

## Background

xFact worked with the Massachusetts Executive Office of Public Safety and Security (EOPSS) to develop a web based licensing and information management system for the Massachusetts State Police (MSP) Certification Unit. The system provides the Certification Unit with an application to facilitate the licensing, background investigation, and management of private investigators, watch guards, and special state police officers in Massachusetts.

## Project Summary

xFact provided ongoing project management throughout the lifecycle of the project to manage status, issues, and risks. A kick-off meeting was conducted in the beginning of the project with the client to discuss project objectives and communication procedures. The xFact team conducted requirements analysis sessions with subject matter experts to define, document, and confirm the business and technical requirements of the system.

Based on the approved requirements, xFact employed iterative design and development techniques and applied usability and accessibility best practices to the design. xFact leveraged open source technologies to implement a highly efficient, secure, and scalable system. The system was developed leveraging Java and other standard web technologies including HTML, CSS, and JavaScript. At a high level, the technology platform consisted of the Apache Web Server, Tomcat Application Server, and Microsoft SQL Server. In addition, xFact worked with the client to execute the migration of data from the existing Lotus Notes system to the new database.

During the final phase of the project, xFact was responsible for managing User Acceptance Testing (UAT) and feedback, providing training, documentation, production roll-out, and end-user and operational support.

## Results

The system replaced a legacy Lotus Notes system and manual paper-based processes with a web-based, electronic solution. The system includes a public-facing module that allows the public to submit license applications and related information online directly to the MSP Certification Unit. The MSP Certification Licensing System has streamlined the process for managing investigations and issuing licenses across the Unit. The system has improved the accuracy of licensing data, allowed users with easier access to licensing information, improved the overall workflow and operational efficiency of the Unit, and provides supervisors with managerial and statistical reporting tools. The MSP Certification Licensing System has been deployed into production and is currently being used by end users

