



PRODUCT ENGINEERING

CASE STUDY

DISCRIMINATION COMPLAINT ACTIVITY TRACKING

California Department of Justice **organized its overall complaints/records in a centralized, traceable database**, and subsequently **improved its tracking and reporting capabilities**, with R Systems' Activity Tracking solution.



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Problem Statement

The Department of Justice (DOJ) Equal Employment Rights & Resolution Office (EER&R) Discrimination Complaint Activity Tracking System (DCATS) was facing challenges in recording, identifying, and retrieving on demand complaints about any person, division, or other DOJ organizational entity.

Business Need

- Development of a new DCATS system that can manage all complaints in one database
- Proposed system must provide comprehensive event records upon requests
- Easy-to-use interface to log complaints, query the database, and obtain reports

Solution Approach

- Designed a new DCATS system, a tightly integrated application tested thoroughly to meet DOJ's needs
- Implemented J2EE architecture based application that uses Oracle 8i database, OAS 4.0.8.2 as application server running on Sun Solaris system
- The new DCATS system is based on 3-tier architecture and thin client model
- UI was developed using HTML, DTHML, and Java Script, and DCATS is now accessible through Internet Explorer 4.0 and higher, or Netscape Navigator 4.08 and higher

The Benefits

- Centralized, traceable database of every complaint and/or inquiry
- Comprehensive, timely reports in correct format required by SPB
- Robust data access controls to protect the sensitive information
- Better tracking and reporting functionality in multi-user environment
- Enhanced ability to track or query database for particular information