

# Corrections Technology: on Track for Success



## Corrections Transformation: Lessons Learned



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# Session Abstract

**In April of 2009, the California Department of Corrections and Rehabilitation (CDCR) launched the Strategic Offender Management System (SOMS) project. This presentation provides an overview of the SOMS project and how the project has and will transform CDCR to become an information-driven organization that is able to adapt to ever-changing legislation and policy initiatives.**



# Session Focal Points

- CDCR initiated the project as a **‘business transformation’** project as opposed to an ‘IT’ project, resulting in strong sponsorship by the business, active stakeholder involvement, and effective project governance----crucial to the success of the project.
- Functioning as a joined up team across the project life cycle is a critical success factor. CDCR and HP/Marquis worked in **close partnership**, especially during testing and deployment.
- SOMS proves that functionality can be **phased in** on a module-by-module basis through careful integration with legacy systems, and also proves that a solution can be rolled out to all prisons across the State in a single deployment.



# Meet the Panelists

## Scott Kernan

Executive and prison operations perspective.



Brian Hodgson  
Represents HP  
Executive and System Integrator perspective.



## Fred Roesel

Represents Marquis software's experience in leveraging a COTS product in multiple states



## John Ward

Represents implementation activities of configuring and deploying SOMS, transitioning CDCR from their legacy systems.



# CA Strategic Offender Management System Project

June 14th,  
2010

- Deployed Electronic Records Management System (ERMS)
- Provides access to C-File Information

March 28th,  
2011

- Deployed the Intake, Movements, and Counts (IMC) functionality related to 6,672 female offenders.

March 29th,  
2011

- The eUHR (Electronic Unit Health Record) Initiative went live.
- The solution provides users with the Chart Cart functionality, a mechanism that combines data from multiple business processes involving telemedicine encounters.

October 18th,  
2011

- IMC functionality successfully deployed to the 30 men's institutions
- SOMS supports over 33,000 users
- An average of 78,000 external movements, 2,800 reception center intakes, 54,400 bed assignments per month are executed.

April 26th,  
2012

- 2<sup>nd</sup> Release of the SOMS software at all 33 institutions
- Functionality for Holds, Warrants and Detainers (HWD),
- CDCR processes between 15,000 and 30,000 visitors each weekend across the state.

The next projected releases for SOMS include Sentence Calculation, Programs and Classification functionalities





# Discussion Topic One

## Organizational issues and ‘Cultural readiness’

- **Need for Standardization across institutions**
- **Impact of budget and legislative factors**
- **Technical challenges**

Mark Twain once said, “It’s not the progress I mind, it’s the change I don’t like.”

***DOC Secretary:** “It has forced us to look at doing things differently. We have looked at this as an opportunity to improve how the department does business and challenged staff to move forward positively in these difficult times with this “chance to improve effectiveness and efficiencies”.*





# Discussion Topic Two

## Project Governance

- **Executive leadership**
- **Joined up teams: SME's, development, testing, training, deployment**
- **Change Management**





# Discussion Topic Three

## Operational issues and priorities

- **Document scanning vs. application functionality**
- **Configuration vs. Customization vs. Business Transformation**
- **Testing: system, performance, integration, and acceptance**







# Discussion Topic Four

## Deployment Strategy

- 'Big Bang', pilot, or functional rollout
- Conversion of data from legacy systems
- Transition: bridging data with legacy systems





# Discussion Topic Five

## Deployment Execution

- Limited deployment, followed by Statewide rollout
- Training, job aids
- Readiness Assessments and site visits
- Technical, user, data, business process, provisioning, contingency plans, monitoring practice
- Cutover activities
- On-site support
- Command center – ‘top down’ support
- Transition to production operations



**Thank you**

