



INFORMATION TECHNOLOGY COMMITTEE REPORT

To: Commissioners of the Interstate Commission for Adult Offender Supervision

From: Chris Moore, Chair, Information Technology Committee Chair and Commissioner, State of Georgia

Information Technology Committee Members

Chris Moore (GA), chair, Commissioner
Sally Kreamer (IA), Commissioner
Steve Turner (KY), Commissioner
Dan Blanchard (UT), Commissioner
Mac Pevey (WA), Commissioner

Joselyn López (WI), Commissioner
Natalie Latulippe (CT), Ex-Officio
Matthew Billinger (KS), Ex-officio
Alyssa Miller (ND), Ex-Officio

The Information Technology Committee conducted four meetings since last year's Annual Business Meeting. The following are highlights of the Information Technology Committee's fiscal year 2022 activities:

ICOTS FY 2022 Enhancements

Two major and one minor enhancements were launched during FY 2022. The first major enhancement package addressed Warrant Status tracking in ICOTS, including a special status for warrants, email notifications, and external data export fields. The second major enhancement tracks discretionary retaking, including a new compact activity, email notifications, and external data export fields. The minor enhancement added a number of small improvements to the management of duplicate offender records.

ICOTS FY 2023 Enhancements

The committee received 16 proposed enhancement requests from regions and standing committees. Three were incorporated into the user interface redesign and three were not recommended for inclusion in ICOTS. The committee reviewed all 16 and posted the ten recommended enhancements for Commission comment in May 2022.

Appriss notified ICAOS of their decision to not renew the ICOTS contract at the beginning of June 2022. All proposed enhancements and updates to ICOTS are currently tabled until ICOTS has a new hosting and development provider.

ICOTS Redesign

The ICAOS National Office began discussions with Appriss in October 2021 to redesign the ICOTS user interface. Priorities for the redesign were established, and draft user interface changes were documented.

The national office conducted an ICOTS user survey to gather feedback on the most important ICOTS changes. The survey was distributed to 3,494 users, with 968 completed responses, yielding a 27.7% response rate. The survey results will be used to inform any future changes to the system's design.

Notice of Appriss' intent not to renew the ICOTS contract put the redesign efforts on hold. All work and feedback for redesigning the ICOTS user interface will be used in future endeavors with a new hosting and development partner.

ICAOS Dashboards

Several new dashboards were built or updated during FY 2022 to assist the commission in business processes and self-auditing. Those dashboards include:

- Progress Report Activity Details (Incoming & Outgoing)
- Transfer Decisions (Incoming & Outgoing)
- Transfer Decisions Summary
- CAR Details (Incoming & Outgoing) – added comment fields
- Tolling Cases (Incoming & Outgoing)
- Warrant Status Details (Incoming & Outgoing)

ICOTS Migration

After learning that Appriss would not renew the ICOTS agreement, the National Office hired SEARCH to help create an RFP for migrating ICOTS to a new hosting environment and providing ongoing infrastructure maintenance. On August 1, 2022, the RFP was distributed to prospective vendors. A vendor will be selected by this fall with the project set to begin shortly after.

ICOTS Privacy Policy Update

To assist in enforcement and clarification of the ICOTS Privacy Policy, several changes were recommended and approved by the Executive Committee on April 5, 2022. The changes clarify language, remove fees, and condense data sharing sections. More importantly, timeframes for handling data entry errors are now included in the policy to ensure compliance.

The following are identified goals and challenges for FY 2023:

- Provide guidance on the migration and new hosting environment for ICOTS

- Continue to explore options to expand and enhance data sharing opportunities with federal and local criminal justice agencies.
- Continue to pursue value enhancing data export of ICOTS offender and case information with state agencies.

Thank you for your attention and continued support of the Commission's technology projects.

Respectfully submitted,

Chris Moore

Chris Moore
Chair, Information Technology Committee
Commissioner, State of Georgia