County of San Mateo

Request for Information
Computer Aided Dispatch and
Mobile Systems

ORIGINAL

Submitted by: Infor Public Sector, Inc.
Due Date: February 15, 2016

infor

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February 13, 2016

Director Jaime D. Young
Office of Public Safety Communications
400 County Center – PSC100
Redwood City, CA 94063

RE: Request for Information – RFI 011316CAD   Computer Aided Dispatch and Mobile Systems

Dear Director Young:

Infor Public Sector, Inc. (Infor) appreciates the opportunity to submit this Request for Information (RFI) response to assist the County of San Mateo in evaluating a Computer Aided Dispatch and Mobile Systems solution. Infor understands the importance of this initiative for the County, and we believe our response will help to identify a clear path for meeting the objectives stated in the RFI.

We realize that you want to partner with a company that focuses specifically on Public Safety, provides various options, and understands the unique challenges you face. Our software solutions are designed to address these and other challenges specific to the Office of Public Safety Communications. Our dedicated team is committed to serving you the same way you strive to serve the public - in a personal, responsive and cost-effective fashion. Take comfort in knowing that Infor can help you meet these ever important criteria, as Infor Public Sector serves a significant portion of the residents of North America.

In the following pages, we hope to illustrate how we can deliver a solution that exceeds your expectations:

- **A next generation CAD built by an industry leader** on an innovative platform that will be perfect for today and ready for tomorrow.

- **A proven track record of expertise and industry knowledge** dedicated to modernizing your dispatch solution through the successful rollout, adoption, and ongoing support of your Infor system.

- **Modern technology and processes based on best practices** using our highly flexible applications. The County can grow the solution when the timing is right while also simplifying IT requirements and lowering the total cost of ownership.

Infor has the resources and experience to deliver a successful Computer-Aided Dispatch and Mobile solution to the County of San Mateo, Office of Public Safety Communications. We stand ready to address any questions, or offer clarification during the course of your review.

Sincerely,

Laurie Hovatter, Senior Account Executive
Infor Public Sector, Inc.
813 334 9798
Laurie.Hovatter@Infor.com

Enclosure: RFI Response

cc: Margaret Moran, VP Public Safety, Infor Public Sector, Inc.
        Rocky Ray, Western Regional VP, Infor Public Sector, Inc.

About Infor Public Sector, Inc.

Infor Public Sector, Inc., (Infor) whose parent company is Infor (US) Inc., is pleased to present our response to the Request for Information (RFI) from the County of San Mateo, CA ("County") for Computer Aided Dispatch and Mobile Systems.

We are a well-respected supplier of mission-critical public safety applications, which are designed to meet the CAD/Mobile requirements of, law enforcement agencies, fire/EMS departments, educational facilities, and ambulance service providers. Hundreds of agencies across North America recognize Infor's commitment to ongoing expansion of products, services, and partnerships as their vendor of choice for these mission-critical applications.

Infor has been successfully delivering these systems for more than 25 years and our team of industry experts stand ready to help the County accomplish its goals. Our easy to use, intuitive applications will make transitioning to a highly automated windows system a snap and we have many agencies, similar in size to the County, who will confirm our ability, assuring you of success.

The Software is currently operational in a broad range of customers across the country in more than 400 public safety agencies with several dispatching more than 10 agencies from the single dispatch center (some as many as 30+). We serve customer populations from under 10,000 to over 5.5 million. By placing the customer first, through listening and collaboration, we can truly understand how best to solve their business imperatives with solutions that leverage their existing environment

Infor (US) is a privately held U.S. software company that specializes in enterprise software ranging from financial systems and resource planning, computer aided dispatch and records management systems, to supply chain and customer relationships. At Infor, we understand that your business challenges are unique to your line of work. Our comprehensive industry suites don't require customization because they already deliver industry-specific functionality and support processes that are critical to micro-verticals like yours

Infor (US) is the third largest provider of enterprise applications and services, helping 73,000 customers with software running in more than 40 countries improve operations, drive growth and quickly adapt to changes in business demands. More importantly, we have a growing momentum, earning the business of more than 2,000 new customers in the past year, with double digit sales growth over the last three quarters. We're engineered for speed, with the vision to empower our customers to achieve speed as competitive differentiator and a platform to reimagine enterprise software. We make decisions quickly, in the best interests of our customers.

Highlights:

- Private Company – $2.8 Billion Revenue
- 25+ years providing solutions to emergency response agencies
- Implementation and support capabilities in 100+ countries
- Over 3,900 global cities, municipalities, and government agencies
- 153 offices in 41 countries
- More than 14,000 worldwide employees
- Exceeds industry average in customer retention numbers (nearly 95%)

☐ 80% of employees have direct customer interaction every day

☐ Never debarred, suspended, declared ineligible or voluntarily excluded

Infor Public Sector, Inc. is including information regarding our Infor *EnRoute* SQL CAD solution, providing a seamless integrated system that includes the necessary Software and Services required to deploy a modern public safety solution of Computer Aided Dispatch, (CAD) and Mobile as identified within the RFI. Our solution is designed to automate dispatch services, manage incidents, and exchange data with field units. The system will eliminate the majority of redundant data entry, insuring data accuracy and confidence resulting in the ability to easily and efficiently manage personnel, produce reports and analyze data.

The Infor *EnRoute* systems include modern mobile functionality, not just for CAD data – pending and active calls, mobile unit status' - but also departmental messaging. Our mobile solution will give your public safety field personnel the power of their desktop in their vehicle.

Infor Public Sector provides system implementation and a training plan for your Public Safety staff; that utilizes our professional trainers, easy to follow manuals and hands-on experience. We believe well trained users are the backbone of successful deployments and we ensure users are given the quality instruction they must have.

Multi-Jurisdictionally Enabled

The CAD and Mobile solutions are specifically designed to handle the challenges and provide the functionality needed to operate in a multi-jurisdictional environment. The solution is used in several departments that dispatch for multiple agencies from both a single dispatch center and multiple dispatch centers.

The unique challenges presented in an a multi-jurisdictional environment require a provider, like Infor, who is experienced and aware of the features and functions in a CAD and Mobile system that are required to succeed on a daily basis.

Agile Mobility

The Mobile solution provides best in class capabilities while providing an easy-to-use scalable solution that helps your emergency agencies respond faster. Utilizing the latest mobile technology and infrastructure the Infor solution enables the County to have unmatched reliability.

This ensures your responders are properly equipped with the right information at the right time to make informed decisions.

Industry Knowledge

For over 25 years, Infor has provided emergency response agencies with fast, comprehensive, and reliable CAD and Mobile systems that give you the tools to respond quicker and be better prepared.

This track record of expertise and dedication in the public safety market enables the County to feel secure in the knowledge that Infor has the required qualifications be your partner as you modernize your dispatch processes and procedures.

Modern Technology

The processes and best practices of the highly flexible Infor applications enable County to grow the solution when needed, while simplifying IT requirements and lowering the total cost of ownership. This technology enables the County to utilize the latest and greatest features and functions of available solutions.

Utilizing the latest technology and infrastructure allows the County to maintain a solution that is best in class and a technology "front runner".

Summary:

Infor Public Sector is poised and ready to help the County to realize its goal to deploy a modern public safety solution that will reduce inefficiency, increase accuracy, reduce redundancy and provide accurate critical data. This is what we do and we have hundreds of law enforcement and fire/EMS agencies using our systems and solutions to accomplish their goals just as the County of San Mateo imagines.

County of San Mateo

RFI No. RFI-011316CAD

COMPUTER AIDED DISPATCH and MOBILE SYSTEMS

Public safety agencies across the country are rethinking how software applications interact with each other and the personnel that use them on a daily basis.

We embrace this vision. We have a passion for integration and delivering a user experience that you will appreciate. This passion is reflected in the solutions we offer, the implementation methodologies we utilize, and in the user experience we have developed. Infor® brings a fundamentally different approach to integration and how users interact with our software. Not only are our solutions designed to meet the rigorous demands of public safety—computer-aided dispatch, financials and supply

chain management, records management, learning management, workforce management, asset and inventory control—but we will also deliver the ultimate user experience with software that your personnel will want to use and reinvent how they interact with core systems. Connecting applications, people, and data will transform officer interactions, productivity, and ultimately citizen safety.

Beyond computer-aided dispatch

We know that response times to emergencies are paramount for your organization. With people's lives on the line, you need a reliable, easy-to-use, computer-aided dispatch (CAD) solution that gives you instant response, rapid dispatch, and complete incident documentation capabilities–and our CAD solution provides that. For over 20 years, Infor has provided emergency response agencies with fast, comprehensive, and reliable CAD systems to give you the tools you need to respond quicker and be better prepared. But we also recognize the importance of uniting traditional back office systems such as financials, supply chain, workforce and personnel management, training and learning management, asset and inventory management, with CAD and records management systems, and integrating those systems into a platform that provides a single source of information and contextual collaboration. Assets and inventories must be managed and tracked to ensure an optimal state of readiness. Scheduling and related workforce management activities must be integrated into the overall work processes to eliminate

duplication and improve operational efficiencies. Training and related certifications must be managed to ensure officers and firefighters are equipped with the latest information to be able to perform their duties and protect the public. EMTs and paramedics must have access to better data to improve patient care and lower costs. And records and data management must be integrated across the organization to ensure the right information is available in the right context, at the right time.

To achieve this, our technology platform takes advantage of a flexible architecture, which provides you with cohesive, upgrade-proof applications. This platform easily integrates a wide range of disparate systems, providing a simple, but powerful framework for managing process flows, work flows, and alerts. The result is a unified data platform that can reinvent the way end users interact with core systems. Our centralized platform leverages flexible architecture and provides an avenue for social collaboration, business process improvement, and contextual analytics. Actionable information from users and assets is readily
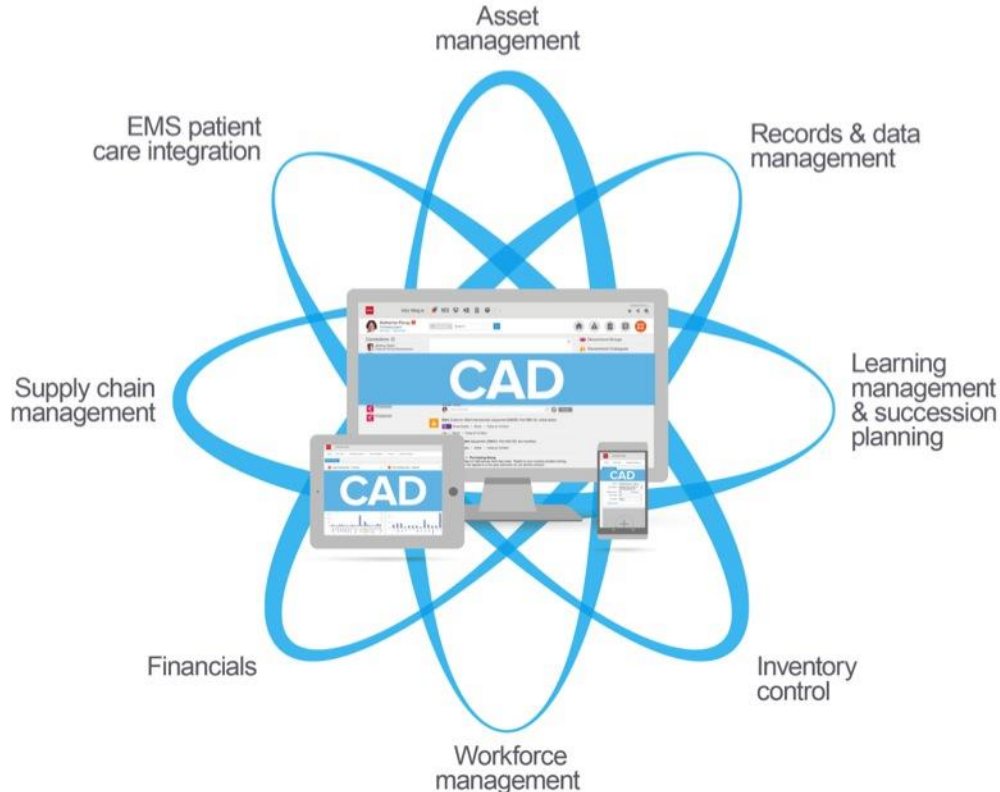
accessible and easily shared across your organization. It also incorporates real-time business intelligence that makes information more available and customizable. All of this leads to a more flexible, open, and enjoyable

experience for system users, and takes advantage of technology advancements that have primarily occurred in consumer technology.

