



Objective

Improve staff and public safety through access to complete and accurate offender information

Approach

Engage DXC to develop and manage the Strategic Offender Management System (SOMS)

IT Matters

- Consolidate existing databases and records
- Automate manual, paper-based processes
- Convert paper files to digital files
- Provide enterprise-wide access to data
- Retire more than 40 outdated legacy systems

California Department of Corrections and Rehabilitation

Strategic Offender Management System improves public safety at lower cost

Case Study: California Department of Corrections and Rehabilitation

“HPE (now DXC) is an integral part of our SOMS team, providing development, testing, and management services to streamline and automate our offender management system for improved public safety at lower cost.”

– Joe Panora, former CIO, Enterprise Information Services, California Department of Corrections and Rehabilitation

Business Matters

- Improved staff, inmate and public safety with secure access to accurate and complete offender information
- Increased staff efficiency, effectiveness and accuracy by providing real-time information in a centralized database
- Realized cost savings as a result of the reduction of paper generated in manual processes, staffing reductions, and improved business process efficiencies (estimated reduced administrative costs \$12 million annually)
- Supported the state’s public policy goals through innovative use of new technology

The California Department of Corrections and Rehabilitation (CDCR) operates one of the largest correctional systems in the world, managing approximately 175,000 offenders—most housed in 34 state prisons and several contract facilities, and the remainder either on parole or housed out of state. CDCR’s Strategic Offender Management System (SOMS) is California’s groundbreaking integrated electronic offender-management information system. SOMS streamlines business processes by consolidating legacy databases and converting inmate records to digital files. Created, tested, maintained, and hosted by DXC Technology, SOMS provides CDCR with a best-practice solution enabling everincreasing operational efficiencies.

Facing the need to modernize its existing legacy computer systems, CDCR defined project goals focusing on business improvements to accomplish the following objectives: access to accurate and complete offender information; improved use of staff time; improved inmate, staff and public safety; and accurate and complete information to improve CDCR’s ability to monitor the programs’ effectiveness. Each of these objectives ultimately relates to CDCR’s mission of improving public safety through evidencebased crime prevention and recidivism reduction strategies.

The SOMS project grew out of these objectives and enables CDCR to make significant headway in achieving all four goals identified in its Strategic Plan: protect our communities; model correctional leadership; employ best practices in correctional custody, care, and rehabilitation; and achieve excellence in infrastructure and administration.

Case Study: California Department of Corrections and Rehabilitation

CDCR staff delivers SOMS application development, testing, hosting

SOMS is made up of three primary components: an integrated offender database; a web-based offender-management application; and a comprehensive document management system. SOMS runs on a centralized database maintained on a platform of both UNIX® and Microsoft® Windows® servers. Its Service Oriented Architecture (SOA) provides browser-based user accessibility surrounded by a robust security layer. An electronic identity-management function authorizes and authenticates more than 53,000 CDCR staff statewide at headquarters, institutions, and parole offices and across business units.

As part of CDCR's SOMS project team, DXC provides a full suite of IT services including application development, management, testing, and hosting; data conversion; business process analysis; training; document imaging; identity management; business intelligence (BI); project management; and backup and recovery.

Case Study: California Department of Corrections and Rehabilitation



DXC customized commercial off-the-shelf (COTS) software to create SOMS at lower cost to the state. During the implementation, DXC streamlined dozens of CDCR databases and record-keeping processes, and digitized more than 250 million documents. SOMS now houses a complete and up-to-date corrections file for CDCR, and provides inmate tracking to more effectively manage the prison system. SOMS modules reflect re-engineered and streamlined CDCR business processes and functions:

- Intake: Receiving staff no longer have to take turns processing an inmate. The process is completed online, with no more need for paper documents to travel with the inmate from station to station.
- Movements: Prior to SOMS, inmate arrival, internal movements, gate passes, and departures were monitored and tracked on paper and then manually entered into two separate systems, where data could be up to three days old. SOMS streamlined these

processes enabling real-time tracking of inmate movements, both internally at CDCR facilities and externally, such as to court appointments.

