

EDS JUSTICE SERVICES

## LEVERAGING IT FOR JUSTICE ADMINISTRATION

/// INDUSTRY BUSINESS ISSUE OVERVIEW



EDS, an HP company, helps public safety, courts and offender management/corrections organizations save lives, protect citizens, and provide faster and better services. EDS services help agencies improve organizational efficiency and effectiveness.





**How EDS does it**

- Proven global justice solutions, capabilities and resources
- Ability to deliver comprehensive justice solutions such as business process and IT outsourcing or provide point solutions such as application development and modernization
- Provides industry experts who tailor proven solutions for specific functions and/or processes
- Leading provider of IT services to government agencies around the world
- Thorough knowledge of justice arena, agencies' concerns and how to enable collaboration among agencies
- Ability to leverage commercial and government experience and expertise
- Provide data, channels and access that allow citizens timely access to justice information
- Serve all sub-segments of the justice market - integrated justice; law enforcement; prosecutors; courts; prisons, parole and probation; and youth

**Improved information, communication sharing across agencies**

Increasing violent crime, clogged courts, overcrowded prisons and disaster preparation and response are just a few of the issues public safety and justice officials face. As public safety and justice operations are becoming more complicated, they require better information and communication sharing at all levels. Citizens want to feel safe; demand quick emergency services; expect fair, open and transparent courts; and require overall improved customer services. The increasing complexity and globalization of crime, disasters and business is a never-ending challenge.

Typically, when problems occur in the public safety and justice arena, the first and only answer is more feet on the street. Frequently, a more effective solution is better information collection, analysis and management. As much as public safety and justice is a people business, it is equally an information business. Police, firefighters and first responders need information to respond to emergencies. Police need to collect and analyze information to charge an accused person. Courts need information to analyze cases and make decisions. Corrections departments need information to manage offenders.

Leveraging innovative information technology services can help agencies reduce administrative costs and process time, provide citizens with greater access to the justice system, and lessen the need for officers on the street. As a global leader in the justice arena, EDS, an HP company, can help justice organizations achieve their policy outcomes through the appropriate use of IT. Through its proven IT solutions and service offerings, EDS provides a platform and environment that enhances the justice system and assists with the administration of justice. EDS understands the challenges agencies face - whether it's meeting mission responsibilities, legal barriers to information sharing or the need to reduce costs amid tighter budgets - and helps them deal with them effectively and efficiently.

**Drawing on commercial expertise for government best practices**

EDS recognizes that justice clients require a range of solutions from individual point applications to comprehensive business process outsourcing of operations. We draw from our commercial expertise to develop best practices for government agencies. Clients may need strategic, operational, citizen centric or administrative solutions. EDS understands governments' business issues and desired outcomes and provides justice solutions that respond accordingly.

- Information technology operations and outsourcing
- Application modernization
- Business process outsourcing of mission functions such as red light and ticket collection
- Business process outsourcing of administrative functions, including finance and budgeting and HR

**Strategic/policy monitoring solutions**

- Virtual operations centers
- Strategic dashboard
- Crime reporting
- Integrated justice

**Operational solutions**

- Computer aided dispatch
- Incident reporting
- Case, records and document management
- Intelligence systems
- Electronic and virtual courtrooms
- Online policies
- Offender assessment and management
- Mobile technology

**Citizen-centric solutions**

- Kiosk and Internet
- Call centers
- Public information systems

**Administrative solutions**

- Finance and budgeting
- Human resources
- Procurement and sourcing
- IT management and outsourcing

**Delivering the right information and tools**

EDS provides comprehensive and point solutions that allow justice clients to enable policy outcomes, improve operational effectiveness, increase citizen access and create administrative efficiencies. We understand your business issues and help you realize your desired outcomes by delivering the right information and tools.

**Representative policy benefits we help enable include:**

- Faster response time to request for emergency services
- Solving crimes more rapidly through accurate collection, storage and dissemination of crime incident and criminal history information
- Solving crimes through information analysis
- National registration of firearms
- Improved citizen safety by improving offender management

**Operational benefits include:**

- Providing law enforcement officers with instant access to departmental policies and procedures
- Improved tracking and reporting of crimes
- Reducing significantly trial time on major criminal cases through electronic courtrooms
- Improved offender management
- Reducing the need for physical courtrooms using virtual hearings
- Ability to respond rapidly to changing needs
- Developing agile infrastructures apply IT resources where and when they are needed
- Improving law enforcement officer safety by providing instant access to incident-related information

**Improved citizen access through:**

- Crime reporting contact centers
- Internet filing of court cases by citizens
- Information kiosks
- Intelligence gathering

**Increased administrative efficiency enabling focus on front-line core business through:**

- Implementation and operation of finance, budget, human resources and procurement systems
- IT outsourcing of networks, infrastructure and applications management
- Business process outsourcing of finance and HR functions



