

City of Green Bay Police Department Intranet Document and Policy Manager

Scope of Work

Green Bay Police Department

December 1, 2005

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Introduction

The Green Bay Police Department Intranet project will duplicate the functionality of the current Intranet used by the City of West Allis Police Department. The West Allis Police Department's Intranet can be broken down into six major pieces:

1. Document and Policy Management
2. Patrol Assignments (Complaint Tracking)
3. Officer Training
4. Problem Oriented Policing
5. Department Information (Incidents, Accidents, DWI's, Subpoenas Calendar, Telephone Lists, Employee List, etc)
6. City Information

Not all components of the West Allis site will be included into the proposal. Only the generic features that will be easy to implement for the Green Bay Police Department will be considered. This proposal will only apply to with the Document and Policy Management component (Item #1). Any other components (Items 2-6) shall require a separate scope of work and contract for services.

WAPD Intranet History

The West Allis Police Departments Intranet was started to track all citizens' traffic and parking complaints. This system allows any officer in the department to add a parking complaint to the system. Before each shift assembly a printout is created for each officer with any complaints in their patrol section. While out on patrol the officers will note what actions taken on each complaint on the printout. When the officers return to the station at the end of their shift they will use the complaint printouts and record the complaint actions on the computer. This will then allow anyone at anytime can view this database of complaints and see any action taken on that complaint. If a mayor, alderman, or citizen would call back requesting information on a specific prior complaint, a complete summary of all actions taken on that complaint can be instantaneously view from any computer inside the station. This tracking of parking and traffic complaints worked so well it was expanded to include any patrol assignments including: Parking Complaints, House Checks, Traffic Complaints, Surveillance Requests, Special Assignments, Shifts Reminders, Apprehension Requests, and Warrants.

The West Allis Police Departments' Intranet-based Document and Policy Manager component was created to solve the common problems of making sure all of its employees are up-to-date on all the department's policies, directives, and orders. The old practice of printing each Order or Directive and delivering to each officer's mailbox was a time consuming process. Officers often lost the directive/policy or merely tossed it in the garbage. It was also nearly impossible to keep up to date of what document each officer has read and to document they have read it. There was no accountability which ensured that all officers were informed about all polices and procedures at the West Allis Police Department.

The West Allis Police Departments' Intranet Document and Policy Manager component now makes it easy to assign any type of document to be assigned to a specific individual, a group of

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individuals, or to everybody. Soon as a Policy has been revised it can be instantaneously be assigned to officers for reading. The next time an officer logs into a department computer it will be in their reading list, a list of items that they are required to read when they have time. After the Officer reads the document, a record is made marking the time and day the officer read the policy and it is removed from his personalized reading list. This places the accountability on the officer to read all their required documents and allows the police department to track who has read what. A historical list of all documents read is maintained for each officer.

The WAPD Intranet was developed by Kathryn Perrone, City of West Allis Web Analyst, and Jim Jandovitz, City of West Allis Police Department Computer and Network Specialist. It has been evolving over time serving the needs of the Police Department for universal access and documents tracking.

The intranet program was developed as a browser-based application to be accessed by any computer running Internet Explorer from our internal computer network. All the code runs on Microsoft's Internet Information Server (IIS) which is installed on a Windows 2000 Server. Its data is stored using Microsoft's SQL Server 2000. The code consists of HTML, Active Server script, ASP.NET and VB.SCRIPT. This code was NOT written to be repackaged for use in other departments and has many hard links to other specific databases and servers specific to the West Allis Police Department, and was designed to mirror specific business management policies of the WAPD.

GBPD Document and Policy Manager Component

Much of the code has been written over four years ago and many advances in web technologies have occurred. A more generic browser-based web application that contains similar functionality to the West Allis Police Departments Intranet is under development, which can be used by the Green Bay Police Department. Much of the code will have to be reworked and tested for the specific requirements of the Green Bay Police Department. This Document and Policy Manager component will be rewritten to take advantage of the latest version of VB.NET.

