

Client Agency

Arkansas Integrated Justice Information Systems (IJIS) Council

Participating IJIS Institute Staff

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Dates Services Provided

October 25-27, 2004

Overview of Technical Assistance Request:

In an initial effort to undertake the monumental scope of implementing a statewide criminal justice integration initiative, the Arkansas IJIS Coordinating Council implemented a pilot project in Faulkner County. The immediate objective was to electronically integrate the participating agencies for the purpose of sharing criminal justice data. In an effort to continue the statewide integration efforts, the State requested Technology Assistance from the IJIS Institute to evaluate the Faulkner County pilot project and assess if it can serve as an integration model for all shared information projects as it relates to the State's enterprise architecture initiative.

Type of Technical Assistance Services Provided

As part of the Technology Assistance project, the IJIS Institute completed a document review and a three-day site visit in Faulkner County. It was quickly noticed that although the project is currently experiencing operational challenges resulting in a decreased efficiency, it can be concluded that the pilot project is a technical success. Information is currently being shared among the participating agencies.

Observations and Recommendations Overview

It was observed however that a single specific technical model that will meet the infrastructure needs of each county will most likely never be identified. However, a comprehensive and consistent business model can be used as a guideline to successfully translate a statewide integration vision into reality. This business model should address the various organizational, planning and management challenges that were encountered in the Faulkner County project and should lay the framework for developing a tactical plan that identifies future specific projects.

As described in this report, the TA Team has identified several recommended actions that can be undertaken to develop a business model. These recommendations can be summarized into four general areas: assess and fine-tune governance, spread outreach and local buy-in, develop a project management office, and complete strategic and tactical planning.

By assessing and fine-tuning the governance structure, the Arkansas IJIS Council will: 1) facilitate the decision making process along with specific roles and responsibilities; 2) promote a process of focusing on and improving business operations; and 3) adjust the membership to reflect all key stakeholders.

With complete detail planning, the State will develop business and technical plans that will define the State and local roles and identify alternative strategies for accomplishing a specific business outcome. The planning will allow the Arkansas IJIS Council to define, prioritize and select implementation projects, develop a high-level timeline, and develop budget and staffing strategies.

Lastly, by developing a Project Management Office along with standards and policy guidelines, the Arkansas IJIS Council will define the State's role in setting key statewide standards that enable consistent data sharing with multiple counties. The Council will also be providing local agencies with guidelines and best practices information to promote a consistent environment. Standards development will focus on business standards, technical standards, and project management standards. A copy of the TA report can be found on the IJIS Institute website at www.ijis.org.

Contact Information

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