Meeting Agenda

Meeting Title	CAD Gartner Call	**Time**	14:30 to 15:30
Date	17 March 2008	**Place**	Fraine Barracks, DES Conference Room
Facilitator	Christy Smith	**Call-In #**	N/A

Accept/Reject:		**Date:**	

Invitee List:
1. Russ Timmreck
2. Larry Ruebel
3. Carrie Oswald
4. Sarah Keney
5. James Boehm
6. Jim Crow
7. Pam Schafer
8. Gorden Christensen
9. Sam Stoxen
10. Justin Data
11. Christy Smith

In Attendance:
1. Russ Timmreck
2. Larry Ruebel
3. Rosalie Doerr
4. Dave Kulackoski
5. James Boehm
6. Jim Crow
7. Pam Schafer
8. Gorden Christensen
9. Sam Stoxen
10. Justin Data
11. Christy Smith

#	Agenda Item	Time Allotted	Presenter or Moderator
1	RFI Gartner call	30	Christy Smith

Discussion:
- The Gartner call was facilitated by Sam Stoxen. The call started at 14:30 (2:30 PM).

- Questions identified by the Technical Group and State Radio Supervisors on 3/10/08:.
    - *Are there any customer satisfaction surveys related to a public safety CAD system?*
    - *Is there a standard for licensing with public safety CAD for interoperability?*
    - *Are there any general standards for public safety CAD systems?*
    - *What is the typical lifespan of a public safety CAD?*

- Analyst Background: William (Bill) Clark
    - Bill spent 7-8 years in infrastructure / design / overlays for telephony systems for Erikson-Edac systems (Now Macom).
    - Now Bill covers Motorola for Gartner research.
    - ~ 20 years of experience in radio systems.

- Current System / Background: State Radio
    - State Radio currently has a 36 tower system with mobile data.
    - Motorola system.
    - 9-1-1 for 22 of the 53 counties.
    - Just finished conversion of old system to digital mobile data system.
    - Zetron phone system.
    - Currently do not have a CAD system.
    - Know of some agencies with CAD systems.
    - State Radio Teletype system is NLETS, NCIC, Java-based (Messenger) supplied by Computer Projects of Illinois.
    - 162 terminals (licensed) full-access terminals.
    - 435 MDTs which are Motorola Premier with 800+ users.
    - Two counties are moving from Premier to Archonix. Cass County / Fargo is soliciting bids now.

- ***Are there any customer satisfaction surveys related to a public safety CAD system?***
  - <u>Answers from Bill</u>:
    - o ESRI comes up often as a vendor to tie mapping systems into 9-1-1 dispatch systems or console-based systems.
    - o Success with partners of ESRI
    - o Not many other players: Integraph, AutoDesk, but they do not rate as high as ESRI.
    - o Intergraph isn't seen as much in terms of RM. Pretty good in integration, but not as high profile.
    - o Motorola tends to have highest-end systems, but customers haven't been as satisfied with customization for the ambulance service, vs. fire vs. safety. Taking years to come back to promised customizations.

- Have you had any instances where you've looked at the AVL integration with Motorola or other systems?
  - <u>Answers from Bill</u>:
    - o Yes, from the Gov. side and private side, Trimble, Garmen, Magellan have ties to safety system offerings.
    - o More satisfied customers from overlay / integration of those systems than from Motorola.
    - o Motorola has suffered losses with "spaghetti software" projects – including with CAD projects in FL.
    - o 200 mobiles currently. From Premier and RM system standpoint, the system wouldn't be stretched as much as in FL in terms of Motorola.
    - o GIS system needs to be upgraded from State-developed system. Bill said he would be nervous about that aspect in terms of Motorola. Caution in terms and conditions, outline gap analysis and project plan to fill in the gaps.
    - o Bill will take an action item to look at vendors that would be ESRI partners.
      - ▪ Motorola gets a C- or D+.
      - ▪ ESRI gets an A or A-.
      - ▪ Intergraph gets a B- or a B.
        - • Intergraph is up to date in terms of capability for notification systems, RM, fire… they partnered with MicroSoft for BizTalk
      - ▪ AutoDesk gets a C
        - • Not as mallable.
    - o Viewing from commonality standpoint rather than diversity standpoint in Gartner research.

- ***Is there a standard for licensing with public safety CAD for interoperability?***
  - <u>Answers from Bill</u>:
    - o Not aware of any standards.
    - o Bill would need to look up if there are any specific languages / rules for how the system handles imports & exports.
    - o Not interested in externalizing – more interested in competing with other vendors.
    - o IPics competes with AutoBridge.
    - o VIA used as a voiceover IP switch in their radio systems.
    - o Some successes in stitching together from a console; but from a CAD system, Bill hasn't seen a real push.

