

San Mateo County Public Communications CAD Gap Analysis Project
Steering Committee Communication

DATE: March 18, 2016

TO: San Mateo County PSC CAD GAP Steering Committee Members

FROM: Jaime D. Young, PSC Director – Capital Projects Unit
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TOPIC: CAD GAP Overview and Future State Vision Process

CAD GAP Overview

Public Safety Communications is in the pre-planning stages of replacing the CAD, mobile, mapping, and business intelligence system applications. To date, the current state of these systems have been evaluated and the project is now transitioning to visioning future state.

In this phase, the objective is to identify future state functionality, features and system capabilities that are important to all stakeholders. To accomplish this, a Project Plan has been developed that includes the formation of a Steering Committee and discipline-specific Working Groups. Members of these groups need to be well versed on the steps and tasks required and who will be involved in accomplishing these objectives.

To prepare stakeholders this phase tasks, they must first be educated on what modern CAD/Mobile/Business Intelligence systems can do. To achieve this education two distinct processes have been implemented:

1. CAD/Mobile RFI Information –the Project Team has secured the latest information from 12 CAD/Mobile companies, which describes the functionalities and capabilities of their systems. This information will assist stakeholders in the identification of functionality, features and system capabilities that is important to them and their constituency.
2. Vendor Demonstrations – In addition to the written material described above, the Project Team has arranged for all 12 of the companies to provide live demonstrations of their systems. These presentations will allow Stakeholders see how modern CAD/Mobile systems function.

To further explore the capabilities of these systems and brainstorm the features that would maximize public safety entities performance, discipline-specific Working Groups are being formed with personnel from:

- Steering Committee/Core Team (all PSC Stakeholders)
- PSC
- Law Enforcement
- Fire
- EMS
- IT

Each Working Group will have permanent members and occasional members.

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Processes and Expectations of Steering Committee and Workgroup members

Future State RFI Material Review and Vendor Demonstration Process

Each workgroup will be required to develop an overall future state. This can be achieved by:

- Education of the functionality, features and capabilities of modern CAD/Mobile/Mapping/Business Intelligence systems
- Visual review of how modern systems can be designed, configured and operate
- Leveraging the education process to develop a future state vision for each PSC stakeholder group and as a whole.

Note: The objective of this process is not to select a CAD/Mobile vendor or “score” them in anyway.

Workgroup Governance, Assignment and Communication

This project is an investment for the short and long-term of all public safety stakeholders. In order to maximize Working Group efficiency and make best use of the time committed to this project, the Project Team and Steering Committee expect:

- Workgroup membership to represent all relevant San Mateo County constituents
- Each Workgroup will designate a chairperson to successfully complete all relevant tasks
- Core personnel will remain with the workgroup for the life of the project
- Agency leadership should provide the various workgroups with any information that will support an agency’s strategic plan, goals and objectives
- The workgroups should engage other stakeholders and encourage their attendance at any meeting/discussion and review of RFI information
- Workgroup members should communicate equally to all members of the workgroup when applicable
- Workgroup positions should be documented and shared with each other and the Project Team
- Workgroup recommendations do not require a unanimous vote. While consensus is preferred, all perspectives should be captured

CAD/Mobile/Mapping/Business Intelligence RFI Information Review

Information has been obtained from the following CAD/Mobile companies:

1. Beta80 International
2. Hexagon (Intergraph)
3. Infor
4. MobileTec

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5. Motorola
6. Northrop Grumman
7. Spillman
8. SunGard
9. Sun Ridge Systems
10. TriTech
11. Tyler Technologies (New World Systems)
12. Versaterm

To see all submitted vendor materials go to **www.smc911dispatch.org/gap**

RFI Material Review Tasks

Prior to the start of the Vendor Demonstrations, review the RFI material specifically looking for functionality, features and system capabilities:

- That are important to the goals and objectives of San Mateo County, the constituency and/or individual departments
- That can improve the quality of service provided by San Mateo County Public Safety
- That have a tangible and measureable value to improving public safety operations (i.e., Maximum Operational Effectiveness, Time Efficiency, etc.)
- That can lead to improved data driven decisions
- Additional criteria developed by the workgroups

Deliverable: Provide a high level list of identified functionality, features and system capabilities to the Project Team by: **Friday, April 15, 2016.**

Vendor Demonstration Tasks

- Each workgroup will assign a core group to attend the majority if not all of the Vendor Demonstrations
- Personnel will make notes of important functionality, features and system capabilities identified in the Vendor Demonstrations

		Vendors/Dates/Times	
		8:00-11:00AM	2:00-5:00PM
Mon	April 18	SunGard	Infor
Tues	April 19	Beta80	Tyler Technologies (New World)
Fri	April 22	Sun Ridge	Northrop Grumman
Mon	May 2	MobileTec	TriTech
Tues	May 3	Versaterm	Hexagon (Intergraph)
Wed	May 4	Spillman	Motorola

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Project Team Facilitated Workgroup Sessions

- Subsequent to the Vendor Demonstrations, the workgroup members will participate in a facilitated session(s) to assimilate, organize and prioritize information learned
- These sessions will occur ideally the **week of May 23, 2016**. Please see the attached.
- The Steering Committee/Core Team will be presented with the workgroup information to provide input for a final future state vision document on **Thursday, May 26, 2016 at 1000 hours**.

Final Report

The future state vision document will be compared to current state information to develop a gap analysis, findings and recommendations. Presentation to be delivered during the month June, dates/time yet to be identified.

Please feel free contact either Jaime or Tom with questions, concerns, etc.

- Jaime - jyoung@smcgov.org 650-363-4949
- Tom - tmaureau@w-llc.com 850-545-3508

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Dates	Who	Deliverables
04/01/2016	Steering Committee Representatives	Submit Agency Working Group members from to jyoung@smcgov.org
04/01/2016	Working Groups	Workgroup Meetings scheduled for week of 4/11*
04/15/2016	Working Groups	Submit List of Focus Areas for Vendors
Week of 5/23-5/25	Working Group	Focus Groups develop Strategic Vision document
05/26/2016	Steering Committee	Meet at 10:00 to review initial Strategic Vision documents

Key Dates/Times/Deliverables