## EDS' EXPERIENCE DOES JUSTICE TO GOVERNMENTS AROUND THE WORLD

EDS works with justice agencies around the world, developing innovative solutions to achieve the benefits of efficient and effective justice administration. Here are a few examples of how EDS solutions help agencies meet the challenges they face:

### Did you know

- The State of Michigan has decreased traffic accident fatalities through implementation of its CRASH Process Redesign (CPR). This multi-department effort streamlines the flow of critical information to help State Police monitor high-incident areas, the Department of State to request and channel funding in high-risk areas, and the Department of Transportation to provide better reporting and visibility to traffic crash data. The processing system now collects traffic crash data from law enforcement agencies throughout the state and posts the data to an easily accessible statewide database.
- For the Italian Ministry of Justice, EDS provides interoperability services for the eJustice Point of Access, a secure gateway that allows 160,000 lawyers to access the internal services of the ministry, route electronic case-file documents and perform electronic civil proceedings.

## PUBLIC SAFETY

### Secure, Scalable Enterprise Architecture

- Highly responsive, centralized help desk operation
- Standardized IT infrastructure capable of scaling with organizational goals

With more than 7,000 personnel across 26 regions, this U.S. federal law enforcement agency found that the disparate technologies used by staff, agents and inspectors made it difficult to implement computer upgrades and security patches. Additionally, each region maintained its own help desk and support model, which reduced communications between regions and departments. To combat these problems, the agency needed to consolidate help desk support and standardize its IT infrastructure. The agency looked for an IT partner that could provide scalable, standardized technology and centralized help desk operations. EDS took over the unstable desktop environment and established a centralized help desk, which enhances the visibility of issues across the organization. In addition, EDS built a knowledge database of recurring issues, which helps the agency identify and address issues in a pre-emptive manner while resolving recurring issues agencywide. EDS also implemented remote access support for laptops and desktops. EDS created a consistent IT infrastructure for the field environment using standardized hardware and software. EDS' massive upgrade of the agency's systems makes critical organization processes faster, easier and more reliable. With average time to answer service calls down by more than half, from 60 seconds to 28 seconds, and 24/7/365 help desk availability, field agents share renewed confidence in the agency's help desk structure. And with one standard software image, EDS can manage updates, patches and enhancements through push technology from a central location.

### Enabling Easier Firearms Registration

#### Results:

- Bilingual application and infrastructure
- Virtual private network supports 2,200 users

In 1997, the Canadian Parliament amended the firearms provision of the Criminal Code of Canada and created a new Firearms Act that established a licensing system for possessing and acquiring firearms and a system for registering all firearms. The legislation necessitated the design, development and implementation of a bilingual application and infrastructure

that all Canadian firearm owners can use to apply for a license and to register their firearms. EDS implemented and supports a state-of-the-art object-oriented application running on a virtual private network that supports 2,200 users who access the Canadian Firearm Information System (CFIS) 24 hours a day, seven days a week. The project was recognized by the Government Technology Excellence Committee for successfully implementing the CFIS, which securely interconnects four governmental departments and agencies - the Royal Canadian Mounted Police, Department of Foreign Affairs and International Trade, Canada Customs and Revenue Agency, and Department of Justice.

## COURTS

### Web-Based Evidence Display System Shortens Trial Time

#### Results:

- Access to video, audio and data with enhanced security features
- Improved courtroom efficiency and cost savings

When an international government was about to conduct a major trial, it wanted to speed up evidence presentation to shorten the trial, cut costs and reduce the possibility of a mistrial. Working in close collaboration with the government's court authority, EDS developed a state-of-the-art courtroom powered by a customized solution called Courtroom Technology System (CTS). The CTS application is a networked electronic evidence display system that provides access to video, audio and data. The system also features enhanced security features, remote video links for witness security and ease-of-use benefits. The trial included more than 7,000 pieces of evidence and 1,500 witness statements. CTS enabled evidence to be scanned and viewed electronically, resulting in improved courtroom efficiency and cost savings. The trial was expected to take 12 to 18 months, but the CTS system helped them beat even the minimum estimate.

### Saving Court Administration Time, Easing Claims Process

#### Results:

- Web-enabled PCOL, MCOL systems provide easier access for citizens
- Meets government's pledge to offer alternative forms of dispute resolution

For the UK Ministry of Justice, EDS developed two Web-enabled services to save court administration time and make it easier for citizens to settle claims. The Possession Claim Online (PCOL) system allows claims for the recovery of domestic property in England and Wales for the non-payment of rent or mortgage to be made electronically. PCOL also allows the defendant to respond to the claim online as it is accessible to all its users via the Internet. The system also provides an online registration facility for individual claimants. Money Claim Online (MCOL) is a system for resolving court cases and is designed to enable debtors and creditors to dispute financial claims online.

