

Listing of Strategic IT Services

(FY 2011-12 Schedule IV-C
Worksheet SC-2)

Dept/Agency: **Department of Legal Affairs**
Prepared by: **Deborah Stevens, CIO**
Phone: **850-414-3511**
Date Completed: **10/15/2010**

The Attorney General's Office has created a complex information technology ecosystem which allows the agency to support the enterprise business functions in a cost effective, self supporting environment.

Lotus Notes is the agency's core application platform for enterprise-wide, fully integrated, custom-developed applications and databases. Of the 950+ Notes databases in the agency inventory, over 75% are strategic in nature, supporting the legal and investigative mission of this agency. Several of these applications are complex, transactional systems; many are moderately complex and customized by unit; smaller, less complex systems can be grouped into several categories. The entire Notes application/database inventory is attached.

Additionally, the agency also utilizes a variety of non-Notes systems for case and document management, including the enterprise-wide multi-purpose use of SIRE, a commercial document management system integrated into the agency's custom Notes applications.

1. Agency Core Systems

There are two major enterprise-wide technology platforms that are critical to all other services: Lotus Notes and SIRE. Essentially all other services encompass applications and systems dependent upon core services provided by these two platforms. Additionally, dependencies upon certain non-strategic services are included to better define service requirements.

The following IT Systems constitute elements of this enterprise-wide Strategic IT Service.

- 1.a. *Strategic Notes Framework*** – The Notes framework is used to drive agency-wide business collaboration and work flow . This would include all processes from the initial creation of a new user through each facet of the business process. These processes would include but would not be limited to time tracking, case management, purchasing requests, website creation, system security and access controls for processes as well as users, "paper free" collaboration, and agency-wide workflow, for strategic applications. The framework includes several custom developed system core components: Staff Directory, Legal Profiles, Agency Tables, and Workflow Engine. (This system is also utilized to support non-strategic applications at no additional cost.)

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- 1.b. *SIRE Enterprise Document Management System*** – The SIRE imaging and document management system is a customizable off-the-shelf system from SIRE Technologies, which provides imaging, indexing, search and retrieval capabilities. Sire is used for strategic services in the management of legal case files as well as investigative case files. Custom integration with Notes databases (by in-house development staff) has been performed to support divisional business processes. (This system is also utilized to support non-strategic applications at no additional cost.)
- 1.c. *Internet Access*** – Internet access is a critical underlying component of this strategic service. This is not a single system. The availability of external systems for legal and investigative purposes is mission critical including access to the following: State and Federal Court Systems for electronic filing and access to dockets and documents (Pacer, CCIS), Westlaw, Lexis-Nexis (File and Serve), DHSMV DAVID system, Choicepoint (CLEAR and Autotrack), GPSit tracking system.
- 1.d. *Network Access and System Availability*** – Access to the agency network, both locally and remotely, is a critical component of this strategic service, requiring 24x7 availability of network resources and systems. This is not a single system, but multiple resources and service requirements. Scheduled maintenance is allowed and limited to non-working hours; but is not permitted during times of high criticality (e.g., pending death warrants and hotline activation during state emergencies). The availability of internal systems for legal and investigative purposes is mission critical, including access to the following: file and print resources; Lotus Notes mail, calendar, application, and database resources; and all other strategic systems noted above.

2. Legal and Investigative Case Development and Management

Of the 950+ Notes databases in the agency inventory, over 75% are strategic in nature, supporting the legal and investigative mission of this agency. Several of these applications are complex, transactional systems; many are moderately complex and customized by unit; smaller, less complex systems can be grouped into several categories. Additionally, the agency also utilizes a variety of non-Notes systems for case and document management. This service also encompasses extensive data storage and various software tools required to

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handle e-Discovery, data mining, and computer forensic requirements for investigative and legal cases.

