OPS needed to change the traditional approach of tackling operational issues one at a time given policing is an information business

Traditional Approach
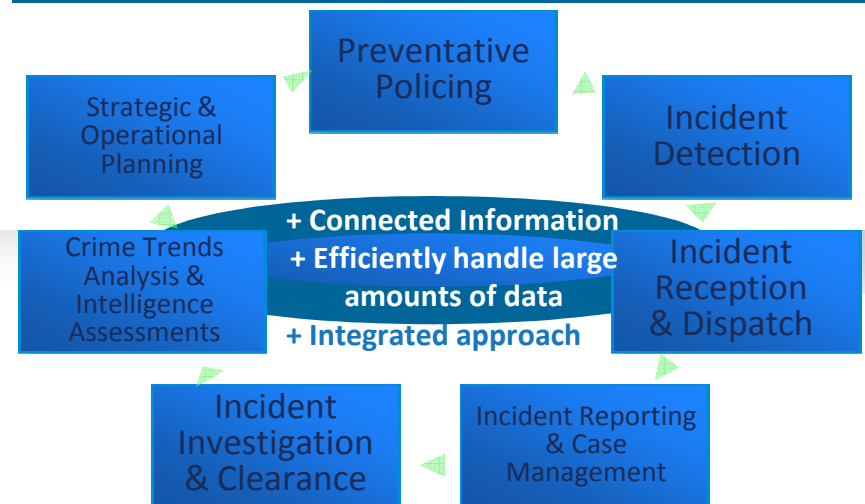
- Strategic & Operational Planning
- Preventative Policing
- Incident Detection
- Crime Trends Analysis & Intelligence Assessments
- Incident Reception & Dispatch
- Incident Reporting & Case Management
- Incident Investigation & Clearance
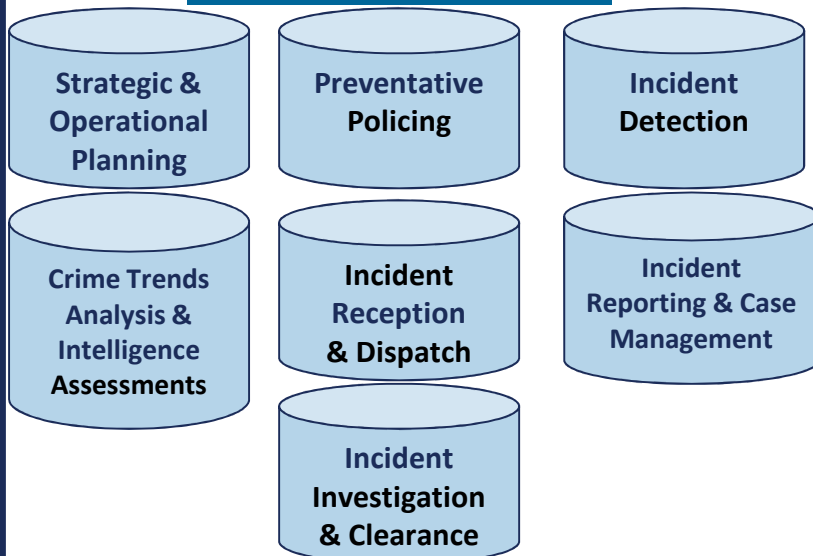
Data Deluge

90%
Of all data created in last 2 years

80%
Of all data is now unstructured

Law enforcement = single end-to-end Process

- Strategic & Operational Planning
- Preventative Policing
- Incident Detection
- Crime Trends Analysis & Intelligence Assessments
- Incident Reception & Dispatch
- Incident Investigation & Clearance
- Incident Reporting & Case Management

+ Connected Information
+ Efficiently handle large amounts of data
+ Integrated approach

OPS Challenges:
- Information is siloed and dispersed throughout the organization
- Current technology does not support and facilitate accurate data
- Lack of IT disaster recovery
- Front line officers not equipped with real time information to enable predictive policing
- Enterprise data on work, time management, assets, maintenance, skills is incomplete, missing or not readily available or shared

2

OBJECTIVES AND PRINCIPLES

Modernization Roadmap Strategic Objectives

The following Strategic Objectives are the outcomes that the Ottawa Police Service will achieve at the end of the Modernization Roadmap. The Ottawa Police Service will be able to judge the success of the Modernization Roadmap based on how successfully these objectives are met.
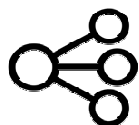
1 Provide Effective Services

Having the right tools and technology…

2 Enable Services Through Information

…that have the right information, real time…

3 Enhance Capability, Accountability & Authority

…to people with the right skills, following defined processes, who are trusted to deliver…

4 Reinforce Legitimacy

…in order to deliver trust in police, and trust in IT services…

5 Achieve Value, Flexibility & Scalability

…as well as achieving value (spend and wider), flexibility and scalability.

