

2011 CTA CONFERENCE KIOSK TECHNOLOGY

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In the beginning...

- ❖ Started the kiosk project in 2001
- ❖ The next logical step was to allow offenders to order commissary items from the kiosk.

Why...

- ❖ Reduce staff workload
- ❖ Expanded hours of service to offenders
- ❖ Streamline the canteen process
- ❖ Increase institutional security
- ❖ Reduce contraband passed thru the canteen
- ❖ Increases canteen profits
- ❖ The infrastructure was already in place

Problems we encountered...

- ❖ How would the offender select an item
- ❖ What happens when an item changes
- ❖ Educating a revolving door of offenders on how to use the application
- ❖ Securing the application and the network

Solutions we came up with...

- ❖ Developed a unique product number system
- ❖ Utilize institutional TV channel to show "how to" videos
- ❖ Utilized the same technology employed in our kiosks for POS

Technology...

- ❖ IBM i/os computing platform
- ❖ IBM WebSphere Application Server
- ❖ DB2 for i relational database
- ❖ Linux operating system on a thin client
 - ❖ Operating software and drivers reside on a flash drive

Components...

- ❖ Kiosk Enclosure

 - ❖ KIS KW613 wall mount unit

- ❖ Processor

 - ❖ Via EPIA-LNI000EaG mini-ITX

- ❖ Monitor

 - ❖ Elo Intellitouch 15" LCD 1537L

Kiosk Features...

- ❖ All metal cabinet; no plastics, fiberglass, or composites
- ❖ Stainless steel fronts
- ❖ Powder coated exterior
- ❖ Dual security locks
- ❖ No keyboards, all applications are touch
- ❖ Wall mount, all wires are secure



Pin Numbers...

- ❖ 4 digit numbers
- ❖ Distributed via the canteen
- ❖ Scratch off material secures pin number
- ❖ Updated hourly
- ❖ Same pin number is used for phone calls
- ❖ Caseworker can assign pin number



Current offender applications...

- ❖ Banking Services
- ❖ Telephone Services
- ❖ Canteen Services
- ❖ Pin Services

Current staff application...

- ❖ Debit Card Release

Current P & P field applications....

- ❖ Supervision Fees Account Summary
- ❖ Supervision Fees Payment Module

POS Features...

- ❖ Banking Integration
- ❖ Inventory Integration
 - ❖ Allows you to track inventory, or not
- ❖ Order Validation
- ❖ Blind Pick
- ❖ Isle/Bin Functionality
- ❖ Comprehensive Rule Engine

POS Features...

- ❖ Offender Organizational Sales
- ❖ Departmental Fundraisers
- ❖ Religious Events
- ❖ Coupons/Security Receipt Tape
- ❖ Tracks Appliance Serial Numbers
- ❖ Centralized Enterprise Solution
- ❖ Expandable (taxes, surcharges, etc.)

 Info-mate

Welcome

Begin in English

Comience en Español





Login

Enter your Offender ID, then press Next

13971

1

2

3

Next

4

5

6

7

8

9

0

Clear



Login

Enter your Offender PIN, then press Enter

1

2

3

Enter

4

5

6

7

8

9

0

Clear

Main Menu
13971 LAWRENCE MEROLA

Banking

Services

Disable PIN

Info-mate
Canteen Order
36963 ELL, WAYNE

Qty	Item #	Item Description	Item Price	Total Price
1	1451	BLACK INK PEN	\$0.14	\$0.14
1	1451	BLACK INK PEN	\$0.14	\$0.14
1	1451	BLACK INK PEN	\$0.14	\$0.14
1	1451	BLACK INK PEN	\$0.14	\$0.14
1	1451	BLACK INK PEN	\$0.14	\$0.14
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1	1451	BLACK INK PEN	\$0.14	\$0.14
1	1451	BLACK INK PEN	\$0.14	\$0.14
1	1451	BLACK INK PEN	\$0.14	\$0.14

Account Balance: \$985.48
Spend Allowance: \$5.84
Product Total: \$3.16
Taxes & Surcharges: \$0.00
Total Ordered: \$3.16

Enter Product Code:

1

2

3

4

5

6

7

8

9

- [Offender Product Listing](#)
- [Offender Product Listing \(No Prices\)](#)
- [Canteen Daily Sales](#)
- [Canteen Daily Returns](#)
- [Offender Organization Sales](#)
- [Sales History By Item](#)
- [Sales History By Offender](#)
- [Offender Property Sales By Offender](#)
- [4 Digit UPC's](#)
- [Inventory Transactions](#)
- [Damaged Inventory](#)
- [Discounted Items](#)
- [Inventory Quantity On Hand](#)
- [Inventory Quantity On Hand For Today](#)
- [Category/Subcategory Listing](#)
- [Main Menu](#)

Future Applications...

- ❖ Purchasing product or services from outside vendors.
- ❖ Medical Service Request
- ❖ Probation & Parole Field Offices
 - ❖ Check in
 - ❖ Update Information
- ❖ Tracking Offender Property
- ❖ Automating Canteen Inventory Management
- ❖ Virtual Post Office
- ❖ Creating an Andriod/PDA device

Statistics...

- ❖ Currently have 499 kiosk units state-wide
- ❖ ROI, less than 1 year
- ❖ Each offender uses a kiosk approximately 40 times each month
- ❖ Depending on functionality, a ratio of 1 kiosk to every 100 offenders seems to work best

Technology Partners...

- ❖ Huber & Associates

- ❖ Kiosk Information Systems