increased reliability and completeness of information received from local juvenile probation department.

Strategy 3: Improve the reliability of the information gathered from the juvenile probation departments by the agency.

Action Item 3: Convert CASEWORKER to a client/server (Visual Basic/SQL Server) by the end of FY 2001.

Action Item 4: Coordinate with the TJPC Research and Planning Division to implement procedures to ensure the reliability of the information, transmitted to TJPC by the local juvenile probation departments, from the CASEWORKER system.

Strategy 4: Improve the proficiency level of CASEWORKER users.

Action Item 5: Provide additional opportunities for local probation department personnel to attend CASEWORKER training.

Information Resources Policies and Practices

Category	Brief Summary/Overview
IR Priorities	An Information Systems Steering Committee consisting of the agency's executive management, division directors, and the MIS director establish priorities for large projects. The MIS Director sets priorities for other projects.
IR Planning Methodology	All major Information Systems planning is guided by the Information System's Steering Committee. Planning decisions are arrived through committee consensus on the expected future directions of the agency.
Operating System	TJPC utilizes a local area network comprised of Windows NT servers and Windows 9x/NT workstations. Additionally, TJPC uses the HHSCN for wide area networking and Internet access.
Development Methodology	TJPC uses <i>Microsoft Visual Studio</i> as its tool for software development. This tool provides an integrated environment for development of stand-alone, networked and Internet applications.
Software Audit and Management	TJPC will develop software management policies and perform an audit of software licenses by September 1, 2000. TJPC's current purchasing policy coincides with HB1895 (76 th Legislature) requirement for agencies to purchase commodity software from the Department of Information Resources (DIR), unless the required software is not available through a DIR contract.
Quality-Assurance Practices	Major changes to systems and test results are examined by the MIS Director, development team

	<p>member, and appropriate users to ensure system integrity and reliability. Additionally, an independent audit is performed on the MIS Division every 3-4 years.</p> <p>TJPC will develop and implement quality-assurance practices in accordance with DIR guidelines by September 1, 2001.</p>
E-Government	TJPC does not collect payments from outside entities, and has no plans for collection of payments via the Internet.
Change Control	<p>Workstations are cloned from a standardized image, which includes the operating system and standard office automation software. The MIS Director must approve requests for additional software.</p> <p>User requests resulting in significant changes are reviewed and approved by the Information System's Steering Committee. Less significant requests are reviewed and assigned by the MIS Director.</p> <p>Changes are documented within the system's source code. Documentation includes date, purpose for change and person making the change. Test results are examined and approved by the MIS Director and requesting user.</p>
Security	TJPC has adopted published policies and procedures to ensure the security and reliability of its information resources. These include physical and logical security of the resources, redundant fault-tolerant systems, daily backups, offsite backup storage, and employee-signed copies of policies outlining appropriate information systems usage.
Geographical Information Systems	Not applicable.
Disaster Recovery/Business Continuity Planning	<p>TJPC current <i>Contingency Plan for Disaster Recovery</i> was implemented in May 1999.</p> <p>TJPC will revise the plan according to the Department of Information Resources Business Continuity Planning Guidelines by August 31, 2001.</p>
Resource Use	Each employee has signed an agreement regarding the appropriate use of state-owned computer hardware and software and the disclosure of confidential information.

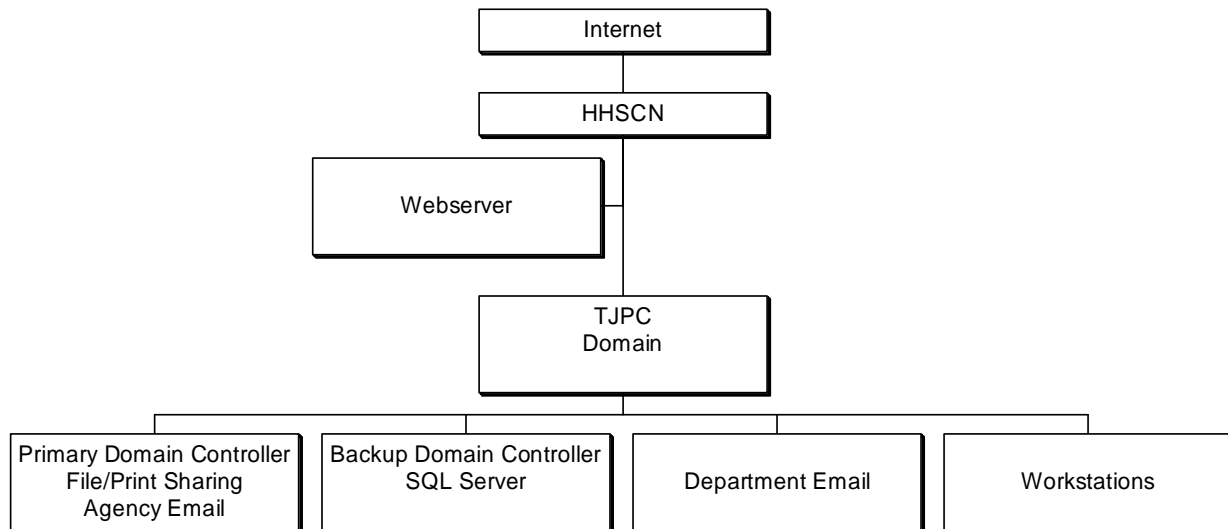
	TJPC does not currently use video conferencing.
Contract/Consultant	TJPC does not currently contract for Information Resources services.
Information Sharing	Section 58 of the Texas Family Code and chapter 141 of the Human Resources Code authorizes the Texas Juvenile Probation Commission and other named agencies to collect confidential data relating to juvenile offenders. TJPC does exchange this information with authorized agencies. Requests from unauthorized agencies, entities and individuals for information is limited to non-confidential aggregate statistical data.
Training and Continuing Education	No written policy exists for determining training needs. However, if particular training is necessary in support of an IR employee's job function, then the request for approval is sent by the MIS Director to the agency Training Director and/or the Executive Director. The agency's Training Division tracks all training and education received by IR employees.
Data Center Operations	TJPC has begun discussions with the West Texas Disaster Recovery and Operations Center on the possibility of using their services in the event of a disaster.

