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**2010 Innovations Awards Application**

**ID#: 10-MW-05IN**

**State:** Indiana

**Assign Program Category:** Government Operations and Technology

1. **Program Name:** Indiana Court Information Transmission Extranet or “INCite”
2. **Administering Agency:** The Judicial Technology and Automation Committee (JTAC) of the Indiana Supreme Court
3. **Contact Person:** Mary L. DePrez, Director and Counsel for Trial Court Technology
4. **Address:** 30 South Meridian Street, Suite 500, Indianapolis, Indiana 46204
5. **Telephone Number:** 1-317-233-9926
6. **FAX Number:** 1-317-234-2605
7. **E-mail Address:** [mdeprez@jtac.in.gov](mailto:mdeprez@jtac.in.gov)
8. **Web site Address:** [in.gov/judiciary/jtac](http://in.gov/judiciary/jtac)
9. **Program Description:**

INCite is a secure extranet website and web-based application development framework that serves as a single environment for hosting multiple web-based software applications for courts, clerks, probation, law enforcement and victim advocates. These applications allow the exchange of information between county courts and state agencies including the Bureau of Motor Vehicles, the State Department of Health, Department of Revenue, State Police, Department of Child Services, and the Indiana Criminal Justice Institute and work in tandem with the Statewide Case Management System being implemented to all courts and clerks by the Indiana Supreme Court.
10. **How long has this program been operational (month and year)?**

The INCite framework and the first application were released to users in December, 2005.
11. **Why was the program created? What problem[s] or issue[s] was it designed to address?**

INCite was created to facilitate the electronic exchange of conviction information in traffic cases from approximately 300 courts to the Bureau of Motor Vehicles (BMV)

to ensure that Indiana complied with federal and state reporting requirements for individuals who held an endorsement to drive a commercial vehicle on their driver's license. In 2005, there were only 30 courts sending conviction information electronically. The remaining courts were sending over 10,000 paper orders to the BMV by mail or fax weekly. Twenty full-time BMV employees were entering the data into the BMV computer system. Although the law required that all convictions for commercial drivers must be entered on the records at the BMV within 30 days from the date of conviction, in 2005, the average time for Indiana was 53 days. The development of INcite helped solve this problem but JTAC had the foresight to make it a platform for the development of other data-sharing applications.

**12. Describe the specific activities and operations of the program in chronological order.**

- April 2005 – JTAC began the software development of the INcite extranet and the first INcite application to send conviction information to the BMV;
- December 2005 – Following extensive testing, the INcite BMV application was deployed to Green County Courts and deployment continued throughout 2006;
- March 2007 - A statistical reporting application called ICOR (Indiana Court Online Reporting) for judges and probation officers to file electronic reports with the Division of State Court Administration;
- April 2007 - An electronic marriage license application was developed within INcite and was made available to all circuit court clerks so that they could manage the issuance of marriage licenses and electronically exchange that information with the Indiana State Department of Health;
- October 2007 - JTAC made available through INcite a comprehensive and inclusive list of potential jurors for all courts to use. Prior to making this available through INcite, the Supreme Court distributed the list to every judicial officer on a disk by first class mail;
- December 2007 – JTAC and the Department of Revenue (DOR) deploy the e-tax warrant INcite application to circuit court clerks, eliminating thousands of hours of handwriting tax warrants into oversized judgment books by clerks;
- January 2009 – In response to the property tax reform act signed into law May 15, 2009 by Governor Mitch Daniels, with an effective date of January 1, 2009, JTAC developed and deployed a Department of Child Services (DCS) application to facilitate the approval of third-party services for delinquent children. A new framework for INcite was released with the DCS application;
- October 2009 – Data Warehouse application is added to INcite. Historical case data was moved to this repository that could not be converted to the statewide case management system. Courts did not want to lose this data and users can now search for case data through INcite. This search permits the user to search both the new case management system and the data warehouse;
- November 2009 - Under the National Instant Criminal Background Check System Improvement Amendment Act of 2007, states must report certain mental health adjudications to the FBI. JTAC built an INcite application in order for courts to submit this information directly to the FBI and the information is automatically entered into the FBI repository;

- November 2009 – The Protection Order Registry (POR) was developed by JTAC as a standalone application but was added to the suite of INCite applications following INCite’s redesign. By adding the POR to INCite, JTAC improved security, enhanced functionality and provided one point of entry for POR users who utilized multiple INCite applications;
- December 2009 – The electronic Citation and Warning System (eCWS) was developed by JTAC in 2007 as a standalone application. As with the POR, eCWS was added to INCite so that law enforcement officers had one point of entry for both the POR and eCWS.

