



IJIS Institute

TECHNOLOGY ASSISTANCE ENGAGEMENT REPORT ABSTRACT

JUDICIARY OF GUAM

Client Agency

Judiciary of Guam

Participating IJIS Institute Staff

Maria Cardiellos, *Engagement Manager*

Participating IJIS Institute Consultants and Firms

Rick Brown, *Innovative Management & Technology Approaches (IMTAS)*

Paul Embley, *National Center for State Courts*

George Shemas, *Sypherlink, Inc.*

Dates Services Provided

Site Visit – 26-30 January 2015

Overview of TA Request

Nlets – The International Justice and Public Safety Network – received a request for Technology Assistance (TA) from the Judiciary of Guam. Nlets leadership reached out to the IJIS Institute to conduct this TA engagement based upon the IJIS Institute’s capabilities and competencies. The Judiciary of Guam requested the TA to assess and provide recommendations to improve the functionality of Guam’s Virtual Computerized Criminal History System (VCCH). With the overall goal of becoming Interstate Identification Index (III or Triple I) compliant, Guam is seeking to build its existing operating system in order to improve the quality, timeliness, and accuracy of criminal history records. The Judiciary of Guam, alongside local law enforcement agencies, has worked diligently to develop an automated infrastructure that will improve the timeliness, completeness, accuracy, and accessibility of their criminal justice information systems.

The Judiciary of Guam requested technology assistance to address the following principal goals:

- To provide recommendations to improve the functionality of Guam’s VCCH,
- To identify the necessary technology requirements in becoming Interstate Identification Triple I compliant, and

- To define the current and future needs of the supporting infrastructure.

The reality of such as assessment, however, led the team to the conclusion that the technical challenges that exist in the areas of focus cannot be addressed without a broader assessment and subsequent improvements to the Guam integrated justice community. As a result, the full TA Report contains the findings/observations and recommendations of the TA Team relative to the Client's request for assistance and the broader assessment of the Guam justice enterprise.

In general, it was found that despite the remarkable accomplishments of nearly all contributors within the criminal justice community, the challenges that face the Judiciary of Guam and their partner agencies are characteristic of many of the states throughout the nation. As with several other justice communities, Guam lacks many of the following:

- Adequate institutionalization and/or implementation of a governance model that reflects the executive commitment of the participating agencies, the defined priorities of the participating community, the equitable contribution of resources (human or financial) to address the defined priorities, and the long-term commitment to implement solutions that have been selected based upon requirements and cost effectiveness;
- Refinement of processes and solutions amongst partners of the justice system to meet multiple demands cost effectively, while enhancing the operational output of the mission partners;
- Assessment, design, implementation, and support of an enterprise solution that uses the current investments of all partners, while transitioning to a more open, standards-based environment to meet the ever-changing needs of the stakeholder community in the future; and
- Implementation of an organizational structure to combine staff resources in a coordinated yet decentralized fashion to address short- and long-term IT needs, as well as program management leadership and support skills.

In order to address these overall needs, the team collected input during the site assessment in each of the following areas:

- Policy and governance,
- Business process and operations,
- Systems and technology,
- Facilities and network infrastructure, and
- IT managing and resourcing.

Type of TA Services Provided

The TA Team performed a site visit 26-30 January 2015, and conducted a series of meetings with key project managers, stakeholders, and technical staff. Specific onsite activities that were performed by the TA team included:

- Problem Definition
 - Review major Client concerns and issues and determine priorities for each
 - Review relevant current and planned systems enhancement objectives and associated timelines
- Current Situation Assessment
 - Review current *As Is* information sharing exchanges
 - Gather information and documentation on current and planned systems
 - Gather information and documentation on current requirements for the automation of real-time inter-agency, intra-agency information sharing
 - Review current use of National Information Sharing Standards (i.e. NIEM, GRA, GFIPM etc.)
- Needs Analysis
 - Determine IT technology needs
 - Identify the computer technology applicable to facilitate the continuation of real-time information sharing
 - Determine the developer training needs
- Recommendations
 - Develop general and specific recommendations relevant to strategic system planning
 - Develop *To Be* conceptual system architecture configuration recommendations
 - Develop recommendations for improved information sharing
- Actions and Initiatives
 - Defined short-term actions.
 - Defined long-term initiatives.
 - Prioritized actions to be taken (tiered).

Overview of Observations and Recommendations

The TA Team provided a comprehensive set of recommendations to the Judiciary of Guam that were groups into three tiers for short-, medium-, and long-term actions. The recommendations were tailored to provide agility while focusing on the technology improvements that can be made to enhance the VCCH and position Guam for Triple I certification.

The list of recommendations, found in the full TA report, address the major needs and concerns as identified and understood by the TA Team. Additionally, some of the TA assessments addressed concerns in collateral areas beyond that which was specifically requested.

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