

# Success Story of Project Completed for the Government

Date 29 September 2005

**Project Owner:** Correctional Services Department

## **Project Name (in English):**

System Analysis & Design and Implementation of Rehabilitation Programmes Management System (Aftercare Unit) for the Correctional Services Department

## **Project Name (in Chinese):**

更生程序管理系統（善後輔導組）

## **Project Description:**

The system provides a global platform for the Aftercare Unit to work across institutions and Headquarters with distributed database design. It is a comprehensive rehabilitation program for inmates or persons under statutory aftercare supervision. The purpose of the project is to assist the aftercare officers to facilitate their daily operation of case management.

This system will support the daily operation of the Aftercare Unit with the following high level features:

- It integrates with CSD backend core system for all kinds of update information.
- It provides Case Management functions through work flow solution.
- It assists all daily jobs with To do list Reminder, Diary Activities Management and In-centre/Out-Centre functions.
- It supports mobile devices for out-centre visit.
- It consolidates all kinds of management reports in headquarter.

With the IT enabled operation, new cases are extracted from her backend core system to the Aftercare Unit system in daily basis. Officers then create the case profile for the new case and then assign to corresponding staff to follow the case. The case can also be shared by the team so that teammates can review the case if necessary. Whenever there is an inmate transferred from one institution to other institution, the case information is also transferred to the other institution via the network. The case is set to close when the supervision period is completed.

Currently, it supports the Aftercare Unit operation for 17 correctional institutions with around 6,000 active cases.

This system is developed on PowerBuilder 8, Oracle Database 9i with Distribution and Replication technology, Oracle 9i Lite, MS Office, MS Visual Studio.Net, JSP, Tomcat, and Apache as the development tools.

**Means of Service Acquisition:** ITPSA

**Contractor Name:** Automated Systems (HK) Limited

**Subcontractor Name:** N/A

**Project Commenced on:** 09/2003

**Project Completed on:** 07/2005

During the implementation stage, Rapid Application Development (RAD) methodology was deployed so that complicated problems could be resolved and identified together with user at the early stages. Their valuable ideas and experiences assist project team to analysis and design the complicated system with innovative ideas.

Distributed databases and the mobile devices technologies have been deployed in the system. Information are kept both at Headquarters and replicated to institutions in schedule basis. Specific database information localizes in each institution for maximum operation efficiency. At the same time, it provides high availability solution for data storage.

With the hand held PDA, users can perform out-center visit conveniently. Information can be downloaded and synchronized back to office and headquarter databases automatically.

The workflow case management process enables case management to become easier.

The centralized database system in HQ with Web features enable Senior Management to review and monitor statistical reports at their office.

Previously, aftercare activities were based on paper and manual processes. There would be latency on inmate information during the case transfer. Inmate information was incorrect because her backend system could not handle the supervision, reconviction, and discharged cases with online status update. Now, this computerized system will enable all information online and up-to-date.

In summary, this computerized system for After Care Unit is an innovative on-line and longitudinal database system across institutions and HQ providing systematic and comprehensive storage and retrieval of rehabilitation-related information. The mobile device architecture enables the front-line users to log their visit activities on their fingertips and quantitative measures can also be collected. The operation efficiency is increased effectively.

This is the work done of the combined project team between CSD and ASL working in harmony to create such result. It is believed that this system is one of its kinds for such aftercare operation.