**13. Why is the program a new and creative approach or method?**

One of the primary goals of the Indiana Supreme Court is to provide a statewide case management system to all the courts. Currently, there are over 23 different case management systems being utilized. A central repository for court information did not exist but is one of the ultimate goals the Court is working toward with the statewide project. In conjunction with this major undertaking, JTAC has identified smaller but critical initiatives to exchange data between courts and state and federal agencies that need and use court information. Because the courts are so truncated and dysfunctional, JTAC recognized that a centralized, web-based software program was the ideal way to communicate and exchange data. The INCite/BMV project was funded by a federal grant. More than half of the grant funds were used to purchase computers and network connections for the courts that did not have the means to use the new technology. At the conclusion of the grant, every court in all 92 counties could use INCite to send conviction information to the BMV.

**14. What were the program’s start-up costs? (Provide details about specific purchases for this program, staffing needs and other financial expenditures, as well as existing materials, technology and staff already in place.)**

At start-up there was a one-time purchase of hardware and software amounting to \$35,400.00. Two in-house staff developers wrote the system costing approximately \$99,000.00.

**15. What are the program’s annual operational costs?** The system costs \$121,000.00 annually to host in the Indiana Office of Technology’s data center. Costs vary on the addition of additional systems. Maintenance on the INCite Framework itself requires one staff developer costing \$87,100.00 (including fringe benefits) per year.

**16. How is the program funded?**

INCite and the applications that reside within INCite are funded from multiple sources. The Indiana General Assembly has provided JTAC funding through a court case filing fee. However, the expenditures for the initial cost to develop INCite/BMV were covered with funds from the United States Department of Transportation. By sending driver suspension and conviction information electronically through INCite and then to the BMV, Indiana was able to come into compliance with federal and state reporting laws. Once the INCite framework was established, additional software applications could be added. The following INCite applications have been funded with the corresponding granting agency:

INcite/BMV	USDOT-FMCSA; USDOT-SADIP
INcite/Marriage License	State Justice Institute
INcite/Department of Child Services	Department of Child Services
INcite/Protection Order Registry	NCHIP; VOCA; Byrne/JAG
INcite/electronic Citation and Warning System	USDOT-FMCSA; NHTSA; Homeland Security
INcite/Mental Health Adjudication Reporting	NCHIP

The non-grant costs to build and maintain INcite and the various software applications is covered with the filing fee mentioned above.

**17. Did this program require the passage of legislation, executive order or regulations?**

INcite did not require the passage of legislation to implement.

**18. What equipment, technology and software are used to operate and administer this program?**

The system uses the latest Microsoft technologies. The current version uses Dell Intel based servers running Windows Server 2008 and Internet Information Server 7. All web-based applications will run on I.E. 7.x or higher or Firefox 3.x or higher. All applications are developed using Visual Studio 2008 (C# language), ASP.Net 3.5 and SQL Server 2008. The E-Citation desktop / laptop application uses ThinkGeo for GIS (coming this spring). The E-Citation mobile application uses an Intermec CN3 mobile device running Windows Mobile 5 and SQL Server Mobile 3.5. Two web servers and two database servers are used for our entire 5,000 plus user base. The web servers are two Dell R710 2x Quad, 12gb RAM. The database servers are two Dell R710 1x Quad, 48gb RAM running SQL Server 2008.

**19. To the best of your knowledge, did this program originate in your state? If YES, please indicate the innovator's name, present address, telephone number and e-mail address.**

Yes, the concept for INcite was developed through internal concept and design sessions among JTAC staff and consultants. The source code for the INcite software and intellectual property rights belong to the Indiana Supreme Court.

