



HOW CAN YOU TRANSFORM IT, LOWER YOUR COSTS AND STILL ROLL OUT SUCCESSFUL PROJECTS?

- A Case Study of New York State DOCCS' Desktop Virtualization and Automated Law Library Projects -

New York State Department of Corrections and Community Supervision

Brian Fischer, Commissioner

Thomas J. Herzog, Assistant Commissioner, CIO



Commissioner Brian Fischer

New York State Department of Corrections and Community Supervision



General Statistics: New York State Department of Corrections and Community Supervision

- 4th largest State Correctional System
 - 67 facilities
 - 57,069 offenders
 - 37,917 parolees
 - 31, 219 employees



Presentation Goals:

- Understanding the difference – thin client versus fat clients.
- Why does thin client technology make sense for corrections?
- Is there an ROI (Return on Investment)?
- How can you “sell” thin client technology?
- How can you be successful using thin client technology?



WHY DID THE NEW YORK STATE
DEPARTMENT OF CORRECTIONS AND
COMMUNITY SUPERVISION CHOOSE A
THIN CLIENT ARCHITECTURE?



Gartner - White Paper Based Study:

"In a recent study, the lower total cost of ownership (TCO) afforded by thin clients makes a strong case for conversion from the PC side. In its study "TCO Comparison of PCs with Server – Based Computing. Gartner found that a thin client computing model offers a 79% lower downtime cost per user, 34% lower maintenance costs and a 19% lower operating cost than a PC-based computing model. There is a capital cost savings of 16%. Overall, this adds up to a total 48% lower total cost of ownership. (TCO)

In addition to the above, thin clients require about 10% the energy of standard thick clients which is a significant return on investment."



FACTORS IN ESTABLISHING A VIABLE SYSTEM:

SIMPLICITY

SECURITY

SAVINGS



Thin Clients

Meeting critical governmental mandates, improve services and dramatically reduce costs.

Deployment and set up of hardware is quick.

Allocation for extra storage can be done dynamically by IT personnel.

Problems can be handled through remote access – eliminates need to go to the physical device for repair.



Thin Clients

Requires less maintenance and lasts years longer than traditional computers.

Program software/updates can be applied at one central location.

Processing is updated remotely and can extend the lifetime of hardware used.

Back up and restore functions can be done in a single, consolidated storage device.

Thin clients take up far less physical space. Less work space allocation needs to be afforded to each given user.

Thin Client Hardware (“Toasters”)



A typical Thin Client Unit can measure 9"x10"x3"



Thin Clients

Centralizes user/security control accesses. Allows for secure access to data and applications using a minimal staffing of professionals.

Odds of data loss or a privacy leak are almost zero.

Licensing and management tasks are simplified. IT data management policies can be established and enforced.

End users cannot access devices through USB drives, DVDs or even floppies.

User permissions can be added and centrally monitored.



Goals Achieved by Thin Client Architecture

Scalable & Flexible – allows for expansion and future initiatives

- New programs and software can easily be added to the network.
- IT operating systems and hardware components from other providers can be used by installing your client software and applications on network.



Thin Clients

Green Technology

- Environmentally, consumes far less energy and consumes less to produce.
- Helps to divert a lot of electronic waste from landfills.



Thin Client Network Considerations

(Potential Limitations)

Bandwidth. TC (Thin Clients) do not support multi-media rich applications.

Thin clients make servers more expensive and complicated.

If not properly scaled, thin clients can create server-side bottlenecks.

If a network is down, there is no way for a thin client to access the server and respective processing power to respond to requests.



Law Libraries - Simplicity

Bounds v. Smith (430 U.S. 817), the 1977 landmark Supreme Court decision:

"The fundamental constitutional right of access to the courts requires prison authorities to assist inmates in the preparation and filing of meaningful legal papers by providing prisoners with adequate law libraries or adequate assistance from persons trained in the law"

"The law library is the most widely used option to guarantee prisoners' constitutional rights, including the right to file writs of habeas corpus, sentence appeals, and claims relating to civil rights violations and the conditions of confinement. There are challenges and problems of operating law libraries in the unique environment of prisons, including the areas of administration, collection management, staffing, space utilization, security, physical access, and inmate services. "

Vibeke Lehmann, Library Services Coordinator, Wisconsin Department of Corrections



Law Library - Costs

LAW LIBRARIES -MANAGEMENT AND SERVICES

Nearly all prisons have opted for law libraries over legal services as their primary access method. The cost of establishing an adequate law library is an important factor in opting for this alternative. Initial start-up costs are significant (currently between \$60,000 and \$70,000 per library for a basic core collection of state and federal materials). Upkeep costs run between \$8,000 and \$10,000 per year. With the rapid rate of prison population growth and prison building expansion in the U.S. (combined state and federal prisoners number approximately 1 million today!), law libraries are a major expense item.

Vibeke Lehmann

Library Services Coordinator

Wisconsin Department of Corrections

Madison, Wisconsin, U.S.A.



NYS DOCCS Implements the Digital Solution

Premise: The core of the NYS DOCCS Digital Law Library Solution involves replacing costly, bulky large-volume books in each facility law library with an electronic system that accesses a commercial off-the-shelf library package.

