



## County Justice Integration Hub

### CASE STUDY: Hennepin County

#### Client

Within Hennepin County there are three types of Justice Agencies: Law Enforcement (including city and suburban police, the jail, and the warrants office), the Court (including the city and county attorneys offices, the public defenders office, and the district courts), and the corrections system (responsible for treating criminal behavior).



Each County Justice Agency has its own systems, resources, and non-integrated, mostly paper-oriented processes to communicate with the other agencies. Additionally, there is a Central IT (CIT) area that primarily provides support and occasionally some enhancement development assistance.

#### Opportunity

To comply with a mandate to integrate these systems with the Minnesota State Court Information System (MNCIS) by May 2007, the County decided to use MQ WebSphere to transform agency messages to communicate with MNCIS. A dedicated Program Management Team was formed to manage this effort, including two PMs and one Lead BA from Charter Solutions, Inc.



#### Solution

A tiger-team approach was devised using dedicated resources assigned from within the county, carefully selected from both Central IT and individual agencies, and outside consultants. One issue addressed by a Charter Solutions PM was increasing the speed of projects moving through the requirements gathering process. This was accomplished by analyzing the BA cycle from project initiation to signed BRD, determining the optimum time line, and scheduling project kick-offs to begin the cycle at regular intervals. This allowed the agencies and BA team to complete project requirements at an accelerated rate.



Another issue was the need to increase the rigor of User Acceptance Testing (UAT). A Charter Solutions PM fostered sessions with the agencies to discuss all of the testing scenarios that the team would test during the Conference Room Simulation (CRS) testing, which served as the UAT. The planning for these sessions began nine weeks before the CRS and the sessions themselves were completed three weeks prior to the start of CRS. This was an extremely successful initiative.

#### Technology

MQ WebSphere and Java

#### Benefits

Coordinating the combined efforts of a central project area with the various IT departments for each agency and the close level of agency business participation was a major step forward for Hennepin County. This program is being used for future justice cross-agency work throughout the county.