

Executive Summary
Traffic Court
Software Certification Program

The seal of the Georgia Courts Automation Commission is circular with a purple outer ring containing the text "Georgia Courts Automation Commission". The inner ring is yellow with "PREMIER COURT" at the top and "GEORGIA" at the bottom. The center features a blue and white architectural illustration of a court building with the word "CONSTITUTION" above it and the year "1845" below it. The seal is surrounded by a decorative wreath of white flowers and green leaves.

Administrative Office of the Courts
&
Georgia Courts Automation
Commission

By:

Verti-Ware International, Inc.

Final Report Draft 1

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This is a summary document of the *Traffic Software Certification Program*. It is based on the approval of the *Proposed Information Flow and Standard Requirements (Appendix A) (PIFSR)* diagram and the adoption of the Stoplight Chart ([Appendix D](#).) The *PIFSR* will have all Traffic Courts reporting information directly to the AOC IT Department and GCAC directly through a Virtual Private Network (VPN) and with a GJXDD interface. The AOC IT will then have the responsibility to file information as required to the Department of Motor Vehicle Safety (DMVS) and any other agency on behalf of the individual Traffic Courts.

The AOC IT Department will act as central repository for information received and control the VPN based upon GCAC approved Policy and Procedures which will include a security schema relating to the filing and accessing of all data.

The goal of the Certification Program is to allow a process to be put into place that will provide for a dependable source of information for the Traffic Courts to use in the decision making process for the purchase of Traffic Court software applications. Stoplight Charts ([Appendix D](#)) are named for their traffic signal color-coding. The use of red for non-compliance, yellow for partial compliance and green for full compliance is normal. In our example we added blue for features or standards of software packages that remain untested. Each color will be assigned a numeric value; 5 for Green, 3 for Yellow, 1 for Red and 0 for Blue. The scores for each software package will then be totaled, divided by the total score possible and multiplied by 100 to obtain percentage ratings (Total Raw Score/Total Possible Score*100).

There are a few crucial components that will directly relate to the success of the Certification Program and the speed with which it can be implemented. The process should be as simple as practical and the PTFSR allows for this. The results should be easy to use and the Stoplight Chart satisfies that requirement.

The next component is Traffic Court Software Vendors getting involved and cooperating with the process. A Traffic Court Software Vendors Council can be established with GCAC at its head. This Council can then coordinate the evaluation of all software with the Carl Vinson Institute for Government or a private corporation. Under GCAC direction, the AOC IT department should maintain a website for Council members containing required standards, dates for implementation, pending legislation information that might affect the Traffic Courts and therefore the software they use. The website should also be an effective tool for the Council members to communicate issues of concern directly to GCAC for consideration and solution.

To expect cooperation from private software vendors the AOC IT must not be a competitor. The vendors will especially need to have confidence in AOC/GCAC to submit full working versions of their software for evaluation. If the AOC IT continues to distribute software, the automation process of the Traffic Courts will be greatly slowed and the chances of a working Software Certification Program will be greatly diminished.

The actual Evaluation Process will follow these steps:

1. The evaluation process will require that each piece of software offered to Traffic Courts in the State of Georgia by any vendor, whether AOC IT or private companies, be submitted for evaluation.
2. Individual evaluators will need to have fully functional installations of each piece of software in order for the evaluation and testing procedures to be completed.
3. Each Software vendor will need to provide installation, configuration and training for their software as if the evaluator was a client. This will also require ongoing support during the evaluation process. Newly added evaluators will require total system training. Software upgrades will require additional installation, configuration, data conversions and verification as well as additional training and support.
4. During the evaluation process, vendors will need to answer questions that arise about standards compliance to be sure that each piece of software is treated with equal consideration and without bias.
5. Upon completion of the evaluation of each software package, the evaluator will need to recommend to GCAC a rating for each standard referenced on the Stoplight Chart ([Appendix D](#)) along with supporting documentation for their recommendations. This will be a subjective process but proper training and management of evaluators with accountability in their oversight should return reliable results.
6. Recommendation from the third party evaluators will be forwarded to GCAC for approval. GCAC will act to adopt, disapprove or modify the recommendations they receive. If approval is given by GCAC the information will be given to AOC.
7. AOC will add the software title to the list of tested Traffic Court software and add the stoplight ratings to the Master Stoplight Chart for distribution to the Traffic Courts in Georgia.

These are our recommendations for adoption. They are listed so that they may be considered individually. It should be noted that some of the recommendations would be predicated on the approval of others.

1. It is our recommendation that the *Proposed Information Flow and Standard Requirements* be adopted.
2. It is recommended that the format of the Stoplight Chart be adopted as a reporting tool that will be placed in the hands of the Traffic Courts for to aid them in making a better decision regarding the purchase of a Traffic Court Software program.
3. It is recommended that GCAC approve the installation and funding of a VPN at the offices of the AOC IT and that they be directed to develop a security schema to be put in place based on an approved written Policy and Procedure. The written Policy and Procedure should also address what Traffic Courts must do to apply for VPN Access or

to request additions, deletions and modifications to the VPN after initial granting of access. The Policy and Procedures should also address the security issues and processes to be placed and the need for security to protect data. GCAC should keep in mind that additional hardware and software will be necessary for the proper installation of a VPN. Consideration should also be made for backup ISP.

4. It is also recommended that AOC find a method to divest the software that they currently vend and focus upon the reception, storing of information and reporting of all information to DMVS and others as required.
5. We recommend that a representative of GCAC serve as the head of the Traffic Court Software Vendors Advisory Council. We further recommend that the AOC IT under GCAC direction develop a secure website for members where they can post standards, communicate problems, modifications of standards, pertinent legislative changes, meeting information and other issues. GCAC can use this forum to deliver meeting agendas for scheduled vendors and to address upcoming changes in the established standards as well as posting a calendar for scheduled implementation, and events related to vendors.
6. We recommend that either the Carl Vinson Institute of Government be contracted to act as the Independent Evaluation Agency for the Traffic Court Software Certification Program or that a private corporation be contracted for the actual evaluation of the Traffic Court Software with an additional agreement with the Carl Vinson Institute to perform any legal functions related to software compliance under the direction of GCAC. GCAC or its representative, in either case, should serve as head of the Vendors Council; coordinate the Software Certification process with vendors and the Evaluation Agency.
7. It is recommended that the standards as presented be adopted initially with the understanding that as new standards are developed or existing standards are modified the approved standards will need to be revisited.
8. With the adoption and installation of the VPN and the establishment of standards for Traffic Court Software, we recommend that GCAC consider an authorization for an expansion of these standards and procedures into other Courts of the State of Georgia and over a period of time develop a comprehensive Georgia Court Software Standard.

We at Verti-Ware International, Inc. respectfully submit this report to the Georgia Courts Automation Commission for its use and consideration.