Currently, NYS DOCCS spends approximately \$3.5 million per year to maintain its paper based Law Library services. As every agency in New York State has been directed to implement cost saving measures, DOCCS has the opportunity to substantially cut costs to its court mandated services by implementing an electronic Law Library system.



Advantages

Tangible advantages noted in adopting digital Law Library Solutions:

A decrease in the number of books would cut down on the storing and transporting of contraband and inappropriate messages within library materials.

The physical footprint of the Law Library's reference materials would greatly decrease.

Vandalism would be greatly reduced – current damage to paper resources may not be apparent for extended lengths of time and appropriate punishment would not be possible.



Future Advantages afforded DOCCS:

Expansion into other initiatives:

DTTI (DOCCS Technical Training Initiative)

Educational Programs

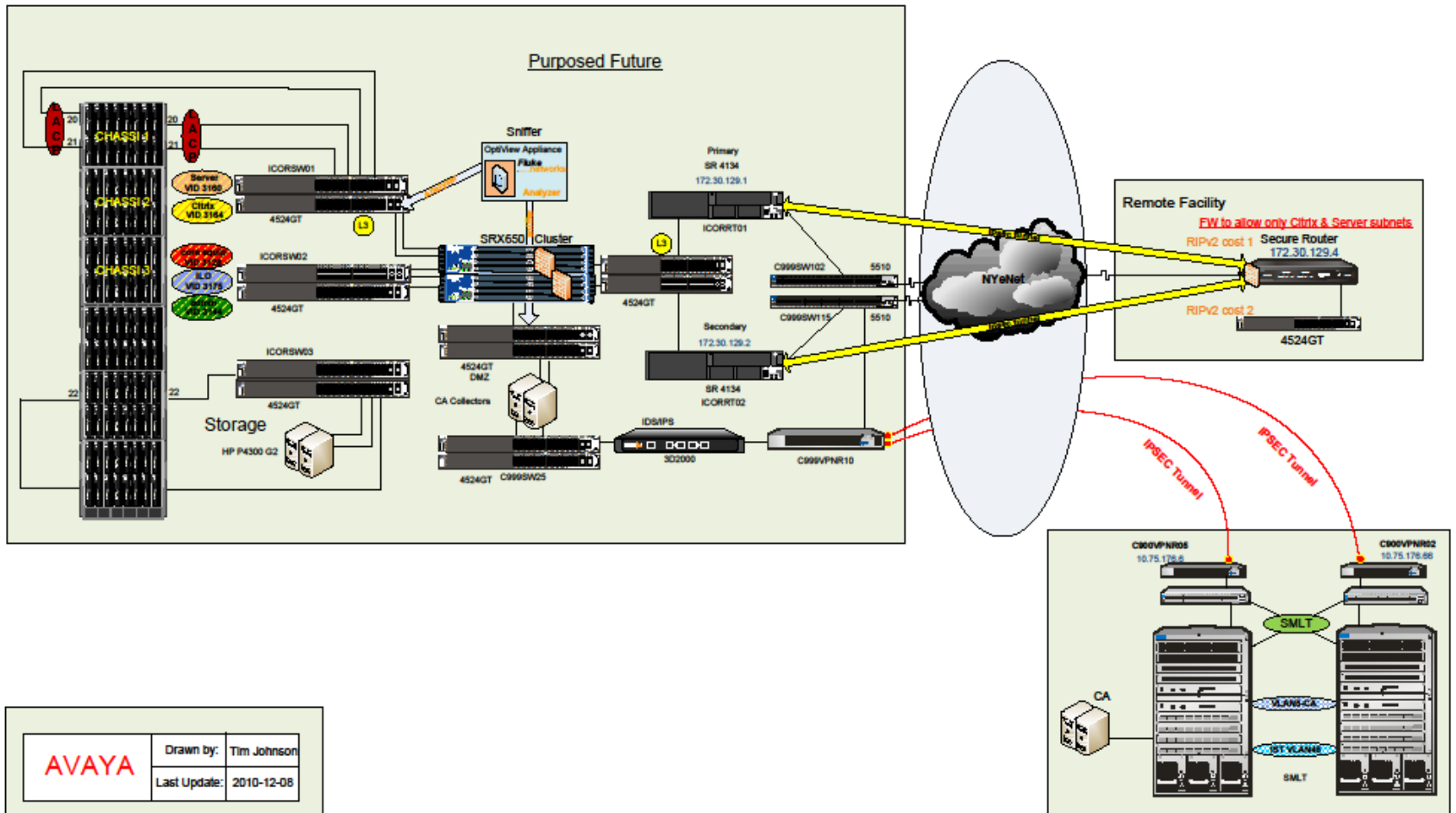


NYSDOCC'S SUPPORTED INITIATIVES

1. Digital Literacy
2. Transitional Services
3. Academic Labs
4. Biometric Authentication
5. Conversion of Computer Repair Shops to Computer Technology Programs

Inmate Network

NYS Department of Correctional Services Inmate Network



AVAYA	Drawn by: Tim Johnson
	Last Update: 2010-12-08