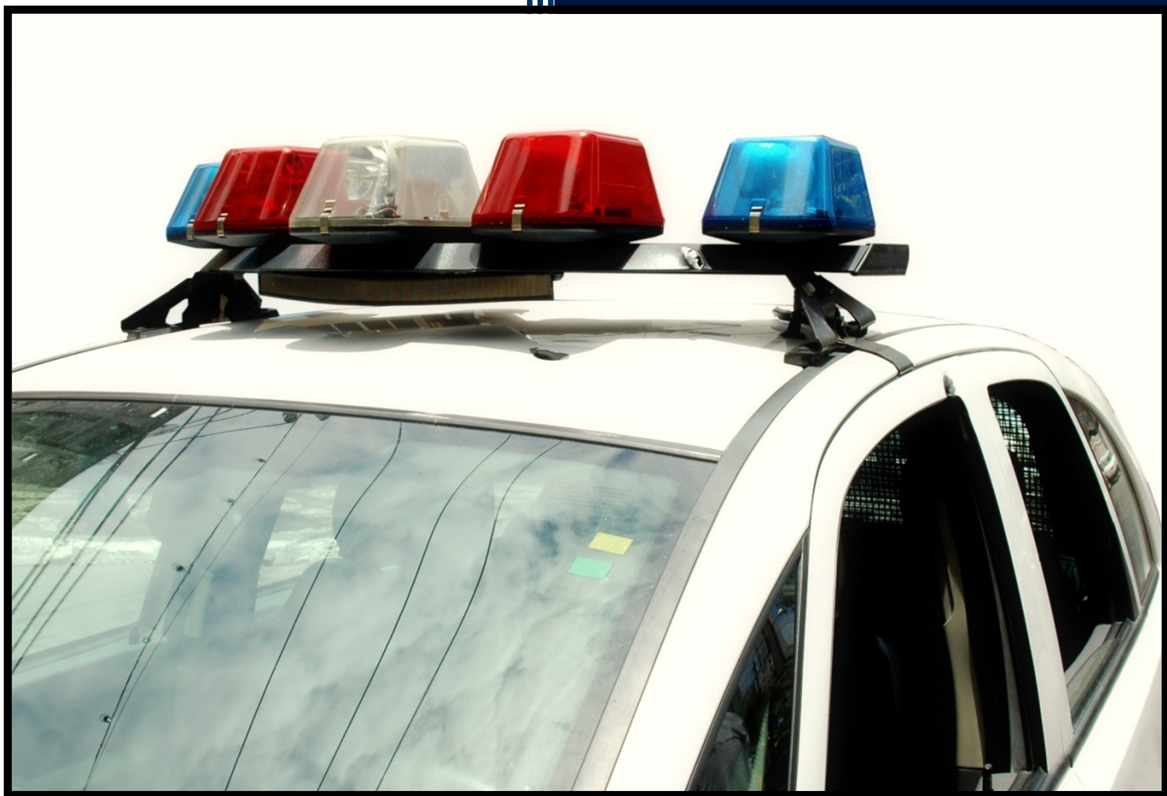
BROWARD COUNTY FLORIDA

2013

# Regional LE-RMS Program Governance



Broward County
Office of Communications
Technology
Broward County, Florida

## OVERVIEW

This document will serve as the Governance Model for the Regional Law Enforcement Records Management System for Public Safety Agencies in Broward County. The Law Enforcement Records Management System (LE-RMS) includes the Mobile Field Reporting System (MFRS) and Case Management System (CMS).

Although the LE-RMS is a regional program, only certain aspects of the application are globally shared. In many cases, the participating agencies are able to configure the application to fit their needs. The Regional LE-RMS Governance Board is established to ensure the global, system-wide configurations affecting all partnering agencies are assessed and implemented in a fair and equitable manner.

## GOVERNANCE CHARTER

### Purpose

Identify the key roles and responsibilities for governing the regional program and make decisions on system-wide changes that affect all regional stakeholders.

### Goals

The Regional LE-RMS Governance Board will oversee the ongoing development, implementation, and on-boarding process of new entrants with respect to the Regional LE-RMS and MFR systems.

### Scope

*Regional LE-RMS Governance Board Planning*

Compile Governance Board meeting agendas
Manage Governance Board Master Calendar/Agenda Cycle
Draft Governance Committee charter for subsequent year

*Regional LE-RMS Governance Board Appointments*

Board Standing Committee appointments for subsequent year
Board Support Committee appointments for subsequent year (for Board approval)

*Regional LE-RMS Governance Board/Member Communication Process*

Appoint Executive Sponsors for each Regional Stakeholder

*Strategic Planning*

Devote time to strategic dialogue during normally scheduled teleconferences and meetings about global topics.

### Empowerment

All Regional LE-RMS Governance Board Executive Sponsors and Chairperson are selected to represent their respective agency's needs and desires. Each Regional LE-RMS Governance Board Executive Sponsor is empowered to make decisions that affect their public safety agency.

