

Report to / Rapport au:

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

24 June 2019 / 24 juin 2019

Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

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SUBJECT: MODERNIZATION ROADMAP PROGRAM UPDATE

OBJET: MISE A JOUR DE LA FEUILLE DE ROUTE DE LA MODERNISATION

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board receive this report for information.

RECOMMANDATIONS DU RAPPORT

Que la Commission de services policiers d'Ottawa prenne connaissance du présent rapport a titre d'information.

BACKGROUND

On April 29, 2019, the Ottawa Police Services Board (the Board) approved the Modernization Roadmap (MR) Bundle 3. At that time, the Board requested that program status updates be included as part of upcoming Board agendas. This report represents the second update.

DISCUSSION

The MR program has improved its overall posture and is tracking to plan by continuing to balance within originally identified timelines and adjusting to fit OPS priorities and capabilities. The following are program status updates for the overall Modernization Roadmap program and the seven streams:

1. Overall Program Status and Plan

As a result of a MR Executive Steering Committee (MRESC) review of the MR Program against OPS' priorities and capacity, the immediate MR effort will be focused on 5 projects: 1) Frontline Mobility 2) Information Management 3) Digital Evidence Management 4) Office 365 and 5) Foundation & Security with the full migration to cloud computing.

The re-focus on the five streams will reprofile the realization of expected benefits (associated with deferred projects). An assessment is currently underway detailing the effect of the change to the MR Program and will be presented to Executive at MRESC on July 2019.

Over the course of Bundle 3, the MRESC will continue to monitor progress and ensure that identified projects remain in alignment with OPS' priorities and capacity.

The importance of change management has been highlighted by the MRESC. As the MR Program shifts from design and planning to implementation, the change strategy now focuses on support of (1) 'end to end' solutions implementation, (2) OPS sustainment of the solutions delivered by the roadmap (3) OPS' realization and management of benefits. A targeted Change Management and Communications Strategy will be presented to MRESC for approval on June 24, 2019. It is expected, following approval, that key messages will be cascaded throughout OPS using a variety of communication channels.

2. Foundation and Security

Work continues to identify and address issues created by legacy systems and protocols. A further update will be available in the July report.

3. Frontline Mobility

The roll out of smartphones and NotifyMe (voice mail forwarding) to Frontline officers is complete, ahead of its intended completion date. The deployment of vMobile (computer-aided dispatch on the smartphones) is undergoing final testing and full implementation planning. Testing of WebRMS (remote 'in car' reporting) is currently underway and is expected to be complete by the end of June.

The request for proposal process (RFP), seeking a fleet contractor to perform the cabin ergonomic and mobile workstation replacement and upgrades closed on June 4, 2019. As planned, vendor selection is expected to be completed by end of June, with the expectation that the contractor work will commence early in the third quarter of 2019.

Benefits are being realized as the new capabilities facilitate communication and reduce the need for officers to return to the station to perform routine tasks.

4. Information Management

The development Enterprise Data Hub, the heart of the Information Management stream, and Microsoft Power BI, the selected reporting and visualization tool, are operating in the Microsoft Azure cloud-computing environment and are now connected to OPS' development records management (RMS) and computer aided dispatch (CAD) systems. Having passed two independent security assessments the system is now deemed secure and capable of storing OPS information. Work is on track and underway to address the sustainment requirements of the new analytics solution, which includes the development of new service delivery model, addressing staffing, skills, and defining future roles and responsibilities.

5. Innovation

The Guides (web based information sharing platform) and RFID (radio frequency identification tagging/tracking pilot) projects have been completed with the submission of the final reports. Results from these pilot projects have provided OPS with important insights into the applicability of such technologies. The functionality demonstrated in the RFID project is being considered for implementation within the future asset tracking project.

6. Collaboration

The MS Office 365 functional pilot (including MS Windows 10 upgrade) continues with no additional issues. The City of Ottawa implementation team is sharing 'lessons learned', training materials, communications artifacts and technical information. MRESC has requested that the OPS wide deployment of Office 365 mail and productivity suite be undertaken immediately following the pilot.

Deployment of the other Office 365 capabilities, such as Teams and SharePoint, will be undertaken in a subsequent phase.

7. Member Information System

No update. Continue planning with the City of Ottawa.

8. Enterprise Asset Management

No update. Continue planning with the City of Ottawa.

CONSULTATION

Not applicable

FINANCIAL IMPLICATIONS

Not applicable

SUPPORTING DOCUMENTATION

Not applicable

CONCLUSION

This report represents the June update on the MR Program as requested by the Board. The OPS and PwC continue to make progress on the various streams of work and the next update will be provided in the July agenda. The program is currently focused on operationalizing the tracking of benefits and will report on that work in future updates.