

# Police Department

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LOB #200:

## **INFORMATION TECHNOLOGY BUREAU**

### **Purpose**

The Information and Technology (IT) Bureau has several areas of responsibility: Applications, Communications, Information Management, and Infrastructure and Technology. It manages and supports automated data processing systems, including the Police Records Management System (RMS) and intranet/internet sites.

IT administers and supports internal communications systems and promotes interoperability within the National Capital Region. This Bureau was established to lead in the modernization of major law enforcement information technology systems. IT manages and supports the current and future growth of the IT infrastructure, to include PCs, notebooks, peripherals, servers, printers and plotters, productivity software.

IT also facilitates infrastructure technology upgrades, such as, Records Management System (RMS), Computer Aided Dispatch (CAD) and a variety of other software platforms critical to law enforcement operations.

### **Description**

The IT Bureau was established in October 2005 to focus on managing the increasing use of technology within the Department. To most effectively and efficiently accomplish its goals and mission, the Bureau has four primary areas of responsibilities.

Applications manages and supports the automated data processing systems of the Department. The Division administers the Police Records Management System, manages the development of automated business solutions and provides technical design and maintenance for the Department's public and internal internet sites. Additional responsibilities include administering mainframe information security, managing interfaces with external data systems, coordinating activities related to data sharing opportunities, and representing the Department in initiatives and activities involving the County's Department of Information Technology.

Communications explores coordinates, administers, and supports the communication systems internal to the Department and promotes and maintains interoperability with partners in the National Capital Region. Communications are delivered through various means to include the 800 MHz radio system, low band UHF/VHF radio systems, handheld devices *i.e.*, cellular phones, tablets and other personal devices.

Information Management Division (IMD) takes the lead in the modernization of major law enforcement information technology systems used by the majority of the members of the Department. This includes procurement of a completely new Computer Aided Dispatch (CAD), Mobile Data Computer System, and Records Management System (RMS) including integrated Automated Field Reporting (AFR). The IMD will also lead the configuration and implementation effort once the procurement process is complete. Additionally, the IMD has taken ownership of existing MCT software upgrades and the Northrop Grumman AFR project from the Technical Services Bureau and the Department of Public Safety Communication.

Infrastructure and Technology manages, maintains and supports the future growth of the IT infrastructure of the Department. This infrastructure includes personal computers, notebook computers, computer peripherals, network servers, print appliances, printers and plotters, storage devices, database servers and productivity software.

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## Benefits

The IT Bureau supports the technical infrastructure of the agency. It ensure the Department complies with general County Information Technology security policies. The IT Bureau provides 24/7 support for the agency records management system (RMS) and business hour support for other critical systems and peripherals.

## Mandates

Information Technology data must meet Criminal Justice Information Services (CJIS) Security Policy. Although these policies are not managed or maintained by the IT Bureau, it is the Bureau's responsibility to select vendors that are CJIS compliant as per County DIT mandate.

There is no federal or state mandate for this LOB although law enforcement best practices for an agency of this size indicate that having an entity within the department to concentrate on IT related issues is becoming a necessity.

## Trends and Challenges

Technology is constantly changing and becoming increasingly dynamic. Remaining current with applicable technology as it relates to applications can be overwhelming. Technology as it relates to law enforcement trends has become mainstream where as several years ago, that was not the case. Selecting the best vendor with the best application cognizant of cost and expenditures is difficult. Technology trends focused on law enforcement applications are on the forefront. This is particularly true when examining current events and high profile incidents involving law enfacement nationwide. The number of technology vendors has grown significantly. Keeping the agency in the mainstream is significantly more challenging and these challenges will increase in the future.

The Department is currently undergoing a major Records Management System (RMS) overhaul that includes significant upgrades and business process changes. This is the largest upgrade since RMS implementation over five years ago. Significant challenges presented by this upgrade are; data conversion, training, acceptance testing, configuration and deployment. This will involve considerable personnel resources over an extended period of time, estimated at 14 – 20 months.

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## Resources

Category	FY 2014 Actual	FY 2015 Actual	FY 2016 Adopted
<b>LOB #200: Information Technology Bureau</b>			
<b>FUNDING</b>			
<u>Expenditures:</u>			
Compensation	\$1,470,099	\$1,224,860	\$1,636,594
Operating Expenses	3,917,072	2,748,274	3,237,286
Capital Equipment	22,170	123,174	0
<b>Total Expenditures</b>	<b>\$5,409,341</b>	<b>\$4,096,308</b>	<b>\$4,873,880</b>
General Fund Revenue	\$0	\$0	\$0
<b>Net Cost/(Savings) to General Fund</b>	<b>\$5,409,341</b>	<b>\$4,096,308</b>	<b>\$4,873,880</b>
<b>POSITIONS</b>			
<i>Authorized Positions/Full-Time Equivalents (FTEs)</i>			
<u>Positions:</u>			
Regular	18 / 18	18 / 18	18 / 18
<b>Total Positions</b>	<b>18 / 18</b>	<b>18 / 18</b>	<b>18 / 18</b>

## Metrics

Metric Indicator	FY 2013 Actual	FY 2014 Actual	FY 2015 Actual	FY 2016 Estimate	FY 2017 Estimate
Service Requests	5,042	6,664	9,605	9,605	9,605

With increasing reliance on technology as it relates to law enforcement operations, staffing and commitment to support will become increasingly challenging. These challenges are anticipated to intensify going forward.

The Information Technology Bureau handles service requests for the entire police Department. These requests include, service outage troubleshooting, peripheral support, Records Management System (RMS) support, password resets, application support, hardware support, smartphone support, Mobile/CAD support, and a variety of ancillary support mechanisms not specifically defined or accounted for. These services request have increased significantly over the last few years while staffing resources have remained stagnant.