



Law Enforcement Technology Shared Services

06/13/12 Meeting

Information Technology Services • 128 E. Buffalo Street • Ithaca, NY 14850 • (607)274-5417 • Fax (607)274-5420

DATE: June 13, 2012

TIME: 1:00-3:00 PM

LOCATION: Department of Emergency Response (large conference room)

PRESENT: Kim Moore (TC ITS), Sgt Wright (Ithaca PD), John Arsenault (Ithaca PD), Chief Steinmetz (Cayuga Heights), Lt Williams (Groton), Sgt Zigenfus (TCSO), Brian Wilbur (DOER), Alan Karasin (Ithaca IT), Greg Potter (TC ITS), Chief Ryan (Dryden), Chief Ferretti (Trumansburg), Kari Stamm (DA), Shawn Beckerink (NYSP)

EXCUSED: Sgt Daley (NYSP), Jake Young (IPD), Undersheriff Osborne (TCSO)

1. Spillman

a. County Court/Family Court view access

Sgt Zigenfus raised the discussion of opening access to Spillman for State/Family court(s). After group discussion, it was agreed that this should be tabled as a future topic. While the group supports the concept, there is not enough staffing/personnel to support any additional agency installations at this time.

b. Updates

NY Forms - The NY Form has been deployed globally. Kim reported that the observed field will not be included as part of the NY forms project, but Spillman has it on its list as an enhancement, however, it is possible it may become a global request (saving us from having to pay for the enhancement) after the new architecture is rolled out across the Country. Sgt Wright requested additional mapping of the "misc" field to something other than call comments. Sgt Wright and Chief Ryan both reported duplication in workflow; Kim to investigate. After vote, LETSS has agreed to set a "hard date" for removal of the generic mobile form for July 31. Kim will send message to all users.

i. **Name Record Clean Up** – Kim has requested help from the records people support team to help with clean up. All agencies have been supportive in the concept of working together on this project, and it was decided that Kim should set up a training to get the records group up to date on the process. Kim to schedule meeting.

ii. GeoLoad

Kim reported that Catt has been doing more frequent geo-loads, when time and staffing permits.

iii. **AVL Logs** – Kim reported that AVL logs for the mobile units has been enabled. When the project team first set up Spillman, this option was disabled, per LETSS decision. After researching logs for another purpose, it was discovered that at some time shortly after go-live, when our first patch was run, the system re-enabled this default. After discussion, the group voted to keep the logs enabled with the understanding it can only give location in 45 second

increments but does NOT log accurate speed as it is in the before mentioned 45 second increments.

- iv. **"Retiring Users"** - The group indicated they would like a monthly list for Spillman and Citrix at the LETSS meetings. Kim agreed and will put it on a "to-do" list for the near future (time and staffing permitting).
- v. **TraCS Steering Committee Meeting** - Kim reported the TraCS meeting this year re-introduced TraCS 10. The new interface is ver "Microsoft" in looks, and may include two way communication for UTT dispositions, and may force accident location (lat and long) to validate accidents. Based on the roll out schedule, Tompkins may be on the list for upgrade late 2012, but more likely early 2013. Kim was comfortable with early 2013 as all servers will need update, including user conversion and move to SPIDER for data movement (TDM is being eliminated). In the interim, there is a patch, 7.3.14.6 that needs to be run (all servers, workstations and fleet units) Kim to put on her to-do work order list, to be completed as time and staffing permits.
- vi. **Spillman Touch** - Kim reported to Brian Wilbur that there is a grant available for Spillman Touch if sponsored by a paid fire department (i.e. IFD). As IFD has reported interest in Touch, Kim stated that Spillman has a team to work with the agency for the grant paperwork, if interested.
- vii. **LETSS Website** - The URL is <http://www.tompkins-co.org/lets> Meeting notes and agendas will be posted accordingly, as well as future policy.
- viii. **DA Software** - Greg reported that the information for possible future purchase of New Dawn's JustWare (that integrates with Spillman) has been coordinated with the DA's office.

ACTION ITEMS: *Kim to send message to LEA's for hard date cut off for generic forms and to coordinate future Records Team meeting for data clean up. Kim to coordinate TraCS 7.3.14.6 patch - all TraCS servers, workstations and fleet will need to be touched.*

c. Implementation Tasks:

- i. **NYSP Installations** - Kim, Greg and NYSP have reached an agreement and the MOU has been signed! Kim to work with NYSP on installation plan as time and staffing permits.
- ii. **Statelink / Statelink Hit Detection** - Kim reported that Jefferson has installed the certificate on their server, but no further update is available at this time.
- iii. **LiveScan Integration** - Spillman is ready to work with Kim to start testing the interface, however, as Kim requested instructions from L1 for testing (as Spillman completed their side of the development process), L1 blindsided County and Spillman by saying that the interface needed to be re-developed in an alternate format. Kim and Spillman working with (frustrated with!) L1.
- iv. **Compstat** - Only SD incidents appear. Additional modules needed for other agencies. Will look into local mapping options through GIS as a future task.
- v. **CAD to CAD transfer to CU** - Still on the list for implementation tasks.

ACTION ITEMS: *Kim to coordinate with Spillman for LiveScan testing.*

d. Policy/Procedure

December Policy Discussion Follow Up

Greg and Kim reported that they had another work session with the vendor, Pervasive Solutions. From that, a template has been created, and initial policy (and existing policy) drafted into that template for sub committee discussion and review. The rough policy discussion list can be viewed at the end of this document. Kim and Greg proposed a work session for the sub comm., for next Wednesday.

