

Report to / Rapport au:

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

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Submitted by / Soumis par:

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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 activity reporting from June 1-30, 2019.

DISCUSSION

The MR program has realigned its efforts on the priorities set by OPS Executive, specifically, in no particular order, 1) Frontline Mobility (FLM) 2) Information Management (IMFM) 3) Digital Evidence Management (DEMS) 4) Office 365 (O365) and 5) Foundation & Security with the full migration to cloud computing.

The following are program status updates for the overall Modernization Roadmap program and the seven streams:

1. Overall Program Status and Plan

June demonstrated progress within the priority projects; however, the MR Program anticipates reporting an impact to schedule and budget in the coming months. June activities, specifically during the latter part of the month, have identified some technical issues in several projects. In addition to these technical issues, the Program will also be impacted by the availability of OPS resources from June to August due to scheduled annual leave and the OPS system-wide change freeze, black-out period from June 20-July 3- an annual IT risk activity put in place to minimize disruption to Canada Day operations. Remediation activities are in progress, at which time, details associated to schedule and budget will be known and communicated accordingly. Any impacts to budget will be contained within the funding approved to date.

With regards to benefits realization, as initially reported, the re-focus of the five streams will re-profile the realization of expected benefits (associated with deferred projects). An ongoing assessment is currently underway detailing the effect of the change to the MR Program and will be presented to Executive at Modernization Roadmap Executive Steering Committee in August.

A key deliverable for the MR Program and OPS' Planning, Performance and Analysis Unit (PP&A) is to ensure that an enterprise Benefits Management approach is implemented in the coming months. The MR Program and OPS are actively working at identifying a sustainable approach to tracking and measuring benefits. While that data reporting is being developed, the MR Program is confident to report that the OPS has seen a positive impact on day-to-day operations resulting from the deployment of Smartphone devices to Frontline officers. Further details related to these benefits are identified in section 3. Frontline Mobility.

2. Foundation and Security

OPS Business Information Services (BIS) and the MR Program continue with implementation activities on critical security components such as Identity and Access Management (IAM), Privilege Access Management (PAM), Data Loss Prevention (DLP) and Threat & Vulnerability Management (TVM). As part of these implementation activities, both OPS and the MR Program technical teams are actively addressing issues created by legacy systems and protocols, with a focus on minimizing impacts to ongoing projects.

3. Frontline Mobility

With the full deployment of 638 Smart Phones to frontline officers completed, the focus remains to increase the value of this technology to officers by adding key applications to assist in day to day policing activities. The deployment of vMobile (computer-aided dispatch on the Smartphones) has completed its initial pilot testing with successful results and full implementation planning is underway.

Officers participating in the vMobile pilot reported on the ease of use of this application and that the functionality of vMobile has provided officers instant access to information previously only accessible while in a patrol vehicle. vMobile has increased the effectiveness and improved situational awareness for an officer while performing duties outside of a patrol vehicle, such as checking status of back up, mapping officer locations, viewing updated call details, accessing recent report information, viewing mug shots, to name a few.

Network load testing of WebRMS (remote 'in car' reporting) has completed with positive results, with that, a pilot with East frontline is underway to test out enhanced functionality of WebRMS.

Preliminary WebRMS pilot survey comments are highlighting the immediate benefit of limiting the need to return to the station to complete routine administrative tasks for both Constables and Sergeants. Eliminating the need to return to the station, while on shift, has increased an officer's availability time allowing for additional resources to respond to priority calls. Officers have openly commented on how WebRMS will significantly yield capacity hour savings and improve service response times for OPS.

The smartphones have also alleviated workload pressures on Comm Centre staff by giving officers the tools to contact complainants directly and perform some investigative functions instead of going through a third party.

The Fleet Vendor RFP selection process has steadily progressed during the month of June since the official RFP closing date of June 4. The OPS RFP team has advanced to the final step of the process by scheduling a "demonstration fit up" with the preferred vendor for mid-July. The project is tracking to schedule in order to place the contractor onsite early in the third quarter of 2019.

4. Information Management (IM)

The first project within the IM stream, Data Analytics has two components—the technical environment and Organizational Readiness. Various issues have been identified within the technical environment, which comprises of the Enterprise Data

Hub and Microsoft Power BI (the reporting and visualization tool). The team has been actively resolving these issues and reporting on the progress of these items on a daily basis. Details related to these issues and associated impacts will be reported in the next update. In addition, the IMFM project team continues with planning activities related to the System Integration Testing (SIT) and User Acceptance Testing (UAT) as the technical issues are remedied. An Organizational Readiness assessment, one of several key deliverables to support the service delivery strategy, has been completed and currently under review with key OPS stakeholders.

The Digital Evidence Management (DEMS), the second project within the IM Stream, had its official kick-off in June with key OPS stakeholders. The DEMS project will focus on the implementation of a streamlined evidence collection process (from call to courts) supported by a fully-integrated system. Currently, the project is in its initiation phase and is focused on the development of the DEMS statement of work (SOW).

5. Innovation

This stream has seen tremendous success in the member-driven and pilot approach to identifying and testing capabilities within a policing environment. Technologies such as facial recognition and radio frequency identification (RFID) have been identified as key capabilities that have a large potential to yield both cost savings, public safety and efficiency benefits. It is expected that once current priority projects have been completed, these initiatives will be part of the next group of projects. At this point in time, all Innovation pilots have concluded and this stream is officially closed.

6. Collaboration

The MS Office 365 functional pilot (including MS Windows 10 upgrade) continues with some minor schedule impacts related to unforeseen technical issues. Details related to schedule impacts will be reported on the next status report.

7. Member Information System

On hold - not identified as a current priority stream.

8. Enterprise Asset Management

On hold - not identified as a current priority stream.

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 September agenda. The program continues to focus on operationalizing the tracking of benefits and will report on that work in future updates.