User experience

Infor recognized that typical enterprise applications and their unpleasant, utilitarian user experiences weren't on par with what users expected from their consumer applications. An entirely new generation of users is experiencing a renaissance of pleasurable, user-centric consumer software—gorgeous, engaging and easy-to-use applications such as Flipboard™, Mint.com™, and Instagram™. With this in mind, Infor has reimagined how enterprise software works with a true focus on the user experience—to create experiences people love for Infor's entire suite of enterprise applications.

We believe our future lies not in the fundamentals of technology or the basics of what is expected from enterprise software—but rather in what is not expected. Our end-goal: to create enterprise software that's not just functional, but also delightful, exciting, and enjoyable to use. The way we get there is to move away from focusing on "look and feel." Instead, we flesh out the total experience: how users interact with software and what that means in the context of their work. That means your users, whether police officers, firefighters, or the personnel that support them, will have access to the right information, in the right context, at the right time.
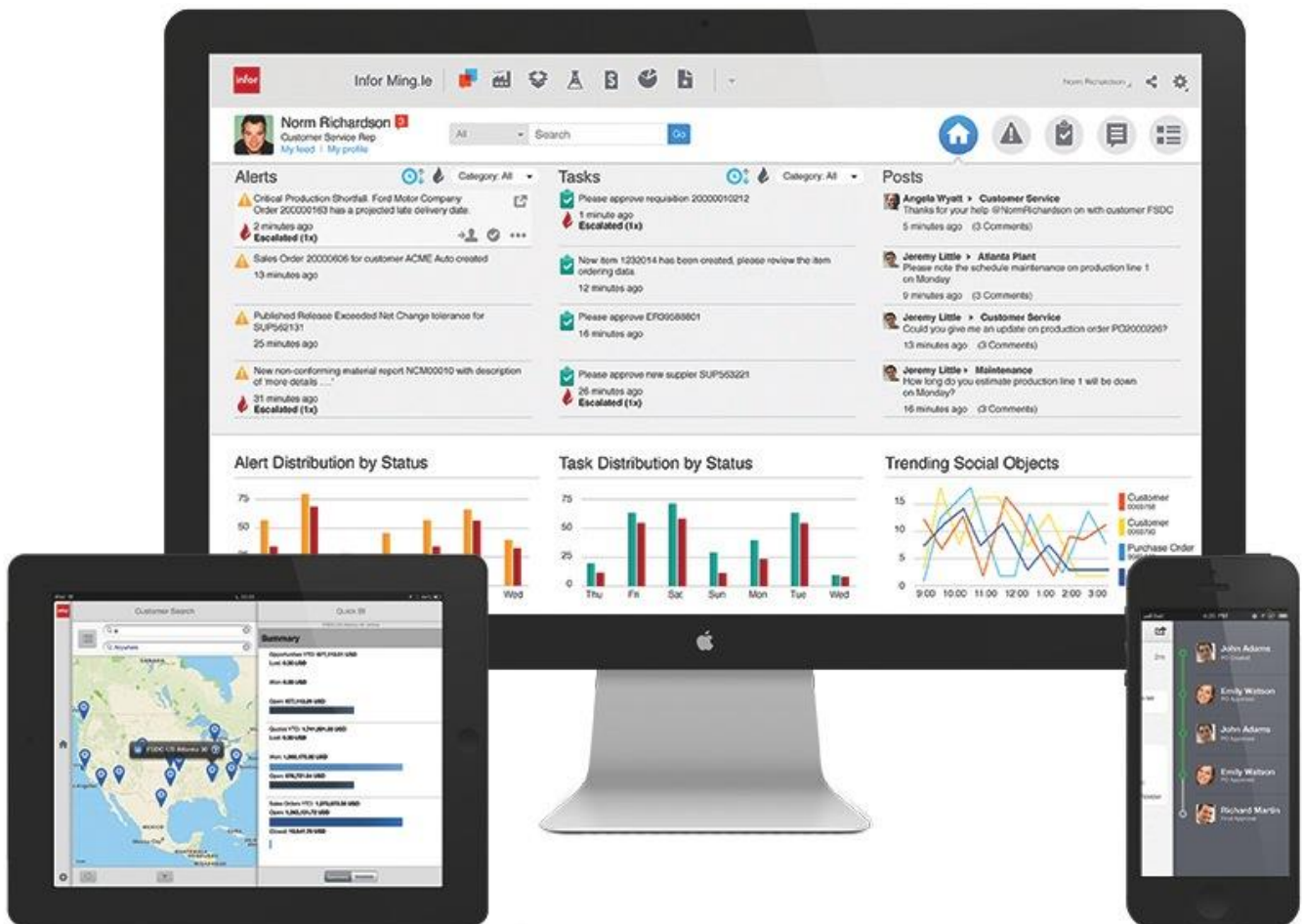
Purpose built for public safety

Integration generally comes in a few varieties. First, there are products that address a particular business problem and then claim to integrate with an agency's existing systems. It's suggested that they fully integrate with other technologies but, in reality, the integration is often never achieved because the products were never designed to be integrated. They are also expensive to maintain and costly resources must be dedicated to retaining the integration. The result is a host of disparate systems that fail to function as a unified solution leading to operational inefficiencies and duplication of efforts. Other companies try to fit their solution across as many industries as possible, and the result is a product that lacks core functionality.

When it comes to public safety that is unacceptable. With our highly scalable, next generation CAD application serving as the backbone of our solution, you can have confidence that your personnel will be able to instantly respond when needed, with rapid dispatch, and complete incident documentation capabilities. But CAD is just the beginning. Financials, supply chain management, workforce management, including scheduling and learning management, coupled with asset and inventory control, records and data management, and EMS patient-centric data come together to form a complete solution that works the way you work.

Solutions you can depend on

Availability
We recognize that public safety solutions are mission critical.
That's why we've architected our solutions to provide an availability of 99.9% up-time.

Integration
Now, or in the future, you may want to integrate with other departments across your organization.
To that end we have designed solutions that allows for a maximum level of flexibility.

Collaboration
Automation alone does not lead to collaboration.
Infor Ming.le will revolutionize how people across your organization work together to redefine workflow.

Scalability
Our solutions provide the maximum possible levels of scalability.
The number of users of the system can increase as needed.

Security
When it comes to public safety, security must be uncompromising.
Our solution is designed to protect from malicious, fraudulent, and illegal tampering.

Solution Highlights

- Emergency dispatch text messaging capabilities to broaden emergency services availability for citizens in dangerous circumstances.

- Fully mobile solution to simplify and accelerate response to emergencies and time-critical situations.

- Reduced responder dependency on dispatch by allowing field personnel to perform status changes and obtain incident information.

- Visual representation of all units to enhance the strategic awareness and placement of resources.

- A single platform for creating, disseminating, and monitoring the completion of training of everyone on your staff so that your workforce stays at maximum capability at all times.

- Recruit, train, and retain people with critical capabilities and align the right people to the right crew, on the right shift, at the right location for optimum readiness.

- Analyze trends and monitor performance. Gain real-time insight into operational effectiveness and efficiency.

- Heightened employee engagement with transactional information transmitted in real time, to privileged users, so employees and supervisors can keep up with the progress of important activities. Filter, view, and monitor information to keep tabs on the items that matter most.

- Remove shadow systems and information silos within and across departments with enhanced integration and information sharing across and between systems.

- Maximize readiness, performance, and service life for vehicles and equipment, with tracking, custody, and usage of assets.

- Gain a full, integrated view of the entire continuum of patient care. Facilitate real-time exchange of patient information with hospitals and providers to improve outcomes and lower costs.

- Combine real-time information on a single screen. Automatically sense the type of work being done and display information relevant to tasks, without requiring users to search and store results.

Infor is the world's third largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size organizations improve operations with software solutions that change the way you work.

Infor products mark the debut of an entirely new category of enterprise software, conceived from today's flexible open standards and delivered through an agile, unbreakable architecture that gives customers the speed, freedom, and power they've always wanted but couldn't get—until now. With the Infor suite, we're reimagining enterprise software to change the way work is done in the industries we serve.

We're building industry suites that deliver maximum value quickly, with features tailored to the specific needs of each industry. By creating revolutionary lightweight middleware technology, and new ways to implement integrated enterprise software, Infor helps cities and counties leap over traditional application boundaries to improve performance and streamline workflow.

Infor EnRoute Computer-Aided Dispatch
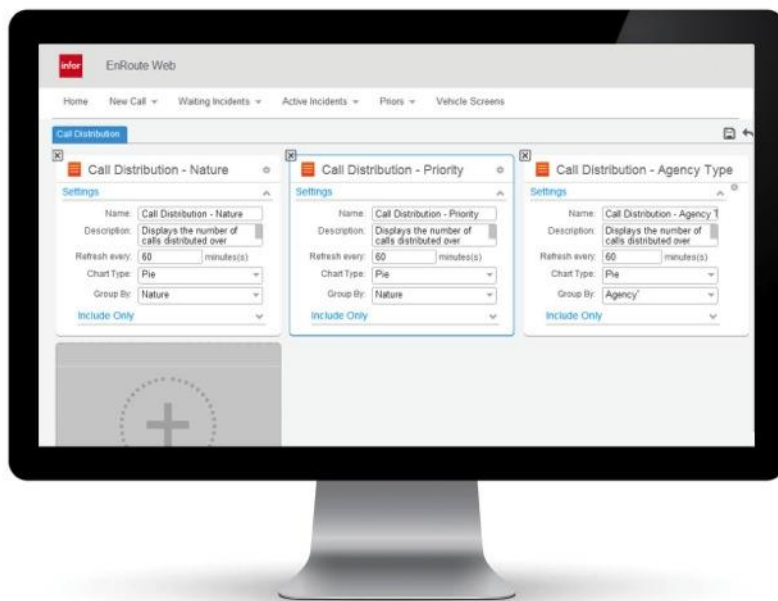
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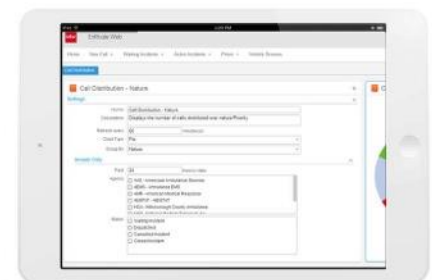
Public safety mobile analytics

Infor Ming.le™ in a
desktop environment

Infor Ming.
le in a mobile
environment

Mobile fleet maintenance

About Infor

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Product Overview

Infor is providing information regarding our SQL CAD, providing a seamless integrated system that includes the necessary Software and Services required to deploy modern public safety solution of Computer Aided Dispatch, (CAD), and Mobile Systems. Our solution is designed to automate dispatch services, manage incidents, exchange data with field units, create and maintain data on crime reports, arrests, field interviews, traffic accidents, and citations. The system will eliminate the majority of the current redundant data entry, insuring data accuracy and confidence resulting in the ability to easily and efficiently manage personnel, produce reports and analyze data.

