Oregon State Police

Information Technology Overview

Presented by: Tom M. Worthy, Major
Presentation date: March 30, 2017

OSP – I.T. Mission and Strategy

Modernize

- Innovate
- Workflow & Efficiency
- Data Security
- Mobile

Standardize

- Business Process
- Governance

Engage & Enable

- Evidence Based Policing
- Data Sharing
- Mobile Office

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OSP Technology Strategy

- Modernize
  - Bring OSP up to current industry standards
  - Enhance security against cyber attacks
  - Leverage Mobile technologies

- Standardize
  - Consistent operations statewide
  - Maximize use of existing systems

- Engage and Enable
  - Connect systems internally and externally
  - Share data with agency partners and stakeholders
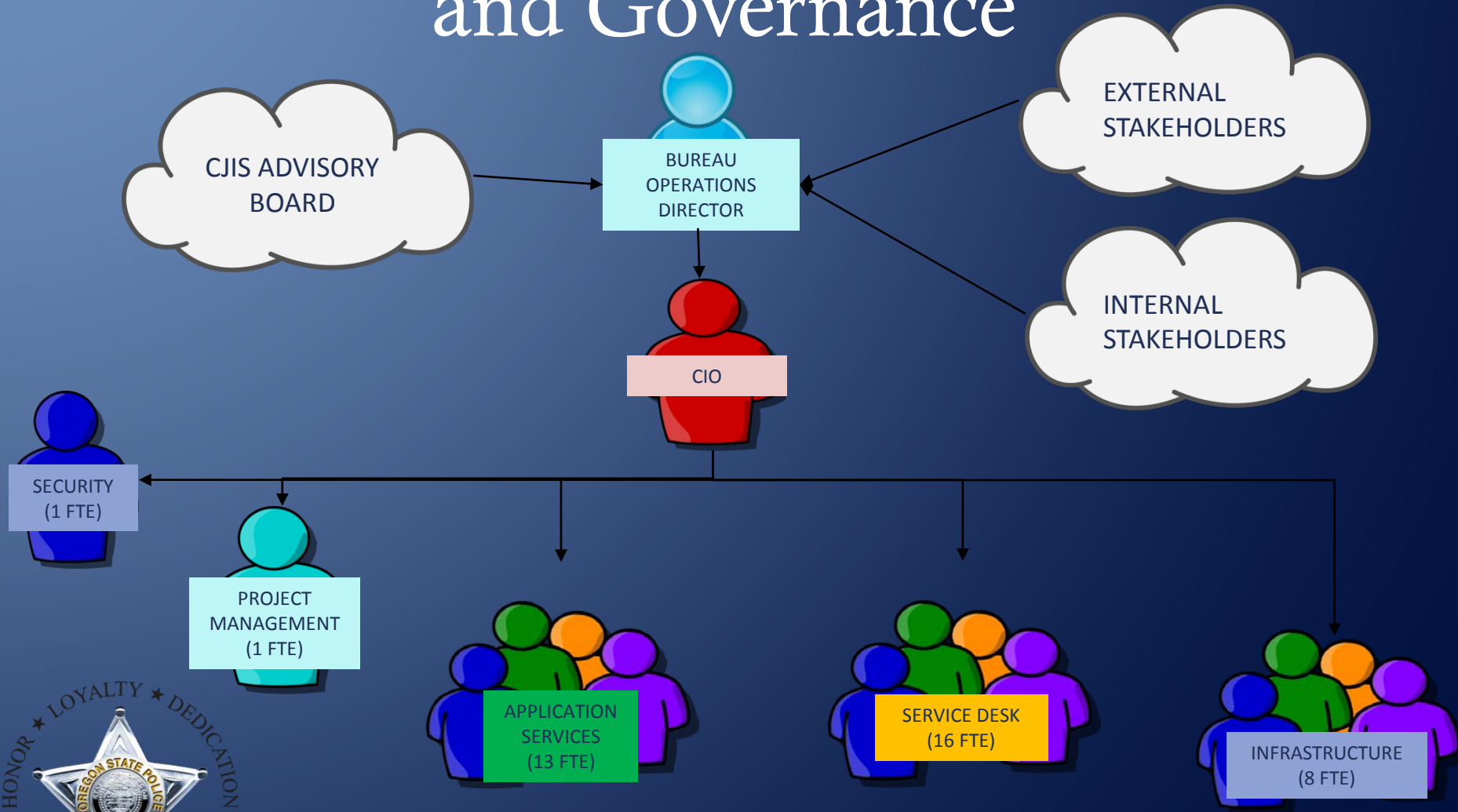 - Data driven public safety, staffing and Department metrics

