WATI
Delivering Excellence since 1996

Developing Dynamic Workflow Application for Use of Force Tracking

LA County Sheriff's Office chooses WATI for automating its Enterprise Use of Force Application. With unique workflow needs and dynamic configuration, this application is first of its kind in Law Enforcement Arena.

The Los Angeles County Sheriff's Department operates one of the largest jail systems in the world. Tracking and reporting Use of Force of over 18000 inmates at seven custody locations is extremely critical for the custody services division.

SOLUTION

An integrated web portal with dynamic configurable workflow, automating and tracking the Use of Force reporting package.

Integration into existing Jail, Booking and HR systems for ease of use.

FEATURES

- Enhanced User Experience with **MOBILE** friendly web design
- Completely **CONFIGURABLE** forms, roles, and workflow
- Interactive **DASHBOARD** for easy location of cases
- Active Directoy integration for **SINGLE SIGN-ON**

SHERIFF · LOS ANGELES COUNTY
A Tradition of Service
Since 1850

Los Angeles County Sheriff's Office

Size: 18000 Inmates

Seven Custody Locations

Los Angeles, CA

www.lasd.org

CHALLENGES

• Paper driven reporting

• Inaccurate Reporting

• Backlogged paperwork

The Challenge

LASD is the largest Sheriff Department in the Country managing the largest jail system in the world with over 18000 Inmates across 7 Custody facilities.
It is mandatory for the department to track Force across and report across three categories. The Use of Force reporting and tracking is an elaborate process with over 20+ hand written forms, that need multiple approvals and extremely time consuming. Also, upon their research LASD could not find any COTS package that can meet the unique needs of dynamic workflow and tracking.

The Solution

WATI developed web based forms from paper version of the Use of Force Report. The web based workflows to allow individuals to submit forms to the total report package, allow forms to be forwarded back and forth between originator and reviewer(s)/approver(s), and allow for the completed package to be forwarded up the chain of command for final disposition. WATI used C#.NET 4.0, ASP.NET MVC 4.5, Ajax, JQuery, Knockout JS RDLC/Crystal Reports, WebAPI, Microsoft Team Foundation Server, Microsoft Visual Studio, MSBuild, MSDeploy, Cruise Control, SQL Server 2008, Microsoft Project, IIS7.5, Logger, and Kendo for end-to-end development of the solution that include requirement elicitation, design, development, testing and production deployment. WATI conducted knowledge transfer and mentoring to Sheriff department's technology staff

WATI Business/Systems Analyst collected existing Use of Force paper forms, interacted with deputies and sergeants to collect requirements on user privileges, approval workflows and external system interfaces and prepared a comprehensive Systems Requirements Specifications (SRS) document for review and approval. WATI Analyst analyzed and documented additional forms and incorporated into SRS for review and client approval.
Our Sr. Technical Specialist/Lead provided expert guidance in solution design on Microsoft technology stack, specifically related to design pattern to be used and best practices for solution development at Sheriff department. The Sr. Technical Specialist participated in design specification and reviews, test case reviews, data mapping, security vulnerabilities and usability aspects. Our specialist provided technology leadership for the project, mentoring and guiding the team where necessary while helping performance optimization of the solution.

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WATI Programmers, under supervision of Software Architect and Senior Technical Specialist, applied their programming knowledge in Microsoft's .NET technology stack to implement a responsive design to facilitate high definition User Experience as Rich Internet Application. They developed, modified and maintained assigned software modules according to specifications. They followed the Sheriff Department's guidelines on version control and repository systems and participated in knowledge transfer to Sheriff's technical team.

Results

The new web-based Use of Force Application workflow will allow the LASD officers to submit forms to the total report package, allow forms to be forwarded back and forth between originator and reviewer(s)/approver(s), and allow for the completed package to be forwarded up the chain of command for final disposition. In addition to all the requisite forms, the package will include digital photograph, audio, and video files. The Use of Force Report and the individual forms of which it is comprised will be subject to time to completion requirements. An electronic mail notification system shall notify concerned personnel of failure to meet submittal deadlines of the various forms and the completed report.