

# Transportation, Technology & Infrastructure Committee

January 9, 2013  
2:00PM



# AGENDA



- » Data Center Consolidation Study
- » CSMART Update
- » Questions





# Data Center Study Drivers

- » Cost avoidance at Houston Emergency Center
- » Space recapture at Municipal Courts – 1400 Lubbock
- » Space recapture at Main Houston Public Library
- » Cost avoidance at all 6 locations for power, computing equipment protection and cooling
- » Operational efficiencies – 6 locations -> 2 locations
- » Business continuity for computing asset failure
- » Industry standards for computing asset protection and redundancy





# Data Center Consolidation Project

- » What will we be asking for?
- » What investment will we be requesting?
- » Why we should we do this now?
- » What is the benefit to the city to invest?
- » What is the timeline to consolidate?



# CSMART Update



Information Technology  
MCD CSMART Project

Dashboard

1/7/2013

Module/Sub-Module	Projected Code Complete	% Built	% Built Change	% Built Trend	% Accepted	% Accepted Change	% Accepted Trend	Updated Baseline Dev Hours	Total Dev Hours Earned To-Date	Total Dev Hours Remaining R23+	Total Actual Dev Hours Burned To-Date	Earned vs. Burned Variance	Dev % Complete (Hrs. Earned / Updated Baseline)	# Work Orders	Work Orders Change	Work Orders Trend
<b>Adjudication</b>	R31	65%	-7%	↔	64%	-7%	↓	17,533	10,825	6,708	11,103	-278	62%	48	0	↔
Court Clerk Checkout Procedures	R24	73%	-7%	↔	68%	-7%	↓	2,399	1,734	665	1,975	-241	72%	5	0	↔
Direct Files and Refiles	R29	71%	0%	↔	71%	0%	↔	744	688	56	696	-8	92%	3	0	↔
Docket Management and Judgments	R31	57%	-7%	↔	57%	-7%	↓	12,991	7,028	5,963	7,145	-117	54%	34	0	↔
Pretrial Functions	R16	92%	-8%	↔	92%	-8%	↓	1,399	1,375	24	1,287	88	98%	6	0	↔
<b>Case Creation and QA</b>	R30	50%	-28%	↓	49%	-27%	↓	11,034	8,760	2,274	8,752	8	79%	48	0	↔
Case Creation	R30	63%	-20%	↔	63%	-20%	↓	2,386	1,602	784	1,601	-1	67%	23	0	↔
Quality Assurance	R16	31%	-69%	↓	31%	-69%	↓	1,965	1,733	232	1,733	0	88%	4	0	↔
Records Management	R29	41%	-29%	↓	39%	-26%	↓	4,496	3,624	872	3,617	7	81%	14	0	↔
Scanning	R29	56%	-13%	↓	56%	-13%	↓	2,187	1,801	386	1,801	0	82%	7	0	↔
<b>Financial</b>	R28	71%	-12%	↓	71%	-12%	↓	1,182	533	649	533	0	45%	1	0	↔
Collections	R28	71%	-12%	↓	71%	-12%	↓	1,182	533	649	533	0	45%	1	0	↔
<b>HPD and Jail Functions</b>	R24	39%	-33%	↓	38%	-30%	↓	2,723	2,351	372	2,423	-72	86%	6	0	↔
Jail Functions	R23	36%	-48%	↓	36%	-48%	↓	1,064	940	124	990	-50	88%	3	0	↔
Officer Subpoena and Checkin	R24	33%	-17%	↔	22%	-11%	↓	1,111	941	170	963	-22	85%	1	0	↔
Property Hearings	R24	43%	-32%	↓	43%	-32%	↓	264	194	70	194	0	73%	1	0	↔
Warrant Verification	R16	67%	-33%	↓	67%	-33%	↓	284	276	8	276	0	97%	1	0	↔
<b>Legal Functions</b>	R30	25%	-25%	↓	25%	-25%	↓	193	49	144	49	0	25%	3	0	↔
Legal Functions	R16	40%	-60%	↓	40%	-60%	↓	72	0	72	0	0	100%	1	0	↔
Queues	R30	0%	0%	↔	0%	0%	↔	121	49	72	49	0	40%	2	0	↔
<b>Other</b>	R35	25%	-18%	↓	17%	-11%	↓	30,254	13,356	16,898	12,268	1,088	44%	23	0	↔
