



The City of Seattle cuts through the red tape with Progress® Sonic ESB®.

## CHALLENGE

Collecting and sharing information within the criminal justice agencies was difficult due to point-to-point interfaces and disparate systems, resulting in data reliability, maintenance, and manageability issues.

## SOLUTION

SeaJIS is using a service-oriented architecture (SOA) built on Progress® Sonic ESB® to integrate disparate criminal justice systems.

## WHY PROGRESS® SOFTWARE

Sonic ESB provided a highly scalable, flexible infrastructure to standardize, secure, and simplify data exchange among the various agencies.

## BENEFIT

SeaJIS has increased the reliability, accuracy, and timeliness of data exchange and work processes of the city's criminal justice agencies.

## CASE STUDY

### TURNING THE WHEELS OF JUSTICE

The City of Seattle needed to cut red tape to aid its public safety and justice agencies with increased communication and effectiveness of shared data. The answer? Build a service-oriented architecture for secure and reliable data exchange among the various arms of justice.

When it comes to communication between a community's justice and public safety agencies, there is little room for error or delay. Add to that pressure a U.S. Homeland Security initiative calling for the timely transfer of criminal justice information among agencies at all levels of government, and cities around the country suddenly have a pressing need to revamp the way public safety records are collected, shared, and stored.

For these reasons, the City of Seattle set out to modernize information exchange for its vital criminal justice and public safety agencies. The goal of the City of Seattle Justice Information System (SeaJIS) is to improve public safety by providing an organizational framework for information collaboration among agencies, helping resolve inefficient, untimely information exchanges among the Seattle Law Department, Seattle Municipal Court, Seattle Police Department, and Seattle Fire Department.

Prior to the SeaJIS project, the city was using tightly coupled, unsecured, point-to-point interfaces to pass data among its agencies. Because there was no common interface, there was an increased risk for data loss and maintenance issues and the assimilation of external data systems was difficult. Each agency maintained its own records and database, which often included redundant or incomplete information and required paper-centric, manual compilations and cross-referencing.

SeaJIS project leaders recognized the need for a strategic and flexible approach to integrating the disparate data systems of these agencies and began to evaluate external vendors for help. Progress Software and SonicSynergy Partner Online Business Systems were picked from the lineup to develop and deploy the sophisticated project—from planning the architecture to standardizing and connecting the agencies' disparate information repositories and applications—using a service-oriented architecture (SOA) built on Progress Sonic ESB (enterprise service bus).



## JOINING FORCES

Kicking off the project in July 2003, Online and Progress worked together to configure and test the new SeaJIS infrastructure designed to support both the immediate and longer-term needs of the City of Seattle and SeaJIS—an SOA built by Online using Sonic ESB to integrate the city’s disparate systems. The partners teamed with SeaJIS staff to define business process rules for the exchange of information among city agencies, standardizing on XML for greater flexibility and interoperability.

Before deploying the new SOA, Online and Progress established curriculums for knowledge transfer and conducted a series of workshops to develop the requisite skills of SeaJIS staff.

The SeaJIS SOA enables accurate data sharing not only among the city’s agencies, such as police and the court system, but also with the city’s criminal justice partners, including the King County jail system and the Washington Department of Licensing.

For example, when a court order is issued for a defendant to appear in court, that data is now tied to the defendant’s driver’s license record and is accessible by law enforcement when issuing APBs or while conducting traffic violation stops. The city also plans to use the Sonic ESB–based SOA to implement electronic booking for suspects, digital police reports, and the integration of court hearings and scheduling.

A standards-based integration approach further enabled the exchange of time-sensitive and safety-critical data among so many independent agencies. “A big part of what we do at Online is the development of XML models from industry standards. Using Sonic ESB XML messaging and service orchestration are key for us,” says Dave Neufeld, delivery manager and SeaJIS project team lead for Online Business Systems. “The city selected us based on how well Progress supports the enterprise SOA model and how Sonic ESB transforms data into XML services.”

## BECOMING A MODEL SOA CITIZEN

The City of Seattle has become a beacon for cities requiring a secure and reliable way to share key digital information among integral public agencies. The SOA is now helping public safety and court system employees, who utilize different and disparate systems at various Seattle agencies, to directly benefit from SeaJIS with more efficient work processes and current records.

“The implementation is a total success,” Neufeld says. “The data integration has reduced the manual effort involved in the previous system and has optimized the efficiency of the Seattle criminal justice program.”

As a result of the SeaJIS implementation, the city enjoys increased efficiency and improved quality of service. Business processes are now more efficient, so the need for customized interfaces and additional databases is reduced. Faster reporting and less redundancy expedite service processes.

“The city selected us based on how well Progress supports an enterprise SOA model and how Sonic ESB transforms data into XML services.”

— Dave Neufeld  
Delivery Manager for  
Online Business  
Systems

Most importantly, the SOA architecture enables agencies to improve public safety through the effective and timely sharing of information. Other city departments will also benefit from the SeaJIS broker infrastructure, integration methodology, and project implementation approach when they decide to explore building their own SOAs. With the successful completion of the first phase of the SeaJIS project, the City of Seattle is well positioned to continue the effective integration of internal and external public safety agencies while participating in local, state, and federal initiatives.

**Worldwide Headquarters**

Progress Software Corporation, 14 Oak Park, Bedford, MA 01730 USA  
Tel: +1 781 280-4000 Fax: +1 781 280-4095  
On the Web at: [www.progress.com](http://www.progress.com)

**For regional international office locations and contact information, please refer to the Web page below:**

<http://www.progress.com/worldwide>

© 2007 Progress Software Corporation. All rights reserved. Progress and Sonic ESB are trademarks or registered trademarks of Progress Software Corporation or one of its affiliates or subsidiaries in the U.S. and other countries. Any other trademarks contained herein are the property of their respective owners. Specifications subject to change without notice.

**ABOUT PROGRESS SOFTWARE**

Progress Software Corporation (Nasdaq: PRGS) provides application infrastructure software for the development, deployment, integration and management of business applications. Our goal is to maximize the benefits of information technology while minimizing its complexity and total cost of ownership.

[www.progress.com](http://www.progress.com)

**PROGRESS**  
SOFTWARE