

City and County of Denver

Technology Services Program Management Office

2010 Project/Program Overview

Integrated Criminal Justice Program

Description: This program was approved to establish a program structure to manage the various safety projects which have inter-dependencies between agencies. The program structure will allow a Program Manager to assist in the coordination and inter-dependency management of system projects which rely on data exchanges between disparate agency systems resulting in a higher degree of integration and cross-agency information sharing. This program builds on the work already done, but early phases will concentrate on conducting business process analysis prior to the systems analysis necessary to implement new functionality.

The program is specifically for program management and analysis of identified dependencies, defining systems and processes that best facilitate those dependences, and their implementation, including:

1. Maximizing process efficiencies within and across agencies;
2. Decision on cross agency automation that will serve their needs and citywide integration needs;
3. Establishment of a scalable criminal justice base that can be further integrated with other city agencies such as Parole/Probation, Human Services and the Colorado Integrated Criminal Justice System;
4. Electronic interfaces (7 points of contact across five agencies with multiple interfaces each);
5. inter- and intra-agency business process implementation to maximize efficiencies.\

The current project running under this program is the Unified Summons Business Process Re-engineering (BPR) project, designed to improve the process of issuing summonses via an electronic interface. The BPR project is analyzing the current summons process in order to scale down the data requirements to the minimum amount necessary.

Benefits & Opportunities: This enables the city to make informed decisions on how best to proceed with new functionality with downstream effects from a citywide perspective versus running the impact analysis in parallel or post implementation of such a functionality. The core ICJ program consisting of five primary agencies can be expanded to tangential agencies to achieve similar benefits. Significant opportunities exist for major efficiencies. For example a preliminary audit of DPD Records Bureau in 2008 indicated substantial opportunities in practically every area of records management, including multiple FTE reductions. Reduction in paper and printing costs, plus repetitive duplicate data entry (e.g. City Attorney and Courts both keying in the same DPD data from copies of the same paperwork) appears substantial.

Requesting Agency: Public Safety Manager's Office

Type: service improvement