



NORTH BAY POLICE SERVICE

2010 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 an Information Systems Technician who support and maintain police and non-police systems for 161 employees. This department liaises with federal and provincial agencies, municipal governments, police services and City of North Bay, in order to deliver information systems.

The North Bay Police Service (NBPS) is a member of the Ontario Police Technology Information Cooperative (OPTIC), which uses the Niche Records Management and Intergraph dispatching systems and has a membership of over 45 agencies in Ontario.

C. Activities

Granted approval and implemented a secure wireless network

A positive threat risk analysis was conducted on the proposed wireless network and approval of implementation was granted by the OPTIC security group. The wireless system allows users to be portable throughout the building and provides network connectivity in areas that previously did not.

Upgrade to Internet Connection

Our internet connection was upgraded from DSL high speed to 10 MB dedicated internet. This upgrade has improved network speed for users working remotely and also increased network speed of internet dependant applications.

Security Upgrades

Several security upgrades took place in 2010 including an upgrade of our Firewall, Intrusion Protection System and endpoint client software.

Recording System Upgrade

The voice recording system used to record radio and telephone transmissions was no longer supported and needed to be replaced. Implementation and training was completed mid-year.

Computer Upgrades

High priority areas such as our dispatch section received workstation upgrades.

Social Media

A Social Media Committee consisting of employees from various departments explored the use of social media sites such as Facebook, Twitter, and YouTube. Committee members agreed that creating a Facebook site would establish a new way of communicating with members of our community.

D. Performance Indicators

On an ongoing basis the Information Technology Section evaluates use of current technology in place to determine the effectiveness of systems. Identifying and improving deficiencies in a cost-effective manner assists employees and strengthens the police service.

Monitoring network systems and conducting threat risk assessments will ensure confidentiality, security and integrity of the technology in use.

E. Anticipated Issues for the Future

As new systems have been implemented demands on IT time has increased substantially. Responding to problems, troubleshooting and resolving issues in a timely fashion are a challenge for this busy department.

F. Performance Objectives for the Next Year

In addition to maintaining our secure network, planning has begun to proceed with the following new systems.

- Implementation of a Crime Analysis System
- Replacement of the Weekend and Statutory Holiday (WASH) Court system with new hardware and connection with the Justice Video Network
- Create and use social media sites to improve communications
- Upgrade the Intergraph Computer-Aided Dispatch System
- Partial hardware refresh
- Investigate and leverage existing technology in use at City Hall that may enhance work performance
- Secure funds and implement a Global Positioning System (GPS) in all fleet vehicles
- Implement an electronic roll call system
- Implement an electronic bulletin system