#### Did you know

- EDS provides the State of Baden-Wuerttemberg in Germany with desktop services, including help desk, network support and application management. That success led to EDS delivering desktop services for the German Ministry of Justice and Ministry of Science, Research and the Arts, for a total of 8,000 seats. EDS meets the ministries' high data security requirements, allowing them to concentrate on their core business and reduce costs.
- EDS is developing a pilot for a service oriented architecture (SOA) communication and integration platform for the Bavarian Ministry of Justice, which will provide safer and efficient electronic legal communications. In the future, the various judicial areas will communicate with each other, with reporting agencies and other public authorities via the platform for judicial applications. The Bavarian Ministry of Justice heads the "forum-STAR" association, which has set itself the goal of replacing the applications widely used in the judiciary today with new innovations.



Consumers, small businesses and solicitors can make claims for fixed amounts less than £100,000. The service can reach up to 1 million people a year. Recipients of claims issued through MCOL and the County Court Bulk Centre can now contest claims over the Internet and are able to enter either a defence or admission. Legal advice agencies can check the status of a claim on behalf of the defendant and respond online without the need for time-consuming written communication or the necessity of arranging a court appearance.

### Optimizing Court Communication with XHIBIT

#### Results:

- Up to 80,000 police days saved through the more efficient solution
- State-of-the-art communications engine

When struggling with inefficient paper-based processes that cost precious time and money, Her Majesty's Courts Service in the UK envisioned a modern solution that integrated communications and improved collaboration. In response, the UK Department for Constitutional Affairs (now known as the Ministry of Justice) and EDS developed a scheduling and resulting system, called XHIBIT, as the backbone of the modernization efforts. The results? Where it once took 25 days to update interested parties in courts proceeding, it now takes just minutes. Plus, the organization expects to save perhaps 80,000 police days via the more efficient solution. The system uses industry-standard open languages and combines software applications, separated data stores and a state-of-the-art communications engine. All components embrace legacy systems, thus utilizing its existing investments while providing a platform for the future.

## OFFENDER MANAGEMENT

### Multiple Agencies Share Data, Managing Risks

#### Results:

- Offender Assessment System aligns HMPS goals with NPS
- Tracks objectives, interventions within sentence and supervision plans

To meet the UK Her Majesty's Prison Service's (HMPS) offender assessment needs, EDS developed an innovative Offender Assessment System (OASys) that, for the first time, aligns HMPS' goals with those of the National Probation Service (NPS). OASys allows users from both agencies to identify issues related to prisoners' offenses and determine specific needs to be addressed, such as anger management, drug dependency and poor literacy. It then lets the user create a structured risk-of-reoffending assessment, which suggests interventions based on criminogenic research. It also offers a tool for tracking objectives and interventions within personalized sentence and supervision plans. Thanks to OASys, agencies are not only sharing data, they're sharing responsibility for managing risks - to the public, to staff and to offenders themselves, as well as focusing on rehabilitation.

## Prison, Probation Services Linked To Police, Court System

### Results:

- Access to all offender information with data entered once into a single system
- Agencies have a full range of integrated, operational support tools

The UK's National Offender Management Information System (C-NOMIS) is an initiative introduced in 2007 that supports staff working in NOMS, HMPS and the NPS by allowing the automatic sharing of relevant data. It enables users to build profiles of offenders by recording data about their education, training history and case management. The information is used to help staff make informed decisions about issues, including whether to release the offender or place them on probation. With offender-related data immediately available for use, areas such as home detention curfew and release on temporary license assessments are improving. The availability of consistent end-to-end information enables the prison and probation services to link with the police and court system to create a powerful criminal intelligence tool, providing more security, less risk and better program management.



## Consolidating Administration Reduces Costs

### Results:

- Integrated applications increase capacity, maximize efficiency
- Manages support functions - finance, procurement and HR

The Phoenix program in the UK resulted from research into HMPS' management and information needs, suggesting the service needed an integrated set of applications. EDS proposed the development of a new state-of-the-art shared service center, as well as an integrated suite of business applications to manage support functions such as finance, procurement and human resources. This new facility brings together staff that performs similar roles, such as paying invoices or raising service orders. The program has also extended procurement functions and created a call center telephone system. By consolidating administration in a central location, the Phoenix program is expected to reduce costs by more than £30 Million a year.

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## About EDS

EDS, an HP company, is a leading global technology services provider, delivering business solutions to its customers. EDS founded the information technology outsourcing industry more than 46 years ago. Today, EDS delivers a broad portfolio of information technology and business process outsourcing services to customers in the manufacturing, financial services, healthcare, communications, energy, transportation, and consumer and retail industries, and to governments around the world.

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