

# JINDEX

**Last updated 12-02-22**

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

- Upgrading the Windows and the BizTalk platforms to the latest versions.
- 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 LEA requires the LEA to contract with a vendor which provides a Records Management System (RMS) or build and support their own. Once the RMS is in place, WaTech works with the vendor to setup the communications connection to send / receive messages.

## 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

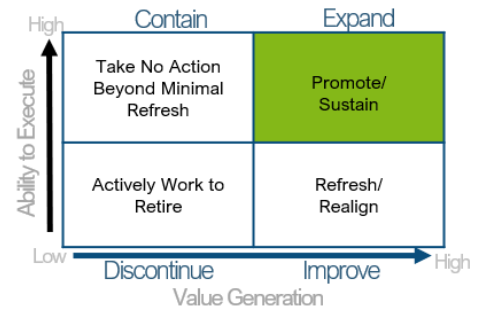
Submit a request for service through our [Customer Portal](#).

### Service owner

Bill Moneer

**One- to two-year goals**

- Exploring hosting JINDEX in Azure either with Infrastructure-as-a-Service (IaaS) or BizTalk Platform-as-a-Service (PaaS).
- Develop cost analysis for replicating the JINDEX production servers to the QDC or Azure if the application stays on premises.
- Pursuing a decision package to add an additional full-time employee to support the BizTalk area.



**Three- to five-year goals**

Exploring additional customer needs that can utilize BizTalk.

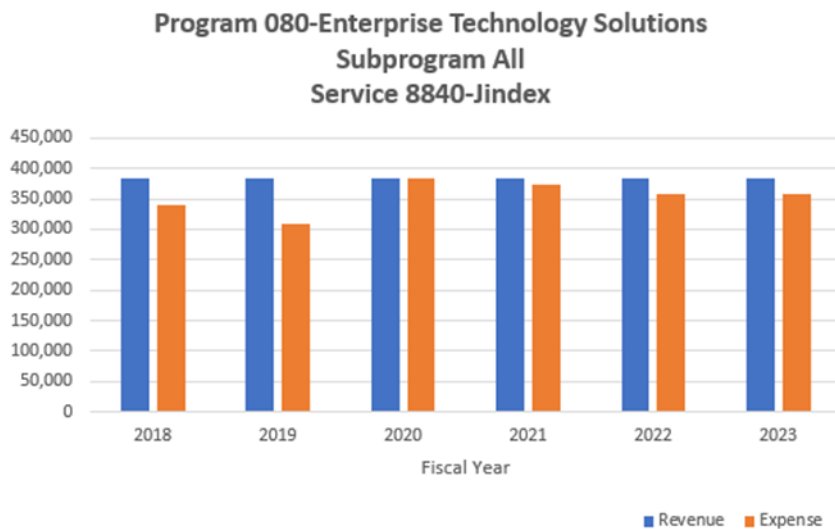


**Service review and fully loaded service budget projection**

**Revenue source**

JINDEX is funded by a general fund state (GFS) appropriation from the Legislature.

**Net Income over time**



**Decision packages**

WaTech will be requesting funds for an additional FTE to support the service in the 23-25 biennial budget request.