



OPTIMOS

Optimos SharePoint MOSS 2007 Solution Customer Case Studies

U.S. Department of Justice (DOJ)

Office of Federal Detention Trustee
Office of Justice Programs
United States Parole Commission



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Table of Contents

[Table of Contents.....2](#)

[CUSTOMER CASE STUDY: United States Department of Justice - Office of Federal Detention Trustee \(OFDT\): Portal Collaboration4](#)

[CUSTOMER CASE STUDY: United States Department of Justice - Office of Justice Programs \(OJP\): MOSS 2007 - MySite.....6](#)

[CUSTOMER CASE STUDY: United States Department of Justice - Office of Federal Detention Trustee \(OFDT\): Detention Data Services.....8](#)

[CUSTOMER CASE STUDY: United States Department of Justice - United States Parole Commission \(USPC\): Electronic Parole Management System.....10](#)

** This document summarizes some of Optimos' past customer projects and initiatives as they relate to the implementation of SharePoint (MOSS 2007) solutions.*

CUSTOMER CASE STUDY: United States Department of Justice - Office of Federal Detention Trustee (OFDT): Portal Collaboration

Background

The Office of Federal Detention Trustee is the primary government agency in charge of federal programs to detain persons in U.S. custody who are awaiting trials or immigration proceedings. OFDT oversees and coordinates detention activities for the DOJ as well as the U.S. Department of Homeland Security (DHS) and Immigration and Customs Enforcement (ICE).

In addition to ensuring that detained persons are provided safe, secure, and humane confinement in the most cost-effective manner, OFDT must ensure that detainees appear for their cases as required.



Business Challenge

As a DOJ component, OFDT has oversight of approximately a \$1.2 billion budget to manage and sustain safe and secure federal detention space in the U.S. To execute this mission via a highly dispersed workforce, to automate business procedures including review and approval of various documents, invoices, government forms and business processes, and to simultaneously manage information efficiently across OFDT groups and organizational boundaries, OFDT engaged Optimos consultants to implement a centrally hosted enterprise collaboration solution. The goal was enabling automation of business workflows, enhance information collaboration, and provide transparency/coordination among all parties involved in furthering OFDT's mission.

Our Solution

Optimos consultants implemented the Microsoft Office SharePoint Server (MOSS) 2007 and Project Server 2007 solutions to assist OFDT in automating its business processes via workflows and forms. Through this solution, OFDT was able to achieve efficient information collaboration via the implementation of an effective taxonomy for all content, including document libraries, roll-up calendar views for better schedule and meeting coordination, between groups or individuals. The Project Server 2007 solution has also enabled OFDT to centralize project information related to various projects and initiatives, such as development and implementation of the OFDT Program Management Office.

Capabilities

Optimos leveraged the following MOSS 2007 capabilities for the overall solution:

- Document collaboration
- Workflows
- Forms automation
- MOSS MySite
- MOSS Enterprise Search
- Project Server 2007
- Coras Works - Calendar roll-up views
- Coras Works - Content list roll-up views

Fulfilling the OFDT's Expectations: the Benefits

Following are some of the net results achieved by the overall MOSS solution implementation at OFDT:

- Enhanced collaboration and coordination between peers and groups.
- Automation of business processes via MOSS workflows
- Content lists, calendars, and document library roll-up views providing summary information of system content and structure, all of which afforded better user and system adoption.
- Increase of more than 30% in worker efficiency via more effective information collaboration as a result of the MOSS 2007 enterprise collaboration solution
- Automation of business processes, which reduced processing time for contractor invoices by nearly 50% (source: OFDT MOSS Portal; ICM metrics, Time Report: process/pay invoices)



CUSTOMER CASE STUDY: United States Department of Justice - Office of Justice Programs (OJP): MOSS 2007 - MySite

Background

The U.S. Department of Justice is the premier law enforcement organization in the United States. DOJ includes components ranging from the FBI to U.S. Attorneys to Federal Prisons and includes numerous support organizations, such as the Justice Management Division. The Office of Justice Programs provides innovative leadership to federal, state, local, and tribal justice systems, by disseminating state-of-the art knowledge and practices across America, and providing grants to implement these crime-fighting strategies.

Business Challenge

As a component agency of DOJ, the Office of Justice Programs has a mission to increase public safety and improve fair administration of justice across the U.S. It does this through innovative leadership and programs.

OJP has engaged the Optimos team to implement the Microsoft Office SharePoint Server (MOSS) 2007 - MySite solution to fulfill the business need of having an intranet portal solution for social networking.

In order to carry out a successful mission, OJP sees the need to improve productivity and collaboration via social networking within its organization. With nearly 700 employees and contractors spread across various bureaus and offices such as the Federal Bureau of Investigation and the National Security Division, OJP realizes the value of keeping its workforce connected via enterprise social networking tools and solutions.