- Counts: CDCR conducts inmate counts daily. Previously, preparing a count could take up to two hours and all counts needed to be phoned into Central Control, which was time-intensive. Now the process is completed in SOMS in minutes.
- Scheduling (SOMS Shared Calendar): Prior to SOMS, custody and each healthcare domain maintained its own scheduling calendar, resulting in scheduling conflicts, inefficiencies, costs incurred for missed appointments, and potential inmate security concerns. The SOMS Shared Calendar solution establishes a single, centralized, shared inmate calendar that is fully integrated with client legacy systems and addresses both custody and healthcare business needs. SOMS contains an inmate's master schedule and produces any passes needed for appointments within and outside the institution.

Case Study: California Department of Corrections and Rehabilitation

- **Holds/Warrants and Detainers (HWD):** Prior to SOMS, staff entered and maintained the same HWD data in multiple systems. Now HWD data is centralized and up to date, supporting accurate housing and release of inmates.
- **Visitation:** The prior Visitation process was manual, paper-based, and time-intensive. The automated SOMS Visitation process identifies visitors who are approved or not approved to visit the inmate.
- **Sentence Calculation:** SOMS automates previously complicated manual business processes to calculate offender release dates, parole eligibility dates and discharge dates.
- **Classification:** As SOMS contains all the inmates' past incarceration history and present case status, with classification, staff can review an inmate's past behavior, current case factors, medical and mental health issues, employment history, drug and alcohol history, etc. in a more efficient manner.
- **Programs:** Much of the work performed by counselors, educators, and other institutional staff related to classification of inmates, rehabilitative and educational programs, moves from paper processes or from legacy automation systems into SOMS.

With the DXC implementation, CDCR is able to coordinate offender information, case-management plans, and other inmate data in a single system for the first time, and standardize state prison population management practices across California.

"For the number of inmates we house and process, a paper-based system was a huge logistical challenge," says Russ Nichols, acting CIO, CDCR. "Since partnering with HPE (now DXC) to implement SOMS, we have seen significant improvements in efficiency, including greater employee access to accurate and complete offender information as well as reductions in operational costs."

In addition to enhancing staff, public, and inmate safety, SOMS is saving California an estimated \$12 million a year in paper, postage/ courier, travel, paper file storage, and overtime costs, as well as reducing manual workloads enabling CDCR to reduce staffing by 166 positions.

Customer at a glance

Application

Strategic Offender Management System (SOMS)

Services

- DXC Applications Development
- DXC Applications Management
- DXC Applications Modernization and Transformation Services
- DXC Network Management Services
- DXC Server Management Services
- DXC Storage Management Services
- DXC Applications Testing and Quality Assurance Services

DXC delivers SOMS application development, testing, hosting

CDCR realized early on in the project cycle that the SOMS project is primarily about people and that its success hinged on the acceptance of the system by CDCR staff. DXC assisted with training and change management services. CDCR launched a full communications campaign following the ADKAR organizational change management model of Awareness, Desire, Knowledge, Ability and Reinforcement. Instructor-led training, web-based training, and webcasts ensured staff readiness and understanding of SOMS applications. The intuitive nature of the SOMS solution enabled CDCR to begin using the system without disrupting daily operations of state prisons. Feedback from field users is that most find SOMS to be “user friendly.” SOMS supports over 53,000 users and is processing an average of 84,800 visitors, 116,500 external movements, 27,000 reception center intakes, 99,400 bed assignments and 1,255 master count transactions monthly.

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About DCX

DXC Technology (NYSE: DXC) is the world’s leading independent, end-to-end IT services company, helping clients harness the power of innovation to thrive on change. Created by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise, DXC Technology serves nearly 6,000 private and public sector clients across 70 countries. The company’s technology independence, global talent and extensive partner alliance combine to deliver powerful next-generation IT services and solutions. DXC Technology is recognized among the best corporate citizens globally. For more information, visit www.dxc.technology.

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