

JINDEX

Last updated 10/23/23

Justice Information Network Data Exchange (JINDEX) is a message broker for electronic ticket and collision records. JINDEX receives messages from the Washington State Patrol's (WSP) Statewide Electronic Collision and Ticket Online Records (SECTOR) application and Vehicle Related Violations (VRV) from traffic cameras, then forwards the messages to the appropriate state agency and originating Law Enforcement Agency (LEA).

JINDEX runs on the Microsoft BizTalk platform. The electronic creation and exchange of records enables agencies to reduce data entry and data entry-related errors and reduces the time it takes to process citations and collision records. This saves time for law enforcement, court clerks, and state agency personnel while improving the timeliness and completeness of records to ensure the most accurate information is available for decision making. Uptime for JINDEX is expected to be 99.9% excluding scheduled maintenance. On average, JINDEX processes 450,000 messages coming into JINDEX and sends out on average 525,000 messages a quarter.

Intended customers

Law enforcement agencies using WSP's SECTOR client to write citations and collisions are the intended users of JINDEX. Cities that contract with vendors to provide red light camera violations are also users of JINDEX.

Customer engagement

- Monthly Electronic Traffic Information Processing (eTrip) Operations Manager committee meetings with partner agencies.
- Semi-annual customer Town Hall with all Computing Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council meeting and weekly CIO call.
- Monthly status meetings with Business Relationship Managers.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

Action plan

Current activity

- Onboarding Law Enforcement Agencies (LEA) that use the Washington State Patrol (WSP) SECTOR client application in patrol cars to write citations but are not receiving the electronic record automatically. Onboarding additional LEAs requires the LEA to contract with a vendor that provides a Records Management System (RMS) or build and support their own. Once the RMS is in place, WaTech works with the vendor to set up the communications connection to send/receive messages.
- BizTalk staff are taking Azure training to prepare for a possible move to Azure.
- Set up monitoring with BizTalk BAM (Business Activity Monitoring).
- Update Disaster Recovery Plan.

Helpful information

Service category

Hosting

Service availability

24/7/365

Planned maintenance

Planned maintenance is performed on Wednesday's between 10am and 12pm and coordinated with agency representatives.

Related services

- [Washington State Cloud](#)
- [Server Backup Service](#)
- [Managed Server Support](#)
- [Firewall Services](#)
- [DNS Service](#)
- [VPN Service](#)
- [SGN](#)
- [Voice Services](#)
- [Colocation Olympia](#)
- [Colocation Quincy](#)

How to request service

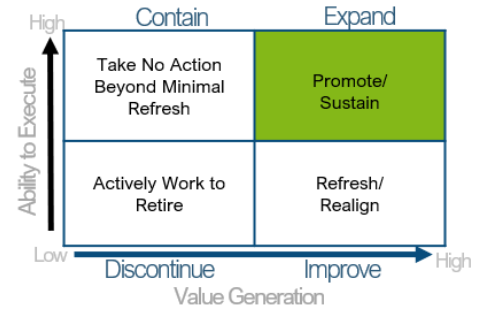
Submit a request for service through our [Customer Portal](#).

Service owner

Bill Moneer

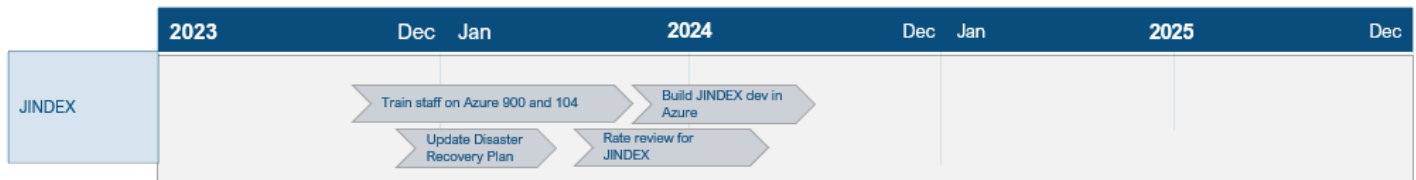
One- to two-year goals

- Exploring hosting JINDEX in Azure either with Infrastructure-as-a-Service (IaaS) or using Logic Apps.
- Cost analysis of moving JINDEX to Azure Logic Apps.
- Develop cost analysis for replicating the JINDEX production servers to the QDC for disaster recovery purposes if the application stays on premises.



Three- to five-year goals

- Based on research, replace BizTalk & JINDEX with Azure Logic Apps.
- Exploring additional customer needs that can utilize BizTalk.

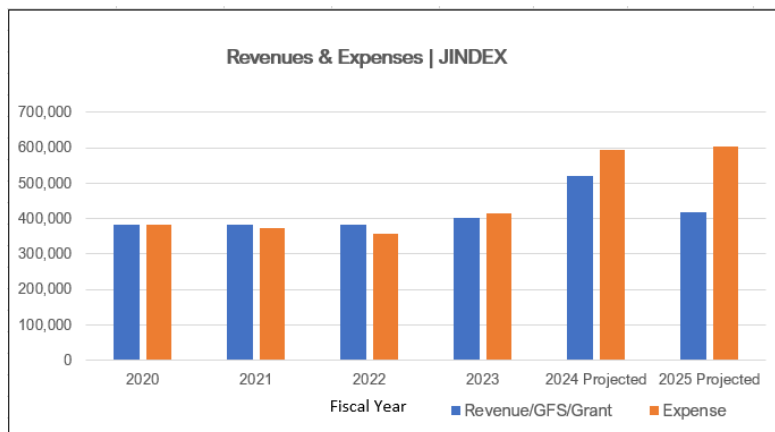


Service review and fully loaded service budget projection

Revenue source

JINDEX has an interagency agreement with three agencies that pay a portion of the annual cost of JINDEX. The Legislature has also authorized spending authority out of the General Fund State (GFS). WTSC is paying for one position with grant money until September 2024.

Net Income over time



Decision packages

None