ACTION ITEMS: *Kim to send e-mail to sub committee as a reminder of meeting next Wednesday, June 20 from 1300-1500 at DOER.*

e. "Clean-up" Topics

- i. **TraCS Accidents** – Issue resolved.
- ii. **Geo-Base / Common Name Updates** –Greg, Cattyann and Kim are working with the 911 center work with DDTI, to help manage the back end process for updating address/common names within Tompkins County.
- iii. **System Maintenance** – Kim is working to implement a plan for maintenance.
- iv. **Table Updates/Modifications – Sub Committee:** this group will be rolling in to the efforts for policy with the consultant.
- v. **Premise/Business** – nothing new to report.
- vi. **Support Workgroups** - nothing new to report.

ACTION ITEMS:

f. Future Topics

- i. **Custom Reports** - Nothing new to report.
- ii. **Web "Portal"** - Nothing new to report.
- iii. **Cornell Data Sharing** – Nothing new to report.

ACTION ITEMS: *none.*

2. TraCS

Kim reported that Crystal from IC had contacted her with the understanding that if IC were part of LETSS, they would be eligible for support for TraCS as they have still not yet implemented. Kim explained that Terry Stewart would need to contact the Chair of LETSS if IC was interested in LETSS, but also that LETSS is not presently involved in private institutions, and LETSS was not meant to be a vehicle for "free support", especially in agencies where IT Departments presently exist. Kim also encouraged Crystal to contact Cornell University if she had questions that were specific to the college.

Kim delivered one 4810 scanner to each Village agency, and 4 to IPD purchased with Homeland Security funding. Additionally, Sgt Zigenfus handed out a digital camera to each LEA agency.

3. LiveScan

Reported above under "updates".

4. Citrix / SJS

"End of Life" date for data ENTRY to SJS (DCJS Conversation) – Final day of entry was October 20, 2011.

Seals need further discussion. Trmensburg PD has an incident in SJS that requires a seal, but as database is read only, Greg will speak with Angie to discuss options. It may be that each agency is assigned one account with write access? This is now on an action item list for Greg.

5. LETSS Administration

- a. **LETSS 2012 agreement update** – IPD has signed the document, Kim to post on LETSS website.

ACTION ITEMS: *Greg to speak with Angie about options for SJS entries. Kim to post 2012 LETSS Agreement on website.*

Policy List

Wednesday, March 21, 2012

11:03 AM

- Completed
- Pervasive
- LETSS SubCommittee

Policy List

Policy about policy

- Structure
- Audit
- Compliance
- Annual review and feedback
- Distribution and Training;

Data Classifications, Ownership, Distribution + Access in a multi-agency systems;

- Between Dispatch and Police
- Police to Police
- IT Admin
- Elected Officials
- Public and News Media
- Use of Partitions to segment/secure data;

Sanction or Enforcement

- For neglect or inappropriate use

General IT Security/ Account Management

- Passwords
- System inactivity timeouts
- Physical access
- Screen savers timeouts with passwords
- Confidentiality Agreement?
- Administrative levels
- Account setup and termination
- Acknowledgment and signature form
- Password Standards
- Account/name standard conventions

Acceptable Use

- Spillman Messaging (IM, messaging, alerts)
- Access to messages
- Acceptable use of the tool
- Everything is kept and part of record (but not directly attached to record)
- Cannot replace call comments
- Data Retention
- Mobile/Internet

IT/System Roles & Authority

- Communications
- Change control
- Dispatch supervisor participation in documented system procedures
- New Dispatch / SAA position

- GIS & address management
- Dispatch Workstations
- Spillman Tech support calls
- Spillman change control process for configurations impacting more than one agency
- Enhancement approval process and financial review
- Edge device and agency support -- SLA for third party or one-off integrations

Incident Response: inappropriate information release; breach notification

Data Management (Administrative Levels & Authority)

- Long term data consistency
- Data Standardization
- Customized Reports
- Data Maintenance – responsibilities, schedule, etc...

Local NYS file entries (eJustice, Portal, or what it becomes)

- Who files "File #" reports

Minimum level of data entry or data capture at dispatch call level; best attempt given state of caller

- Emergency or non-emergency
- Code for deviation from standard
- Requests to Dispatch whether Spillman IM or Call comment

Communication between DISPATCH and LETSS

- Special notifications
- Changes in events
- Medium/format between
- Types of communication
- Preferred process and approval

Flagging

Responsibility for Status Changes

- Available, on-site, on-route, etc.

Update Unit Officer (UPDUO)

- Review based on new policy format

Mobile Technology Issues

- Alternative and tech support procedures
- AVL -- available vehicle locator v.s. polling
- Who reports the issue
- Responsibility of vehicle IT technology equipment
- NetMotion and Verizon

Office-hours or emergency technical support

- Use of Dispatch
- Self service and SLA

NYS Link -- Future

- Policy to define information flow from/to Spillman

Participation & Agreements with non-LETSS members; LETSS = Dispatch and Law Enforcement Only

- Fiscal Issue
- LSA Issue
- Resources

NOTES:

Abstract

- Policy purpose
- Scope Who Policy Applies too
- Why necessary