- 2.a. **Citizens Services Hotline System** – The Citizens Services Hotline and Issue Tracking System is made up of multiple databases used for the management of front-line consumer communications, complaints, and department responses. Incoming complaints and inquiries are the first step to initiating and building a case against fraudulent companies, for both civil and criminal activity. Another important activity is the review of price gouging during declared emergencies. This system provides capabilities for the management, referral, and the agency response to these case-related issues. This system includes full integration with department web forms and e-mail. (Update) ((To date the department has received #of contacts))In only the first 9 months of 2009 calendar year, 84,000 consumer contacts, received from online complaint form submittal, were tracked and managed.
- 2.b. **CSE** – Child Support Enforcement Caseload System (aka “Teddy2”). This system is made up of multiple databases and provides extensive case tracking and scheduling functionality for cases of Child Support Enforcement, in which DLA represents the Department of Revenue (DOR). The system includes an automated interface with DOR’s PAILS System, to minimize duplicate entry by staff in both agencies. Many of the requirements of this system are driven by DOR.
- 2.c. **CLS** – Children’s Legal Services Caseload System. This system is made up of multiple databases and provides extensive case tracking and scheduling functionality for cases involving Children’s Legal Services, in which DLA represents the Department of Children and Families (DCF). Many of the requirements of this system are driven by DCF, including DCF’s FSFN system, currently underway.
- 2.d. **MFCU** - Medicaid Fraud Control Unit Caseload System. This system is made up of multiple databases and provides extensive case tracking and document management capabilities, including a custom-developed high-volume data repository, or document library, utilizing Lotus Notes and Windows file structure to allow scalability and improved performance.
- 2.e. **Legal Time Tracking** – This system is made up of approximately 25 databases which provide consolidated management of billable legal hours recorded by legal staff throughout the agency. This consolidated data is used for cost recovery, in some cases resulting in hundreds of thousands of dollars being returned to the state. This system is also integrated with all OAG legal case tracking systems.

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- 2.f. **Other Legal and Investigative Application Databases** – In addition to the major application databases described above, there are over 125 Strategic Application Databases which are customized to provide specific functionality to the legal and investigative units that are mission-critical to this agency. Some of these databases provide integrated web functionality; others are for internal use only.
- 2.g. **VICTRE** – This internet- and client- based system provides a secure method for victims of child pornography repeat exploitation to obtain information related to cases in which their images are involved, including court hearing dates and statuses.
- 2.h. **Cybersafety School** – This internet- and client-based system provides a secure site for schools to access information related to the scheduling of cybersafety presentations for their school. It also provides to internal staff the functionality needed for the scheduling and reporting of these presentations.
- 2.i. **Teamcases and Document Analysis Databases** – The agency currently has 431 Teamcase and Document Analysis databases, approximately 410 of which are **strategic**. These databases are used for managing case-specific and unit-specific data and documents specific to a given case, board activity, or unit assignments. **Strategic Teamcases (approx 375)** are used primarily for case-, unit-, or topic-specific document and information management, providing shared storage of e-mails, shared storage and group-edit of documents and files (preserving all drafts), management of shared calendars, and forums to post discussion items. **Strategic Document Analysis Databases (approx 35)** are custom developed to assist legal staff and investigators in indexing, sorting and analyzing documents in document-driven cases. They allow users to tag documents with document type, source, date, keywords, summaries, comments, categories and cross-links to related documents. Users can also flag documents as exhibits and generate an exhibit list. And last, there are several analytical tools, such as timeline, who-knew-what-when and communication flow.
- 2.j. **Summation, Concordance, LiveNote/CaseNotebook** – These systems are used for legal and investigative case management, both prior to and during courtroom proceedings, for e-Discovery and case preparation. E-ScanIt and Adobe Pro are used in conjunction with these products to provide enhanced scan processing capabilities, Bates stamping, redaction, and batch processing.
- 2.k. **FRED, Investigative Networks** – Criminal and Civil investigative units have very specific requirements for undercover and forensic work. Many

of these units are self-supportive, but the IT division provides assistance as needed.

- 2.l. **GPSit System** – The GPSit system is used by MFCU investigators to track the movements of a target vehicle. It includes devices attached to vehicles and a web-based service for real-time tracking of these vehicles. Additionally, related GPS systems provide investigators with real-time navigational assistance during the course of their mobile duties.
- 2.m. **E-Discovery Storage** – E-Discovery presents challenges in terms of data volume and unpredictable diversity of format. Multiple storage methods are required, along with the potential need for various software to access the files and documents provided as part of the legal “discovery” process.
- 2.n. **Undercover Networks** - This is not a single system, but a number of various similar systems required to maintain the anonymity and autonomy of investigative equipment used by multiple criminal and civil legal and investigative units. These system include workstations NOT connected to OAG network (and often purchased and configured to appear as “Joe Q Public”), but with direct access to Internet through Comcast or other ISP. Anonymity and unrestricted access requires isolation from OAG network and home/personal type of configuration.
- 2.o. **Internet Applications** – All OAG websites are application driven and are integrated with other strategic systems for effective content management and single-source distribution and reception. These sites promote public awareness and gather crucial information which generates and assists in OAG investigations/cases. Several applications also provide external agency access for case management, knowledge sharing and collaboration.

