



**Shelby County IT Department
Mission Statement**

"To promote the success of all Sheriff Divisions by providing state of the art equipment, support, and program development."



Shelby County, Indiana

Shelby County extend community services using Opsol's Service Oriented Architecture (SOA) products and consultancy

When the Department of Information Technology in Shelby County had to add services to their existing infrastructure, they chose Opsol's Service Oriented Architecture (SOA) products and consultancy.

Shelby County IT provides outbound services to the general public as well as inbound services to the law enforcement agencies and court systems. For the last two decades their backend database and transaction capture systems have depended on HP's Integrity NonStop server technology. Over that time the front end interfaces for both inbound and outbound provisioning have had to keep up with numerous changes in technology. In mid 2007 it became imperative to firstly add support for the latest mobile devices along with the then current Interactive Voice Recognition (IVR), 3270 green screen and basic WEB browser capabilities.

The second of 3 imperatives was to bring the in house IT team up to speed on the latest in Java, SOA/SOAP and related techniques. This would ensure that the department's responsiveness in delivering and maintaining new services would keep track with business demands.

Thirdly this all had to be carried out within budgets and on-time.

The IT department issued a Request For Proposal (RFP) in mid 2007. The initial emphasis was on the providers SOA and cost profiles. But it soon became apparent that the second objective was key to the impact of cost effective support and new service delivery. Other competitive offerings did not address the combination of all 3 concerns to the same degree as Opsol. The opportunity to customize the implementation presented an equal opportunity for the County's personnel to learn about the technology and the implementation specifics.

Opsol's SOA products and services were chosen because they did the best job at delivering on the combination of all 3 imperatives. Once the basic product offerings were understood the County requested Opsol to carry out a Proof of Concept. This not only was designed to show product capabilities but provided an environment where Opsol technical personnel could work along side County IT Personnel. Thus, from day one, training on both product and technology was undertaken and the POC delivered some of the customized code that would be required as the project progressed.

Opsol Customer Solution Brief

This helped keep the project on schedule and minimize costs. Opsol provided a good mix of classroom level training and highly technical skills and the ability to bridge those together such that the County's personnel obtained most benefit.

Working closely with Opsol and the Shelby team was also able to gain an in depth understanding of the existing applications which were to remain unchanged, protecting that investment. Together the teams defined the interfaces from the applications server classes to the Opsol SOA environment. This enabled the services to be published via the Web Service Definition Language (WSDL) to the front end access methods and other applications that may call on those services. The front end access applications were placed on Windows2000 servers which used calls to the WSDL table and related services that resided on the Integrity NonStop server. HTML was used as the messaging language between the two platforms and multi-tiered application components.

Shelby county IT department provides information services to the general public, and agencies, municipalities and court systems. Since the mid 1980's, they have provided an unfailling 24x7 service level to both the population and law enforcement agencies for traffic violation status, law court schedules, payments and fines due to the county.

In mid 2007 the 3 challenges were indentified:

- 1. to provide these services over new technology*
- 2. train their staff on that technology*
- 3. keep costs as low as possible.*

The solution required the introduction of the NonStop Open System Services operating system calls into the existing application environment. This was seamless in execution and again afforded a training opportunity to bring that understanding to the county personnel. While the project could have included NonStop server based SOAP and SOA software, the County decided to move that function off the transaction oriented server to reduce the amount of changes that could impact their existing applications.

To bring the services to fruition Chrysalis built the client with Opsol and HP in support of that.

Millie McAllister who is the County's lead systems analyst on the project found the teaming effort to work very well. Millie stated that the combination of technical and personal interaction that Opsol brought to the project was an excellent start and potentially resources for future projects. As a result of the close cooperation between customer and supplier, Opsol has taken a number of suggestions on how they can improve the product and service offerings. This will benefit the County as they introduce successive new functions and also future Opsol customers. Yash Kapadia, Opsol CEO, believes that the level of robust product along with customization presents a unique opportunity for customers to gain the most effective implementations of IT solutions. "..... it is far more flexible and in the end more cost effective than a totally out of the box solution which often demands expensive compromises in business operations to match a software product's features. Getting that mix right for the customer is the key point, and Opsol works to that end in each sale we make....." said Yash.