




# Re-envisioning Data Infrastructure

Department of Public Safety | Data Infrastructure Improvement Project | Research Findings Report

Submitted to Research and Evaluation in Public Safety (REPS)  
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September 2015



# Re-envisioning Data Infrastructure

Department of Public Safety  
Data Infrastructure Improvement Project  
Research Findings Report

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# Background

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- + About the Project
- + Team
- + Approach
- + Methods

## About the Project

This report summarizes Phase One of the State of Hawai‘i Department of Public Safety (PSD) Data Infrastructure Improvement Project.

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### PROJECT GOALS

The project breaks down into three phases, with two overarching goals:

- To articulate PSD’s business and technical needs and wants
  - To establish the requirements for a new corrections management system—one that would include more custody management data and extend reporting capabilities for the department
- 

### PROJECT PHASES

The project’s three phases answer the following questions regarding PSD’s data infrastructure:

- Phase One: What does the department have?
  - Phase Two: What does the department want?\*
  - Phase Three: How might the department get what it wants?
- 

\* Following completion of Phase Two, the team would make recommendations and the department would make a decision for how they would want to proceed.

### PHASE ONE OBJECTIVES

Phase One was a research and needs assessment phase with four objectives:

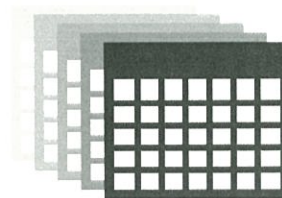
- Develop a model for the department’s data infrastructure
- Provide situational awareness of the department’s technology, organization and operations contexts
- Identify solution alternatives by comparing products and surveying implementations of other jurisdictions
- Start a draft of the business requirements document for the corrections management system

## Summary of Phase One Activities

### TIMEFRAME

Phase One was a research and needs assessment phase of the data infrastructure project. Work started in February of 2015 and research concluded in June of the same year.

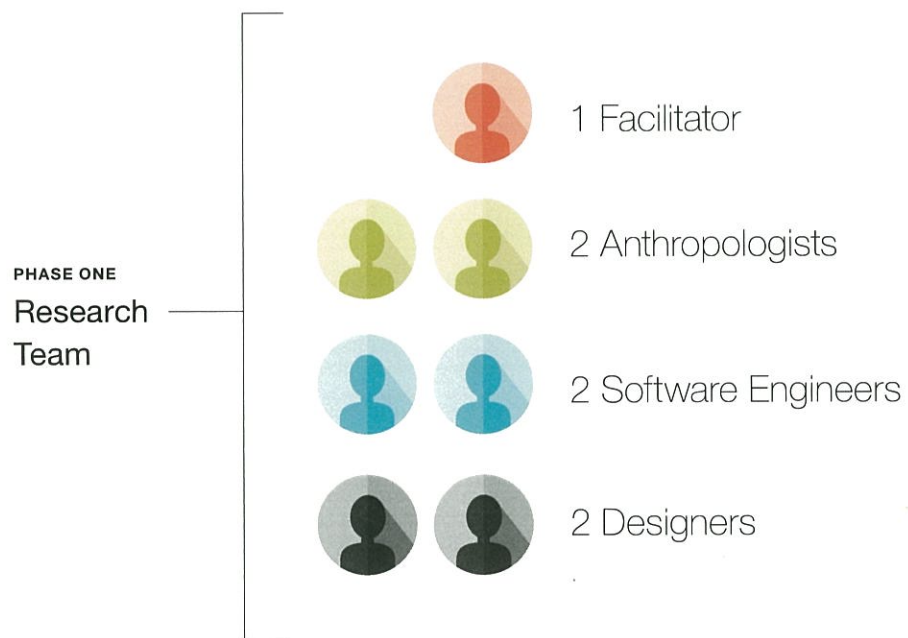
5 months



FEBRUARY - JUNE  
2015

### TEAM

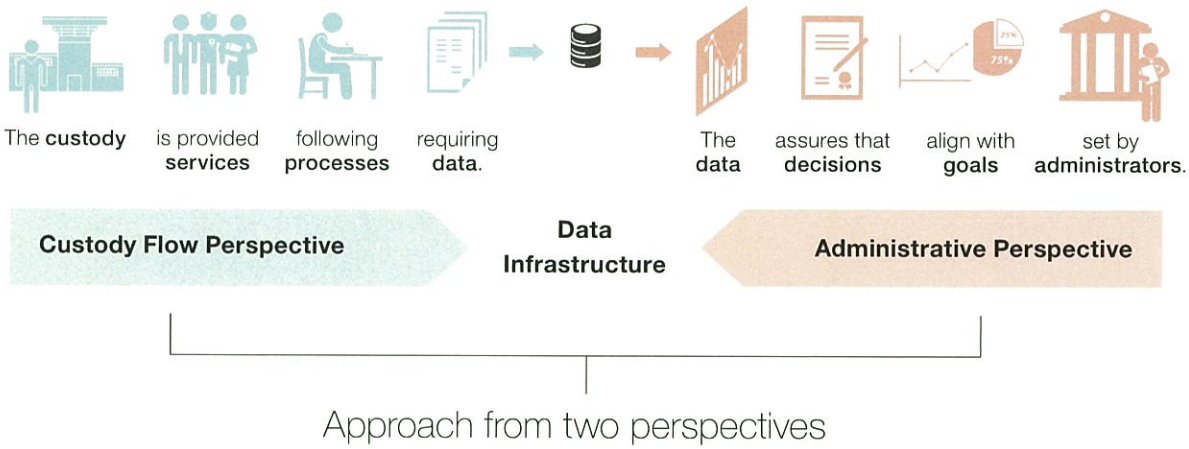
The Phase One research team consisted of two anthropologists, two designers, two software engineers and one facilitator. The intention was to enable group discussion where necessary and for the interviews and observations to consider a range of people, processes and technical needs.





**APPROACH**

The data infrastructure was defined from the meeting of two perspectives— department administrative operations and custody-related operations.



## 11 Site Visits

PSD operates facilities on Hawai'i, Kaua'i, Maui and O'ahu. Phase I focused on O'ahu operations only.

### LOCATIONS

- O'ahu Community Correctional Center
- Hālawā Correctional Facility
- Waiawa Correctional Facility
- Women's Community Correctional Center
- Training & Staff Development Correctional Industries
- Department of Public Safety Administrative Offices
- Sheriff's Division Offices & Hawai'i Paroling Authority
- Crime Victim Compensation Commission
- Mainland Branch Office
- Honolulu Police Department Headquarters
- District Court

BUILDING  
MAINTENANCE  
OFFICE

## Methods

Our research included in-person interviews, site observations, stakeholder meetings and a survey of other jurisdictions. We also conducted research of public information on other jurisdictions via case studies, forums and product websites.



**4** Stakeholder Meetings



**70** People Interviewed



**36** Jurisdictions Surveyed



**11** Software Products Investigated