

Shelby County Sheriff's Office



Shelby County Sheriff's Office gets policy and procedures and other critical data centralized and online with Net-It Central.

Industry

Government – Law Enforcement

Challenge

- Get Policy and Procedures manual online and accessible to all employees. Solution must be able to handle charts, graphs, and multiple office formats.

Environment

- Users on Windows-based PCs
- NT4 server with Office 2000

Return On Investment

- Saves IT resource time through automated publishing
- Eliminates time spent hunting down binders for information
- Created single, accessible location for policies and procedures, etc.

Shelby County Sheriff's Office in Memphis, Tennessee was looking for a way to get their Policy and Procedures manual online. They needed a way to centralize the information to make it more accessible, but they also wanted a simple way to keep the information current. And they wanted it all without placing a burden on their IT staff.

Their current system of using bulky 3-inch binders was cumbersome, at best. For control purposes, the manuals were only given to commanders, with updates distributed by interoffice mail. Commanders then had to properly update their binder in a timely manner, being careful to remove any old information replaced by the update. Employees who wanted to look up a particular procedure, even for something as simple as the procedure to request vacation time, had to find a commander to provide them with the binder, which they hoped was complete and current.

With the technology available today, it seemed that this system wasted too much time in distributing and requesting information. They wanted the information readily available and immediately updated, with no more shuffling through binder sections. Having a single person be responsible for updating the master copy and getting it online would reduce several opportunities for human error and the possibility of inconsistent information across the various binder locations.

Net-It Central, by Phoenix-based Informative Graphics Corp., proved to be the answer. Net-It Central is a software application designed to make getting documents online painless and automated, even for people with little technical expertise. It converts documents (such as a Microsoft Word file or Excel spreadsheet) to a web-ready format that is an exact replica of the original file. Content is automatically arranged in a simple, tree-like structure that is fully searchable. End users simply use their web browser to locate the needed file and view it.

"The automation eliminates having a webmaster or IT personnel devote their full time to the conversion and publishing process," stated Susan Stubbs, the Office Systems Technician. Because no reformatting of the file is required, they can now get their documents and updates online immediately, without waiting for the IT personnel. Even their charts and forms are converted correctly with no user-intervention. "This is a tremendous time- and money-saver for us," she added.

Another benefit of getting their Policy and Procedures manual online was to take another step towards accreditation with the American Correctional Association (ACA), which requires written policy and procedures for staff training and development across all categories of personnel. It also requires that the policy and procedures be readily available to all staff and be reviewed and updated on a regular basis, with the idea that it aids agencies in continuous improvement.

Best of all, their new site gets used. "User feedback has been very favorable," Stubbs commented. Employees are able to quickly and easily find the information they needed, and they know it is current and correct. "The automation, scheduling, and excellent conversion of documents of many file types make it an idea tool for us," she noted.

continued



Based on the success and acceptance of the new online Policy and Procedure manual, the IT Department has decided to use Net-It Central as the distribution mechanism for the Standard Operating Procedure (SOP) for the entire jail. Each department, from IT to the SWAT team, has their own SOP. Net-It Central will allow each department to get their information online, and even allows them to restrict access to any sensitive information.

The Sheriff's Office also plans to investigate the next version of Net-It Central, which will include an option to publish to Flash. This option will make the published files even smaller and will require no end-user download for those with the Flash player already installed.