INFORMATION TECHNOLOGY UPDATE
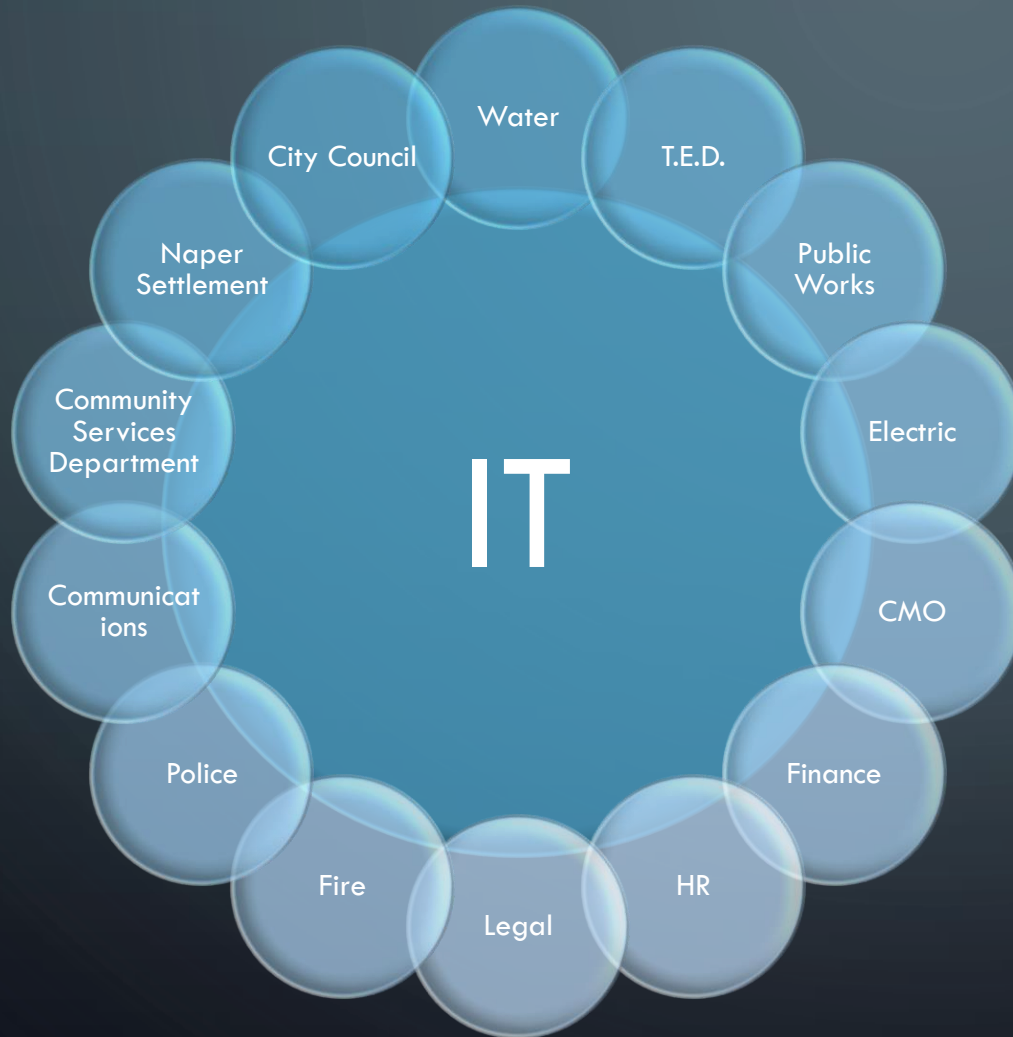