3. Victims Services

The Division of Victims Services provides support to victims of crime through several avenues: management of federal grant monies to support this service; compensation to victimized citizens of crime-related expenses through a claim approval process; and, training and support provided to the statewide network of Victims Advocates. The IT Systems below are constituent elements of this enterprise-wide Strategic IT Service, and are critically dependent upon the “Agency Core Systems” service defined above.

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- 3.a. VAN** – Victims Assistance Network. This statewide transactional system is a custom developed and internally supported system used to manage and process all Florida claims for monetary assistance provided to victims of violent crime through federal grant monies. During FY 2008-09, total claim payments processed through this system was \$31 Million. The application was developed in Lotus Notes and fully integrated with SIRE, and as such is critically dependent upon the Agency Core Systems defined above. It is comprised of approximately 25 Lotus Notes databases, and utilizes SIRE for front-end scanning, imaging and document management.
- 3.b. Victims SIRE System** – The instance of SIRE used specifically for the integrated VAN system includes licensing costs specific to this service, however it is fully dependent upon the SIRE core system.
- 3.c. Internet Application** – Several application driven sites have been developed to assist Victims Services with on-line registration and program management. These integrated content management systems provide single-source distribution and data reception.

3.d.

(If a Strategic IT Service has more IT Systems, simply continue the list and follow the paragraph format with automatic numbering sequence.)

4. (Insert Name of Fourth Strategic IT Service)

(Define the strategic IT service; provide a brief description of the “end-to-end” service that enables the agency to perform the associated program function.)

The following IT Systems are constituent elements of this Strategic IT Service.

- 4.a. (List IT System)** – *briefly describe the system*
- 4.b. (List IT System)** – *briefly describe the system*
- 4.c. (List IT System)** – *briefly describe the system*
- 4.d. (List IT System)** – *briefly describe the system*

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5. (Insert Name of Fifth Strategic IT Service)

(Define the strategic IT service; provide a brief description of the “end-to-end” service that enables the agency to perform the associated program function.)

The following IT Systems are constituent elements of this Strategic IT Service.

- 5.a. *(List IT System) – briefly describe the system*
- 5.b. *(List IT System) – briefly describe the system*
- 5.c. *(List IT System) – briefly describe the system*
- 5.d. *(List IT System) – briefly describe the system*

6. (Insert Name of Sixth Strategic IT Service)

(Define the strategic IT service; provide a brief description of the “end-to-end” service that enables the agency to perform the associated program function.)

The following IT Systems are constituent elements of this Strategic IT Service.

- 6.a. *(List IT System) – briefly describe the system*
- 6.b. *(List IT System) – briefly describe the system*
- 6.c. *(List IT System) – briefly describe the system*
- 6.d. *(List IT System) – briefly describe the system*

7. (Insert Name of Seventh Strategic IT Service)

(Define the strategic IT service; provide a brief description of the “end-to-end” service that enables the agency to perform the associated program function.)

The following IT Systems are constituent elements of this Strategic IT Service.

- 7.a. *(List IT System) – briefly describe the system*
- 7.b. *(List IT System) – briefly describe the system*

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7.c. **(List IT System)** – *briefly describe the system*

7.d. **(List IT System)** – *briefly describe the system*

8. (Insert Name of Eighth Strategic IT Service)

(Define the strategic IT service; provide a brief description of the “end-to-end” service that enables the agency to perform the associated program function.)

The following IT Systems are constituent elements of this Strategic IT Service.

8.a. **(List IT System)** – *briefly describe the system*

8.b. **(List IT System)** – *briefly describe the system*

8.c. **(List IT System)** – *briefly describe the system*

8.d. **(List IT System)** – *briefly describe the system*

9. (Insert Name of Ninth Strategic IT Service)

(Define the strategic IT service; provide a brief description of the “end-to-end” service that enables the agency to perform the associated program function.)

The following IT Systems are constituent elements of this Strategic IT Service.

9.a. **(List IT System)** – *briefly describe the system*

9.b. **(List IT System)** – *briefly describe the system*

9.c. **(List IT System)** – *briefly describe the system*

9.d. **(List IT System)** – *briefly describe the system*

10. (Insert Name of Tenth Strategic IT Service)

(Define the strategic IT service; provide a brief description of the “end-to-end” service that enables the agency to perform the associated program function.)

The following IT Systems are constituent elements of this Strategic IT Service.

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10.a. **(List IT System)** – *briefly describe the system*

10.b. **(List IT System)** – *briefly describe the system*

10.c. **(List IT System)** – *briefly describe the system*

10.d. **(List IT System)** – *briefly describe the system*

(If agency has more than 10 Strategic IT Services, continue the listing of each additional service using established numbering sequence.)