The Infor solution comes with modern GIS components to allow for real-time access of geographical information. Infor uses ESRI-based technology for the mapping components for the foundation of the CADGIS developer tools which are extended from ArcGIS and used in the Infor CAD. The underlying ArcGIS software platform, developed by ESRI, is recognized as the most popular Geographic Information System (GIS) software in the world and provides several advantages in this proposal. Since many local governments map their own infrastructure and consequently maintain the most current and authoritative source of data, ArcGIS support means direct access to that data.

The system includes modern mobile functionality, not just for CAD data – pending and active calls, mobile unit status' - but also departmental messaging and NCIC access.   Our mobile solution will provide your public safety field personnel the power of their desktop in their vehicle.

Below is information regarding some of the more standard system modules:

The **CAD** design minimizes effort and keystrokes, while capturing incident data as input by the operator, thus providing ease of access of critical information to dispatch personnel. This same information provides management with the in-depth data they need for statistical analysis. Our Dispatch product suite is a tightly integrated solution that minimizes duplicate data entry, while preserving data integrity. The CAD application architecture was designed for scalability and performance from the ground up. .

The CAD WebView component is an integrated part of the base CAD software giving departments the ability to give users view privileges with no additional costs. The integration of the standard components within the Infor CAD software enhances the CAD's core functionality of call entry through 911, land lines, wireless callers, mobile, alarm interfaces, and many more for improved officer and citizen safety.

Infor uses ESRI-based technology for the **mapping components** for the foundation of the CADGIS developer tools which are extended from ArcGIS and used in the Infor CAD. The underlying ArcGIS software platform, developed by ESRI, is recognized as the most popular Geographic Information System (GIS) software in the world and provides several advantages in this proposal. Additionally, ArcGIS is robust, well known, and widely supported technology in a variety of applications across government and the private sector.

The CAD software is designed to use standard ESRI mapping files letting you leverage the leading GIS system run in local government organization. Standard applications from ESRI can be used to edit data used in maps for dispatch purposes. This information is also used to produce the geofile for the CAD system. A Geographic coordinate system must be defined. We use shapefiles

and import them into a SQL Server SDE or SQL Server Express SDE. There are several types of Address Locators that can be created, based on how the data exists in the map file.

The **AVL Interface** provides positioning and tracking of the units on the map, provides and a higher degree of unit recommendation accuracy by utilizing routing algorithms to recommend the closest unit. You can remain centered on a specific AVL equipped unit using a follow-me window and play back the route of units responding to a previous incident.

The **E911** interface is designed to accept "spills" from the 911 trunking system. The interface spill contains the caller's number, name, and address, along with a Police, Fire, and EMS Response Zone. The CAD software can either pick up the spill automatically or manually and use the data to create a new call. The E911 interface is parameterized so that it can accommodate multiple vendors, at no additional cost. Calls can be transferred/ sent to other agencies in different ways.

The **Mobile** application provides a display of incident information including, but not limited to, call location, cross streets, caller's phone number and address, assigned units, map page, call notes, and more from a mobile-equipped unit.   The Mobile application allows the responding unit's personnel to view and hear its recommended route from its current location to the location of the dispatched incident, via the AVL equipped units and the included Mobile Map & Routing. It is also used to send 'emergency' notifications to CAD. Messaging is provided for field-to-field unit or field unit to CAD and CAD to field unit.   Additional features include prior incidents lookups, emergency contact information, the current statuses of other units, day and night color schemes, easy to read HTML message format, touch screen design, field-initiated incidents, and visual indicators that prominently display the current network connection status among others.

Infor is a platinum certified CAD vendor with **Priority Dispatch** for medical, fire and police protocols and we have a fully integrated interface to communicate with that software.   CAD will send the call information to ProQA so that their fields are populated on the case entry screens. When ProQA reaches a send point they will then send the information via the interface to CAD so the call-taker can send the call to dispatch or if they have the ability the call-taker can then dispatch the call.   If there is any immediate descriptor information that is to be sent from ProQA that is sent back to CAD in real time keeping the user in the ProQA application until they are complete.

NOTE: It should be noted that the ProQA application software and all training/certification MUST be license and contracted for directly from Priority Dispatch. Although Infor is a Platinum Certified Partner of Priority Dispatch we can only provide the interface to their software

The **NCIC** interface: - From CAD CIC queries can be configured to run automatically or manually. Each query is user defined and there is no limit to the number of queries allowed. We do support free form commands and formatted masks.   The administrator can configure forms and commands. Standard DMV queries can be setup to run automatically when performing traffic stops, while other queries will run from the CIC format. The CAD system does support the automatic CIC query. When a license plate is entered, the CAD will run the plate automatically into CIC, there is no need for an additional action by the dispatcher. County will need to have all necessary certifications, ORI number, etc. to connect for this interface.

The **Paging** Interface includes mutually defined functionality: Pages can include any CAD related fields, including the CAD call type, address, time, date, initial comments and other agency-defined fields; different agencies could have the ability to uniquely configure what data is included in a page; the County could be able to parse and prioritize data to meet Vendor character limits.

The **CAD to Other CAD** Interface accepts CAD data and transfer CAD data to and from between the CAD systems. This will also include the ability to send status changes back and forth. Mutual aid units will be supported as requested and needed. All inter-agency communications will be logged into CAD audit files. Final Specifications are mutually defined and agreed upon.

Interface to Other Fire or Law Records Management System: The Infor CAD system can pass CAD Incident and Apparatus data to a Fire or Law Records Management System (RMS), such as Sunridge Systems, FireHouse or Sunpro. The CAD interface supports multiple types of communications with the RMS, including, but not limited to: TCP/IP socket client/server; a shared drive; HTTPS post, and web service.

The interface supports multiple formats for the data, including, but not limited to: fixed length ASCII packet, XML/NIEM, JSON, delimited text. The details for the contents and formatting of the data packet will be mutually agreed to by all parties and can include any incident or apparatus related data. The incident data versus the apparatus data may be in different layouts, but are generally in the same format.

The CAD interface is capable of providing a real-time data feed to the RMS. There are various stages during the life of a CAD call that can trigger sending data from CAD to RMS. The stages can include: initial creation of the call, dispatch of any or all apparatus onto the call, status changes of any or all apparatus, changes in other call data, call cancellation, or call closure. The triggers can be activated or de-activated via a configuration file. Sending the data real-time allows for the apparatus to begin creating their RMS reports as soon as they return to their station or from a device in the unit or apparatus.

The interface can be configured to send notifications to CAD users and to specified individuals reporting on the status of the interface. Final Specifications are mutually determined based on provided specifications and desired functionality

The **CAD City or Regional Systems:** Infor will create interfaces to send CAD data to the required existing City and /or Regional systems. The exacted data to be passed, whether they are one or two way interfaces, and any other functional specifications will be mutually agreed to. Interfaces to multiple other records and information systems have been provided in the past and we not see any issue in doing this.

Reports and printable forms are provided as either Active Report or SQL Server Reporting Services documents. Either can be modified and added to the server for immediate access. Active reports bound to the toolbars can be deployed in subsequent update packages and pushed to clients at the next log on. SQL Server reports can be accessed immediately upon publication.

The system reporting functions are based on SQL Server Reporting Services, and provides an eminently flexible reporting environment, with reports available within the applications and accessible via a standard WEB based application. Reports commonly include visual elements, such as charts, graphs and other visualization tools to facilitate the identification of important

information and to generally improved data relationships. The environment supports drill through reporting/data access and multi-page navigation.

The reporting system does include an end user report design tool allowing agency staff to generate new reports or modify existing reports provided by the vendor. Out of the box reporting (canned reports) include reports based on unit, location, nature code, time and date. Dashboards are also available to be customized. Many reports are provided with the system however, ad hoc reporting is supported. All reports are print-friendly and customizable for print standards.

Security is set up by roles and/or workstation within the application software. Outside of the application modules we are using standard Microsoft security features. The system employs a rather sophisticated security model that is designed to prevent unauthorized access to the system. First there is no connection information provided to the clients or stored on the local workstations (such as ODBC connections), as all transactions are authenticated through the security service in real time. On top of this specific, specialized, modules are distributed as separate applications, allowing the agency to deploy only where desired (if users cannot access the module at all, it makes it difficult to attempt to bypass security).   Lastly the system enforces user security configurations during the logon and only permissions and capabilities provided to the user are configured at the workstation.

Security settings are customizable by the System Administrator so as to define system and module access for each employee. Generating and assigning security permissions is a simple and straightforward process, and associating the permissions with any agency user can be accomplished with a click of the mouse**.**

Administration Auditing:
We have auditing on our administration tables. For each [adm] change such as a unit's type change or officer number change, an audit is taken from the [adm] table and posted to the related [admAudit] table.

CAD Auditing:
Every action taken in CAD, such as; call times, ship times, unit status changes, nature, call priority, and location changes are all audited to our incident notes table. Our incident notes table is used for unit history and all change made by the user or the system related to an incident.

Additional Modules Available:
Our integrated **Law Records Management System** (RMS) is provided by our partner, Executive Information Services, Inc. It is a high performance records management system designed for the specific needs of law enforcement agencies. The system is designed to provide complete data collection and records management, meet State and Federal reporting requirements, improve operational efficiency and enhance investigative capabilities.   The system fully integrates with other modules including computer assisted dispatching and mobile digital communications.

RMS provides command staff and supervisors easy access to tools required to solve crimes and improve law enforcement services to the public. Built in notifications, advanced workflow, and accreditation tools help reduce risk and ensure policies and procedures are followed. Information is presented in easy to generate standard reports or through our ad-hoc reporting tool helping staff make fast, accurate, and informed decisions to better allocate resources. The system captures source document information for core law enforcement reports. It provides extensive

data search and recall capabilities that facilitate identification of crime trends, community policing problems, and identification of suspects. RMS automates the handling and imp*roves the efficiency of many routine operations within the Department, such as property and* evidence management. It automatically builds a comprehensive database that provides the on-going information required for investigations, community problem solving and other Department operations.

Modules include:

- System Security
- Master Name Index
- Mater Vehicle Index
- Personnel
- Incident
- Property
- Accident
- Citation
- Parking Citations
- Arrest / Pre-Booking
- Warrants
- Calls for Service
- Field Contact / Interview
- Permits
- Pawn File
- Registrants / Parolees
- Major Crime Offender Registration
- Restraining Orders
- Juvenile Contact
- Image Catalog
- Query
- Reports
- Incident Approvals
- Case Assignment / Tracking
- Gang Intelligence
- Internal Affairs Reporting
- Investigative Intelligence Module
- Capital Equipment Inventory
- Booking and Incarceration
- Full UCR / IBR Compliant Reporting

Our integrated **Jail Management System** (JMS) is also provided by our partner, Executive Information Services, Inc. The JMS provides an enterprise level jail management solution designed specifically for county and municipal detention centers. The system incorporates a complete suite of inmate management and facilities management features along with a comprehensive suite of administration capabilities. The JMS differentiates itself from other systems by providing user definable quick access functions, a sophisticated report management engine and the flexibility within the application to "Tailor" the system to the specific needs of the agency. Our JMS was created specifically for the changing needs of today's jail and corrections market.