After conducting due diligence on four potential collaboration solutions, OJP's leadership determined that the Microsoft Office SharePoint Server (MOSS) 2007 platform would provide capabilities to not only meet all of OJP's business requirements for implementing a Photo Rolodex system, but also provide the ability to help employees and contractors throughout the organization to collaborate and search for individuals by skills, interests, and other qualifying attributes.

Our Solution

Optimos consultants implemented the Microsoft Office SharePoint Server (MOSS) 2007 My Sites solution to have end users across OJP create their personal profiles sites to promote social networking and collaboration throughout OJP.

Capabilities

The following MOSS 2007 capabilities were leveraged for the overall solution:

- MOSS MySite
- MOSS Enterprise Search

Fulfilling the OJP's Expectations: the Benefits

The MOSS 2007 - MySite solution has been deployed in OJP's TEST environment and Production environments as a "Beta" solution. Official results of positive impacts and project benefits will be available in the near future.



CUSTOMER CASE STUDY: United States Department of Justice - Office of Federal Detention Trustee (OFDT): Detention Data Services

Background

The Office of Federal Detention Trustee is the primary government agency in charge of federal programs to detain persons in U.S. custody who are awaiting trials or immigration proceedings. OFDT oversees and coordinates detention activities for the DOJ, in addition to the U.S. Department of Homeland Security (DHS) and Immigration and Customs Enforcement (ICE).

Business Challenge

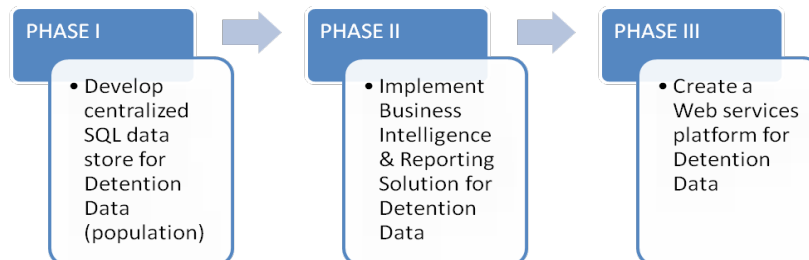
The Data Detention Services (DDS) initiative aims to provide the OFDT leadership with an intuitive, timely, and accurate dashboard to evaluate current program performance and evaluate trends, which will impact the federal detention community throughout the full lifecycle of each program and/or project.

The end goal, creating a centralized data store as part of the DDS initiative, would bring about overall transparency across within OFDT and to other external DOJ components.

Our Solution

As part of Phase I of a three-phased project, Optimos consultants implemented a centralized data repository of all detention population data within SQL 2008. The data was culled from various sources, including an SAS database and files from the U.S. Marshall Service Prisoner Tracking System. Figure 1 depicts the overall solution vision for the three-phased initiative:

Figure 1 - DDS Solution Vision



Capabilities

The following Business Intelligence capabilities will be leveraged as part of this initiative:

- SQL 2008 (centralized data store)
- SQL Server 2008 Reporting Services (SSRS)
- SQL Server 2008 Analytical Services (SSAS)
- SQL Server 2008 Integration Services (SSIS)
- Crystal Reports
- Xcelsius Dashboards
- Excel Services

Fulfilling the OFDT's Expectations: the Benefits

Some net results of Phase I of the three-phased DDS initiative included:

- Centralizing all detention population data into one data store so that it can be mined, and integrated with robust business intelligence capabilities for reporting, dash boarding and creating data transparency across OFDT and other DOJ components that would need to consume this data.



CUSTOMER CASE STUDY: United States Department of Justice - United States Parole Commission (USPC): Electronic Parole Management System

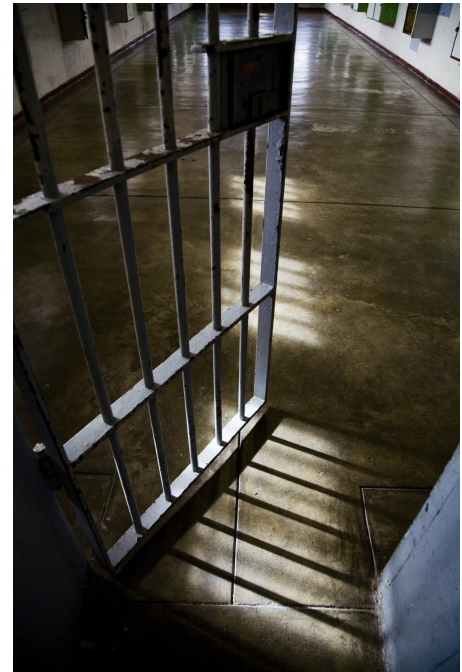
Background

As a component of the Department of Justice, the mission of the United States Parole Commission is to promote public safety and strive for justice and fairness in the exercise of its authority to release and supervise offenders under its jurisdiction. Optimos is developing for the Parole Commission an Electronic Parole Management System (EPMS), a SharePoint-based case management system.