- ***What is the typical lifespan of a public safety CAD?***
  - <u>Answers from Bill</u>:
    - o 8-10 year cycle. Major upgrade/swapout ever 14 years.
    - o Mobiles every 7-10 years.
    - o CAD system would be 8-10 years.
    - o Promise is usually 3-4 cycle to get upstart finalized, then 3-4 years to recoup costs.

<u>Other Information from Bill</u>:
- High-end Motorola systems: average score is that it worked, not much customization, pricier. Overall system cost - $10,000's per station. Integration with GIS system will be additional cost.
- Look at Intergraph, ESRI, bring in Motorola (dominant in public safety as a data point); Bill anticipates ESRI to come in best, and Intergraph will be a close second / competitive with ESRI.
- Interoperability using FatPot?
- For RM piece, Jeff Vining from Gartner covers that area. (Records Manager).
- Bill will take an action item to have Jeff follow up with us to talk more about Records Manager. Jeff is based out of Washington DC.

	▪ Ask Jeff Vining about GIS integration piece with CAD vendors. ▪ Sam will send list to Christy & Larry.		
2	Status of notifying stakeholders of website, and distribute Core Requirements and Technical Questions for feedback	10	Larry Ruebel

Discussion:
- Chief Keith Witt (Police) will be included in Stakeholder list.
- Larry will provide final stakeholder list to Christy, and Christy will e-mail the notification to all stakeholders this week.
- Stakeholders will be given 5 business days to review and provide feedback.

3	Follow up from previous action items	15	Technical Group

Discussion:
- Ask Pat Forster about the possibility of attending the March 18th presentation by Positron, a CAD vendor.
  - Christy talked with Sherry Neas about the seminar presentation by Positron in Fargo.
  - Sherry strongly advised against going for two reasons:
    - We do not want to risk even the appearance of favoritism toward Positron
    - It would be duplication of effort from a time management perspective, because all vendors will be allowed to present their CAD products during the RFP process.
- Submit questions to Sam Stoxen for Monday's Gartner call; verify that Sam will attend the call from State Radio.
  - Christy sent the questions to Sam on Wednesday, 3/12/08.
- Ask Larry about putting core requirements / technical questions on website as PDF documents for review / feedback.
  - Larry, Christy, and Eric discussed the website on Wednesday, 3/12/08. Eric will set up the website this week, with folders for:
    - Background Documents (Business Case, Charter, and Project Plan upon sign-off)
    - Minutes (the most recent minutes at the top)
    - Stakeholder Review (Draft Core Requirements, Draft Technical Questions, etc.)
- Call Idaho and ask if they have an RFI or canned briefing for their CAD system. (Coordination, newsletters, etc.)
  - Christy talked with SIRCOMM Director Ron Vogt on Wednesday, 3/12/08, and distributed/posted the minutes from that conversation to the Technical Group.
  - Ron Vogt's assistant sent the RFP on 3/13/08, which they used to solicit their CAD system.
- Christy will invite Gordon Christensen (CJIS) / Pam Schafer to future meetings.
  - Christy invited Gordon and Pam to future weekly progress meetings.
  - Christy will invite supervisors to future progress meetings.
  - Christy also extended the meetings to occur through December 2008, although there may be certain weeks when meetings are not necessary
- Janelle has requested information from APCO about CAD systems. (White papers, etc.)
  - She has received info about 9-1-1 systems, but not CAD.

4	Discussion of new issues & concerns	5	Technical Group, Supervisors

Discussion from the Project Team following the Gartner Call:
- One of the biggest concerns will be the complexity involved with numerous jurisdictions in ND. This needs to be understood as a major consideration during the RFI and then evaluating products during the RFP process.
- Population should not be confused with geographic size and jurisdictions involved. Complexity will be a key consideration for state-wide coordination.
- CAD will not lessen the load of dispatchers; it will change duties and result in different tasks.
- Routing / indicators will be needed to handle calls from different jurisdictions.
- Dispatchers will be key in evaluating products for those aspects and looking at customizations, priorities, etc.

#	Action Item	Assigned To	Due Date
1	Provide final stakeholder list to Christy Smith	Larry Ruebel	3/20/08
2	Invite supervisors to future weekly progress meetings	Christy Smith	3/20/08
3	Distribute web link to stakeholders for review of core requirements and technical questions	Christy Smith / Larry Ruebel	3/20/08
4	Review and sign-off of the RFI Project Plan	Technical Group	3/28/08
5	Bill took an action item to look at vendors that are ESRI partners	Bill Clark (Gartner)	3/28/08
6	Bill took an action item to have Jeff Vining follow up with us to talk more about Records Manager and GIS integration. Jeff is with Gartner, based out of Washington DC	Bill Clark (Gartner)	3/28/08
7	Finalize core requirements after stakeholder review / feedback	Technical Group	4/02/08
8	Distribute final core requirements to stakeholders	Christy Smith	4/03/08
9	Review and sign-off of RFI	Technical Group	4/10/08
10	Issue RFI for 14 days	Christy Smith	4/11/08