

# IT UPDATE

OFFICE OF THE STATE PUBLIC DEFENDER

Update provided to the  
MONTANA PUBLIC DEFENDER COMMISSION  
April 18, 2008

## Staffing

- Hired John Coulthard. John worked at ITSD in SABHRS supporting the State's Financial and HR system.
- Roles and responsibilities have been defined to support JustWare:
  - IT will be responsible to support the back-end, administer the security, field all requests and errors and create ad hoc and custom reports.
  - A JustWare support function will be responsible to develop and execute training, define system and report requirements, customize system (input screens), and provide change management (evaluate and approve change initiatives; define specifications, implement, test and deploy).
  - The Steering Committee will approve reports, provide system oversight and approve enhancements.

## JustWare

- John Coulthard is quickly coming up to speed on JustWare and creating reports in SQL Reporting Services.
- Network performance continues to be acceptable.
- We are diagnosing a few isolated errors (which appear to be user/desktop specific). The impact is not impeding work process.
- ITSD is requiring that the JustWare database be in a dedicated (versus shared) environment because of a required software setting. The license for a single server is \$5418.

## Unfiltered Internet Access in Central Office Conference Room

- ITSD denied the "exception request" to use the VisionNet Video T1 for unfiltered internet access (so you can access your email without being blocked). They estimate it would cost about \$7,000 to put in a wireless guest access point, and about \$3,000 if we wait until the end of 2008 when they converge the data and video network. We discussed installing a dedicated DSL connection. I will continue to work with ITSD for a reasonable cost solution.

## Brief Bank

- There is a requirement to establish a brief bank with:
  - Availability to both state employees and contractors.
  - Protected access to data.
  - Minimal setup and access requirements for contractors.
  - Ease of use.
  - Ease of administration (managing briefs, managing access).
  - Keyword and full text search abilities.
- At the last Commission meeting Commissioner Veazey suggested we look into using the brief bank established by MontanaProBono.net. A meeting is set up for April 24 to meet with Christine Mandiloff in Helena to explore this option.