Sierra Systems

CASE STUDY

SMART CONTENT MANAGEMENT SOLUTIONS FOR JUSTICE OPERATIONS

Using Microsoft SharePoint

CHALLENGE

Given the realities of the current financial climate, it is critical for Justice and Public Safety organizations to investigate innovative approaches for engaging uniform technologies to address complex business scenarios.

In 2006, the British Columbia Ministry of Justice selected Sierra Systems to help them achieve several key aspects of their overall integrated technology vision called the Integrated Corrections Operations Network Project (ICON). Sierra helped define the solution and technical architecture for the ICON application. The result was a secure internet portal for staff to BC's Offender Management System, Business Intelligence System, Incident Management System and Inmate Classification System.

In 2010, the Ministry once again turned to Sierra to architect and design the ICON II solution. The need was to create a secure environment within ICON to deliver services to inmates and staff. The key requirements were:

- Access to electronic disclosure of court case material for offenders awaiting trial;
- Integration with existing identity management systems;
- Secure content management that could include sensitive material;
- Enterprise search capabilities
- Access to relevant job information for staff (e.g. policies, forms, web-based training, news items, operational updates and other branch-related information).

It was required that the solution support biometric authentication for inmates using a "simple" user interface, while leveraging existing authentication mechanisms and "look and feel" features for staff and other users.

Learn More

To learn more about Sierra's Justice and Public Safety SharePoint solutions contact us:

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OUR SOLUTION

The Ministry of Justice had already deployed Microsoft SharePoint 2010 across the organization but was not really leveraging the features of the product to its maximum potential. It was decided that using Microsoft SharePoint as the content management solution for the Ministry would provide all of the functionality and features the Ministry was looking for, while using a toolset that was already deployed. Features of the ICON II SharePoint solution are:

- Secure file management, storage and access for sensitive case related material
- Seamless integration with secure identity management and authentication using two-factor security (e.g. biometrics / smartcard / iKey)
- Electronic delivery of services and information to inmates and community clients, including multimedia content and documents
- Platform for secure electronic communication amongst clients, legal counsel, BC Corrections staff, and authorized members of the public
- Secure Identity and Access Management (IAM) for clients, service providers and registered members of the public
- Distinct secure data network including servers and supporting network infrastructure (offender access nodes)
- Secure network access devices for locked-down computer kiosks and portable computers (offender access nodes)

The Ministry's ability to leverage its SharePoint investment has enabled them to meet their functional requirements quicker using the out-of-the-box SharePoint functionality as a foundation for their Content Management solution. BC's SharePoint is integrated with applications, such as Cognos, to provide access to in-depth business related data and analysis, and to strengthen its infrastructure in a cost effective way.

OUR SERVICES

As a Microsoft Partner with a broad range of skill sets, Sierra has achieved multiple competencies directly related to the SharePoint platform:

Portals & Collaboration - Microsoft SharePoint offers a comprehensive suite of tools and functionality to easily create, share, publish and manage site content across your organization. Our extensive knowledge of the SharePoint platform can help your organization create personalized Portal, Intranets, Extranets and Social Communities to meet your organizational requirements.

Enterprise Content Management - Microsoft SharePoint Content and Records Management features help transform information into assets by preserving, securing and delivering intellectual property across the enterprise. Working side by side with your team, our consultants help to clearly define your organizational taxonomy, business process transformation and change management requirements regardless of the size or complexity of your solution.

Business Intelligence Integration - Microsoft SharePoint is the de-facto presentation layer for the Microsoft Business Intelligence (BI) stack including Self Service BI, Dashboards and Reporting tools. While partnering with the Sierra BI Practice, our SharePoint consultants utilize industry best practices to deliver meaningful BI services intent on addressing the analytic needs of your organization.

Custom Solution Development - Microsoft SharePoint serves as a comprehensive development platform in creating collaborative business solutions to rapidly respond to specific business needs. These services are typically incorporated within the other areas of concentration and include custom development for Search, Application Integration, Business Process Improvement, Workflows, Forms and Mobile devices.

Managed Services - Working closely with your team, Sierra assures proper governance and accountability for your SharePoint platform by identifying opportunities to reduce costs, increase productivity and streamline operations. These services include Infrastructure Management, 2nd/3rd tier application support and Team Augmentation.