The Document and Policy Manager component will allow the GBPD to assign documents to be read by its officers and staff. These documents will be accessible any computer connected the Police Department's network by using Internet Explorer. When an officer or staff member accesses the GBPD intranet a list of all documents that have been assigned to them will be displayed. The user then clicks on the document's title and reads the document. Once the document has been read it will not appear on their *To Read List* anymore. Every time a user accesses a document a record is created documenting who has accessed the document, the date and time it was read, and how long it took to read it.

The Documents and Policy Manager component will allow the system administrator to upload documents to the main file library in preparation for assignments. To maintain the integrity of these documents, neither users nor administrators will be able to retrieve any documents from the Document and Policy Manager directly. The application will allow administrators to upload revised versions of documents and maintaining a historical record of all documents on the server.

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Standard reports will be included in which will show who has read what documents, what documents a specified individual has read. The types of documents that can be managed by this server include: Standards, Directives, Orders, Notices, Training Materials, and Shift Briefings. All documents to be uploaded must be converted to PDF format prior to upload.

The following is the specific pages that will comprise the basic Green Bay Police Department Intranet site.

File Library	Used to “check-in” documents to the document server.
Document History	Used by administrators to view who has read a specific document and the documents history.
Document Assignment	Used by administrators to assign documents by employee department group or employee rank group.
View Employee Reading	Used to view an officer’s Required Reading List and History. Accessed only by administrators.
Employee Required Reading List	Used by officers to view all documents that needs to be read. List is sorted by document type and dates assigned. Officer clicks on document name to view document.
Employee Reading History	Used by Officers to view history of all items they have read.
Document Library	List all documents stored on the server. Sort by document type, upload date, assignment status, document title, document number
User Registration	Used to add and edit user accounts within the Policy Manager system.
Utilities	Manage document categories, departments list, rank list

Sharing of documents

The West Allis Police Department is willing to share any of its documents as long as a copyright notice is included in the documents.

Hardware and Software Requirements

The size of the server (CPU, memory, disk capacity) is dependant on Green Bay Police Department. The larger the server, the more documents it may hold.

- Windows 200X Server
- Microsoft Internet Information Server
- MS SQL 2000
- .NET Framework Installed

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- Adobe Acrobat Standard or Professional

The WAPD Intranet uses Windows NT authentication Security for intranet security and document tracking.

Summary of Task/Responsibilities

1. Installation of Server Hardware, Operating System, IIS, SQL, and .Net Framework to be completed by GBPD.
2. Installation and configuration of GBPB Intranet code by Kathryn Perrone and Jim Jandovitz remotely via a secure remote VPN. VPN supplied by GBPD
3. Creation and loading of documents will be the responsibility of GBPD
4. On-Site training to be supplied by Kathryn Perrone or by Jim Jandovitz
5. Bugs and comments can be forward to Kathryn Perrone and Jim Jandovitz via email. Phone support may be an option.

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Compensation

The current WAPD Intranet code was written specifically for the systems at the City of West Allis Police Department. It was not created and written to be used in other departments. Extensive reworking of the code will be necessary to enable the installation at the GBPD environment. After the code has been rewritten, it will be necessary to thoroughly test the code to work out any bugs that might have been introduced in the rewrite.

The system is easy to use but on site training will be supplied by Kathryn Perrone or Jim Jandovitz to ensure the intranet administrators are familiar with all aspects of the system and any questions answered. If any additional minor changes are required for GBPD they can be made at this time.

A follow-up visit will also be necessary to further clarify any questions after GBPD has started its implementation.

Time to complete development and installation:

Task	Hours
Customization of software for GBPD	44
Installation and Testing of Software	24
On Site Training of System Administrators	16
Follow-up Training and installation of enhancements	16
Total Hours	100

Development and installation 100 hours @ \$50.00/hour	\$5000
Supplies, staff support, overhead, etc.	\$1000
Total Project Cost	\$6000