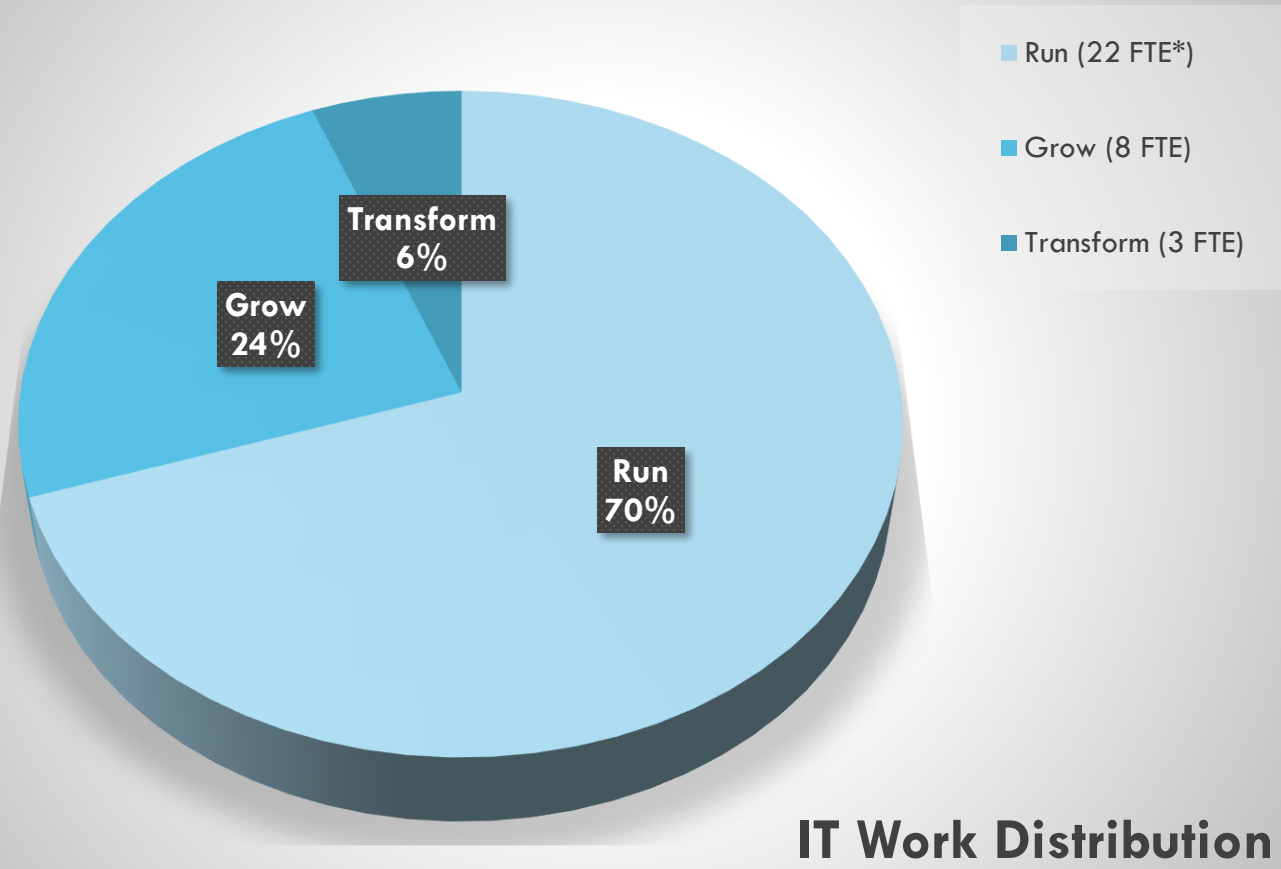
JUNE 2021

