

UPGRADE AND ENHANCEMENT OF CRITICAL CRIMINAL HISTORY SYSTEM

CGN worked with a state agency to update their criminal history system to support current technologies along with incorporating functional enhancements.

Business Problem

The Criminal History Record Information (CHRI) system was based on old technologies that were unsupported by the vendors. This posed the risk of non-availability of crucial criminal-history and profile information used by police officers to ensure their safety while apprehending criminals. It also posed problems for job applicants where criminal history checks are mandated by law.

CGN Solution

The CGN team migrated CHRI from unsupported technologies to supported technologies by upgrading the hardware to new high capacity platforms and updating all software to latest versions. By consolidating the system architecture to a single platform, both response-time (information availability) and future system maintainability were significantly increased. And finally, the future workload was reduced by automating the Sealing and Expungement functionality along with enhancing the ability to integrate Public Act 93-1084 related legislation.



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Customer Benefit

- The safety of police officers and citizenry is increased through up-to-date criminal-profile and history information availability.
- The system was successfully migrated to the latest technology versions for which vendor support will be available for a long time.
- Information retrieval times have been reduced to aid in the handling of dangerous situations (e.g. apprehending armed criminals). The architecture was modified to retire legacy platforms and incorporate modern technologies and platforms. Further, the architecture was consolidated thereby providing a 'clean' easily maintainable implementation and a significant increase in response times (up-to a factor of 50 in some cases).
- The new functionality has reduced workload, backlogs and provides for an integrated workflow between various criminal justice agencies.



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