The JMS provides a single entry, comprehensive inmate management system that makes real time inmate information available to any system user. From booking to release, all aspects of the

inmate's incarceration is tracked - including initial intake, alerts, charges, sentencing, property, housing, medical, incidents & disciplinary actions, classifications, scheduling, and much more. Real time, complete data on inmates leads to increased safety for staff and the inmate population. T h e JMS offers a complete set of features that will meet the requirements of any jail facility.

Modules include:

- Comprehensive inquiry, search and retrieval
- Booking
- Work Release
- Arrest, Offense and Sentence Tracking
- Bond Management
- Property Management and Property Release
- Inmate Accounting
- Integrated Mug Shots and Photo Lineups Barcode and hand-held Inmate Tracking Offender Incident Reports
- Inmate Classifications
- Holds
- Sentence Calculation
- Housing Management & Shift Logs
- Inmate Movements
- Medical & Mental Health Questionnaire
- Visitation & Visitor Registration/Tracking

Attached to the Law Enforcement RMS suite the JMS module achieves full integration with the agency's core information systems. The package shares common master indexes with other modules in the RMS, and features data exchanges between other system modules, including Civil Process, Special Investigations, Mobiles and dispatch.

JMS is built on open Microsoft technology that supports a wide range of integration/interface capabilities with external systems. The system has been built with inherent capabilities to allow integration with the rest of the criminal justice community. The JMS supports a wide variety of exchange standards, including GJXDM and NIEM, and specialized interface can be provided on an individual agency basis to meet the operational needs of the facility.

Other Infor Products:

Infor Public Sector products mark the debut of an entirely new category of business software, conceived from today's flexible open standards and delivered through an agile, unbreakable architecture that gives customers the speed, freedom, and power they've always wanted—but couldn't get until now. With the Infor suite, we're reimagining business software to change the way work is done in the industries we serve. We're building industry suites that deliver maximum value quickly, with features tailored to the specific needs of each industry. By creating revolutionary lightweight middleware technology, and new ways to implement and integrate business software, Infor helps customers leap over traditional application boundaries to improve performance and streamline workflow.

While Infor Public Sector software is designed specifically to meet the needs of state and local governments, and municipal authorities, Infor also delivers integrated enterprise solutions for a wide range of industries and public agencies.

Infor provides "best-in-class," stand-alone products that address the essential challenges its customers face in areas such as:

- Resource planning
- Supply chain planning and execution
- Human Capital Management (HCM)
- Customer and supplier relationship management
- Permitting
- License and Code enforcement
- Asset management
- Product lifecycle management
- Financial and performance management
- Business intelligence solutions
- Our proprietary light-weight middleware solution ION®

Summary:

Infor Public Sector is ready to provide additional information regarding any of its products should the County desire. We are proud of the knowledge and technical support provided by our user base in the creation of technologically savvy products that can address the current and future requirements of its customers. The products and services represent technology that has and continues to receive very high recommendations from users.

We look forward to working with the County to define a system to meet your current and future needs.

Respond instantly

In the emergency response business, you need to get the right resources to the right location, right now—despite doing this with reduced budgets, heavier workloads, and fewer resources. With people's lives on the line, you need a reliable, easy-to-use, computer-aided dispatch (CAD) solution that gives you instant response, rapid dispatch, and complete incident documentation capabilities.

Win the race against time

For over 20 years, Infor™ has provided emergency response agencies with fast, comprehensive, and reliable CAD systems to give you the tools you need to respond quicker and be better prepared. With Infor EnRoute Dispatch, you can take advantage of unmatched reliability, the latest CAD features, and scalable technology (using Microsoft® .NET and SQL Server®) to meet your evolving needs. You get the lowest total cost of ownership in the industry, with no compromises. Win the race against time® with Infor EnRoute Dispatch.

Improve call response times

With Infor EnRoute Dispatch, your law, fire/EMS, and ambulance groups can improve call response times and disseminate critical information accurately and quickly to help better protect your citizens and responders. Maximize your response performance and safety with advanced functionality, such as:

CAD

Accelerate resource- and emergency-response dispatch using Infor EnRoute Dispatch's intuitive and easy-to-use workflow. You can tailor the detailed CAD screens to meet user preferences and support specific agency policies.

> **With Infor EnRoute Dispatch, your law, fire/EMS, and ambulance groups can improve call response times and disseminate critical information accurately and quickly to help better protect your citizens and responders.**

Dispatchers can instantly display previous incident information based on a specific location and/or tag number. Patrol units can access caution notes, emergency contact numbers, and user-definable codes to aid in personnel safety and awareness for the incident at hand.

Infor EnRoute Dispatch OnDemand

Give remote users real-time access to current call information and available resources. Personnel can monitor operational status and activity, as well as access historical data from mobile devices, anywhere, at any time.

Integration

Seamlessly integrate Infor EnRoute Dispatch with many existing dispatch applications, such as ProQA®, via industry-leading partnerships with third-party service providers.

SMS technology

With text messaging capabilities, you can broaden emergency services availability for citizens in dangerous circumstances. You'll also keep your agency service in step with widely adopted technology trends.

Mapping

Route and track multiple activities and units simultaneously with real-time data and agency- or area-specific information. Improve response times by adjusting routing recommendations based on factors such as street closures and construction. Access diagrams of major facilities that show ingress, egress, and navigation information, as well as location of hazmat materials. Play back previous movements for historical review. Review prior activity information, such as call areas and specific units, to analyze potential hot spots, such as high crime areas and dangerous intersections.

Live video feeds

Provide emergency dispatchers with live video feeds directly within Infor EnRoute Dispatch—via the TrafficLand® network—giving your dispatchers a real-time view of traffic and road conditions within your jurisdiction from more than 8,000 transportation department traffic cameras deployed nationwide.

Reporting and dashboards

Use dashboards to get real-time views of dispatch operations and performance, as well as access to critical information based on user roles. You'll have tools for visual analysis and statistics of agency-defined key performance indicators.

Analyze historical performance using standard reports in a variety of formats (such as email, PDF, and HTML), automatically delivered daily, weekly, monthly, and yearly, as well as at user-defined intervals.

Dispatch resources faster

With Infor EnRoute Dispatch, you'll have an easy-to-use and scalable solution that helps your emergency agencies respond instantly and dispatch resources faster to help better protect your citizens and responders.

With Infor EnRoute Dispatch, you can:

- Customize CAD screens to meet specific agency needs.

- Have remote access to call information, available resources, and historical data.

- Easily integrate Infor EnRoute dispatch with existing dispatch applications.

- Use SMS to expand emergency service availability.

- Use real-time mapping to speed up response time and analyze historical data.

- Monitor live video feeds from within Infor EnRoute Dispatch.

- Monitor operations and performance using dashboard and reports.

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About Infor.

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Infor EnRoute Mapping

Rapidly dispatch responders

Law, fire/EMS, and ambulance agencies must be able to respond to emergencies immediately and rapidly dispatch responders. To get your responders to incident locations as quickly and safely as possible—and prepared with the right situational information and necessary resources—you need a computer-aided dispatch (CAD) solution with easy-to-use, integrated mapping and routing capabilities.

Win the race against time

For over 20 years, Infor™ has provided emergency response agencies with fast, comprehensive, and reliable CAD systems to give you the tools you need to respond quicker and be better prepared. With Infor EnRoute Mapping, you can take advantage of unmatched reliability, the latest automatic vehicle location (AVL) and geographic information system (GIS) technologies, the newest CAD features, and scalable technology (using Microsoft® .NET and SQL Server®) to meet your evolving needs. You get the lowest total cost of ownership in the industry, with no compromises. Win the race against time® with Infor EnRoute Mapping.

Improve call response times

With Infor EnRoute Mapping, your law, fire/EMS, and ambulance groups can improve call response times and disseminate critical information accurately and quickly to help better protect your citizens and responders. You'll maximize response performance and safety and be better able to:

Dispatch responders quickly

- Improve response times by adjusting routing recommendations with turn-by-turn text directions based on factors such as street closures and construction.

> With Infor EnRoute Mapping, you'll have an easy-to-use and scalable solution that helps your emergency agencies dispatch resources faster and keeps them better informed to help better protect your citizens and responders.

- Easily identify addresses simply by clicking on a location or drawing a radius around a point, and then making a selection from a street-segment list. You can center the map on an address, location, or current incident.

- Quickly dispatch responders by selecting the incident location on the map.

Quickly get critical information to responders

- Upon assignment of a unit to an incident, send updated incident and unit information to all map stations.

- Easily access documents and links to information critical to the safety of citizens and responders, such as building plans, campus layouts, landmarks, and state sex offenders. Access diagrams of major facilities that show ingress, egress, and navigation information, as well as hazmat material locations.

Stay informed of ongoing incidents in real time

- View multiple layers of information from law enforcement, fire/EMS, and private ambulance zones, such as hydrant layers and alarm response data.

- Decrease information overload by focusing on and tracking units in secondary windows, easily switching focus between maps as needed.

- Automatically update map displays with call activities entered in the field by responders, such as traffic stops and street closures.

- View incidents and runs as icons that represent the type of call (such as burglary, house fire, heart attack, and accident), with units colorized to match the status colors on dispatchers' unit status or activity screens. Use standard icons for areas such as hospitals and hazard locations, as well adding your own user-defined icons.

Learn from historical data

- Define, display, save, and play back previous movements of units or time spans for historical review.

- Visually review prior activity information, such as call areas and specific units, to analyze potential hot spots, such as high crime areas and dangerous intersections.

ESRI Mapping

Infor uses ESRI-based technology for the **mapping components** for the foundation of the CADGIS developer tools which are extended from ArcGIS and used in the Infor CAD. The underlying ArcGIS software platform, developed by ESRI, is recognized as the most popular Geographic Information System (GIS) software in the world and provides several advantages in this proposal. Since many local governments map their own infrastructure and consequently maintain the most current and authoritative source of data, ArcGIS support means direct access to that data. In jurisdictions where local data is not available, third party data vendors can readily provide necessary data natively in the ESRI format. Additionally, ArcGIS is robust, well known, and widely supported technology in a variety of applications across government and the private sector.

The CAD software is designed to use standard ESRI mapping files letting you leverage the leading GIS system run in local government organization. Standard applications from ESRI can be used to edit data used in maps for dispatch purposes. This information is also used to produce the geofile for the CAD system. A Geographic coordinate system must be defined. We use shapefiles and import them into a SQL Server SDE or SQL Server Express SDE. There are several types of Address Locators that can be created, based on how the data exists in the map file. The maps that are created would then be loaded into the system. The result of this cooperative development partnership integrates the wide acceptance of ESRI technology with the domain specific enhancements to allow users to

leverage existing local GIS investments, commercial data, or even ArcGIS web services.

The CADGIS developer tools build on that ArcGIS foundation by providing useful, optimized tools that are easy to apply within CAD applications. Standard applications from ESRI can be used to edit data used in maps for dispatch purposes. The maps that are created using ArcGIS would then be loaded into MARVLIS or other applications built on CADGIS. The result of this cooperative development partnership integrates the wide acceptance of ESRI technology with the domain specific enhancements to allow users to leverage existing local GIS investments, commercial data, or even ArcGIS web services. Data used in these maps can include user defined cartographic symboligy and still take advantage of integrated performance enhancements.

Dispatch resources faster

With Infor EnRoute Mapping, you'll have an easy-to-use and scalable solution that helps your emergency agencies dispatch resources faster and keeps them better informed to help better protect your citizens and responders.

With Infor EnRoute Mapping, you can:

- Route and track multiple activities and units simultaneously with real-time data and agency- and area-specific information.