**20. Are you aware of similar programs in other states?**

JTAC is not aware of another state that uses a similar extranet platform concept to facilitate the exchange of information between over 400 courts, 92 circuit court clerks, thousands of law enforcement officers, hundreds of victim advocates and state and local agencies.

**21. Has the program been fully implemented? If NO, what actions remain to be taken?**

Although the code for INCite was initially written and deployed in 2005, the addition of applications has been continuous and INCite has just undergone a comprehensive upgrade to take advantage of more recent Microsoft technology and to update the look and feel. JTAC will complete the migration of the remaining applications from the old INCite to the new INCite platform by the end of the first quarter of 2010. Because the INCite application development framework is designed specifically for justice-oriented agencies as evidenced in Question 12 above, JTAC has the ability to add new applications to INCite quickly, seamlessly, and cost effectively. JTAC can now respond promptly to the needs of the state should legislation require additional reporting by the courts or if policy makers need information from the courts that is not being collected by any other means.

**22. Briefly evaluate (pro and con) the program's effectiveness in addressing the defined problem[s] or issue[s]. Provide tangible examples.**

*Issue:* Courts and clerks did not have a way to electronically transmit court information to local and state agencies. Information was either mailed or faxed, causing both a delay in the receipt of the data and expenses for data entry staff and mailing or faxing costs. Often, the same data was being entered into multiple databases.

*Resolution:* INCite provided the platform for the exchange of information between every court and multiple state agencies including the BMV, ISP, DOR, ISDH, Homeland Security, and DCS.

- Today, over 13,000 cases are sent electronically through INCite to the BMV every week. The vast majority of these cases are entered seamlessly onto the driving records. In 2005, 20 BMV clerks manually entered data into the BMV database. Today, the BMV utilizes 10 clerks. The court clerk took six minutes to manually process the paperwork to send to the BMV. Using INCite, the process takes two minutes. This is just one example of how 21<sup>st</sup> century technology has helped courts exchange critical information with a state agency.
- Over 5,000 law enforcement officers utilize INCite's eCWS – electronic ticket writing software. Agencies do not pay for the software or the training. Ticket data is transmitted through INCite to a central repository. JTAC electronically files tickets to the Court's statewide case management system and several other court case management systems. Over 1.7 million tickets and warnings have been issued since 2007 using eCWS and over 150,000 tickets have been electronically filed in the courts avoiding data entry by the court staff and ensuring data accuracy.
- Over 9,000 law enforcement officers, judges, clerks and victim advocates utilize INCite's Protection Order Registry. This Registry creates and tracks all orders of protection, sends a fax or email notification to law enforcement at the time the order is issued or modified, and sends data to the Indiana State Police data repository called IDACS and to the FBI. Prior to the Registry, every order of protection had to be manually entered into IDACS by a local law enforcement agency. The Registry has eliminated this task and has automated the entire notification process.

Although most judges and clerks have utilized all or most of the INCite applications, the number one complaint is that INCite does not always interface with the other record management systems used by courts, clerks and law enforcement. This means that staff often enters the same data into two systems. Although it is not always financially or practically feasible to interface with every system utilized by courts and law enforcement, JTAC has built several interfaces between INCite and the statewide case management system and is in the process of building additional key interfaces to several other systems to avoid the duplicate data entry problem.

**23. How has the program grown and/or changed since its inception?**

The INCite portal was built to handle future growth to enable JTAC to quickly and easily add other applications (See Question #12 above). Additionally, the recent upgrade to INCite 2.0 added support for Firefox, forms-based authentication, support for strong passwords, security questions (e.g. mother's maiden name), password change rules (e.g. change every n days, don't reuse, etc.), password reset via email, and updated the look and feel of the site.

**24. What limitations or obstacles might other states expect to encounter if they attempt to adopt this program?**

Through the many initiatives mentioned throughout this application, the Indiana Supreme Court has developed a remarkably close working relationship with the executive branch agencies. In addition to the commitment of Chief Justice Randall Shepard and Governor Mitch Daniels to join forces and advance the data sharing efforts within state government, JTAC utilizes the Indiana Office of Technology's data center to provide cost-effective, secure, consistent, reliable enterprise technology services for INCite and the statewide case management system. The successful exchange of court information with outside agencies will depend upon the judiciary's relationship with executive branch agencies.