1. Cop Centric   2. Partner First   3. Continually Optimize

CAPABILITIES

Frontline Mobility (FLM)	**Information Management (IM)**	**Innovation**	**Foundation & Security**	**Collaboration**	**Member Information System (MIS)**	**Enterprise Asset Management (EAM)**
•Smart phones to front line officers	•Dashboards	•Social Sentiment	•Cloud	•Office 365	•Staff scheduling,	•Radios / Carbines/ Ceramic Armour
•License plate lookup	•Datahub	•HealthIM	•Architecture of system	•Document, collaboration	•Time & attendance,	•IT
•Text to voice	•StreamsSet (Ingestion)	•Zello	•Data Loss Prevention	•Document management	•Core HR information,	•Fleet
•Dispatch updates/alerts	•RMS/CAD data	•Facial Recognition	•Identity Access Management	•Video conferencing	•Learning management	•Facilities
•Vehicle routing	•Enterprise Content Management	•Robotic Process Automation	•Privileged Access Management	•Instant messaging	•Performance management	•Quartermaster stores
•Voice to text - reporting	•Digital Evidence Management	•RFID for asset mgmt	•Threat & Vulnerability Management	•Policy management	•Recruiting	•MIS
•Auto-transcription			•Security Policies & Guidelines	•Parade briefing	•On-boarding	
•Language translation				•Appointment Scheduling	•Succession planning	
					•Labour relations	
					•WSIB/Occ Health	

Q 1   Q 2   Q 3   Q 4

4
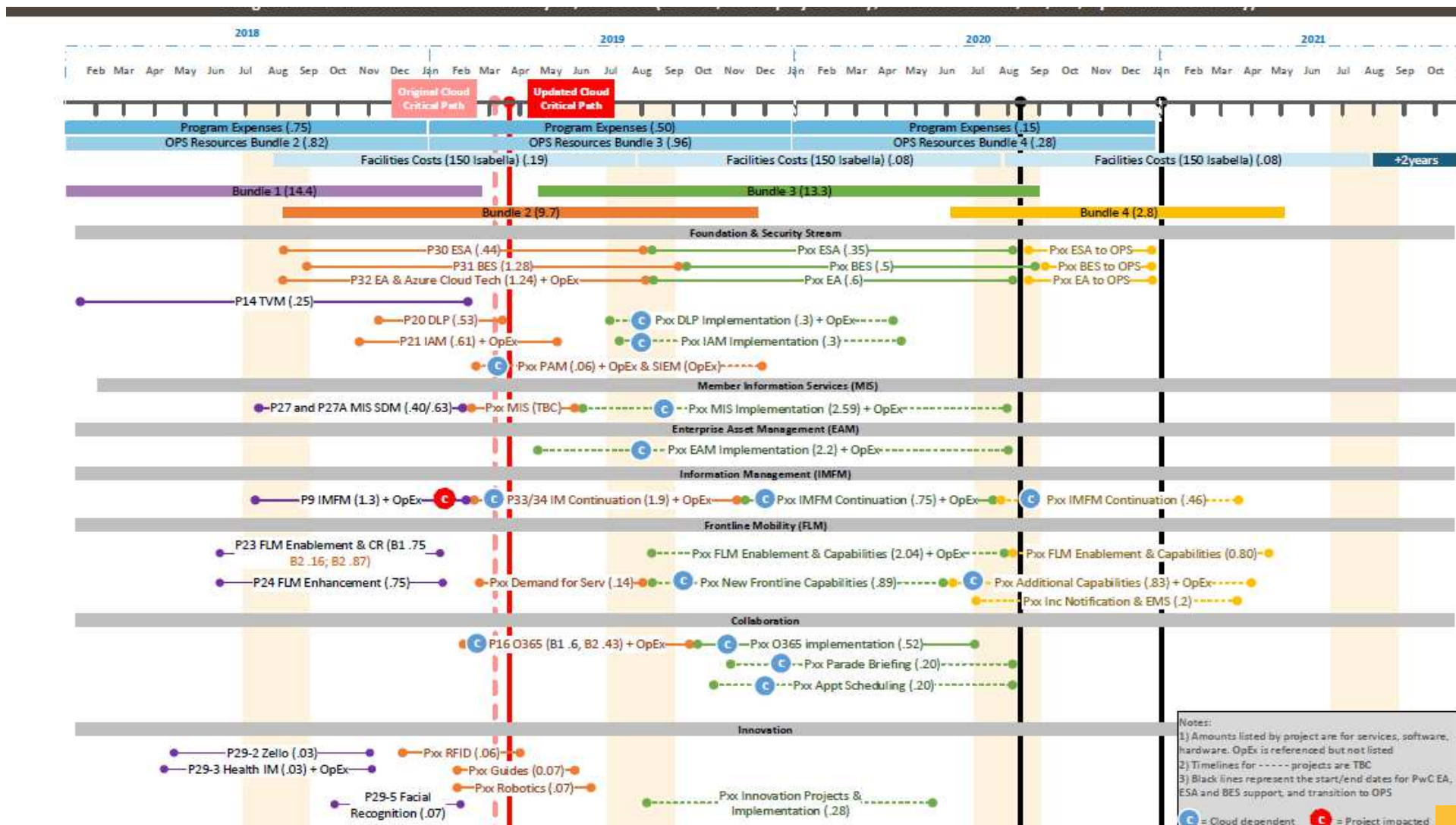
SUMMARY

- Full briefing in March
- Highly integrated program
- Aligning with City's SAP Program
- Moving into implementation in most workstreams
- More analysis needed to understand impacts of reducing program funding