

Leon County Board of County Commissioners

Cover Sheet for Agenda #22

May 12, 2015

To: Honorable Chairman and Members of the Board

From: Vincent S. Long, County Administrator

Title: Approval to Partner with the Sheriff's Office and the City of Tallahassee in Engaging Gartner, Inc. in Performing a Risk Assessment of the Motorola PremierOne Computer Aided Dispatch (CAD), and Approval of the Associated Budget Amendment Request

County Administrator Review and Approval:	Vincent S. Long, County Administrator
Lead Staff/ Project Team:	Alan Rosenzweig, Deputy County Administrator Pat Curtis, Director, Management Information System

Fiscal Impact:

This item has a fiscal impact to the County. The total cost of the assessment is \$140,000 and will be shared equally by the County, Sheriff's Office, and City of Tallahassee. Each entity's cost will be \$46,666. Funds are available in the General Fund contingency account.

Staff Recommendation:

Option #1: Approve the County partnering with the Sheriff's Office and the City of Tallahassee in engaging Gartner, Inc. in performing a risk assessment of the Computer Aided Dispatch (CAD) (Attachment #1), and approve the associated Budget Amendment Request (Attachment #2).

Report and Discussion

Background:

Two times over the past several weeks, a network issue failure resulted in the mobile data terminals to be disconnected from the Motorola PremierOne Computer Aided Dispatch (CAD) software. This exposed a software design flaw in the CAD software that prolonged the mobile data terminal outage for several hours. During these times, the CAD system remained operational. There were no dispatch delays and first responder's mobile mapping capabilities were not affected. These most recent outages were in addition to previous technical issues and unplanned outages experienced by the Motorola PremierOne Computer Aided Dispatch system over the past year.

Leon County places a paramount priority on this system's uncompromised performance. The CDA Board (consisting of the County Administrator, City Manager, and Sheriff) views the entire system as a mission critical system and one that should not experience unplanned disruptions in functionality. There are significant ongoing efforts to ensure the optimal performance of the current engineered solution in place at the CDA.

These efforts notwithstanding, subsequent to the first recent outage, the County Administrator requested that a CDA Board meeting be convened as soon as possible to consider a professional review and risk-assessment of a system transition to an alternative solution(s) to the existing Motorola PremierOne CAD. To address the immediate issues, the County Administrator also requested the technical committee to review and make recommendations for 1) enhanced testing and vulnerability assessments of the existing system, and 2) protocols to expedite the problem identification and system restoration during unplanned outages. The technical committee is in the process of finalizing their review and recommendations.

Analysis:

On May 11, 2015, the CDA Board convened to discuss the County, City, and Sheriff's Office engaging a consulting firm to perform a professional review and risk-assessment of a system transition to an alternative solution(s) to the existing Motorola PremierOne CAD. County, Sheriff, and City information technology professionals sought a proposal from Gartner, Inc. to perform this risk assessment (Attachment #1). The CDA Board discussed the scope of the risk assessment proposal.

The overall purpose of the study is to have an independent risk assessment, which will result in a recommendation to either continuing to utilize the Motorola PremierOne CAD or to transition to an alternative system. Gartner, Inc. is a worldwide leader in information technology research and consulting. Annually, Gartner, Inc. performs over 1,500 consulting engagements delivered by 550 consultants. Gartner's Public Safety and Justice consulting division has worked with numerous first responder agencies throughout North America.

Gartner has indicated they can complete their work prior to the Board of County Commissioner's July meeting, if Gartner is able to begin work by May 18, 2015. The Board's next regularly scheduled meeting is May 26, 2015, which necessitated the need for the Board to consider this matter at the May 12, 2015 meeting.

Gartner has proposed a fee of \$140,000 to perform the risk assessment. Staff recommends that the County, City, and Sheriff's Office share equally in this expense (\$46,666). Gartner's services are available through the State of Florida Department of Management Services State Term Contract for Management Consulting.

Staff recommends the Board approve the County partnering with the Sheriff's Office and the City of Tallahassee in engaging Gartner, Inc. in performing a risk assessment of the Motorola PremierOne CAD (Attachment #1), and approve the associated budget amendment (Attachment #2). The County, Sheriff's Office, and City of Tallahassee jointly own the Motorola PremierOne CAD system. This system is utilized by the Consolidated Dispatch Agency (CDA) to dispatch all law enforcement, fire, and EMS personnel.

Options:

1. Approve the County partnering with the Sheriff's Office and the City of Tallahassee in engaging Gartner, Inc. in performing a risk assessment of the Motorola PremierOne Computer Aided Dispatch (CAD) (Attachment #1), and approve the associated Budget Amendment Request (Attachment #2).
2. Do not approve the County partnering with the Sheriff's Office and the City of Tallahassee in engaging Gartner, Inc. in performing a risk assessment of the Motorola PremierOne Computer Aided Dispatch (CAD).
3. Board direction.

Recommendation:

Option #1.

Attachments:

1. Gartner, Inc. Motorola PremierOne CAD risk assessment proposal
2. Budget Amendment