City of Houston
Information Technology Department (ITD)
Transportation, Technology & Infrastructure Committee

August 14ⁿᵈ, 2012

Mayor Annise Parker
Charles T. Thompson, CIO

AGENDA

- **GenesysWorks Program**

- **ITD Name Change -> Houston IT Services**

- **RMS Status**

- **CSMART Status**

"Innovative Service Delivery Supporting Our Customer's Customers"

GenesysWorks Program

» RCA is positioned for: 8/22/12

» Six (6) High School Interns in 3 disciplines

- ☐ IT
- ☐ Accounting
- ☐ Drafting & Engineering

» Thank four departments for participating

- ☐ OBO – 1 - Accounting
- ☐ SWM – 1 - Drafting & Engineering
- ☐ GSD – 1 - Drafting & Engineering & 1 - Accounting
- ☐ ITD (soon to be HITS) – 1 IT & 1 Accounting

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ITD Name Change

» Internal informal survey conducted

» **H**ouston **IT S**ervices = **HITS** won

» Requires a City Ordinance Change

» Requires City Council Approval

» Working with Legal on revisions

» RCA is projected for: 9/12

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RMS Update

- » Release 3 – Projected for August 28th, 2012
- » Release 4 – Projected for November, 2012
- » Series of intense testing, user acceptance and training over the next 6-12 months.
- » Projected Go-Live = December 3, 2013

CSMART Update

» Pause, Plan, Execute

  ☐ Goal: Develop 3 releases and accept 2, by end of September

  ☐ Releases 13-16 accepted

  ☐ Release 17 – developed, now in testing

  ☐ Release 18 – Release Goal Document – accepted/signed

» Dashboard

» RCA is projected for: 9/26/12 for next round of funding 1.4M.

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CSMART Quote #1

"CSMART has effectively captured the work flow processes of the courtroom and streamlined it into a system which efficiently assists the Judge in the execution of his/her duties. My favorite design features of the judicial functions in CSMART are: (1) that it highlights only the selections that apply to the particular offense which are consistent with the law; and (2) the drop down menu facilitates the processing of the action to be taken and the judgment that is entered. Plainly stated, the options available to the Judge are tailored to the offense. This design will reduce the amount of errors that Judges may commit due to clicking on the wrong box or typing in the wrong acronym and will ultimately decrease the overall waiting time for the citizen in the courtroom. I am extremely confident that CSMART will lead us into the next generation of court system management."

Judge Maria Casanova, Associate Presiding Judge
(Judge Casanova has served as a Judge in the Municipal Courts for 20 years)

CSMART Quote #2

"As a SuperUser for CSMART, my job has been to test the system as it is being built in every level of development. Being on the bench for over 25 years I have been through the majority of our systems, from total paper processing, to RUMBA, and CourtView, each of which was designed to decrease the work load, allow easier processing of tickets and complaints, and citizens wait time in court. Those two systems proved to be very inadequate for a City the size of Houston. They were slow, cumbersome for the user to operate and took too many steps for the Judge to process a case. CSMART will be a dramatic improvement. Not only will it diminish the amount of time a Judge spends processing a case, but it will enable us move freely from one function to another without having to open up another session. CSMART is being designed with our volume in mind and I am looking forward to its completion and go live date."

Judge Elaine Marshall, Administrative Judge
(Judge Marshall has served as a Judge in the Municipal Courts for 25 years)

CSMART Quote #3

"The CSMART Appellate Section provides a better in camera view of all documents filed and their dated points of entry in the system. In addition to compartmentalizing each of the different divisions that handle the process, it also decreases the amount of time for more rapid completion of the appellate steps. More than adequate prompts are also provided for judicial selections in each category."

Judge Larry Rousseau, Municipal Court 15
(Judge Rousseau is a newly appointed Judge at the Municipal Courts. Prior to his appointment, he was a seasoned defense attorney who practiced primarily in the Municipal Courts)

QUESTIONS?

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