Agency Platforms, Systems and Telecommunications

Category	Type	Operating System	Database Mgmt. System	Capacity/ Size/Count	Comments/ Descriptive Information
Mainframe	N/A				
Minicomputer	N/A				
Network	See Network Topology below				
LAN Servers (Central)	PC	Windows NT Server 4.0	SQL Server 7.0	2	
LAN Servers (Remote)	N/A				
LAN Client/Workstations (Central)	PC	Windows 9x Windows NT 4.0		60	

LAN Client/ Workstations (Remote)	N/A				
WAN Servers	WEB, Email	Windows NT Server		2	
Standalone PC Workstations	PC	Windows 9x		11	Laptops
Internet Service Provider	HHSCN			N/A	
Shared Network	Own			N/A	

TJPC Network Topology



Agency Databases

Name	In-House Applications (IHA)
Description	Includes contract financial activity, probation officer certification, and juvenile statistical activity.
DBMS	COBOL ISAM
Est. Physical Storage Requirements	1.1GB
GIS Data Classification	N/A
Sharing	Portions of this database is shared with the Legislative Budget Board, Health and Human Services Commission, Texas Youth Commission, Criminal Justice Division of the Governor's Office, Criminal Justice Policy Council, Texas probation departments, National Center for Juvenile Justice, probation associations, and other states. The

	information is provided by direct connection, the Internet, or magnetic media.
Future	Planned conversion from COBOL ISAM to SQL by the end of FY 2001

Name	
	CASEWORKER (CW4)
Description	Detailed case-level data on children referred to local juvenile probation departments. The primary purchase is juvenile tracking and case management. The primary users are the local juvenile probation departments.
DBMS	COBOL ISAM
Est. Physical Storage Requirements	Unknown. Data resides on individual local juvenile probation department systems.
GIS Data Classification	N/A
Sharing	<p>The data is owned and under the authority of the local juvenile boards. Portions of this data are submitted to TJPC for inclusion in the agency's statistical reporting system. This information is provided to TJPC via encrypted FTP transfer.</p> <p>This data is then shared with Legislative Budget Board, Health and Human Services Commission, Texas Youth Commission, Criminal Justice Division of the Governor's Office, Criminal Justice Policy Council, Texas probation departments, National Center for Juvenile Justice, probation associations, and other states. The information can be shared via hardcopy, magnetic media or email.</p>
Future	Planned conversion from COBOL ISAM to SQL by June 2001. Application will be converted to <i>Microsoft Visual Basic</i> .

Agency Applications

Name	
	CASEWORKER (CW4) (Juvenile Tracking & Caseload Management System)
Type	Data Warehouse
Description	CASEWORKER was developed to provide an easy and concise method of collecting, storing, retrieving, and printing juvenile caseload information by the juvenile probation departments of Texas. A portion of this information is forwarded to the Texas Juvenile Probation Commission for inclusion in the agency's Annual

	<p>Statistical Report, in order to provide accurate information regarding the magnitude and nature of juvenile activity and the juvenile probation system's ability to respond.</p> <p>CASEWORKER begins collecting information at intake and continues through detention, disposition, supervision, and placement. CASEWORKER also provides the juvenile probation departments with the ability to: collect and record probation and restitution payments; enter chronological notes; and maintain names and addresses of family members and associates.</p> <p>CASEWORKER gives the juvenile probation departments the capability to print various reports, including: caseload by department and officer, probation fee and restitution current/delinquent reports, and TJPC statistical reports. A provision to scan the juvenile records and produce ad hoc reports is also included.</p>
DBMS	COBOL ISAM
Development Language	Micro Focus COBOL
Sharing	See database description above.
Future	See database description above.

Name	In-House Applications (IHA)
Type	Client Server Financial System, Data Warehouse, Research
Description	<p>Financial Management - the State Aid Management, Funding Allocation, and Community Corrections systems were designed to allocate, distribute, account, and manage the state aid monies allocated to TJPC. The state aid is distributed to county juvenile probation departments for the purpose of providing juvenile probation and community-based correctional services as enacted by H.B. 1704, 67th Legislature.</p> <p>Statistical Reporting and Analysis - the various systems that are included in this area were designed to provide TJPC with information regarding the nature and magnitude of juvenile delinquency in Texas, how the juvenile system responded, the specific types of services provided</p>

	<p>by each juvenile probation department, and special reports on specific crimes and offenders.</p> <p>Certification/Membership Management - the Juvenile Justice Personnel system was designed to maintain the agency's database of certified juvenile probation and juvenile detention officers. The system also contains information on other designated juvenile personnel for the purpose of producing a statewide directory and in assisting in mailing correspondence.</p>
DBMS	COBOL ISAM
Development Language	Micro Focus COBOL
Sharing	See database description above.
Future	See database description above.

Interagency Data Needs

None identified at this time.