- Use visual representations to help expedite dispatch and field personnel response times.

- Facilitate access to critical information and quickly disseminate it to responders.

- Quickly make adjustments for enhanced strategic allocation of resources.

- Review historical information to improve performance

About Infor.

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.

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Infor EnRoute Mobile

Respond quickly and safely

Emergency response personnel need real-time access to critical, situational information to effectively respond to incidents as quickly and safely as possible. To ensure that your law, fire/EMS, and ambulance responders are properly equipped with the right information at the right time to make informed decisions and deliver faster and safer incident outcomes, you need an easy-to-use, high-performance, mobile computer-aided dispatch (CAD) solution.

Win the race against time

For over 20 years, Infor™ has provided emergency response agencies with fast, comprehensive, and reliable CAD systems to give you the tools you need to respond quicker and be better prepared. With Infor EnRoute Mobile, you can take advantage of unmatched reliability, the latest automatic vehicle location (AVL) and geographic information system (GIS) technologies, the newest CAD features, and scalable technology (using Microsoft® .NET and SQL Server®) to meet your evolving needs. You get the lowest total cost of ownership in the industry, with no compromises. Win the race against time® with Infor EnRoute Mobile.

Improve call response times

With Infor EnRoute Mobile, your law, fire/EMS, and ambulance responders can respond to incidents faster and have quick and easy access to critical information to help better protect your citizens and themselves. You'll maximize response performance and safety, and ensure your responders are better able to:

> With Infor EnRoute Mobile, you'll have an easy-to-use and scalable solution that helps your emergency agencies respond faster and keeps them better informed to help better protect your citizens and responders.

Respond quickly

- Improve response times by receiving adjusted routing recommendations from dispatch with turn-by-turn text directions based on factors such as street closures and construction.

- View routing information and nearby units on map screens.

- Initiate incidents from the field.

- Assign additional units as backups on calls.

Quickly get critical information

- Easily view caution-flag buttons that provide information such as caution notes, emergency contact information, approach instructions, and special equipment requirements.

- Quickly access diagrams of major facilities that show ingress, egress, and navigation information, as well as hazmat material locations.

- Send and receive messages with the communications center and other field units.

- Scan driver's licenses and photographs.

Stay informed of ongoing incidents in real time

- Easily update and access incident information, unit states, and situation notes in real time.

- Speed up information access with input options such as a keyboard with single-hand support, programmable function keys, touchscreen support, and big-button keypad screens.

- Receive incident information, update statuses, download images, and view maps via silent dispatch.

Stay better informed

With Infor EnRoute Mobile, you'll have an easy-to-use and scalable solution that helps your emergency agencies respond faster and keeps them better informed to help better protect your citizens and responders.

With Infor EnRoute Mobile, you can:

- Simplify and accelerate response to emergencies and time-critical situations.

- Facilitate responder real-time access to critical information.

- Reduce responder dependency on dispatch by allowing field personnel to perform status changes and obtain incident information.

- Decrease radio traffic from the dispatch center by using silent dispatch.

- Use visual representation of all units to enhance the strategic awareness and placement of resources.

- Improve communication by reducing potential verbal dispatch errors.

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System Configuration Specifications

The network recommendation is a minimum of 10 GB network switching and may be shared.

Backups are performed as a regular part of the database maintenance schedule and are placed on the disk as well. They may be off-loaded to a remote storage facility.

High availability and disaster recovery models are achieved through the cluster technology, which allows the built in disaster recovery model as well as AlwaysOn technology to generate a multitude of configurations for different high availability options, which include Synchronous and Asynchronous replication, backups of replicated datasets, and up to four readable secondary replicas. AlwaysOn requires the use of SQL Enterprise Server and Windows Failover Clustering.

For those machines not part of the SQL availability group, Windows Clustering is used to ensure high availability. Upon the detection that the node is no longer reporting, automated failover occurs to the secondary node.

Database backups are performed as a regular part of the database maintenance schedule and are placed on the disk. They may be off-loaded to a remote storage facility or the cloud.

The County should be aware that the above technologies are deployed by Infor, however, the licensing and hardware investments are the responsibility of the customer. Any hardware pricing that Infor could provide would be well above what the county could obtain otherwise.

The entire product base utilizes the Microsoft SQL Server 2012 database, which complies with all open system industry standards. The product provides a comprehensive web based reporting system powered by the Microsoft SQL Server reporting services.

SQL database software not reflected in any pricing, as it is the responsibility of the customer to provide.

It is also the client's responsibility to obtain and provide the ESRI shape files and ArcView editor license for their site.

Server Recommendation:

	Server #1	Server #2
	Virtual host	**Virtual host**
Quantity	1	1
Mfg/Model	Dell PowerEdge 730xd	Dell PowerEdge 730xd
Processor Type/Speed	Intel Xeon E5-2680 v3 2.5GHz,30M cache,9.60GT/s QPI,Turbo,HT,12C	Intel Xeon E5-2680 v3 2.5GHz,30M cache,9.60GT/s QPI,Turbo,HT,12C
Minimum Main Memory Requirements	512 GB	512 GB
Disk Storage	4.8 TB 10K 6.2 TB SSD 7.2 TB 10K	4.8 TB 10K 6.2 TB SSD 7.2 TB 10K
Disk Controller (Types)	Dual local 2 GB NVC	Dual local 2 GB NVC
Multi-media Devices	DVD	DVD
Network Interface	Emulex OneConnect 4X 10 GB	Emulex OneConnect 4X 10 GB
Power Supply	Dual, hot plug	Dual, hot plug
Operating System Software	Windows 2012 Datacenter	Windows 2012 Datacenter

Workstation Recommendation

Hardware Description	Manufacturer	Model	Specifications
CAD workstation	Dell	Dell Precision Tower 5810	Intel Xeon Processor E5 1650 v3 (6C, 3.5GHz, Turbo, HT, 15M, 140W) 16GB, DDR3 RDIMM Memory

Hardware Description	Manufacturer	Model	Specifications
			Dual AMD FirePro W2100 2GB 256GB, 2.5" SATA 6Gb/s Solid State Drive 1 GB NIC Windows 10

Operating System Software

Description	Manufacturer	Version	Number of Licenses Required
Windows Server 2012 Server	Microsoft	2012 R2	Datacenter with Software Assurance, customer is responsible for procurement
SQL Server	Microsoft	2014	12 core, Enterprise, with Software Assurance, customer is responsible for procurement

Infor has assisted with disaster recovery planning for several generations of product. The current technology allows for disaster recovery as a standard part of the software. The high availability/ disaster recovery solutions include Windows clustering, SQL clustering and SQL mirroring. The proposed solution includes SQL AlwaysOn. Coupled with the application failover awareness, AlwaysOn provides a real time failover of database operations. This is automated by the quorum configured in cluster management.

Multiple environments of the CAD software are supported (training, testing and production). There is no graphic means of switching environments, the connection strings are held in xml configuration files which are copied at the workstation level, often using batch files.

Implementation & Project Management Overview

Infor has a dedicated group of professional service resources solely focused on providing configuration, implementation, training and project management services for our software product solutions.

Infor offers our customers more than 3,200 experienced professionals and implementation partners in more than 100 countries—a global network of proven domain experts with local presence and knowledge who are well-qualified to support the complete Infor offering of solutions and technologies. We back our network with the best-practices developed from years of experience, along with the tools and materials to maximize your return on investment.

As one of the leading suppliers of dispatch solutions, strategy, change management and dispatch process transformation, Infor proposes a long-term business partnership with customers that we believe can deliver significant benefit to both parties. Infor recognizes that this is an ever changing public safety business with flexible complex operations. Customers require a substantial business systems partner with global capabilities, proven expertise in the public safety industry and the financial resources to ensure ongoing investment and business longevity. Almost every government in the world is under immense pressure to achieve the best possible performance out of its people, its assets, assets, and its processes. Infor has significant depth and breadth of experience in executing projects of this type and size for its Public Sector clients.

Infor Deployment Method

Infor throughout its history has recognized the need to transfer knowledge of its products to its customers so that they can provide their own technical and first-line operational support in their facilities, after go-live. This process starts in the implementation phase and continues throughout the project with significant training occurring during deployment.

Infor Deployment Method is closely aligned with the standards described within the Software & Systems Process Engineering Metamodel Specification (SPEM) Version 2.0.

A key concept with SPEM, and therefore Infor Deployment Method, is the separation of reusable core method content from its application in processes.

Method content describes what is to be produced, the necessary skills required, and the step-by-step explanations describing how specific development goals are achieved. These method content descriptions are independent of an implementation lifecycle

Processes describe the implementation lifecycle. Processes take the method content elements and relate them into semi-ordered sequences that are customized to specific types of projects. Infor Deployment Method can also be viewed from a Phase and Activity perspective.

The following diagram shows the structural hierarchical of Infor Deployment Method.
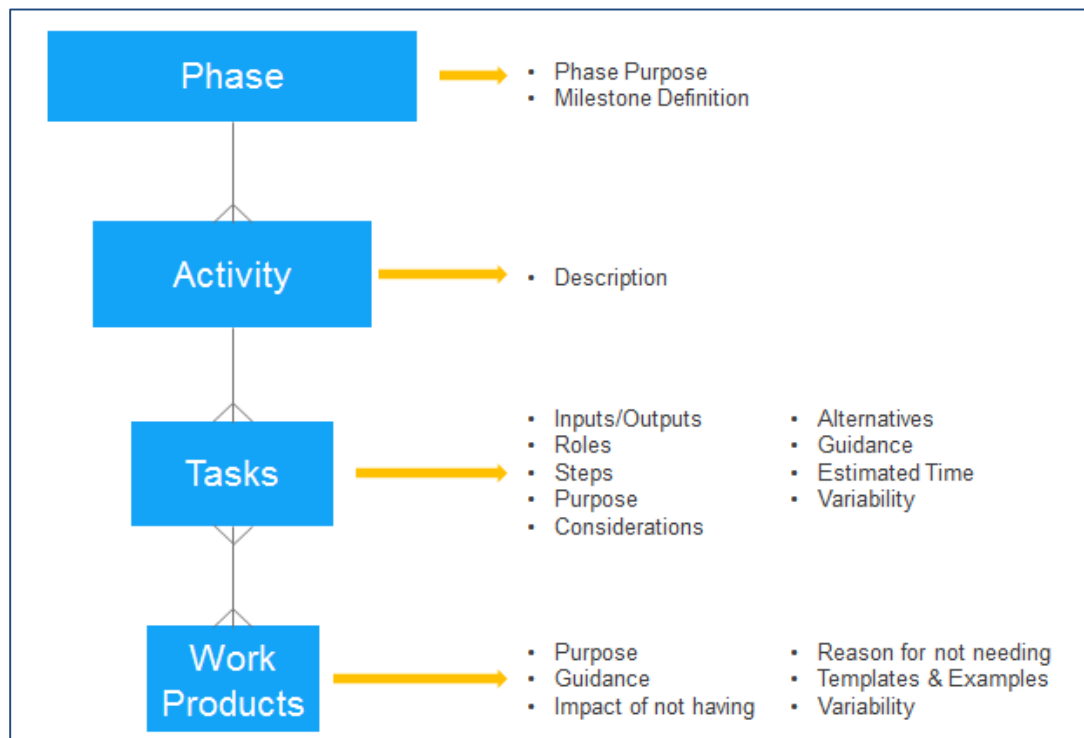
IMPLEMENTATION DISCIPLINES

The Implementation component of Infor Deployment Method is made up of 14 disciplines, each of which comprises the tasks, guidance and templates that are required for the successful completion of the discipline.