OSP Organizational Structure

Superintendent
Travis Hampton

Dignitary Protection
Sergeant
Mike Bates

Legislative Coordinator/Public Information Officer
Captain
Bill Fugate

Deputy Superintendent
Terri Davie

Internal Auditor

Police Services Bureau Major David Anderson	Field Operations Bureau Major Andy Heider	Public Safety Services Bureau Major Tom Worthy	Gaming & Employee Services Bureau Major Joel Lujan	Office of State Fire Marshal State Fire Marshal Jim Walker	Administrative Services Kailean Kneeland
Patrol Services Division	NW Region Operations	Command Centers NCC & SCC	Lottery Security	Chief Deputy State Fire Marshal Mariana Ruiz-Temple	Chief Financial Officer
Criminal Investigations	SW Region Operations	Bureau Operations Director Rebecca David	Tribal Gaming	Emergency Response Services	Budget
Sex Offender Registration	East Region Operations	Central Records	Office of Professional Standards	Fire & Life Safety Education	Fiscal Services Manager
State Athletic Commission	SWAT / MRT	Criminal Justice Information Services	Human Resources	Fire and Life Safety Services	Payroll
Fish & Wildlife		LEDS	Policy		General Services
Forensic Services		ID Services	Risk Management		Facilities
Medical Examiner		IT	Training		Fleet
		SafeOregon (School Safety Tip Line)			Procurement

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IT Organizational Structure and Governance

CJIS ADVISORY BOARD

BUREAU OPERATIONS DIRECTOR

EXTERNAL STAKEHOLDERS

INTERNAL STAKEHOLDERS

CIO

SECURITY (1 FTE)

PROJECT MANAGEMENT (1 FTE)

APPLICATION SERVICES (13 FTE)
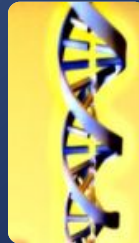
SERVICE DESK (16 FTE)

INFRASTRUCTURE (8 FTE)

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Customers

Services are driven by our values:

- Honor

- Loyalty

- Dedication

- Integrity

- Compassion

Major Systems

CRIMEvue (LEDS20/20)
- Since 1997
- 330 Million Transactions annually
- Required Uptime 99.95%
- Over 1 billion Queries processed
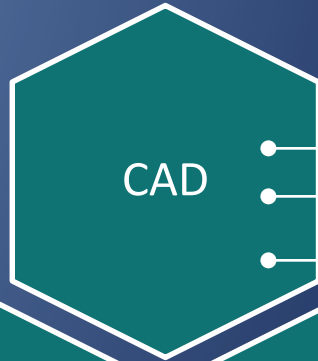
CAD
- Since 1991 . Replaced 2012
- 400,000 Events Annually
- Uptime 99.95%

NICHE RMS
- Since 2013
- 1MM+ Database Records
- Uptime 99.95%
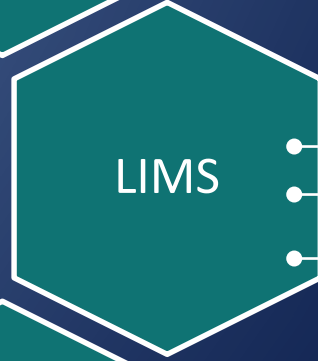
LIMS
- Since 1998
- 1.2MM+ evidence submissions
- Uptime 99.95%

FICS
- Since 1996
- 230,000 Transactions
- 363 Days a Year
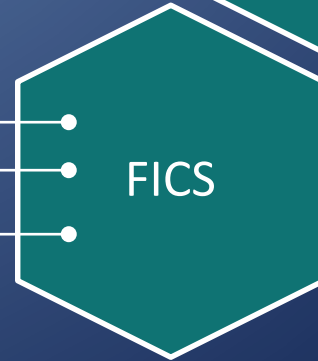
SOR
- Since 1989
- 27,000+ Database Records
- Uptime 99.95%

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OSP – I.T. Governance

Governance Ensures:

- Stakeholder needs, conditions, and options are reflected in enterprise objectives
- Direction through prioritization and decision-making
- Performance monitoring against agreed-on direction and objectives

Accomplished by changes in:

- Infrastructure
- Culture & organizational structure
- Process, methodologies and controls
- Tools

I.T. Governance:
2015 - 2017

- External
  - OSCIO Stage Gate process
  - EO 16-13 IT Security Coordination
  - Partner with State CIO on Information Resource Management
  - Partner with ETS on Lifecycle Replacements

- Internal
  - Establish Architecture Review Board (ARB)
  - Project Prioritization and Methodologies
  - Build Application Portfolio
  - Establish Applications Quality Assurance Standards Processes
  - Develop and Implement Release Management Lifecycle
  - Provision Development and Test Environments
  - CAB - Change Management (ITIL V3 Best Practices)
  - Create Security Incident Response Plan (ITIL V3 Best Practices)

OSP IT Expenditures
2015 - 2017

- Total Projected Spending - $11.2 million (All Funds)
  - 87% General Fund
  - 13% Other Fund
  - All Funds
    - 79% Personal Services (36.5 FTE)
    - 19% Services and Supplies
    - 2% Capital Outlay
- Represents less than 3% of OSP's total budget

2015 – 2017 Mobile Data Terminal (MDT) Modernization Completed

Efficiencies

- Modernize agency mobile computing as the industry evolves
- Add portability and cross purpose use, mobile and office
- Greater device speed, increased functionality and usability

Benefits to Partners

- Improved user experience keeps troopers in the field
- OSP's experience in tablet adoption is shared with partners
- State of Oregon participation agreement in WSCA contract

Measuring Outcomes

- Start up time and connectivity persistence of the devices
- Deployment schedule intact, bug tracking and issue resolution at Help Desk

- Work has begun for Next Generation

2015 – 2017
Data Warehouse Project

Efficiencies

- Increased the data captured for the warehouse:
  - Forensics
- Near real time access and analysis of OSP data

Benefits to Partners

- Quicker data recovery and production
- Data driven decision making
- Statistical reporting and trend analysis

Outcomes

- Level of use by work units
- Reduction in IT requests for service

2017 - 2019 I.T. Projects

- LEDS 20/20 (formerly CRIMEvue replacement)
- Sex Offender Registration Mobile application
- Fish and Wildlife Mobile application
- Medical Examiner Records Improvement Project
- Fire Marshal – Community Right to Know
- Mobile Data Terminal refresh, capabilities expansion
- Extend Data Warehouse
- Communications systems version updates
  - Computer Aided Dispatch
  - Records Management System
  - Laserfiche (Document management)

LEDS 20/20 Project
(Formerly CRIMEvue)

- CRIMEvue is:
  - Oregon's only criminal history repository
  - Includes the Message Switch which connects us to the USA and beyond
  - Includes "hot files" such as wanted persons, stolen property, protection orders

- LEDS 20/20 Project Purpose
  - Sustain existing Public Safety information services
  - Ensure access to public safety data
  - Replace a nearly 20 year old system
  - Enable system to adapt to FBI requirements

- Outcomes
  - Will achieve near 100% up time
  - Increased functionality
  - Maximize usability to agency customers

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Critical Needs and Problems

- Technology is past its end-of-life

- No longer supported by the vendor (SAIC)

- Risk of catastrophic failure

- Does not meet industry standards for reliability of sustained operations and flexibility

- No native user interface

What is LEMS

- Law Enforcement Message Switch

- The "hub" for the data exchange

  – Connections to national and international criminal histories and Hot Files

- Approximately 330 million transactions pass through the switch each year

- Must be available near 100%

- Over One Billion queries to date (one query can spawn multiple transactions)

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What are Hot Files

- Actionable items:
  - Lost or stolen Articles
    - Vehicles
    - Guns
    - Other property
  - Warrants
    - Protection Orders
  - Missing persons
  - Records:
    - Vehicles – 27,000
    - Guns – 54,000
    - Other property – 83,000
    - Warrants – 100,000

What is CCH

- Oregon Computerized Criminal History
- Oregon crime records
  - Arrests and dispositions
- Records:
  - Persons – 540,000
    - Arrests – 5,107,000
    - Charges – 7,505,000

