



# **NORTH BAY POLICE SERVICE**

## **2009 Annual Report Information Technology**

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## **A. Mandate of the Unit**

Using a secure network environment, the Information Technology Section provides necessary hardware, software, technical support and training to members of the North Bay Police Service.

## **B. Executive Summary**

The Information Technology Section consists of an Information Systems Coordinator and one Information Systems Technician who maintain computer systems and provide support to the North Bay Police Service. In addition to maintaining internal systems, this group also works with external agencies such as the RCMP, OPP, and City Hall for the exchange of electronic data. Our police service continues to participate in the Ontario Police Technology Information Cooperative (OPTIC), which provides a secure environment for our Computer Aided Dispatch (CAD) and Record Management Systems (RMS).

## **C. Activities**

Full Time Information Systems Technician:

A full time Information Systems Technician was hired in 2009 in order to effectively manage and support the various systems added over the past few years. Critical systems require immediate action and need to be supported full time. The hiring of a full time Technician has increased the response time and ensures that one I.T. person is available at all times.

Remote Site Connections:

Encrypted Point to Point Wireless Connections were installed to replace the aging ten year old communication devices used for our City Hall and Court House systems. There are many security issues surrounding wireless points and upgrades to our firewall and the addition of security devices were required to secure the links. The new communication devices have dramatically increased the speed of applications being used at these remote sites.

Door Proximity System:

A new proximity system used for door security was installed throughout headquarters. In order to adhere to the RMCP and CPIC software policies, additional locks were required in areas where CPIC is used.

Wireless Access Feasibility:

A brief internal wireless access point trial was conducted to assess its benefits. All wireless access points must be properly protected as OPTIC has strict guidelines surrounding these connections. Wireless points allow users to

become portable and able to work in areas where no hard wired LAN connection exists. This reduces the need and costs associated to running network cables. This project will continue into 2010.

**Threat Risk Analysis:**

A Threat Risk Analysis was conducted on our network and no serious issues were identified.

**Computer Replacement:**

In order to keep the many policing systems operating at an optimal level, one third of the computer systems were replaced.

**School Police Emergency Access Response (S.P.E.A.R):**

S.P.E.A.R. is a database designed to assist with crucial decision making during the early dispatch and response of a major incident to a school. The database contains school contact information, building layouts, maps, and aerial views of the school. The collection of information and input of data began in 2009 and will continue in 2010 when we anticipate launching this system. The North Bay Police Service continues to work with all school boards compiling the necessary information.

**Digital Cameras:**

Polaroid cameras were replaced with digital cameras in 2009 creating a need for additional hardware storage space. Additional hardware to resolve this issue was purchased and installation of this device will occur in 2010.

**Our Software Limited (OSL System):**

The OSL software system is used for time keeping and personnel functions. In an effort to reduce paper and streamline internal use of this software a restructure of this system has begun with completion scheduled in 2010.

**Mobile Work Stations:**

The installation of a wireless network will continue to improve use of the mobile workstation and will enhance use of the computers.

**D. Performance Indicators**

The Information Technology Section continues to take a proactive approach in maintaining all system which keeps network computers and devices operating at optimal level with little downtime. Identifying deficiencies and enhancement is an ongoing function of this unit.

**E. Anticipated Issues for the Future**

Securing wireless connections will always be a concern and threat risk analysis will be required to ensure these connections remain protected.

Our current Digital Recording system used to record radio and phone transmissions is obsolete and no longer supported by the vendor. This system will be replaced in 2010.

**F. Performance Objectives for the Next Year**

Completion of a wireless network, OSL system, S.P.E.A.R and threat risk analysis is a high priority in 2010. Other goals for 2010 are upgrades to two servers, upgrade of our email system and replacement of computers.