

IACP TECHNOLOGY CLEARINGHOUSE



Law Enforcement Technology Program Survey

Agency Name:: Pennsylvania State Police

Technology Program Name: Incident Information Management System (IIMS)

Contact Name: Mr. Ronald C. Wilt or Mr. Andrew C. Jones

Address: 2629 Market Place

City: Harrisburg

State: Pennsylvania

Zip: 17110

Telephone Number: 717-657-4130

Alternate Phone Number: 717-561-6224

Fax Number: 717-657-4360

E-mail Address: ronwilt@state.pa.us

Home Page Address: <http://www.psp.state.pa.us>

Total Sworn : 4275

Total Civilian: 1624

Technology Program Status: Permanent Department Wide Program

Funding Description

The IT Strategic Plan, developed over many years, clearly defined the needs and requirements of PSP and led to full funding of the IIMS by the Commonwealth of Pennsylvania.

Hardware Manufacturers

Mobile Office Hardware Platform - Motorola Infrastructure, Servers, and Workstations - Dell Storage Area Network - EMC/Wireless LAN - PADCOM Radio Consoles - Zetron/PBX-IVR - Verizon Routers & Switches - Cisco/Voice Logging - Mercom

Software Manufacturers

Computer Aided Dispatch - InterAct Records Management System - ABM America Mobile Office Client - Aether Systems Data Warehouse - Lockheed Martin (also Systems Integrator) Databases - Oracle & MS SQL

Program Narrative

The IIMS Program has been summarized by the Pennsylvania State Police as: "Realizing the need to apply today's advanced technologies to crime-fighting activities, the Pennsylvania State Police began conducting thorough research and evaluation studies in 1997 to identify current processes and the available technologies to improve their efficiencies and capabilities." The result is the Criminal Investigative Traffic Safety Incident Information Management System (IIMS) Program. IIMS encompasses the application of modern technology to all activities related to the collection and processing of any and all information and evidence related to an event, as well as activities related to conducting investigations necessary to solve a crime or help prevent further crimes from being committed. IIMS will apply today's advanced technologies to all PSP activities. IIMS tools will make each trooper and dispatcher more efficient, by allowing them to collect relevant information, or data, only once at the time and place of each incident, and then to build upon that data as the processing of the incident continues. State Police management can then share this data with other authorized agencies as required. To that end, IIMS has several clearly defined high-level goals and numerous corresponding objectives. The high-level goals of IIMS are described as: • The improvement of key Department functions through extensive Business Process Redesign

by the Troopers who perform them and the logical incorporation of the modern Information Technologies available. • The deployment of the "Mobile Office" in all PSP Patrol vehicles. • The deployment of an Enterprise-wide Records Management System (RMS), which allows information to be immediately available to Troopers. • The consolidation of the critical call-taking and dispatch function from 81 stations to 5 state-of-the-art dispatch centers with the process improvements made possible by: • Computer Aided Dispatch (CAD) • Automated Number Identification/Automated Location Information • Geographic Information System (GIS) • Automated Vehicle Location (AVL) • Automated Call Distribution/Interactive Voice Response

Additional Concerns

The single most important lesson the PSP has to offer is for agencies to take the time and effort to conduct a thorough "As Is" and "To Be" Business Process Analysis, verified by independent group of Subject Matter Experts (end users) before developing requirements, issuing RFP's, and procuring systems. The result will be a custom system, tailored to the needs of its users.