TODAY'S FOCUS

- Scope of IT's Work and Priorities

- Status of 2021 Top 3 Technology Implementation Priorities
    - Water AMI
    - Next Gen 911
    - Body Worn Cameras

- Deeper Dive into Scope, Resources and Schedule for the Police Body Worn Camera Project

SPAN OF INFORMATION TECHNOLOGY

Diagram showing IT at the center surrounded by: Water, T.E.D., Public Works, Electric, CMO, Finance, HR, Legal, Fire, Police, Communications, Community Services Department, Naper Settlement, City Council

Information Technology	
Database	2
GIS	3
Project/Program Management	3
Systems and Data Analysts	4
Networking/Security	5
Customer Service & Device Mgt	6
Reprographics / Mail	2
IT Public Safety	8
Business Operations	1
Director	1
TOTAL	35

IT WORK DISTRIBUTION

Run: "Maintain Current Business Capabilities"
- Servers
- Software
- GIS Applications
- Networks
- Security
- Database
- Devices
- Radios

Grow: "Expand Existing Business Capabilities"
- Enhance Utility Billing
- Enhance permitting & electronic plans
- Enhance Public Safety Technology (e.g. NG911)
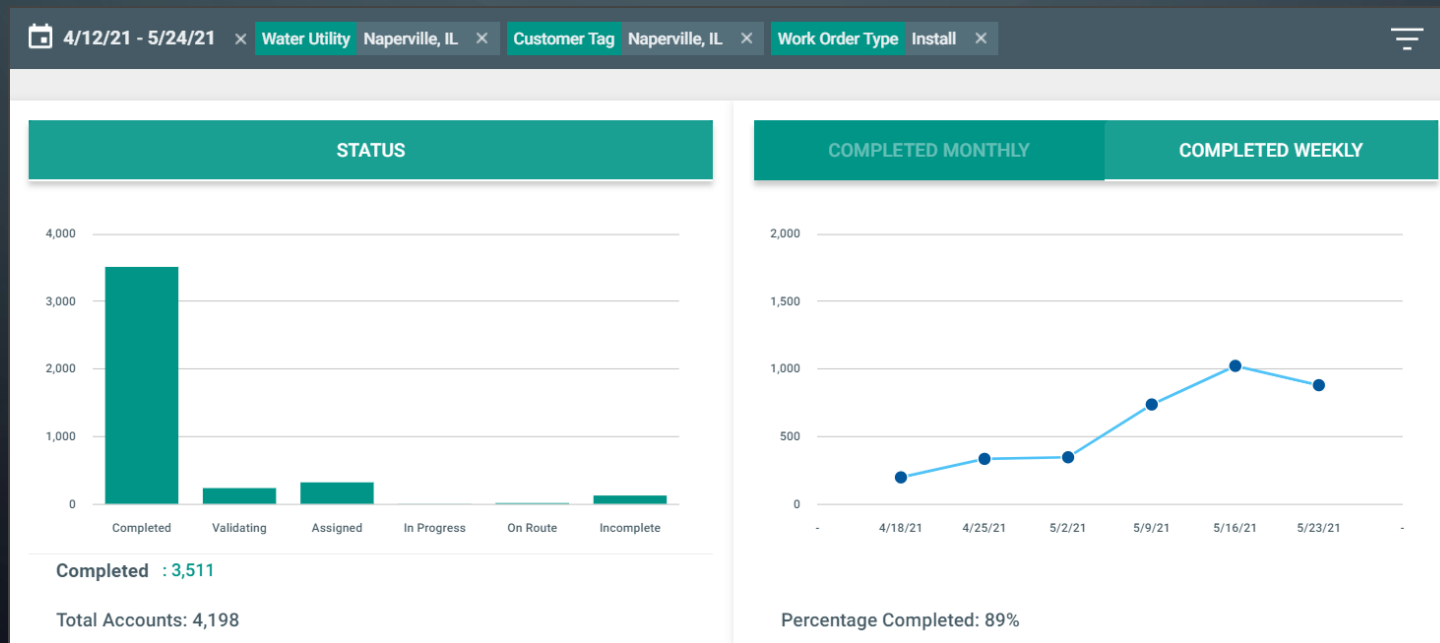- Optimize Asset Management, Work Order Management

Transform: "Drive New Capabilities and Services"
- Implement Body Worn Cameras
- Establish Advanced Data Analytics Capabilities

Run (22 FTE*)

Grow (8 FTE)

Transform (3 FTE)

Transform 6%

Grow 24%

Run 70%

IT Work Distribution

*FTE = Full Time Equivalent

WATER AMI PROJECT UPDATES

Mass deployment of AMI modules started April 12, 2021

- As of May 21, Vepo Solutions has completed 3,511 successful installations
- Water Utility Staff are following up on unsuccessful installations which are the result of bad wiring or meter incompatibility
- Integrations between Regional Network Interface (RNI) and the Utility Billing system Sungard are working as designed and Finance is successfully billing on accounts with completed installs
- Scheduled to be in place later this year, integrations between RNI, Sungard, and Harris Meter Data Management System will allow for additional analysis of water usage and patterns. This will help staff and customers determine if a water leak may be present which could result in a high bill. Workflows could be set up to automatically notify a resident if a leak is detected.

NEXT GEN 911 UPDATE

Because most 911 systems were originally built using analog rather than digital technologies, public safety answering points (PSAPs) across the country need to be upgraded to a digital or Internet Protocol (IP)-based 911 system, commonly referred to as Next Generation 911 (NG911). This is a faster, more resilient system that allows voice, photos, videos and text messages to flow seamlessly from the public to the 911 network.

- Completed work:
  - 1/28/2021 – PSAP cut-over to use the new NG911 System
  - 4/20/2021 – Testing complete, all major issues addressed. Deployment complete

