



# Department of Corrections Agency Goal

## Goal #3: Increase Operational Efficiency

### Executive Summary:

*The Florida Department of Corrections (FDC) is committed to optimizing resources to strategically reinvest in agency priorities that advance its public safety and rehabilitation mission.*

1. FDC currently relies on a majority of processes that are not automated, which negatively impacts operations and has significant legal implications. FDC will utilize technology to minimize dependence on antiquated paper processes that are labor and time intensive.

### Action Steps:

- FDC will procure an email archive service that is able to promptly retrieve emails related to public records request. This will decrease the amount of time it takes to complete requests from 6 months to minutes.
  - October, 2016:** FDC will procure a solution.
  - November, 2016:** FDC will begin migrating email archives to new solution.
  - October, 2017:** FDC will close out the project.
  
- FDC will reduce its dependency on unsupported hardware and software (Legacy Architecture Migration).
  - January, 2017:** FDC will migrate and conduct structure testing.
  - March, 2017:** FDC will complete user acceptance testing.
  - June, 2017:** FDC will complete the migration.
  
- FDC will enhance its existing technology infrastructure to enable enterprise connectivity and provide the foundation for multiple operational efficiencies (e.g., FDC will provide tablets to inmates to provide programming in all security environments).
  - October, 2016:** FDC will finalize the Department's requirements.
  - November, 2016:** FDC will identify policies and procedures that will need to be modified or developed.
  - December, 2016:** FDC will negotiate terms, conditions, and pricing with identified vendors.
  - January, 2017:** FDC will seek approval for Alternate Contract Source through the Department of Management Services (DMS).

- **March, 2017:** FDC will execute the contract.
    - **May, 2017:** FDC will implement the pilot site.
    - **June, 2017:** FDC will begin phased implementation.
  - FDC will enable video visitation and email for family and inmates to help reduce recidivism.
    - **October, 2016:** FDC will finalize the Department's requirements.
    - **November, 2016:** FDC will identify policies and procedures that will need to be modified or developed.
    - **December, 2016:** FDC will negotiate terms, conditions, and pricing with identified vendors.
    - **January, 2017:** FDC will seek approval for Alternate Contract Sources through DMS.
    - **March, 2017:** FDC will execute the contract.
    - **May, 2017:** FDC will implement a pilot site.
    - **June, 2017:** FDC will begin phased implementation.
  - FDC will upgrade SharePoint to provide a central document repository, streamline workflows, and replace paper-based processes with enhanced operational efficiencies.
    - **March, 2017:** FDC will complete the SharePoint upgrade.
    - **Ongoing:** FDC will research current processes for transition to SharePoint
    - **June, 2017:** FDC will begin implementation of SharePoint workflows to transition to paperless processes.
  - FDC will procure an enterprise data analytics tool that provides visibility into inefficiencies and operational performance
    - **August, 2016:** FDC will research a solution for procurement.
    - **September, 2016:** FDC will procure a solution.
    - **January, 2017:** FDC will begin a pilot project.
2. FDC will improve contracts to ensure vendor accountability and contract performance and to ensure that FDC is receiving needed products and services at the best value.

Action Steps:

- FDC will develop and include new performance/accountability measures, statutorily required clauses, and cost models in all contracts.
  - **January, 2016:** FDC has started a review of all FDC contracts for appropriate performance measures, statutorily required clauses, and cost models.

- **March, 2017:** FDC will finalize internal review and amendment of all FDC contracts to ensure they include appropriate performance measures, statutorily required clauses, and cost models.
    - **Ongoing:** FDC will ensure that all new contracts include appropriate performance measures, statutorily required clauses, and cost models.
  - FDC will re-bid its Health Services contracts to ensure inmates have access to adequate health services.
    - **Ongoing:** FDC will continue to work with all stakeholders to ensure Health Services are provided to inmates through a model that provides the best value to the state.
  - FDC will create an integrative, cost-effective model for private prisons that is an integral part of FDC operations and critical to capacity.
    - **November, 2016:** FDC will draft legislation that transfers the responsibility of monitoring private prison contracts from DMS to FDC.
    - **March, 2017:** FDC will lobby legislation.
    - **July, 2017:** FDC will begin implementation.
    - **August, 2017:** FDC will finalize contract amendments reflecting transition of contracting responsibilities from DMS to FDC.
    - **September, 2017:** FDC will start meeting with private prison vendors to discuss contracts and address any contract issues.
    - **Ongoing:** FDC will continue meeting with private prison vendors quarterly to discuss contract issues and any performance-related concerns.
- 3. FDC will develop and implement a comprehensive and results-oriented energy management program that uses traditional and non-traditional financing methods.

Action Steps:

- **July, 2017:** FDC will complete the first engineering study and project proposal for the first energy conservation project utilizing shared-savings financing.
- **July, 2017:** FDC will complete a new energy design guideline for FDC construction and renovation projects. These new standards will exceed minimum code requirements.
- **July, 2018:** FDC will complete three energy conservation retrofit projects utilizing non-traditional financing methods.
- **July, 2018:** FDC will complete comprehensive energy audits at all FDC institutions.