



# Issue Brief

OREGON DEPARTMENT OF CORRECTIONS

## Information Services

### Overview

The Department of Corrections (DOC) Information Services Unit provides technology to support critical business needs. The unit is committed to supplying DOC staff with appropriate technology solutions and offender information management applications.

The Information Services Unit (ISU) manages technology for both voice (i.e., telephone systems) and data. Data systems include the following:

- **Offender management** – offender assessment, population management and case management.
- **Trust and Canteen** – inmate accounts and inmate purchase tracking from prison commissaries.
- **Staff deployment** – prison security staff assignments.
- **Parole Board** – manages parole hearings and results.
- **Accounting** – financial reporting, purchasing, contract management, and inventory.
- **Decision support** – program evaluation supporting evidence based practices.

The unit maintains a wide-area network that provides access to mission-critical information 24-hours a day, seven days a week to 36 counties and 18 prison and administrative sites.

### Inmate Network

ISU also maintains a growing wide-area network to meet the legislatively mandated requirements for inmate access to the courts. At present 18 Law Libraries are supported at a tremendous cost savings to the taxpayer. This network is an important tool for the department's requirement to meet the educational and work skill goals set out in the Oregon Accountability Model.

The Inmate Network is also used to provide educational opportunities for inmates. There are 14 classrooms now utilizing the network.

This self contained network is securely maintained separately from the staff network or any outside connectivity.

### Corrections Information System (CIS)

The system that handles the department's core offender management system, the Corrections Information System (CIS) has been in service since the late 1980s. The goal of this project is to reengineer the current offender management system with technology that supports business objectives while being cost effective and sustainable. The development and implementation of the new system will be completed in phases over multiple biennia. The project scope includes replacing the current system technology aspects only. It does not include any expansion and/or enhancement of CIS business functionality. The plan is to implement Phase 2 during the 2007–2009 biennium.

### Prison Rape Elimination Act (PREA)

The Federal Bureau of Justice Assistance approved the department's grant request to develop a Conduct Management System (CMS) in support of PREA. The goal of this project is to automate the current paper based processes in order to improve the Department's ability to capture and analyze data to shape future strategies to combat prison rape and safeguard communities. This project supports the PREA objective to build and modify systems and work processes to achieve a zero tolerance objective for sexual assault and violence in the state prison system.

### IS Infrastructure Support

The IS organization is staffed at a capacity to keep existing systems operational while the demand for automated business solutions continues to increase. Reliance on technology becomes ever more critical as we become more dependent on data to analyze and measure performance. Accurate and timely information is critical whether for an individual correctional officer searching data files, for executive managers analyzing aggregate data to determine program trends or for corrections partners who rely on DOC systems to perform their critical job duties.

The complexity of the Department has increased due to geographic diversity of the institutions and an ever

increasing inmate population with special needs. The demand for central IS support and automation needs continue to expand and critical applications must be modified to meet these needs. Additionally, many of the Department's strategic initiatives require automated solutions.

Additional positions will help improve efficiency by putting into place technology solutions that will help the Department manage the agency's prison population, as well as those on post-prison supervision. ■

**The mission of the  
Oregon Department of Corrections  
is to promote public safety by  
holding offenders accountable for their  
actions and reducing the risk of future  
criminal behavior.**



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**Max Williams, Director  
(503) 945-0920**

**Mitch Morrow, Deputy Director  
(503) 945-0921**

**John Koreski  
Assistant Director for General Services  
(503) 945-9017**

**Colette S. Peters  
Assistant Director for Public Services  
& Inspector General  
(503) 945-9092**

**Oregon Department of Corrections  
2575 Center Street NE  
Salem, Oregon 97301**

**[www.oregon.gov/doc](http://www.oregon.gov/doc)**

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