## COMMITTEE MEMBERS & REPRESENTATION

### Requirements for Membership

- Executed Regional Inter-local Agreement with Office of Communications Technology Regional Public Safety Applications
- Executed Contract with OSSI for RMS/MFR
- Executed Project Charter with the Office of Communications Technology regarding Regional LE-RMS Program

### Accountability and Reporting Instruction

- Regional LE-RMS Governance Board Executive Sponsors report back to their respective Agency Core Teams after each Regional LE-RMS Governance Board Meeting
- Final Regional LE-RMS Governance Board meeting minutes and preparation materials for the next meeting are posted on the Board Share Point Site

### Composition

- Regional LE-RMS Chair (Nominated by the Office of Communications Technology Division) – Voting Member
- Regional Partner Agency – Executive Sponsor – Voting Member
- Advisory Boards – As Needed – Non Voting Members
  - OSSI Technical Group
  - External Users (ie: Other OSSI Customers)

- ***Review Appendix A for Regional Partner Agencies and Organization Chart for Governance Board***

### LE-RMS Governance Board Chair & Contact Information:

**Name**: Andi Mucklow, RPSA Program Manager
**E-mail Address**: AMucklow@Broward.org
**Mobile Phone**: 954-336-4493

## ROLES AND RESPONSIBILITIES

### Regional LE-RMS Governance Board Chairperson

- Guides the committee in accomplishing the mission and objectives detailed in the charter and in accordance with the established policies of the Regional LE-RMS Program. Keeps the committee focused.
- Ensures all committee members are fully oriented on the committee objectives, deliverables and roles/ responsibilities at the Committee's first meeting.
- Ensures all committee members are aware of and adhere to the processes and timing established by the Regional LE-RMS Core Teams for placing items on the Regional LE-RMS Governance Board agenda for discussion and deliberation, i.e., follow the Regional LE-RMS

Board calendar; ensure that Agency Core Teams have consensus approval of items before presentation to the Regional LE-RMS Governance Board; ensure that Regional LE-RMS Governance Board agenda items are discussed and a vote taken in the Regional LE-RMS Board informal session; and ensure that motions are adjusted, as needed, before deliberation and voting in the Regional LE-RMS Governance Board formal session.

- Works toward building a sense of trust, productivity, and camaraderie within the Regional LE-RMS Board.
- Develops meeting agendas using the standard agenda template.
- Conducts meetings of the Regional LE-RMS Governance Board and directs the communication for Agency Core Team matters.
- Works to ensure that meeting minutes capture consensus agreement items and follow-up actions of the Regional LE-RMS Governance Board using the standard meeting minute template.
- Assigns tasks among the Regional LE-RMS Governance Board members, as necessary.
- Promotes consistent participation and timely connection to all teleconference meetings and addresses non-productivity within the Regional LE-RMS Governance Board.
- Works with Regional LE-RMS Governance Board members to ensure agency core team work is carried out between meetings.
- Works with Regional LE-RMS Governance Board members to develop final reports, proposals and supporting documentation. Ensures that the material presented to the Regional LE-RMS Governance Board accurately reflects the work of the Agency Core Teams and is submitted in a timely fashion.
- Represents best practices and the Regional Infrastructure in Regional LE-RMS Governance Board meetings.
- Works toward building a sense of trust and productivity between Regional LE-RMS Governance Board members and the Agency Core Teams.
- Addresses non-productivity within the Regional LE-RMS Governance Board.
- Works with the Regional LE-RMS Governance Board to review the charter at year’s end and offer recommendations to Regional LE-RMS Governance Board for updates to the following year’s charter.
- Transitions the incoming Regional LE-RMS Governance Board Chairperson into the role.

### Regional LE-RMS Governance Board Executive Sponsors:

- Must attend all meetings of the Governance Board.
  - If an Executive Sponsor is unable to attend a meeting, written notification must be submitted to the Regional LE-RMS Chairperson at least 24hours prior to the meeting.
  - An Executive Sponsor can elect to send a Proxy to submit the agency’s vote to the Board provided written documentation is submitted to the Regional LE-RMS Chairperson at least two hours prior to the scheduled meeting time.
- Empowered to make decisions to support accomplishing the mission and objectives of their respective agency core team. Any direction of the agency core team that may violate the

Regional LE-RMS Governance Board policies must be discussed with the Regional LE-RMS Governance Board Chairperson.

- Works in coordination with the Regional LE-RMS Governance Board Chairperson to efficiently discharge the responsibilities of the Regional LE-RMS Governance Board.
- Works in coordination with the Regional LE-RMS Governance Board Chairperson to develop agendas, set meeting dates and locations, and communicate meeting requirements using the following criteria:
    - Meeting dates and locations should be determined as far in advance as possible.
    - Meeting requests forms should be sent to the proper contact with all meeting requirements stated.
    - Agendas should be developed using the standard agenda template and should include the meeting date, venue and meeting room on all agendas. If the meeting room name is not available at the time the agenda is distributed, then meeting attendees should be informed of the meeting room at check-in.
    - Handouts should be distributed to the Regional LE-RMS Governance Board in advance of the meeting.
- Works in coordination with the Regional LE-RMS Governance Board Chairperson to capture notes that reflect consensus agreements and follow-up actions using the standard format for meeting minutes for Agency Core Teams.
- Works in coordination with the Regional LE-RMS Governance Board Chairperson to ensure all reports, proposals, supporting documentation are developed in a professional and timely manner.
- Works in coordination with their respective Agency Core Teams to ensure that any financial, legal, and strategic implications associated with any option brought to the Regional LE-RMS Governance Board is identified and revealed during the preparatory stages and that these implications are reported on the Regional LE-RMS Governance Board agenda template.
- Interfaces and dialogues with other Regional LE-RMS Governance Board Executive Sponsors to ensure integration of committee initiatives and outcomes, as warranted.
- Coordinates and deploys any approved external communications to their respective Agency Core Teams.

