



Prosecuting Attorneys' Council of Georgia

Policies & Procedures

Approved Oct. 17, 2002

6.1

Information Technology

Strategic Plan

1. Policy Objectives.
 - A. Prosecutors will pursue improvements in information technology to improve the quality, efficiency and service their offices provide, not for the sake of improving the technology.
 - B. Prosecutors recognize that information technology is not only the purview of technical staff, but involves the entire organization, from the policy makers to the employees who are providing services to the public. High level management has the responsibility to learn about the best practices and plans for incorporating technology into the services provided. Elected officials must support and encourage the development and implementation of this knowledge.
 - C. The prosecutors recognize that data is a corporate asset and must be treated as such. Systems must be developed within necessary accessibility, security, disaster protection and recovery processes and quality monitoring necessary to insure data integrity. Prosecutors must strive to balance the confidentiality and access to information as may be required by law.
 - D. The prosecutors will strive to design information systems which will eliminate barriers to access caused by location and language, and will accommodate those with special physical and/or learning/access needs.
 - E. The prosecutors intent is to meet its software applications and data processing requirements by internal and interagency sharing, public and private partnerships for development, and using commercial or public "off the shelf" applications whenever possible to do so. Projects will demonstrate a compelling cost benefit or ability to meet business needs through these methods before systems may be developed internally.
 - F. The prosecutors will develop future policies, standards and guidelines for information technology by processes which include employees across departments and across job functions, to secure organizational commitment to these new policies and to ensure the recognition of unique work unit needs.



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2. Service objectives:

- A. The Council will be responsible for creating a five year information technology plan, with annual updates, in order to provide direction for the prosecutors state-wide information technology efforts, to ensure that these efforts are in line with the state-wide strategic goals and to provide the Council with information for decisions.
- B. The Council will pursue interactive, public electronic access to government information and the provision of government services to the public via telecommunication, the Internet and other means. Specific projects will be determined by individual prosecutor's plans. Those plans should include, but not be limited to providing prosecutors with the ability to:
 - (1) Display and/or download published government documents;
 - (2) Display and download other published materials;
 - (3) Read/write electronic bulletin board or other messages to/from other officials and state agencies in general;
 - (4) Have 24 hour access to information;
 - (5) Implement applications for electronic data access in sharing within the State to reduce or eliminate:
 - a. The need for paper forms;
 - b. Multiple databases containing the same information;
 - c. Travel and other expenses incurred in the physical exchange of information;
 - d. Time, expense and error probability caused by redundant data entry.



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- (6) Provide on-line access for prosecutors employees to current versions of all state published documents, policies, procedures, administrative rules, phone directories, agendas, and other vital information.

3. Technological Infrastructure Objectives.

- A. Build and/or utilize existing wide area networks which link all prosecutors offices with other key elements of the judicial system.
- B. Provide on-site and remote access to the prosecutor's information systems and the Internet in order to ensure that all employees have computer access to the information they need to do their jobs when and where they need it.
- C. Provide user-friendly ad hoc report creation and database search tools which allow any authorized user to access and use data from any prosecutor application.
- D. Develop and implement a comprehensive strategy for making document imaging tools available throughout the state.
- E. Develop and implement a comprehensive strategy for making Internet and worldwide web tools available throughout the state.
- F. Expand electronic conferencing/meeting/workgroup capabilities throughout the state to reduce the need for the time, travel and space that face to face meetings require.
- G. Adopt and implement an open systems standard and related documentation for:
 - (1) Equipment and software above the desktop level, including LAN/wan hardware, software, and cabling;
 - (2) Interoperability across platforms;
 - (3) Protocols
- H. Create and implement a two tiered desktop hardware standard. Tier one outlines the minimum configuration for the new acquisition, and tier two, the minimum



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configuration to be retained by prosecutor operations. A minimum configuration specifies a processor type, processor speed and amount of RAM.

- I. Determine and implement a one vendor, office suite which contains at least word processor, spread sheet, data base and E-mail capabilities to be used as the prosecutor's standard for desktop applications of these kinds.
 - J. Develop a list of recommended PC configurations and peripheral equipment to provide guidance for purchases in the areas the standards do not address.
4. Information Management Objectives.
- A. Identify the following data in prosecutors operations:
 - (1) Data currently collected by the work unit.
 - (2) Data currently needed by the work unit to serve the public and to measure the performance of the work unit.
 - (3) Of the needed data, what elements are necessary to share among other work units?
 - B. Develop and implement data standards around shared data elements that support current or planned business needs and applications.
 - C. Develop and modify systems such that data is entered by that person or program with custody of the source of the data, but can be used by all parties who need it. The custodial programs are then responsible for the initial timeliness and quality of the data available.
 - D. Create and implement minimum standard security protocol for hardware and software in order to facilitate standard procedures across platforms and applications.
 - E. Develop and implement a state-wide program for disaster avoidance and recovery for data and applications.



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F. Develop a state-wide database of existing applications which identify the platform, authorize users, processing functions, data elements, sources of these data, outputs and users of each application.

5. Organizational Objectives.

A. Provide a periodic review of Information Technology Services, the cost of providing those services (including comparison to other providers) , and the quality of the services provided.

B. Create and implement standard information systems related job classes to attract and maintain a high quality technical workforce and to ensure equity of pay and responsibilities across prosecutorial entities.

C. Create and implement a training program that provides the necessary information technology training for each employee to ensure optimum utilization of the state information systems.

D. Create an organizational capacity to diagnose users problems in a timely, efficient and cost effective way, so that a prosecutor does not have to determine the source of the problem to receive technical support.

E. Create and implement a system of services to solve prosecutors problems in a timely, efficient and cost-effective way.

F. Create and implement a system of services to provide for the on-going operational needs of prosecutors offices in a timely, efficient and cost-effective way.

G. Develop and implement a comprehensive telecommunicating strategy to enable employees to perform job functions from home or alternate work locations.

6. Funding Objectives.

A. Create a plan which will maximize and preserve the prosecutors investments and information technology capital. Particularly important is the development of replacement funding accounts.



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- B. Develop an information systems capital funding policy for inclusion in the district attorneys annual appropriation request, in recognition of the fact that maintenance and upgrade of software and equipment are as necessary to the prosecutor's information systems as they are to its facilities.
 - C. Actively and aggressively pursue funding ideas other than appropriations, such as grants, entrepreneurial activities, fees for value added information.
 - D. Develop and evaluate a conceptual model and implementation plan for funding PC costs via a flat fee.
7. Providing IT Equipment to District Attorneys' and Solicitors-General's Offices.
- A. The Budget and the Automation Committees have the authority to direct the Director in the use of funds committed by the Counsel in office automation.
 - B. Purchase of statewide license for Prosecutor DIALOG. Motion made and approved to authorize the Director to purchase the state-wide license for prosecutor DIALOG.
 - C. The Council will allocate \$50,000 from the Administrative Fees line item to be used for technology requests upon written request by any Solicitor or District Attorney.