Project Overview

Less paper means less clutter. Most companies, and in particular the public sector, face the enormous challenge of handling voluminous paper in conducting daily business. We (Cuyahoga County) are challenged in a number of areas such as, finding information quickly when dealing with numerous requests for information, paying for and running out of storage space, ensuring prompt disaster recovery of documents, increasing cost for supplies and overall diminishing operational efficiency. An effective remedy in addressing this challenge is the maximization of information technology in every aspect of the business processes to help alleviate the "paper hurdle" through digital imaging of all appropriate documents and limiting the use of paper except where it is absolutely required.

More and more businesses are using the computers to collect and transmit information whether they are forms to be filled out, financial transactions, contractual agreements or other types of files and they are finding that this business approach has improved their productivity and customer service, decrease the amount of storage space needed, offer a secure archive for disaster recovery, and lower material and distribution costs. With the technological advancement, searching and finding a document online is not only efficient but also it can provide levels of security needed based on the degree of confidentiality. Software compatibility and document integration make the application of the program user friendly and therefore, an authorized employee can access, transmit and file the necessary information from the computer at his/her desk, which will reduce time in retrieving hard copy files, searching through the files for information, proper filing of documents and more.

With the proposed video assessment of clients in suburban jails, it will ensure confidentiality, promptness and security of data if digital transmission from the jails to TASC is employed. The clinician at a remote location completes the assessment electronically and the inmate at the jail can electronically sign all the required forms and complete the assessment process while the clinician is observing inmate’s action without having to print and mail hard copies. This procedure will ensure the paperless completion and transmission of all relevant documents in real time and in a secure way to maintain client confidentiality. Electronic signature software and pads can be acquired and added to the process to offer maximum efficiency in client services to assist judicial case processing. I am familiar with the Topaz systems and found it to be excellent in meeting operational needs.

Through the use of video conferencing technology a paperless system can be realized. Documents can be transmitted electronically through a video conferencing session and shared by any and all video conferencing session participants. The documents would be archived via a “content server” a key component, the documents can be indexed and retrieved at anytime. We would need to secure funding for the "People and Content" which allows the documents to be shared within a video session, a "Content Server" whereby documents are archived and retrieved as well as the "electronic signature pad"; key in formalizing the flow of documentation. Funding is paramount!

Current Technology Status

The Information Services Center has made a major investment in upgrading the county’s LAN/WAN infrastructure to support a unified multi-media communications deployment that will provide voice, video and web conferencing. The deployment of Video conferencing, VoIP has already taken
advantage of the existing data network, eliminating transport charges and reoccurring conference bridge charges.

Since then the ISC has purchased the second component which is called Meeting Place Express. This piece of the unified package consists of a Voice Bridge that will be installed first quarter of 2007. The Voice Bridge will help county personnel communicate and collaborate from anywhere, at any time using only a phone and a Web browser if desired. The solution is a simple and secure way to conduct remote meetings and conference everyone together within a common platform. The current Voice Bridge is capable of handling industry standard protocols to help ensure connectivity between a wide ranges of different telephone systems.

The last piece of the unified multi-media communication package is the Video Bridge. The Video Conferencing Bridge allows interactive video and voice communications between two or more geographically distant people or locations. This solution incorporates advanced conference setup and attendance functions, a range of dynamic scheduling layouts, and the ability to manage and monitor all video conferencing sessions.

Do to the common platform and equipments interoperability everyone can take advantage of the total media package whether you just wanted to join a meeting via a phone call or live video call. The Cisco Video Conferencing Bridge can handle 96 audio calls and 72 Video calls simultaneously. All ports can support any connection speed and any supported video/audio codec's as well as video resolutions. Cost for the Video Bridge will include hardware, installation and maintenance.

### Project Considerations

#### Initial Issues to Consider

Electronic Signature acceptance / Local Rule?

#### Required Features

Video conferencing equipment and network connectivity coupled with PolyCom’s People Plus in Content software and Cisco Meeting Place Express. PC’s will need to be placed both near and far endpoints with the electronic signature pad placed at the endpoint where the signature is generated.

