

Case Study

Madison County Circuit Clerk's Office



The Client

The Madison County Circuit Clerk's Office mission is to file and process state and local court cases, maintain and certify court records, store court exhibits, clerk trials, and process all paper records for the courts. In a typical year, over 65,000 cases are filed and managed by the Madison County Circuit Clerk's office in the state of Illinois.

All case records are captured as digital images and automatically saved by the Circuit Clerk's office. Case information is accessible to the public at County service counters, courthouse lobby's, and satellite offices. Utilizing the Circuit Clerk's content management software, subscribers access case dockets over the internet.



Their content management solution, JANO[®] Justice Case Management System, digitally stores images and manages access to all documents within the case records. The Case Management System runs on IBM iSeries servers which utilizes their UDO Archive Appliance to store and retrieve case records which provides a permanent copy on the Optical Archive Storage tier. Together these servers and applications provided the Circuit Clerk's Office a professional archive storage infrastructure which secures and protects their critical court and case records.

The Challenge

As of January 1st, 2018, the State of Illinois mandate to ensure that all records are electronically stored and available for real-time access went into effect. Though Madison County Circuit Clerk's Office was already positioned to meet this mandate, concerns existed in several areas which needed to be addressed.

- It was imperative that sub-second access could be provided to court records, no matter when they had been archived. With the new State mandate in place, the Circuit Clerk's Office expected to encounter increased access volume which would potentially put excessive I/O demands on their existing infrastructure.
- As their needs have expanded, they required a more robust solution with High Availability Disaster Recovery protection that would operate seamlessly within the incumbent environment. In the event of a Disaster Recovery situation, archived court records could be restored for access as quickly as possible, with a Recovery Time Objective (RTO) timeframe of minutes, not days.
- That the data remain on a Write Once Read Many (WORM) storage medium, as mandated by the State of Illinois, to ensure the long-term protection and authenticity of the court records.
- To ensure that only one years worth of archived data was to be stored on the iSeries servers local storage to avoid workload performance issues, while simultaneously ensuring court records were immediately committed to the WORM archive storage tier for data retention, protection and distribution of the I/O workload.

The Solution

Alliance Storage Technologies, Inc. (ASTI) NETArchive S10, a Network Attached Storage (NAS) optical library solution with secure WORM media was identified as the solution that met their needs. With a faster platform and increased RAID storage capacity, the access retrieval times to cached archive data was greatly reduced and with its data replication features, the High Availability DR initiatives would be met, maximizing their previous investment in the UDO Archive Appliance.

Quick View

Industry:
Government, Judicial

Application:
Digital imaging and archiving of court documents

Solution:
NETArchive S-series S10
Archive Appliance Elite Model 72
JANO Technologies - ECM

Results:
Permanent, unaltered retention of court records on WORM storage

Provides High Availability capabilities for DR and protection from cyber attacks

Meets Illinois State mandates for digital imaging of court records and provides fast online access

“Access times have been greatly improved. Where data access previously required direct media access, taking 20 seconds on average, it is now virtually instantaneous.”

*Brian Davis,
Madison County Circuit Clerk's Office*



About Alliance Storage Technologies, Inc.

Alliance Storage Technologies, Inc. (ASTI), with over 25 years of archiving experience, is the leading source for professional data archiving solutions worldwide that meet and exceed regulatory compliance demands for secure, long-term data retention. These regulatory compliant systems preserve original data for extended periods (greater than 100 years) assuring archive data remains unaltered; a necessity for vertical markets such as Healthcare, Finance, Government, Insurance, and Legal.

At ASTI, we are committed to providing best-in-class support to our customers around the world. To find out more about ASTI and our data archive solutions, please visit us at www.alliancestoragetech.com or call us at +1 719 593 7900.

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“Installation and customization of the NETArchive went very smoothly. Their technical support team is highly knowledgeable and has always been responsive to our needs. The onsite installation personnel were very efficient and provided all the information required, accelerating network setup and avoiding any configuration issues” said Brian Davis, Manager Application Support with the Madison County Circuit Clerk’s Office.

After installation of the NETArchive, the Alliance Technical Support team utilized their proprietary Transparent Archive Migrator (TAM) migration utility to dynamically migrate all existing and new court data seamlessly from the existing UDO Archive Appliance to the newly installed NETArchive solution, allowing continued uninterrupted online access to court records by the many users of the Circuit Clerk’s systems.

Once the NETArchive system was fully replicated, a high availability failover was performed, making the NETArchive system the primary active system with the UDO Archive Appliance acting as the passive system in the replication pair.

The Results

The Madison County Circuit Clerk’s Office now continues to provide rapid, first-rate service to their clients, but with greatly improved access times to archived court records. “Access times have been greatly improved” said Brian Davis, “Where data access previously required direct media access, taking 20 seconds on average, it is now virtually instantaneous. By utilizing the NETArchive’s RAID storage tier to cache our archived court records, we have ensured that we can meet Illinois State mandates requiring online access to digitized records in an exceptionally timely manner. Importantly, we have also ensured no additional impact to the iSeries System performance by distributing I/O workload to the NETArchive system”.

Having now configured the NETArchive system as the active archive with the UDO Archive Appliance as the passive archive in a high availability replication pair, the Madison County Circuit Clerk’s Office is now prepared for any disaster recovery event that might be encountered. And with the immutability of their WORM storage, they are protected from cyber attacks such as Ransomware. “Installation of the NETArchive with continued usage of the UDO Archive Appliance has allowed us to make the most of our previous investments and fully meet the challenges and goals we identified” said Brian Davis.

Built for scalability, Alliance’s NETArchive will grow to meet the Circuit Clerk’s Office archive storage requirements today and well into the future!



NETArchive and UDO is registered trademark of ASTI - Manufactured under ISO9001

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