- Future capabilities:
  - 3Q-2021 – Text to 911: The text to 911 feature will integrate into the system and residents will be able to text an emergency situation to our center in addition to calling.
  - Future – Integration with the State of Illinois Emergency Services IP Network (ESInet); Estimated timeframe is unknown as the State of Illinois is still working on ESInet implementation.
  - Future – Pictures and Videos to 911; Estimated timeframe is unknown as standards are being worked and vendors implement technology.
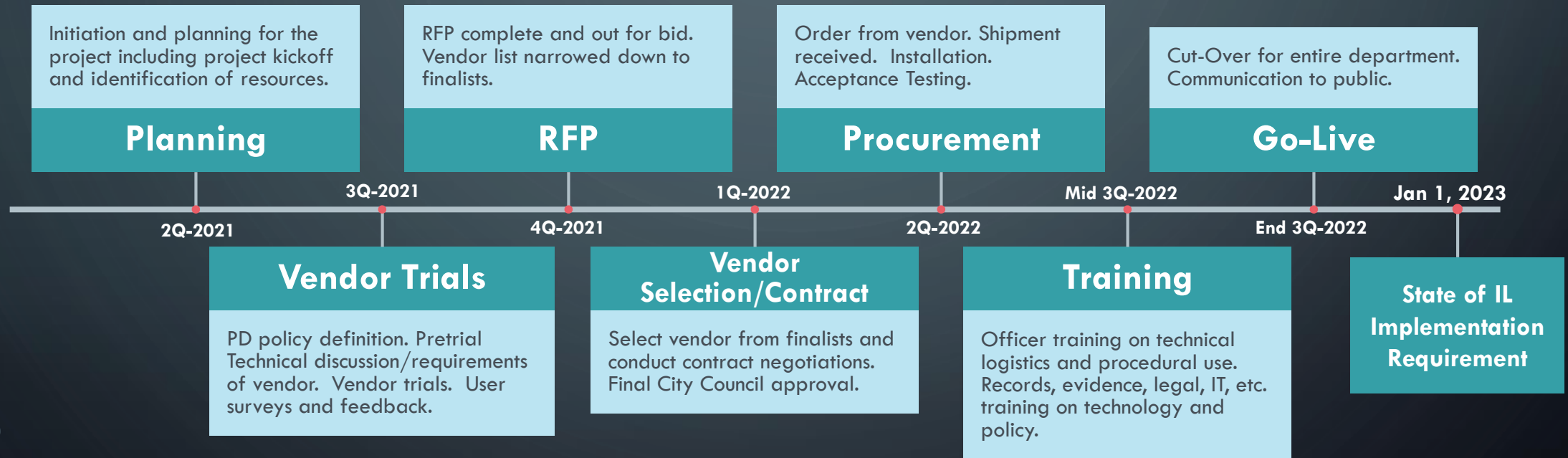
BODY WORN CAMERAS (BWC) PROJECT UPDATE

POLICE AND INFORMATION TECHNOLOGY DEPARTMENTS

JUNE 2021

TIMELINE: BODY WORN CAMERAS

Initiation and planning for the project including project kickoff and identification of resources.

Planning

RFP complete and out for bid. Vendor list narrowed down to finalists.

RFP

Order from vendor. Shipment received. Installation. Acceptance Testing.

Procurement

Cut-Over for entire department. Communication to public.

Go-Live

3Q-2021

1Q-2022

Mid 3Q-2022

Jan 1, 2023

2Q-2021

4Q-2021

2Q-2022

End 3Q-2022

Vendor Trials

PD policy definition. Pretrial Technical discussion/requirements of vendor. Vendor trials. User surveys and feedback.

Vendor Selection/Contract

Select vendor from finalists and conduct contract negotiations. Final City Council approval.

Training

Officer training on technical logistics and procedural use. Records, evidence, legal, IT, etc. training on technology and policy.

State of IL Implementation Requirement

CONSIDERATIONS: BODY WORN CAMERAS

- **Departments Impacted:**
  - Police, Information Technology, Legal, Communications, Finance, Building Operations, Fire (Indirectly)

- **Some Example Considerations:**
  - Technology:
    - Battery Life and Recording Storage for an entire 12 hour shift
    - Video resolution – HD
    - Physical Characteristics: Weight, where worn, ruggedness and fault tolerance
    - Network – Requires significant network bandwidth capacity (especially during shift changes)
    - Long Term Storage – Cloud based; Retention period of >90 days;
    - Reliability, Security, Performance, Ease of maintenance and support

  - Procedural:
    - User Interfaces – Officers for camera, Records/Evidence for video management, Legal for video access
    - Storage management rules (length of retention, destruction, security, permissions)
    - Redaction – Easy to use redaction tools
    - Synchronization – Easy to use synchronization tools to combine timelines of multiple cameras
    - Indexing and searching videos by various attributes (officer name, date/time, etc.)
    - Security/Privacy/Chain of Custody/Chain of Command – log of viewers
    - Reports – Easy to generate, meaningful

  - Vendor:
    - Ability to support field trials – end users will have significant input
    - In Car Cameras – Integration with in-car camera systems
    - Records Management and CAD – Integration with RMS/CAD Systems
    - Cost, Warranty, Maintenance, Service and Support

RESOURCE REQUEST TO SUPPORT THE BODY WORN CAMERA PROJECT

- Request:
  - Since the project was approved, staff has anticipated that one additional FTE in IT would be required in 2022 to support the program. The IT Department requests to accelerate the hiring of this position to June 2021 in order to allow active engagement from the start of the program.
  - Be dedicated to focus on the necessary BWC planning and preparation which will ensure reduced risks, high quality and on time delivery.

- Responsibilities:
  - Work closely with the Project team which includes representatives from the Police Department, Legal, Communications, Finance, Fire, IT
  - Plan, implement and maintain any network, storage, platform, security, and technical training required for the project
  - Closely collaborate on the Police Patrol in-car camera replacement project (EOL 2022) which has high interdependencies with BWCs