The following table describes each Implementation discipline:

Discipline	Description
Business Requirements	The objective of the Business Requirements discipline is to define the business needs that will be fulfilled by the Infor solution that has been purchased. The business requirements for the proposed solution, along with potential enhancements, are identified, refined and prioritized. The Business Requirements discipline produces a set of requirements models and a prioritized list of requirements. Both the models and requirements list are dynamic work products that evolve as the understanding of the team develops with the system.
Analysis	The objective of the Analysis discipline is to analyze any requirements that are candidates for custom development work. Gaps between requirements and standard features of the COTS applications are analyzed through a Use Case approach. For those requirements that are

	confirmed for custom development, the Use Case Specification is extended to include an Analysis Specification.
Mapping & Configuration	The objectives of the Mapping and Configuration discipline are to: • Define the key business data structures and associated values • Establish a prototype testing environment • Validate the configuration through a iterative series of conference room pilots
Design	The objective of the Design discipline is to define the custom extension strategy, which provides the framework from which Design Specifications, along with custom software code, can be developed, if they are a part of the contract.
Configuration Management	The objective of the Configuration Management discipline is to reduce project risk by defining effective management and control processes for: • Software versions • Updates and patches • Work products and documentation
Testing	The objective of this discipline is to addresses the complete testing lifecycle including: • Unit Testing – Custom Extensions • Integration Testing – related Custom Extensions • System Testing - COTS applications and Custom Extensions • System Integration Testing – integration to external systems • Use Acceptance Testing
Technical Architecture	The objective of the Technical Architecture discipline is to design a systems architecture that supports the vision of the business. Activities and tasks within this discipline use the business and systems requirements to development an architecture description.
Performance Management	The objective of the Performance Management discipline is to define, develop and execute an effective approach to managing system performance throughout the project lifecycle in order to ensure that the performance of the system meets the business needs and expectations.
Data Conversions	The objective of the Data Conversion discipline is to create the software services and components that are required to extract, transform, and migrate data from legacy sources to support the information needs of the new system.
Organizational Change	The Organizational Change Management discipline establishes a framework for managing the effect of new processes, systems, organizational structure, and cultural changes. Activities the Task within this discipline address four key change management areas: • People Management – Setting individual performance expectations, assessing and selecting, training, redefining compensation and rewards, and supporting individuals so that they may perform effectively • Communication – Delivering the right messages to the right people at the right times so that they are able to align their work with the strategy • Risk and Impact Management – Identifying and managing the risks and impacts associated with the change

	• Leadership and Sponsorship – Engaging leadership to drive change throughout the organization
Documentation	The objective of this discipline is to the define the strategy and requirements associated with how all forms of system and user documentation will be managed and published throughout, and beyond, the project lifecycle.
Training	The objective of the Training discipline is to ensure that the project team is adequately trained to begin the tasks necessary to start the project and the users are adequately trained to assume responsibility for running the application system.
Transition	The objective of the Transition process to develop a cut-over strategy, configure the final production system and begin go-live processing.
Sustain	The goal of this discipline is to monitor and respond to system problems after go-live processing has commenced, and to complete the process of transitioning ownership of the system to the client.

IMPLEMENTATION PHASES

Shortly before beginning work on the project a pre-implementation kick-off meeting will be will be organized. During this meeting the project plan and project definition documents agreed upon between the parties will be reviewed. A management overview of the new system, for those not involved in any product demonstrations, will be presented with emphasis on areas to be targeted during setup. Final determination on how the applications will be installed, the makeup of the Project Team(s), and general groundwork will be laid. From there, the respective teams can meet to finalize the Project Plan prior to the commencement of work.

During the initial process, each aspect of the project will be organized and prioritized in conjunction with your implementation team and incorporated into an overall project plan.

Items addressed during the process include the following components:
- Basics of project management
- Checklists to help install the system
- Specifics relating to site preparation and system readiness
- Application readiness from general release to completion of committed enhancements
- Data readiness from table set-up to data conversion (if applicable) and synchronization
- Methods to help assess the operational considerations and decisions that need to be made during code input and prior to training
- People readiness, from management overviews to application training courses and class outlines, and system administration preparation for trouble shooting and ongoing maintenance
- A Project Plan, which is a detailed schedule with tasks and resources assignments for both Infor and the Customer. This will be used to monitor progress to ensure that project timelines are maintained and will enable the team to follow-up on outstanding items throughout the process.
- Status Reporting
- Cut-over plans and assistance
- Post-implementation services

Results	Benefits
Project Objectives	Plans are realistically structured and timed to leverage available resources
Project Responsibilities	Builds a strong sense of teamwork and cooperation
Project Plan	Minimizes confusion and communication disconnects
Education Plan	Provides specific milestones and detailed tasks for measuring progress

Time requirements for the System installation will have been determined and agreed upon based on the County's' committed support resources during the initial data entry/ construction phase. The amount of time needed for the installation and implementation process will be defined and tailored to the final specifications in the resulting final Project Plan.

Our experience and knowledge in installing new systems has shown that you must identify, in advance, critical tasks that could delay the project. Such "show-stoppers" could be facility or hardware readiness, delays in table or file building or updating, changes in key County personnel, and availability of key County personnel to provide required input and approvals. Options to address some of these issues may include adjusting the scope of work to be done, adding resources, adding additional time for completion, splitting tasks, or even redefining the task to use different resources. The goal for the resource allocation procedure is always to assign the most qualified personnel available to each task, as well as to assure that resources are used efficiently, with minimal scheduling gaps. Time of year is also important for availability of resources.

Implementation includes system staging, configuration, and placement on the network; developing of committed modifications and interfaces; data collection; and functional reliability and performance testing for each phase. Careful project management is imperative to keep all aspects of development identified, scheduled, and delivered per the Project Plan.

Our traditional approach (though not mandated) is to have the County-provided hardware delivered to Infor's location for initial setup and system software loading. The hardware will then be shipped to the County site for installation by members of the Installation Team. The use of this method will be discussed and determined mutually.

DEFINITION OF POLICIES AND PROCEDURES

This activity occurs so that any special response requirements can be incorporated into the initial system data that County will input. It is critical that the base configuration and parameters of the system reflect the appropriate format and any level of detail need to allow the system to respond as required to any incident situation.

Results	Benefits
Operational specific policies and procedures	Ensures needed disciplines and configuration will be adopted
Baseline documents for end-user training	Internalizes the use of the Infor application into dispatch operations. Establishes a framework for meeting objectives
Time savings vs. project team developing procedures without tool	Higher-quality, faster procedures documentation Accelerated implementation

Once data input has been completed and initially verified, the CAD training for all dispatch personnel can proceed. The standard training methodology utilizes both classroom and practical training. Infor instructors will provide training for each dispatcher/call-taker and the system administrators. All training will be conducted on site and the schedule will be a part of the Project Plan.

Functional scenario testing is important elements of the implementation methodology that ensure a rapid and successful implementation. By simulating your dispatch operations, functional testing scenarios clarify operational flows and response requirements, solidify your knowledge of the Infor solution, and support the achievement of operational goals. The unit testing and business scenario testing is conducted in partnership with your Infor Project Team to assess alternative functions of the system and understand the impact of the team's decision-making process.

Results	Benefits
Functional specifications are refined and clarified	Enhances project team effectiveness and surfaces potential barriers
Test plans are devised and agreed upon	Collaborative and thorough solution evaluation

Infor highly recommends a cold-cut-over to the new system. We do not recommend parallel runs, dual entry, or other "sneak into it" approaches to live operation. Start-up operations are difficult enough without maintaining any old and in-place systems. Live operation should begin immediately upon completion of training.

Going live will occur with Infor associates available on site during the initial 48-hour period. This commitment helps to ensure that once the system is operational operators, system administrators, and others using the system have their questions answered and are as comfortable as possible with the system's operation. The Infor Support Team will have been introduced during the project implementation so that the transition from reporting issues to the project manager, to fully utilizing the support team is a smooth one.

No matter how complete the training, or careful the planning, there are always questions and issues that arise when agency staff begin using the system. Infor team members will be on-site as part of our Go-Live assistance service.

Project Management

Infor has found that successful projects require a collaborative effort between Infor and the customer. The Infor and the County project team must include application and system specialists, as well as project managers with the authority, planning, and communications skills needed to keep the project on plan. The Infor Project Manager, working directly with the County Project Manager, will mutually monitor all aspects of the project, which deal with the implementation and installation of proposed software, interfaces, and modifications.

To avoid project failure through unmet expectations, it is critical that clear, open, and honest communication is established among the Project Managers and Project Team(s). Our mutual goal is a project that controls costs, meets schedules, and provides the best technical solution for your needs. Any conflicts that arise should be examined in light of this goal, and win-win solutions negotiated to move the project forward.

The Project Management consists of the phases, activities, tasks, work products, templates, and examples that are used to initiate, plan, manage, monitor and control, and close all Infor projects.

The Project Management discipline is organized into a hierarchy of phases, activities, and tasks. The phases for Project Management overlap and span the phases used within the Implementation disciplines. The activities are logical, sequential groupings of tasks that are generally executed in order. The tasks are where the bulk of the project management work is performed.

PROJECT MANAGEMENT DISCIPLINES

The Project Management discipline consists of the following sub-disciplines:

Sub-Discipline	Description
Communications Management	This discipline includes the tasks that manage the required communications for the project. The tasks in this discipline are focused on planning, managing, controlling, and closing project communications.
Cost & Financial Management	The tasks in this discipline ensure the project is delivered according to cost (customer) and financial requirements (Infor). The tasks in this discipline are focused on planning, reviewing, budgeting, managing, controlling, and closing the project costs and financial management. In this discipline, cost management refers to standard project cost management; it deals with the project as a cost center to the client, including all client-facing project processes to manage the project's costs and expenditures. Financial management deals with the project as a profit center for Infor, and refers to any Infor internal processes to manage the financial performance of projects, including client invoicing, managing revenue and margin, and Infor internal financial reporting.
Integrated Project Management	This discipline includes the tasks that unify and centralize project management for the project. These tasks drive overall management, planning, execution, monitoring, control, and closure on the project. This discipline ensures all other aspects of the project are completed. Tasks that overlap or unify multiple disciplines as well as tasks that do not fit in any other discipline are consolidated within this discipline.
Issue Management	This discipline includes the tasks that manage project issues. These tasks are focused on planning, performing, and closing issue management and identifying, assessing, controlling, and closing project issues.

Quality Management	This discipline includes the tasks that ensure the project is delivered according to quality requirements. These tasks are focused on planning, managing, assuring, controlling, and closing quality for the project.
Risk Management	The tasks in this discipline enable the proper management of project risks, and are focused on planning, performing, and closing risk management, and identifying, assessing, controlling, and closing project risks.
Schedule Management	Schedule Management tasks ensure the project is delivered according to the required schedule. These tasks are focused on planning, reviewing, managing, controlling, and closing the project schedule.
Scope Management	Tasks in this discipline ensure the project contains and completes all of the required work, and only the required work, to successfully deliver the project. The tasks in this discipline are focused on defining, planning, managing, controlling, obtaining acceptance for, and closing the project scope.
Stakeholder Management	This discipline's tasks manage project stakeholder engagement, and are focused on identifying, confirming, and assessing stakeholders, and planning, managing, controlling, and closing stakeholder engagement for the project.

PROJECT TEAM EDUCATION

Infor project education courses are designed to provide your implementation team with a configurable approach to enable understanding of the extensive functionality of the Infor dispatch solution. The knowledge gained through these classes will allow your team to prepare system with the correct codes and parameters to allow for ongoing implementation activities.