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Customers Served

- 700+ Local, State and Federal Criminal Justice Agencies

- 45,000+ Law Enforcement and Criminal Justice Agencies nationwide

- 130+ Non-Criminal Justice Agencies

- 1,200 federally licensed firearm dealers

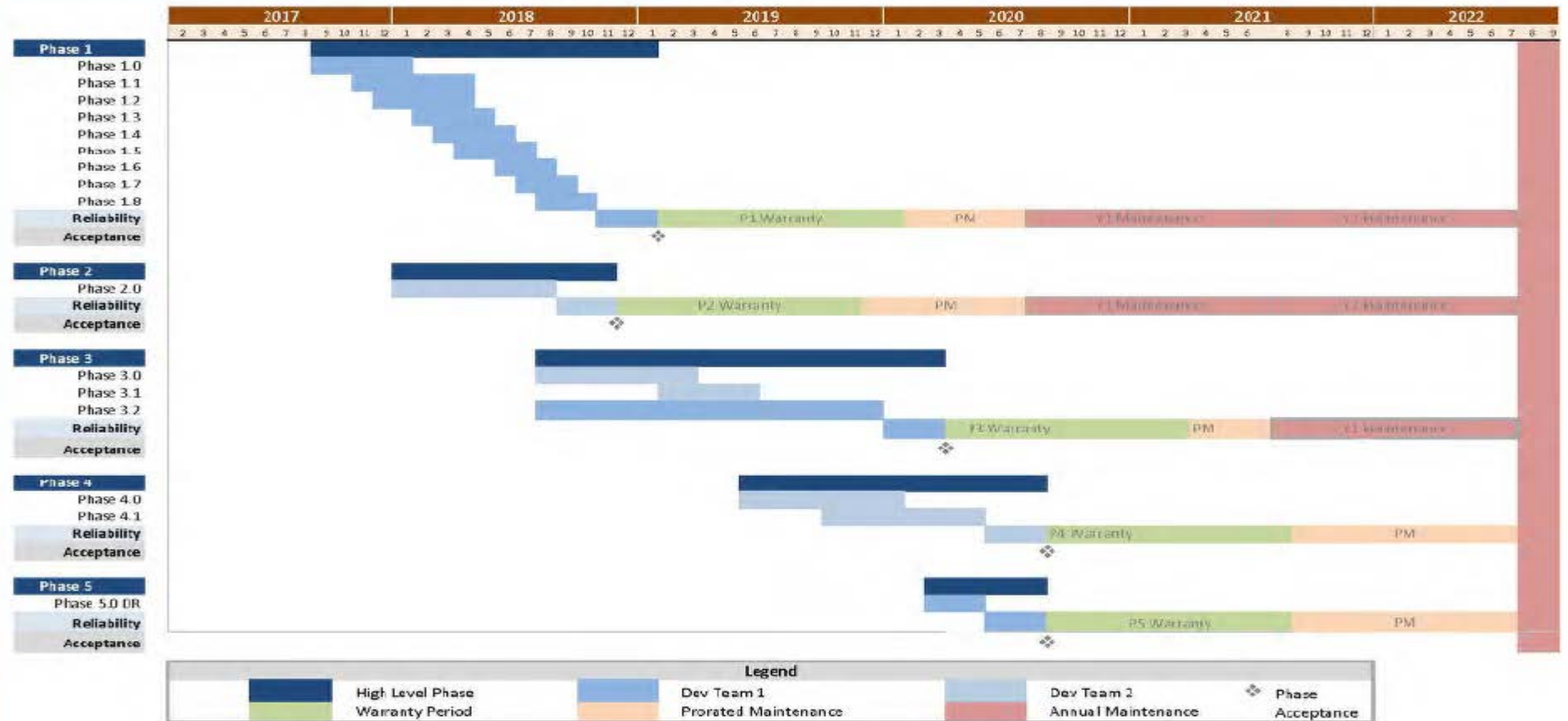- 3.9 million Oregon citizens

Current Status

- Diverse Computing Inc. under contract
- Integrated Project Plan under development
  - 5 Major phases
  - 16 Sub-phases
  - 239 milestones with responsibility spread to 7 functional groups
- Completion scheduled for Fall 2020
- Project cost 10.3M plus hosting and QA (TBD)

Timeline

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"We will continue implementing innovative technologies."

Thank you for helping us to protect the people, property and natural resources of Oregon.