

Project Closeout Report

Presented to the IT Committee November 01, 2010

Project Name: ND SAVIN Project

Agency: Information Technology Department

Business Unit/Program Area: Criminal Justice Information Sharing

Project Sponsor: Pam Schafer

Project Manager: Amy Vorachek

Objectives		
Project Objectives	Measurements	
	Met/ Not Met	Description
Objective 1: Provide a ND Statewide Automated Victim Information and Notification (ND SAVIN) system.	Met	<p>1-a. A ND SAVIN governance structure was created. Quarterly ND SAVIN Governance Committee meetings were conducted. Meetings were used to discuss project issues and overall project status.</p> <p>1-b. The ND SAVIN system was designed to meet the needs of key stakeholders as outlined by N.D.C.C. § 12.1-34.06. Notices outlined in this section are provided by the ND SAVIN system; victims who register can have their rights fulfilled using the system.</p> <p>1-c. Data exchanges for the ND SAVIN system are in compliance with state, national, and the U.S. Department of Justice's Global Justice XML Data Model (GJXDM) standards.</p> <p>1-d. In order to provide a statewide system jails that were not automated were provided a free web-based jail management system (JMS). A total of 3 jails implemented the free JMS; as a result these jails were able to participate in the ND SAVIN system.</p>
Objective 2: Develop a training program that assists criminal justice users in utilizing ND SAVIN system.	Met	<p>2-a. A ND SAVIN Quick Reference Manual was created for criminal justice agencies and referral sources. The manual includes "How To" instructions on functionality of the system as well as outlines how ND SAVIN fulfills the ND Victim Information and Notification requirements.</p> <p>2-b. Both on-site and webinar trainings were made available to stakeholder agencies and victims services groups. Training focused on the importance of accurate data entry as well as what information and notification the system provides to victims. Training materials were made available in print, electronic and on the internet.</p>
Objective 3: Promote utilization of the ND SAVIN system to ensure long-term usage and effectiveness.	Met	<p>3-a. Public service announcements and media press releases were created to communicate the ND SAVIN system's availability and benefits. Materials created were provided to stakeholder agencies and the ND SAVIN Program Manager to use to promote awareness of the system.</p>

Schedule Objectives					
Met/ Not Met	Original Baseline Schedule (in Months)	Final Baseline Schedule (in Months)	Actual Schedule (in Months)	Variance to Original Baseline	Variance to Final Baseline
Met	24.5	24.5	28.5	16.3%	16.3%

Budget Objectives					
Met/ Not Met	Original Baseline Budget	Final Baseline Budget	Actual Costs	Variance to Original Baseline	Variance to Final Baseline
Met	\$1,410,160.00	\$1,091,780.00	\$910,248.66	35.5% Under	16.6% Under

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Major Scope Changes

Two major scope changes occurred during the ND SAVIN project.

1. In November 2009 a scope change was requested and approved to remove the VINE Courts module from the overall ND SAVIN project scope. The ND Courts is in the process of implementing a new ND statewide district court case management system. The original ND SAVIN project schedule, created in October 2008, was based on the understanding that for the VINE Courts module the whole state would go on-line at once and integration efforts would be completed by June 30, 2010. Due to the Courts rolling out their new system in phases integration efforts for this module could not be completed until April 2011 or later. Removing the VINE Courts module did not affect completion dates for the remaining modules. The budget was not affected either as in accordance with the ND SAVIN contract there is no payment for services until an agency is on-line with ND SAVIN. \$42,000 was designated for the Courts integration fees and \$30,300 was designated for kick-off fees; therefore, \$72,300 was reallocated.
2. Due to unique project constraints presented for the McKenzie County, Morton County and Cass County jails ND SAVIN could not integrate with these agencies at this time. In September 2010 it was requested and approved to remove these jails from the project scope. These jails will be implemented as standalone projects. State project management guidelines and practices will be used to complete the individual projects for these jails. Completion of integration efforts will be actively pursued by the ND SAVIN Program Manager and monitored by the CJIS Board. Status reports will be provided to the CJIS Board at the regularly scheduled CJIS Board Meetings. In accordance with the ND SAVIN contract the project vendor, Appriss, Inc., will complete integration efforts for these agencies when the agencies advise that they are willing and able to complete efforts. Cost will not be affected as in accordance with the ND SAVIN contract there is no payment for services until an agency is on-line with ND SAVIN.

Lessons Learned

Lessons Learned Include:

- N.D.C.C. § 12.1-34 outlines the entities responsible for providing victim information and notification. Depending on the step in the judicial process, different agencies are responsible for providing various notifications. Some agencies provide more notifications than others or have more offender status changes associated with the offender. It was suggested that a Business Analyst may have been beneficial to have on the team early on, especially in cases where the notification types became quite involved, such as with the DOCR. Some agencies felt that Appriss, Inc. didn't always fully understand their business practices until later in the game. While communication assisted with this concern, the schedule at times was affected.
- The ND SAVIN project covered six different VINE modules with one module encompassing 27 different agencies. The project schedule relied on the Appriss, Inc.'s prior experience for assistance with generating the schedule. It is the ND SAVIN Project Manager's opinion that the schedule for some VINE modules was too aggressive. Change requests were used to address schedule slippage; however a less aggressive schedule may have alleviated the need for some of the schedule changes made.
- Communication was key for this project. Project participants felt that the meetings, emails and phone calls were sufficient and project status was kept up to date. Some felt however that the vendor could have been on-site more often for meetings.

Success Stories

The ND SAVIN system was created to assist the agencies that are responsible for providing victim information and notification; N.D.C.C. § 12.1-34 outlines these responsibilities. User agencies report that the automated system has helped to reduce human error and allows staff to focus on core job responsibilities. With the creation of ND SAVIN victims are reporting that they feel safer and that they have better access to the information. Victims comment that the system is user friendly and like the fact that they can access the information 24 hours a day. Referral agencies report that by having access to the system it is saving staff time, which allows them to provide more direct services to victims.