Results	Benefits
Project team is educated in Infor applications and technical topics	Establishes essential knowledge base within your implementation team
Team members learn how to effectively navigate through the system	Facilitates decision making during code and parameter configuration
Covers setup and use of each application to be implemented	Enhances -functional understanding of Infor dispatch applications
Project team participates in design of solution	Knowledge of dispatch solution.

Risk Management

The Project Management discipline of Infor Deployment Method includes a sub-discipline called Risk Management. This is an extremely important area and includes the following specific activities and tasks.

Task	Task Description	Work Product	
Conduct Baseline Risk Assessment			
	The purpose of this task is to enable the Project Manager to document any perceived project risks that are identified during his or her review of the project materials that are transitioned from the sales team.	Baseline Risk Assessment	
Develop Risk Management Plan			
	The purpose of this task is to plan how the project will manage risks throughout the project. This task creates the Risk Management Plan, which is a subsidiary plan of the Project Management Plan.	Risk Management Plan	
Perform On-going Risk Management			
	The purpose of this task is to continually identify and manage risks to minimize their negative impact on the project.	Updated Risk Log	
Control Risks			
	The purpose of this task is to track, review, and report on risks to verify that they are addressed.	Controlled Risks	
Close Risk Management			
	The purpose of this task is to review, update, and close or transfer risks at the end of a phase or project.	Closed Risk Management	

Organizational Change Management

The implementation of a new system is typically accompanied by related changes to how the organization does business, which in turn can lead to significant changes to how the related departments function, and how individuals perform their duties. This is often a desirable outcome because the new system is acting as a catalyst for the require changes that an organization needs to make. However, one of the most common reasons for the failure of IT projects is a lack of awareness and understanding of the organizational change aspects of the project.

Infor includes a dedicated Organizational Change Management Discipline which includes a suite of activities, tasks, guidance and templates which are designed to assist the organization migrate to the new way of working across four key areas:

- *People Management* – Setting individual performance expectations, assessing and selecting, training, redefining compensation and rewards, and supporting individuals so that they may perform effectively
- *Communication* – Delivering the right messages to the right people at the right times so that they are able to align their work with the strategy
- *Risk and Impact Management* – Identifying and managing the risks and impacts associated with the change
- *Leadership and Sponsorship* – Engaging leadership to drive change throughout the organization

The Organizational Change Management starts at the strategic level with executives and then identifies the specific human and organizational challenges related to the new system in order to create a project specific, time-sensitive, and cost-effective approach to managing organizational change.

Quality Management

Infor regards quality management as a critical process for its products and services. The Project Management component includes a specific Quality Management sub-discipline which has the following objectives:

- To improve the quality of projects by appropriately monitoring project deliverables and the activities and tasks that produce them
- To ensure full compliance with the agreed quality standards and procedures as defined in the Quality Management Plan
- To ensure that any inadequacies or shortcomings in the process, project deliverables and standards are brought to management's attention so that necessary and appropriate actions are taken.

Project Team Overview

Infor is dedicated to a team approach. Besides the project managers who will oversee all activities as described below, the Infor team consists of consultants who are Installation Specialist(s) who will install and configure the system and/or interfaces; Product Specialist(s) who provide setup and end-user training or serve as advisors to the trainer; and Go-Live Specialists, who are available to advise on any questions that arise during the cut-over as the system is being put into production. Some members of the teams may wear multiple hats, but the right resources will be available every step of the way.

County will need to provide a Project Manager as the single point of contact and a System Administrator, who may be the same person (responsibilities for these individuals are outlined below.) A designated backup for the Project Manager is also required. Other members of the County's project team should include an Applications Specialist for each major part of software implementation (these are normally leads or supervisors). We recommend that County look to include people with a wide exposure to County's operations and ability to act as a two-way communication channel with other people within their work groups. These individuals often provide valuable input into the decisions that affect how the system will match your operations. Include members with data knowledge to participate in the development of any new interfaces and reports. The customer's project team should also include escalation decision makers who are empowered to address significant issues of scope, resources, schedule, or changes in standard operating procedures offered by more advanced features within the new system.

Management and executives will receive status reports as well as real time access to where the project stands after each invoicing cycle in terms of timelines, deliverables, and progress to plan and financials. Infor has bi-weekly meetings with its managers and partners to discuss open issues so that tasks remain on schedule. Most importantly, the Infor project team works as a unit to implement the project, working with your personnel to keep the project moving towards its completion.

During the progress meetings, any unresolved issues will be discussed and appropriate actions put in place for resolution. To assist in the management of project risk and schedules, Infor utilizes Microsoft-integrated products, including Microsoft Project, Microsoft Excel, Microsoft Word, and Microsoft Outlook. These tools allow information to be readily available to all Infor and County associates working on your project implementation. Team members receive updates, follow-up notes, due dates, and changes in schedules sent directly to their personal computers.

Much of the interaction between project managers and teams can be accomplished by phone or conference calls. However, to help ensure successful implementation, Infor will also provide on-site visitations by its project manager throughout the implementation process.

Overall Project Management Assumptions

- Infor and County will provide a Project Manager (PM) accountable for all contact with each other throughout the entire relationship, including initial system delivery, support, and communications
- The respective Project Manager will work in a mutually agreeable partnership with to develop and implement the final Project Plan detailing the project elements such as defining project goals and objectives, work requirements, resources, tasks and ownership, and sequences to meet project goals; as well as, installation, final training plan and schedule, resource allocation, testing, and cutover

- The Infor PM will coordinate the order, delivery, and installation of Infor-provided software to the Infor office and/or the customer sites and schedule and conduct meetings or conference calls between Infor and County's project teams to review the Project Plan with the key participants and decision makers to validate expectations, gain commitment to delivery timelines and ownership of assignments
- County will provide direct field supervision of its own technical implementation team and any of its contractual responsibilities not directly associated with the Project Plan
- County will provide requested information and/or approvals within three (3) working days unless there is a mutually agreed upon extended response time
- County is responsible for the actual content of any data file and its accuracy, selection and implementation of controls of access and use, and the security of the stored data
- Most pre-configuration work on the server setups may be performed at or from Infor's location
- County will designate a as the single point of contact a System Administrator / Manager, and at least one individual to serve as backup in the event the person initially assigned to this role is unavailable. This individual will be the ongoing day-to-day County resource responsible for each system. This person may be the same as the Project Manager. (Infor will also assign a Project Manager and a designated backup for its project team.)
- County will assume responsibility of all technical and system administration activities by attending appropriate training classes and participating in installation and set-up activities with Infor technical consultants
- County's information technology resources will be available to assist with the implementation for the duration of the project
- County will have proper hardware and/or infrastructure in place before the start of this project. Lack of on-site task readiness on the part of County that impacts the completion of Infor activities could cause delays in the overall project duration
- Appropriate facilities will be made available to the Infor consultants while on site at County. This includes a workspace, telephone, workstations, and access to copy and facsimile machines. The workstation should be connected to the network, and have access to the Infor systems, as well as any required client software such as the Microsoft Office tools
- County's information technology resources will be available to assist with the implementation for the duration of the project and will support the technical environment.
- System cutover will be considered complete when all programs and data files are established in the production environment and County has signed off on the "Go Live"
- County will report issues requiring Infor support to the Infor Support Team through its normal support methods

Overall project responsibility lies with our Vice President of Public Safety, Margaret Moran. Any issues that cannot be resolved by the Project Manager, or his direct supervisor Sam Hageman, Senior Manager, Support Operations and Network Infrastructure (Samuel.Hagemean@infor.com or 813-207-6966) may be referred to Margaret at 813-3/82-2802 or Margaret.moran@infor.com

While we cannot guarantee that your team members will not be assigned other duties while serving on your team, Infor prides itself in assigning the most knowledgeable and most available personnel to a project. We have the depth of personnel to be able to substitute or temporarily change a team member assignment with no detriment to the progression or quality of the original project.   Unless there is a significant issue with a personal health or family issue, we see no reason for an Infor associate assigned to the County to be changed during the project.

An exceptional project team will be identified for this project that includes a broad knowledge of and experience with the Infor *EnRoute* Dispatch and Mobile product suite and related modules and interfaces. We traditionally do not make permanent assignment until we have been shortlisted, as this ensures that the most available, qualified personnel will be assigned to the County's project. Most of the core team members that would be assigned have been working with these products for more than ten years, and several team members have over twenty years of Infor product suite experience.

Data Conversion

Should Infor be the vendor of choice for the CAD system there will not be any external data conversion required.   Infor will be sure current system data is available in the upgraded system.

It is expected the City will assign a resource who fully understands the database to be converted. Without seeing the actual data to be converted as to format and volume, it is not possible to provide a cost. The cost will be determined after the full review of the data, and mutually defined and agreed upon plans have been completed. We typically convert data on a closed system.

Provided here is a high-level overview of a data conversion process:

- Any data the customer wishes to have converted will be reviewed by the customer and an Infor System engineer
- The fields to be converted will be mutually agreed to
- Each element defined so that Infor fully understands its use
- It will be defined by the Infor System Engineer what Infor fields the customer data shall be mapped to
- The volume (# of years) will be mutually agreed to
- Data will be supplied by the customer to Infor in either an Excel spreadsheet or a comma separated value (CSV) file
- Once the data has been defined and mapped, a set of test data will be supplied
- The Infor System Engineer will convert this test set of data
- Once converted the data will go through in-house verification as to correct format and mapping
- The test data will be sent to the customer for verification
- Once the test set of data is verified, the System Engineer will continue with the conversion of the remaining data
- Once all data is converted, Infor will go through in-house verification and testing (as did the test set of data)
- Once this data has passed in-house verification and standards, the data will be loaded by Infor on the customers new system
- Customer will test and review the data and acknowledge it is complete

Prior to any programming for the conversion taking place, the final plan will be mutually agreed upon and signed-off on.   The time required to convert the data will be determined and that time commitment will be incorporated into the project plan schedule. It must be noted that data conversions are never 100%.

Training

Infor will work with the County in the development of the final Training Plan for the project. The Plan will address specific needs in the areas of system administration, dispatch, interfaces, and mobile, as well as the schedule and definition of types and number of classes. We would like to emphasize that the training provided is considered a key part of the system and not an activity incidental to the system procurement.

Infor understands that one of the most important elements of any system installation is a complete, well-planned, and well-executed personnel training program. A well-structured training program can significantly shorten the implementation cycle, minimize disruptions to operations, bolster user acceptance of the new system, and increase the overall effectiveness of the installed system.

The standard training methodology utilizes both classroom and practical training. Due to the critical nature of the information being provided, an Infor trainer will conduct each class. Our experience indicates that this provides the most effective approach and quickest system implementations. Class size is normally limited to 8 students for CAD and up to 12 for Mobile. All training will be conducted on site, or at a facility designated by the County. Infor will provide training manuals for the students or a CD from which manuals can be printed.

Classes will provide in-depth coverage of the module and, if appropriate, instruct the user in the maintenance of files and parameters within the system. This ensures that key personnel have a thorough working knowledge of the application software and are fully capable of evaluating operator performance, as well as conducting new employee training.

Hands-on training is conducted using the County system information. In this manner not only do the employees become comfortable with how the data is in the system and how to most quickly access it, but it also serves as a "second set of eyes" to ensure that the data, codes, response tables, etc. have been built correctly and that the system unit responses are as they should be. A well-designed training program requires that personnel be given dedicated classroom training time. This may require special scheduling and/or possible overtime commitments by the County.