Business Challenge

The U.S. Parole Commission is the supervisory authority for both Federal and District of Columbia legal-code Offenders. USPC encounters several hurdles to achieving its mission and faces unmitigated risks in the current operating environment including:

- **Access to information:** The Commission does not have easy access to relevant information needed for decision making or responding promptly to questions raised by the Offender, attorney, or witnesses at hearings.
- **Timeliness of decisions:** All work is performed using rudimentary word-processing tools with no ability to reuse information. This lack of reuse slows the process and creates the risk of complaints from Offenders and their attorneys.
- **Information security:** Without the ability to access the case files remotely, it is necessary to physically remove case files, creating the risk of lost information or access by unauthorized parties.
- **Integration with Criminal Justice partners:** There is no viable capability to share information with numerous partners who supply information or consume information from the Parole Commission.
- **Business continuity:** There is no backup to the paper case files. In the event of catastrophic loss or even a single misplaced file, it is virtually impossible to replace information in the case file.



Our Solution

Much of the Commission staff work results in a recommendation to the Commission to take an action with respect to the Offender. Workflows facilitate the creation of the supporting documentation for the staff's recommendations and the Commission's eventual approval or denial of those recommendations. An Offender data record will enable the Commission staff to reuse the information about the Offender to create the numerous legal documents required to perform their tasks. Stored information about the Offender will also support recidivism risk analysis by enabling statistical analysis of Offenders' history and their eventual behavior.

Workflows will also provide a mechanism for tracking the progress of Commission staff on critical tasks that achieve the Commission's mission of public safety and help management identify bottlenecks to improve this process. Document libraries will provide the capability to create, read, and share Offender case file documents internally among Commission staff for analysis and decision making. The solution will also provide a flexible capability to share documents externally—with criminal justice partners—without additional labor of copying, faxing, and mailing documents to external parties.

The creation of significant events, which are triggered by Offender behavior and actions of the Commission, will provide a reference tool for quickly reviewing the Case File history. The user interface design will provide a consistent, logical view of the Case File to enable Commission staff to locate Offender information and Case File documents that they need. Additionally, a search function will provide enhanced capability to find information when needed.

Capabilities

Document management functionality includes the creation, editing, versioning, approval, and storing. This includes the scanning/indexing of documents that are either internally created or externally generated and delivered to USPC via fax, email, or regular mail, and adding those documents to the appropriate case file. It also includes defining document sets for printing and distribution.

Case File Management functionality includes defining the organization of the case file contents, tracking use of the case file, and providing case-file level information such as status and history of the Offender's case. It includes the ability to define case-file events, e.g., Notices of Action issued, which are of interest to Commission staff and to external criminal-justice partners.

Workflow functionality will support the efficient routing of documents and tasks among internal USPC personnel and with external partners. This will include features such as automated and manual workflow, task alerts, as well as monitoring, capturing, and reporting task metrics, such as who performed the task duration win queue and the task completion duration.

Data Management functionality includes capturing and storing key information about the Offender, the Offender's behavior and supervision plan, as well as actions of the Commission.

Collaboration will be available via a portal framework that allows for sharing multiple types of content on a daily basis within USPC and among the Commission's partners. Examples of content include documents, communications, offender data, and status reports.

Search functionality will allow users to search multiple forms of content from different sources within the organization. The user will be able to search offender data, web sites, documents, and resources such as the USPC Rules and Procedures Guidelines.

Business Intelligence functionality will provide the USPC management team with the ability to track organizational productivity metrics and key risk indicators, such as Salient Factor Scores across the organization.

Fulfilling the USPC's Expectations: the Benefits

The EPMS solution will increase the efficiency and effectiveness of the supervision processes to support the Commission's mission of public safety and successful offender re-integration. Creating electronic document libraries of Offender's case files will enable the Commission staff—at all levels—to have quick, easy access to relevant, available information to make timely and appropriate decisions. The solution will provide the capability to define workflows for the creation of legal documents and provide a capability to route files among various stakeholders within the organization, including Commissioners (decision makers), Administrators, and Hearing Examiners to facilitate quicker USPC decisions. Strict security policies will protect the privacy and integrity of all information used by the Commission.

The solution will establish a data repository that will store essential information about the Offender as well as the analysis and actions of the Parole Commission. The solution will provide process and information integration with criminal justice partners through the exchange of electronic documents and data. Finally, the solution will provide a records-management capability, in conjunction with business continuity planning, to ensure that information is available for as long as it is needed, even in the event of damage to the physical premises.

