



Review of Shelby County, TN Technology Assistance

Client Agency

County Criminal Justice Coordinating Committee (CCJCC)
Shelby County, Tennessee

Participating IJIS Institute Staff

Scott Parker, Program Manager

Participating IJIS Institute Consultants and Firms

Jeff Hellzen, *Public Consulting Group, Inc.*
George W. Hogshead, *The Amicus Group*

Dates Services Provided

Remote conference calls
September 2010 – February 2011

Overview of Technology Assistance Request

The Bureau of Justice Assistance received the request for Technology Assistance (TA) from the Country Criminal Justice Coordinating Committee in Shelby County, Tennessee, and forwarded the requirement to the IJIS Institute.

The TA services were necessary to provide the CCJCC and Shelby County with expertise, suggested best practices, and lessons learned from other information sharing and exchange programs conducted by local government jurisdictions throughout the U.S. This included raising awareness of programs like the NIEM, the Global Reference Architecture (GRA), and the Global Federated Identification and Privilege Management (GFIPM) as appropriate.

As defined in the LOA, the primary goals of this TA engagement are:

- ◆ A high-level vision, plan, and supporting recommendations regarding the development and issuance of RFPs in support of their project to purchase and deploy a Criminal Courts Case Management System, an Offender Management System and possibly a Case Management System for the Public Defender, as well as to acquire the services of an independent project manager, consultant group and/or system integrator to assist them with the management and implementation of the aforementioned project(s).

Type of Technology Assistance Services Provided

This TA was conducted remotely via teleconferences. Shelby County also provided numerous reference materials and documents. The IJIS Institute provided a team of experts in justice and public safety system integration, network design, and IT security practices. This TA engagement provided the CCJCC with a product neutral team of qualified consultants selected from IJIS Institute senior staff and industry partners who possess expertise in criminal justice records management systems as well as solution and service provider selection methodology.



Specific activities that were performed by the TA Team included:

- Problem definition:
 - Review of relevant planned systems and technology
 - Review of facilities, infrastructure and staff relevant to implementing planned systems and technology
- Current situation assessment:
 - Gather information and documentation on current and planned systems and technology, and assess their current support of the business processes and organization
- Needs analysis:
 - Determine business process and organizational needs
 - Develop the systems and technology needs
 - Define viable network infrastructures
- Recommendations:
 - Recommend systems and technology that fit the Shelby County criminal justice enterprise
 - Develop general recommendations and next steps
- Actions and initiatives:
 - Define major initiatives
 - Prioritize actions to be taken

Overview of Observations and Recommendations

A copy of the TA report abstract can be found on the IJIS Institute web site at http://www.ijis.org/publications/ta_reports.html or see the full report on the [IJIS Institute Knowledge Management System](#).

Contact Information

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