The training classes included for calltakers and dispatchers to cover the features in the CAD system are based on a three (3) shift rotation. The exact number of classes required will be finalized during negotiations and development of the final Project Plan. If the Customer does not use a three (3)-shift rotation, please advise the project manager during preparation of the project plan and Statement of Work so that the schedule can be properly adjusted.

Aspects of each CAD function will be covered. Standard operating procedures will be discussed with supervisors prior to the beginning of the first class to assure compliance with specific departmental requirements. System Managers are invited to participate in these classes, while at least one CAD supervisor is *required* to be in each class. Infor welcomes the input and assistance of the Customer lead dispatchers and dispatch supervisors during these sessions, as it will better prepare them for presentation of new hire and refresher training.

Training is conducted in accordance with the established implementation plan, immediately prior to live system operation. Multiple sessions are given to accommodate shift operations. Practice and special sessions can also be accommodated. We encourage the County to make personnel available for practice sessions as much as possible.

Training Classes

In the training of software products, a great deal of information is going to be passed from instructor to student. If employees are familiar with Microsoft Windows functions, the training will go more smoothly. The **SAMPLE** training classes described below helps to ensure that trainees are comfortable with the operation and maintenance of the system. Final Classes and hours will be mutually agreed to in the final Training Plan.

CAD Management System Training

Training Course:	Infor Management Overview
COURSE ID:	MG-D001
HOURS:	Per contract
LOCATION:	Customer Site - Training Room
RECOMMENDED FOR:	Key Management and System Administration Personnel
SYNOPSIS:	System overview of general features within the system
DESCRIPTION:	This is a demo overview course.
Topics covered include: call entry, mobile, inquiry, and reporting.	

Training Course:	Infor System Configuration
COURSE ID:	MGC-D002
HOURS:	Per contract
LOCATION:	Customer Site - Training Room
RECOMMENDED FOR:	System Administration Personnel
SYNOPSIS:	This course covers setup of all System code tables, security for each table, personal security access.
DESCRIPTION:	This is a "hands on" course.
Topics covered include: Maintaining code tables, Maintaining security and program, Configuring and authorizing personnel to use the CAD System. At the completion of the course, the student should be prepared to begin entering and verifying data in the new system.	

Training Course:	CAD High Availability and Disaster Recovery
COURSE ID:	SQL-HA01
HOURS:	Per contract
LOCATION:	Customer Site - Training Room
RECOMMENDED FOR:	System Administration, CAD supervisors
SYNOPSIS:	This is a highly customized class to review High Availability strategy and failover of SQL cluster nodes.
DESCRIPTION:	This is a "hands on" course.

Topics included are knowledge transfer and review for System administrators. Optional to have CAD supervisors attend for an understanding of what takes place and what to expect.

CAD User Training

Training Course:	Infor CAD System Response Recommendations and Configuration
COURSE ID:	SYSTEM-LF002
HOURS:	Per contract
LOCATION:	Customer Site - Training Room
RECOMMENDED FOR:	System Administration, System supervisors, Law Operations supervisor, Fire Operations supervisor
SYNOPSIS:	This is a highly customized class for building response criteria for Law and Fire units.
DESCRIPTION:	This is a "hands on" course.

Topics covered include: Unit types, grouping / or complement of unit structure, weighting of response times, metrics driven rules. At the completion of the course, the student should have a working knowledge of response and recommendation structures with in System.

Training Course:	Infor CAD System Operations Training (Calltaker/Dispatcher)
COURSE ID:	SYSTEM-LF003
HOURS:	Per contract
LOCATION:	Customer Site - Training Room
RECOMMENDED FOR:	System Administration, SYSTEM Supervisors, Calltakers and Dispatchers
SYNOPSIS:	This course covers the call intake and dispatch software for all frontline personnel within the SYSTEM center
DESCRIPTION:	This is a "hands on" course.

Topics covered include: creating incidents, taking caller information, dispatching units, map views & data, 911 call acceptance, CIC returns, tracking units, generating scheduled calls, viewing history data, and basic call management within the software.

Training Course:	Infor Interface Administration
COURSE ID:	MGC-D003
HOURS:	Per contract
LOCATION:	Customer Site - Training Room
RECOMMENDED FOR:	System Administration Personnel
SYNOPSIS:	This is a highly customized class that will review each interface from a system administration level.
DESCRIPTION:	This is a "hands on" course.
Topics covered include: Monitoring interfaces, starting and stopping of services, troubleshooting, and communication protocols for each, third-party interaction (as applicable). Use of the interfaces is covered in the Dispatch/Calltaker Class.	

Mobile Classes

Training Course:	Infor Mobile System Configuration
COURSE ID:	MGC-D002
HOURS:	Per contract
LOCATION:	Customer Site - Training Room
RECOMMENDED FOR:	Mobile System Administration Personnel
SYNOPSIS:	This course covers setup of all Mobile related System code tables, security for each table, personal security access.
DESCRIPTION:	This is a "hands on" course.
Topics covered include: Maintaining code tables, Maintaining security and program, Configuring and authorizing personnel to use the Mobile System. At the completion of the course, the student should be prepared to begin entering and verifying data in the new system.	

Training Course:	Infor Mobile Workstation – Operator Training
COURSE ID:	MDT-001
HOURS:	Per contract
LOCATION:	Customer Site - Training Room
RECOMMENDED FOR:	System Administration Personnel, Field Officers
SYNOPSIS:	This course covers detailed use of the Mobile Workstation.
DESCRIPTION:	This is a "hands-on" training course for the Mobile System. It covers all aspects of using the Mobile.
Topics covered include: Overview of operation, Logging on/off the workstation, Submitting inquiries, Receiving and querying calls, Status displays, Map displays, use of GPS/AVL field initiated events, Status changes, In-field reporting, Administrative messages In field reporting, System failure and fall-back modes. At the completion of the course, the student should be prepared to begin using the new system.	

New hire and refresher training can be handled by the County's training personnel or can be contracted for directly with Infor. It is highly recommended that the County training personnel attend as many training sessions as possible so as to be proficient in the applications. This will allow them to provide refresher and new hire training and provide a cost savings to the County. These types of training can be conducted by the County personnel using the Training mode of the system. This does not interfere with live CAD, yet allows the trainee to work with actual system data.

Version upgrades rarely require additional training. They are scheduled with our Quality Assurance department and the customer is walked through the process. Release Notes are provided and any questions you may have are answered while the install is being accomplished.

Software Support

Infor's support services provide troubleshooting and technical assistance for the Software that Infor licenses to the County. Infor Support maintains normal business hours Monday through Friday, 8 a.m. to 5 p.m., County local time, excluding holidays. The same superior support services that have been provided to the County will continue under the upgraded system.

Emergency Computer Aided Dispatch (CAD) support is provided seven (7) days by twenty-four (24) hours including holidays. CAD-related interfaces are also supported with seven (7) days by twenty-four (24) hours emergency coverage.

A "CAD Emergency" is defined as follows:
- Unable to log into the system from any workstation;
- Critical CAD external interfaces are non-functional (911, MDTs, Encoders, and so on); or
- CAD personnel are unable to enter and update or change incidents.

For those customers with active support subscriptions, Infor offers software support services that include, but are not limited to, the following:
- Programming and diagnostic services that may be reasonably necessary to correct reproducible errors or malfunctions in the Infor software that affect the operation the Software
- Reasonable efforts to resolve programming errors in the Infor software to make the software conform in all material respects to then-current published specifications
- Maintains a software support helpline to provide operation problem diagnosis and correction services by telephone and/or by Internet access
- Provides annual release updates for the version of software the County is currently on.
- Provides assistance in diagnosing and resolving problems identified in the third party software supported by Infor

County Responsibilities Regarding Support:
- County must provide Infor with access to the information, system and facilities necessary to provide support. Infor will provide a VPN client (Securelink) so remote support can be provided.
- County should follow routine operating procedures as specified in any associated computer hardware and equipment operating manuals
- County shall allow Infor to maintain system diagnostic computer software on the system for the sole purpose of performing support
- All operators and managers of the system should complete training courses as may be requested by Infor from time to time
- County shall be responsible for file maintenance
- It is recommended that new releases of the software be installed promptly upon receipt from Infor or as instructed by Infor personnel. Customers should be no more than two releases behind the current release, so that they have the most recent updates and bug fixes and to facilitate compatibility with future releases

Infor uses VPN to access the County's system and in most cases, can fix the problem remotely. If we have not already done so, Infor will provide a VPN client (Securelink) so remote support can be provided. Should the County request or require an Infor representative to come on site, then it would be the County's responsibility to cover any travel and out-of-pocket expenses for that on-site visit.

If there is a problem with Infor's Software that is covered under the County's support agreement, there is no additional charge for support that Infor provides absent unusual circumstances (for example, where a County requires on-site services when Infor has determined that the problem could be resolved remotely, or where the County's security requirements impose unreasonable costs, etc.). Should the occasion arise that there is some sort of additional cost, any such costs would be identified in advance of incurring the charges and we would work with the County to minimize the expense. Infor does not permit third parties to perform modifications of its proprietary software, and accordingly, Infor would not anticipate or authorize incurring any such external costs for a third party to perform such repairs.

We understand the mission critical nature of your system. We work hard to resolve issues in a timely manner and are always very aware of the need to address critical issues as the highest priority. Our support process assigns a response-time priority to every call based on the technical severity or client severity.

Response and Classification Levels

Severity	Description	Target Response Time (in Business hours)
Production Down	Crisis Situation System Down (Mission Critical System)	15 minutes
High	Critical Function Loss Interface Down, impacting a mission critical functionality	30 minutes
Medium	Urgent Need; Error Messages; Interface down, not impacting mission critical functionality	4 hours
Low	General 'how to' questions; situations where a reasonable workaround is available or the customer indicates low urgency on the inquiry.	8 hours

Infor currently deploys *InforXtreme*, a web-based service recording system that extends beyond internal call center operations and out to the County. It is available 24 hours a day for logging support calls. *InforXtreme* integrates multiple means of interacting with the County, allowing Infor to manage telephone, e-mail, and web communication in one application. *InforXtreme* supports a feature-rich format providing visual solutions for problems the customers may want to investigate.

Updates

Provided that when the annual version upgrade is ready to be sent you are current on your annual support payment, the Infor programming or support department will contact you to arrange a time to walk you through the loading process of the upgrade and answer your questions. This service is covered under your annual support agreement. Timing for the implementation of each software change is dependent upon the change. Releases, patches, hot fixes, etc. are scheduled with the County so as to be done at a time that is most convenient.

Technical Support Staff

Infor's support staff is experienced and knowledgeable in all aspects of the products being proposed to the County. Some of our support staff are prior customer employees, so they not only have technical knowledge, but also hands on, in the field experience with the products.

Support for Self Maintained items

There are certain aspects of the system that will be self-maintained such as codes, parameters, map data, policies, responses, etc. Should there be a bug or error associated with the system coding, these items should be reported via *InforXtreme* and handled by our support staff.

Other Support Services

Professional services (training, implementation, project management, general consulting), not support related, and not included in the support agreement can be quoted at the then-current rate. Should the customer want a modification to how the system currently functions, these requests will also be processed thru *InforXtreme*. This may include enhancements to the application, requesting a new interface, or a modification of how a function currently works. These items will be discussed between the County and programming staff, then a quote is sent out indicating the number of hours (at the then-current per hour pricing) the item will require, and/or the cost of the interface license. If accepted, a Customer Order Form will be prepared, and sent to the County. Once signed by both the County and Infor the work will be scheduled.