

DECISION SUPPORT SYSTEM (DSS-J)

CHARGE TO THE OPERATIONS RESOURCE GROUP

Purpose of the Operations Resource Group:

- To assist the DSS-Justice Project Manager in providing direction and support for the day-to-day operational aspects of the DSS-Justice data warehouse.
- To translate policy as set forth by the DSS -Justice Policy Committee into program operations.
- Assure that the appropriate issues are referred back to the Policy Committee for resolution.
- Assure that there are appropriate mechanisms in place to track work demands and progress and that such information is reported back regularly to the Policy Committee and other stakeholders.
- To be the primary resource group to assist in the workload management of the DSS-Justice technical staff.
- Assist the DSS-Justice Project Manager in the balance of overall priorities set by the Policy Committee, implementation priorities set by the DSS-Justice technical staff to meet the overall priorities, budget and timeline constraints, and day to day requests.
- To create a streamlined, documentable process for requests to DSS-Justice technical staff.
- Assist in educating policy makers and host organizations on how DSS-Justice is being used.
- Work to identify the “glitches” in the interface with source data and assess how such glitches can be corrected.

Membership:

The Members of the Operations Resource Group should serve as the primary resource for the DSS-Justice technical staff to carry out the above mentioned purposes and to assist the DSS- Justice Project Manager in responding to work demands. Those who should serve as members of this resource group and limits to membership follow:

- The DSS Justice Project Manager
- The IT Liaison to DSS-Justice
- LPSCC Staff Person
- Security Committee Member
- Person Representing a Source Data Organization (up to two)
- Limits –
 - No more than 7 people
 - Persons should have an operational level understanding of computer systems, using DSS-Justice, and policy implementation
 - The Policy Committee can approve and remove members

Authorizations:

- Approval/rejection of requests to extend the original scope of a project as long as it can be done within the existing budget and does not impact other priorities. Review requests for new enhancements to the system. Determine merit and cost and provide recommendations to the Policy Committee.
- Defer to the LPSCC Evaluation Committee to assess research validity.
- Review types of requests being made of the DSS-J staff to determine which types of work requests are not cost-effective or beneficial to the project as a whole. Assess work requests for conflicts with existing policies, priorities or budget and if a request should be prioritized, or referred to the Policy Committee.
- If the requests for enhancements, new requests, or the work requests affect the budget and/or ability to complete existing priorities, then approval must go to the Policy Committee.

Reporting:

The Operations Resource Group will assist the DSS- Justice Project Manger in developing and maintaining regular reporting mechanisms that are for the Policy Committee and other stakeholders. Reports will be available for each Policy Committee meeting which will communicate work load, including requests, status on projects, budget and time allocations, and efficiency efforts. Reporting mechanisms should include:

- Progress to Meeting Current Priorities
- Budget to Date
- Infrastructure Activities, Including Pending Infrastructure Needs
- Maintenance Activities of Existing Applications
- Pending Requests and Items Approved
- Assessment of Work, Resource Allocations, Time to complete (given other workload demands) and Ability to Meet Data Needs of Research Proposals and New Projects
- Glitches in the Interface with Source Data

Work Process:

- The majority of communications should occur via email, conference calls, and in-person meetings as needed. A standing meeting once a month should be scheduled to assure that each of the Operations Resource Group members has a designated time to meet with the DSS-Justice Project Manger.
- Simple requests received by the DSS-J technical staff will be performed at the discretion of the DSS-J Project Manager. The DSS-J Project Manager will call on the Operations Resource Group if needed to assess a work request, assist in determining if the request should be prioritized, referred to the Policy Committee, or if it falls within the current scope of the work of the technical staff.

- Requests to expand the scope of an existing project or enhancement will be reviewed by the Operations Committee for impact and merit. The Committee will then approve or reject the request if it does not impact the budget or other priorities.
 - The DSS-J Project Manager will provide a log of requests received by the technical staff. The Operations Committee will review this log periodically to determine which types of requests are not cost-effective or beneficial to the project as a whole. Recommendations will be made as to what types of requests should be accepted.
 - Decisions made by the Operations Resource Group can be appealed to the Policy Committee.
 - The Charge and Effectiveness of the Operations Resource Group should be reviewed every 6 months to a year.
-



DSS – Justice is a project of the Public Safety Coordinating Council of Multnomah County. For more information on the Council and its projects please visit www.lpscc.org or call 503.988.5522.