**IT responsibilities during the BWC Pilot**

**Introduction**

The assessment immediately below is a breakdown of the time spent on the tasks associated with the 24 camera BWC pilot which wrapped in February of this year. Near the bottom of the document, you will find the IT needs assessment, based on 800 cameras distributed throughout the 3 area stations, Special Operations, and HQ locations.

**User Setup**

User groups and assigned permissions were setup by IT, Planning, and Lt. Carnaghi by looking through each option in the user roles and deciding what that particular group would need.

User setup involved getting a list of the users compiled into a spread sheet with their full name, email address, and DSN. This list was then imported to the Evidence.com system.

Email invitations were sent from the Evidence.com system to new users to instruct them to setup their new account. This invitation expires after 48 hours. Anyone that didn’t setup their account before that expiration had to be sent a new invitation email. This was a manual process performed by the IT department. Some users contacted Lt. Carnaghi and he would contact Keith Hampton directly to resend invitations. A few users contacted the Help Desk and an issue would get escalated to the appropriate staff to resend the invitation.

Man hours for initial setup: 3 staff members x3 hours = 9 hours

Man hours per week: 2 staff members x2 hours = 4 hours a week

**Camera Setup**

All cameras had to be manually registered into the Evidence.com system. This entailed two IT staff connecting each camera to their computer and launching the Sync software and then assigning it to an Evidence.com user that had already been created. This was a time consuming process initially.

When the cameras were reassigned after 4 weeks and then again after 8 weeks this process had to be repeated to reassign all cameras to the Sergeant that would be beginning their portion of the pilot.

Each camera was labeled with the DSN of the assigned officer. This also had to be changed each time the assigned Sergeants were changed.

During the pilot, since we were testing two different models of cameras, it was very frequent that we were asked to swap the cameras between users as one would prefer to test a different type.

Each docking station was setup with a static IP address and IT staff had to permit this device to access the Evidence.com system through the firewall.

Each docking station slot was labeled with which camera was to dock in that particular slot so that officers wouldn’t accidently grab the wrong camera.

Man hours for initial setup: 2 staff members x24 hours = 48 hours

Man hours per week: 1 staff member x5 hours = 5 hours a week

**User Management (training/misc)**

Management of the users and cameras after the initial setup was easy. Overall we only had 3 instances that required a technician to go on site and troubleshoot a camera. In each case resetting the unit fixed the issue.

Account lockouts were infrequent. Messages are set to the admin accounts reporting a lockout event. The Evidence.com system would lock the account for 60 minutes and then unlock it and the user could try again. Otherwise the users reached out to one of the two IT techs that were responsible for this system.

Keith Hampton would train officers that had missed the main training events in how to use the cameras, start and stop recording, and upload. He then also walked them through signing into Evidence.com

Man hours per week: 1 staff members x3 hours = 3 hours a week

**Broken/Lost Equipment/Misc**

Clips broke frequently or were misplaced. Cords for the Flex cameras were also easy to break and required some replacements. During the pilot we kept spare equipment at the Help Desk so officers could get replacements 24/7.

When it was time to return equipment or to give equipment to the next group of Sergeants that were testing, IT staff had to hunt down equipment.

Man hours per week: 1 staff members less than 1 hour a week

**Potential issues/questions, staffing needs, and service changes**

**Based on Cloud storage.** This summary is based on a fully cloud-based storage back-end. **IT highly discourages the use of an on-premise storage solution.**

**Evidence seizure.** The estimates below **do not** include the man power to perform evidence management. I.e., Investigation, seizure, redaction, supplemental reporting, submission. Evidence seizure should be handled by a commissioned unit with a background in investigative police work.

**Storage of black cases that contain the camera accessories, including spare clips, USB cords, car charger, and mobile device.** Who will be responsible for maintaining inventory of this equipment and making sure when the camera is reassigned that the case with the accessories is included?

**Spare equipment** – who will maintain the inventory of spare parts (i.e., cords, clips, etc.)?

**User Setup** - IT spent a good deal of time resending invitations because people didn’t respond in time to setup their accounts. Who will be responsible in future for this task?

**Inadequate amount of network drops and network hardware** - Additional network drops and switches will need to be installed for a full implementation with multiple docks at each site. The (one-time) costs for this are listed in the table below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Location** | **Item needed** | **Qty** | **Cost** |
| North Patrol | Network drops | 20 | $6000 |
| North Patrol | Network switch | 1 | $2000 |
| Central Patrol | Network drops | 20 | $6000 |
| Central Patrol | Network switch | 1 | $2000 |
| South Patrol | Network drops | 20 | $6000 |
| South Patrol | Network switch | 1 | $2000 |
| Special Operations | Network drops | 15 | $4500 |
| Special Operations | Network switch | 1 | $2000 |
| SWAT (HQ) | Network drops | 10 | $3000 |
| SWAT (HQ) | Network switch | 1 | $3000 |
| **Total** |  |  | **$36500** |

**Additional bandwidth will be needed at each location where cameras will be docked** – See the recurring monthly costs in the table below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Location** | **Current Bandwidth** | **Proposed Bandwidth** | **Monthly cost increase** |
| South Patrol | 50Mbit/s | 100Mbit/s | $1000 |
| North Patrol | 50Mbit/s | 100Mbit/s | $1000 |
| Central Patrol | 50Mbit/s | 100Mbit/s | $1000 |
| Special Operations | 20Mbit/s | 50Mbit/s | $750 |
| HQ (SWAT) | 300Mbit/s | 300Mbit/s | $0 |
| **Total cost** |  |  | **$3750** (recurring) |

**Overall staffing needs** – See table below

|  |  |  |  |
| --- | --- | --- | --- |
| **Position** | **Current FTE Count** | **Proposed FTE Count** | **Hours dedicated to BWC per week** |
| Network Admin II | 2 | 5 | 161 |
| Network Admin I | 3 | 5 | 138 |