Advanced Search	R28	57%	-23%	↔	57%	-23%	↓	543	523	20	523	0	96%	3	0	↔
Compliance Tracking	R23	88%	0%	↔	88%	0%	↔	400	308	92	308	0	77%	0	0	↔
eQuery	R16	67%	-33%	↓	67%	-33%	↓	6,156	6,132	24	6,132	0	100%	0	0	↔
Foundational Development	R35	10%	-34%	↓	7%	-22%	↓	5,857	2,238	3,619	2,224	14	38%	0	0	↔
Interfaces	R29	39%	-4%	↔	28%	-1%	↓	3,265	1,980	1,285	1,392	588	61%	7	0	↔
Master Data	R32	18%	-1%	↔	15%	0%	↓	3,979	335	3,644	0	335	8%	3	0	↔
Optimization	R31	14%	-19%	↔	14%	-19%	↓	1,246	206	1,040	0	206	17%	0	0	↔
Projected Work Orders	R35	0%	0%	↔	0%	0%	↔	5,200	0	5,200	0	0	0%	0	0	↔
Reports	R32	77%	-21%	↔	0%	0%	↔	2,470	1,634	836	1,689	-55	66%	10	0	↔
Undo and Reverse	R28	0%	0%	↔	0%	0%	↔	1,138	0	1,138	0	0	0%	0	0	↔
<b>Payments Bonding and Appeals</b>	R32	42%	-25%	↓	38%	-23%	↓	12,863	9,866	2,997	8,925	941	77%	16	0	↔
3rd Party Payment Interfaces	R23	21%	-16%	↔	21%	-16%	↓	356	138	218	0	138	39%	0	0	↔
Bonding and Appeals	R31	20%	-27%	↓	20%	-27%	↓	2,499	1,934	565	1,905	29	77%	6	0	↔
Motions Petitions and Submissions	R27	18%	-39%	↓	18%	-39%	↓	1,113	411	702	411	0	37%	3	0	↔
Payment Adjustments	R28	56%	-17%	↔	55%	-16%	↓	2,097	1,347	750	911	436	64%	0	0	↔
Payment Finance and Accounting	R32	72%	-3%	↔	68%	-3%	↓	1,089	404	685	339	65	37%	1	0	↔
Payment Processing	R24	62%	-18%	↔	38%	-12%	↓	5,709	5,632	77	5,359	273	99%	6	0	↔
<b>Grand Total</b>	R35	41%	-21%	↓	37%	-18%	↓	75,782	45,740	30,042	44,053	1,687	60%	145	0	↔

Results shown reflect R21 accepted, and R22 development completed but not yet accepted. R23 development scheduled to be completed January 11.

Key	90%	50%	49%
↓	-0.01		
↔	0.00		
↑	0.01		

# CSMART Update



» Dashboard?

Metric	Metric Description	After R21 Development Complete	After R22 Development Complete	Current	Explanation
<b>% Built</b>	Based on a count of the number of items marked "built" after a release	59%	62%	41%	The number of items in the denominator of the calculation has significantly increased.
<b>% Approved</b>	Based on a count of the number of items marked "approved" after a release	51%	55%	37%	The number of items in the denominator of the calculation has significantly increased.
<b>Dev % Complete</b>	Based on number of dev effort hours earned over the total baseline number of dev effort hours	59%	61%	60%	The number of hours to be built has slightly increased for newly added items and per updated estimates.

# CSMART Update



- » What makes this the right solution for the city?
- » What are users saying about the solution that they have seen thus far?
- » What have we done to confirm that we are heading down the correct path?
- » Why is our confidence level so high about this solution?



# 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)*



# CSMART Update



- » What has been appropriated to date?
- » What has been spent to date?
- » What we will be asking for with respect to funding?
- » When will we ask for it?
- » What we are offering?



# QUESTIONS?