#### Network Connectivity Requirements

IP Technology

#### Next Steps for Success

#### Expected Outcome

There are four distinct advantages to digital solution: Time efficiency leading to improved productivity; cost savings through reduced supplies/materials; quality improvement through standardized digital forms/documents; and better customer service through legible files and prompt data access.
Required Items for Success

- Internet connectivity (network port already available)
- Written Business Process, in cooperation w/ affected Agencies: Pre Trail Services, Adult Probation, TASC, Prosecutor’s, Sheriff’s and remote Jails
  - Write a standard Business process.
  - Establish roles and responsibilities for in-house support staff:

- Training:
  - Operation Business Process Plan & associated Policies and Procedures

- Set up and use of equipment

- Workflow:
  - Assessor / Client
  - Attorney / Client
  - Probation Officer / Client
  - Bond Investigator / Client
  - Prosecutor / Arresting Pilot Agency

Action Items and Responsibilities

Equipment Features

The following excerpt on Electronic Signatures was obtained from the website link below:

In the United States, electronic signatures are covered under the Uniform Electronic Transactions Act (UETA) and Electronic Signatures in Global and National Commerce (ESIGN) law. Passed by the US Congress in 1999 and 2000, respectively, these two laws serve as the framework for electronic commerce implementation in the United States, as most state-level E-commerce laws are identical to UETA or a slightly altered version. These laws specify exactly what constitutes a valid electronic signature, as well as the conditions under which it is legally binding.

An electronic signature is a “sound, symbol, or process, logically associated with a document” such that it is:

1) unique to each user
2) under the sole control of the signer
3) linked to a document in such a way as to prevent tampering, and
4) capable of being authenticated

A better choice for electronic commerce, especially with interactions involving the general public, are handwritten signature devices and software. While the
use of any pen-and-tablet signature technology may seem to be the logical replacement for traditional “wet” ink-on-paper signatures, there are several issues to consider when choosing a system for your business. Signature capture hardware manufacturers have their own specifications, data formats, and software methodologies that affect security, authentication, and legality.

For the sake of privacy and legal enforceability, an electronic signature must remain under the “sole control of the signer” to be valid under the national ESIGN electronic commerce law. To satisfy this requirement, a signature must be placed or linked into the relevant document directly, with no interlopers or copies, and then bound to the document in such a way as to render document tampering detectable. Without these critical features, it would not be possible to prove that a signatory did indeed assent to the terms of the written agreement, or that the language in the document was identical in form to the state in which it was initially signed.

The following excerpt on Cisco Meeting Place Express was obtained from the website link below: http://www.cisco.com/en/US/products/ps6533/index.html

Communicate and collaborate anywhere, anytime with Cisco Unified Meeting Place Express. Having a simple and secure way to conduct remote meetings can help your organization:

- Improve employee productivity
- Speed business processes
- Reduce costs

Part of the Cisco Unified Communications system, Cisco Unified Meeting Place Express is an integrated voice, video, and Web conferencing solution that is deployed over internal networks. It supports industry-standard telephony and video protocols to help ensure connectivity with a range of solutions.

With Cisco Unified Meeting Place Express, set up and attend meetings quickly and easily from a variety of different interfaces, including Microsoft Outlook calendars. Simple and powerful conferencing functions, including integrated meeting management and control, enable users to conduct highly productive virtual meetings where they can:

- Collaborate on any document with co-workers
- Demonstrate products and deliver compelling presentations
- Train employees, customers, and partners

Cisco Unified Meeting Place Express VT is a deployment option that provides impromptu voice, video, and Web conferencing for Cisco Unified Communications Manager environments. The solution enhances the effectiveness of your communications by integrating multimedia conferencing functions that enable users to simply extend point-to-point voice and video communications to multiparty voice, video, and Web conferences.
For convenience the Grant Project Cost has been condensed into one document. Refer to: “Videoconferencing Cost Overview”