

<p style="text-align: center;">POLICY OF STATE OF DELAWARE DEPARTMENT OF CORRECTION</p>	<p style="text-align: center;">POLICY NUMBER 15.9</p>	<p style="text-align: center;">PAGE NUMBER 1 of 4</p>
<p>CHAPTER: 15 INFORMATION TECHNOLOGY</p>	<p>RELATED ACA STANDARDS: 2-CO-1F-01; 2-CO-1F-02; 2-CO-1F-03; 2-CO-1F-04; 2-CO-1F-05; 2-CO-1F-06; 2-CO-1F-07; 2-CO-1F-08; 4-4100; 4-4101; 4-4102; 4-4105; 4-4106</p>	
<p>APPROVED BY THE COMMISSIONER AND EFFECTIVE THIS DATE:  5/18/15</p>		
<p>APPROVED FOR PUBLIC RELEASE</p>		

- I. **AUTHORITY:** 11 *Del. C.* §6517; 29 *Del. C.* §8903
- II. **PURPOSE:** To establish guidelines for the management information systems that are used throughout the Delaware Department of Correction (DDOC) for the storage, retrieval, dissemination and use of regular reports of inmate/offender information, including evaluation and research. This policy shall provide for the uniform collecting, recording, organizing and processing of data developed for management information purposes.
- II. **APPLICABILITY:** All Department employees, contractors/consultants, volunteers, persons or organizations conducting business with the Department of Correction.
- IV. **DEFINITIONS:** None
- V. **POLICY**
 - A. It is the policy of the DDOC to govern access to and maintain use of an organized system of information collection, storage, retrieval, reporting, and review. The information system is part of an overall research and decision-making capacity relating to both inmate/offender and operational needs. The information system shall provide a master index identifying all offenders committed or assigned to the agency.
 - 1. DDOC information system(s) shall be managed in a way that assures DDOC staff and other authorized users have available to them a useful array of well-organized information about institutional operations and inmate/offender data in order to make informed operational and strategic decisions.
 - 2. DDOC staff and other authorized users who have direct access to information in the information system shall be trained in the use and security requirements of the information system consistent with their job responsibilities.
 - 3. This policy, together with the policies of the Delaware Department of Technology, shall govern the security of information and the data collection system, including verification, access to data, and protection of the privacy of offenders and staff.

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- B. **Collaboration with Outside Agencies.** It is the policy of DDOC to collaborate with criminal justice and service agencies in information gathering, exchange, and standardization.
- B. **Performance Evaluation.** It is the policy of DDOC to regularly evaluate the overall performance of the Department using data collected through the information systems. The agency's information system shall be sufficient to enable evaluation of the overall performance of the agency's correctional goals.
- C. **Access to Information Systems by Outside Users.** It is the policy of DDOC to permit controlled access to DDOC information systems by authorized employees of other State agencies (e.g., the Delaware Attorney General's Office, Delaware Statistical Analysis Center) and approved contract service providers (e.g., the medical and mental health provider under contract with the agency, the substance abuse treatment provider under contract with the agency)

VI. PROCEDURES:

- A. **Primary Information Systems.** DDOC shall maintain an information system on all inmates and offenders under DDOC custody and supervision. The information systems shall provide for uniform collection, recording, organization and processing of data developed for information purposes. The primary DDOC information systems are:
 - 1. **Delaware Automated Correction System (DACS).** DACS includes information on all offenders supervised by DDOC. DACS interfaces with the Delaware Criminal Justice Information System (CJIS) so pertinent information may be extracted from /shared with other criminal justice agencies throughout the state. Information available through DACS includes, but is not limited to:
 - i. Arrival and departure information;
 - ii. Offender demographics;
 - iii. Inmate classification and housing levels;
 - iv. Inmate movement history;
 - v. Offense and sentencing information;
 - vi. Inmate programming and education;
 - vii. Inmate needs assessment;
 - viii. Case notes;
 - ix. Incident and disciplinary action;
 - x. Inmate grievance;
 - xi. Probation supervision history;
 - xii. Release information.
 - 2. **Training and Education Development System (TED).** System for tracking employee training and education.
 - 3. **IntelliDACS.** System which allows DDOC to track Security Threat Groups and Gang activity.

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4. Inmate Electronic Health Record (iCHRT).

B. Systems Training. All staff and other authorized users with direct access to DDOC information systems shall be trained in and responsive to the systems security and operational requirements.

1. Authorized staff members shall be trained in the use of inputting and accessing information in DACS or their appropriate system. Initial training shall occur during orientation of new staff and prior to required use of the information system. Specialized/advanced training shall be conducted as necessary, including training for other authorized users.
2. Staff and other authorized users utilizing DDOC information systems shall restrict use to that which is necessary for legitimate business purposes and shall maintain appropriate confidentiality of information.
3. Authorized staff and other authorized users shall use the DDOC information systems as directed and required for their respective positions and duties.

C. Information Sharing

1. DDOC shall work with state, national criminal justice and service agencies, and authorized contractors in information gathering, exchange and standardization which will allow for effective management and timely decision making, and in addition help prevent or reduce duplicated efforts and costs. Such information is shared through database repositories including but not limited to:
 - i. Delaware Criminal Justice Information System (CJIS);
 - ii. National Criminal Information Center (NCIC);
 - iii. Delaware Judicial Information Center (JIC).
2. Outside criminal justice agencies may request information on individuals incarcerated. All requests for such information must be submitted to and approved by the appropriate staff in accordance with the DDOC Policy and Procedure.

D. Performance Evaluation Data DDOC information systems shall be constructed to allow data to be used in evaluating overall Department performance.

1. The system shall be capable of assisting the agency in statistical analysis of the inmate/offender population.
2. The system shall be capable of delivering demand information that can be generated when special or periodic reports are required, and shall be capable of using different evaluation criteria with respect to different classification/supervision levels of offenders.
3. Summaries of the characteristics of movement and population are available to agency administrators in our automated correctional system in real time.
4. Automated system allows for reporting capabilities so that agency leadership/wardens/section administrators can make statistic based decisions and easily recognize trends and patterns.

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E. Evaluation of Information Systems DDOC shall evaluate, at least annually in writing, the effectiveness of its information system as it relates to overall department management, research operations, and progress toward goals and objectives.

F. Security of Data and Hardware

1. Security of all data and automated equipment, including fax machines, computers, and modems, shall be the responsibility of the Chief Information Officer (CIO), in concert with the responsible department head in whose area the data or equipment is located.
 - i. DDOC shall coordinate with the State of Delaware, Department of Technology to ensure that DDOC Information Systems are maintained with the appropriate level of security and that user permissions are granted in accordance with users' job responsibilities.
2. The goals of all such security precautions shall be the safeguarding of data, and the prevention of theft or unauthorized use.
3. Applicable procedures shall ensure that the privacy rights of all staff and inmates/offenders are observed in the collection, storage and dissemination of all information in the automated information system.
4. The information that this system entails may be shared with, and may contain data provided by, other agencies and organizations in the criminal justice system. To the degree practical and within the provisions of applicable state laws and regulations, data systems shall be standardized to facilitate data change.