### Advisory Boards

- As needed, will be called upon to offer technical knowledge and/or experience regarding proposed changes or enhancements presented by the Governance.

## CHANGE MANAGEMENT REVIEW

The Governance Board is responsible for overseeing and managing issues identified by the Regional and/or Agency System Administrators. An issue is a situation which has occurred or will definitely occur, as opposed to a risk which is a potential event. An issue is defined as a statement of concern or need that

- is known ahead of time or is listed in the program work plan, but whose resolution is in question or lacking agreement among stakeholders;

- is highly visible or involves external stakeholders;
- has critical deadlines or timeframes which cannot be missed;
- results in an important decision or resolution whose rationale and activities must be captured for historical purposes; or
- is an item that may impede program progress.

## Process

*Initial Identification*

The Regional System or Agency System Administrator can identify an issue. Once an issue is identified the following entries are made in the Issues Log, an Access Database.

(1) The date is logged
(2) The issue is classified as a:
  - customization or modification,
  - policy decision,
  - pick list modification,
  - new or existing interface,
  - software bug, or
  - action item.

(3) It is assigned low, medium, or high priority.
(4) Responsibility is assigned for clarification and for resolution.
(5) It is assigned a due date and a tickler date.
(6) The area of impact is determined (resources, time, or costs)
(7) The area affected is determined.
(8) The economic impact is assessed.
(9) Comments may be added.
(10) It is assigned a status of:
  - New,
  - Active
  - Pending Further Review
  - On Hold
  - Closed
  - Information
  - Archived

*Changes*

Once a program issue is initiated, the following can happen:

- Its status can be changed.
- A change date can be added in case of any change in the information in the database, such as a change in priority or the addition of comments.
- Recommendations can be made.
- Action can be taken.
- The issue can be closed.

*Closed Issues*

To close an issue, make the following notations in the Issues Log database:

- Enter the date closed.
- Change Status to closed.
- Enter any action taken.
- Add any necessary comment.
- For an issue to be reopened, it must be opened as a new issue.

Within a month after an issue is closed, its status will be changed to Archived to keep it from being reported at subsequent meetings.

*Voting on Issue Resolution*

All the items listed in the above "Process" Section – Initial Identification – (2) are considered voting matters. Certain pick list modifications can be classified as "Information" and will not require a vote. To determine if a pick list modification can be classified as Information without requiring a vote from the Board, a completed request (detailed in nature) should be sent to the Regional SA for review. The Regional SA will review the following details to determine the system impact:

1. Pick list to be modified
2. Type of modification: add/change/delete
3. Number of items to be modified
4. Business/Operational Process reason for this change

Once the Regional SA has determined the modification can be made without negatively impacting the regional stakeholders, a CMR will be created, classified as "Information," and sent to all the Regional Stakeholders for review. The Regional SA will allow a comment period of 5 business days for the Regional Partners to voice any objection to this change. Should an objection exist, a vote will be required by the Board for the change to take place. Otherwise, the modification will be implemented 5 business days after the comment period has elapsed.

In order for members to proceed with voting matters, a quorum must be present. For the purposes of this Governance Board, a quorum will be considered a majority of voting members. Each voting member will receive one vote on the proposed issue resolution. Majority vote rules for governing matters. Executive Sponsors, or their designee, must be in attendance to submit their votes.

- An Executive Sponsor can designate a Proxy to cast the agency's vote by notifying the Regional LE-RMS Chairperson in writing at least two hours prior to the meeting.
- Should an Executive Sponsor fail to notify the Regional LE-RMS Chairperson of this change, the agency will forfeit their right to vote on the issue resolution if a quorum is otherwise available.
- Should an Executive Sponsor fail to attend a meeting without sending a Proxy or proper notification to the Regional LE-RMS Chairperson the agency will forfeit their right to vote on the issue resolution if a quorum is otherwise available.

## MEETING FREQUENCY, VENUE, AND FORMAT

### Frequency

The Regional LE-RMS Program Governance will meet on the second Thursday of every month unless the Program Manager deems it necessary to meet more frequently or to address emergency situations.

### Venue

Emergency matters may be addressed via conference call. All meetings will be held at the Broward County Emergency Operations Center unless otherwise specified.

### Format

Meetings will follow the agenda outlined below:

- Welcome/Roll Call
- Announcements
- Voting Matters
- Program Updates
- Reporting of New Issues
- Outstanding Issues
- Open Discussion
- Adjourn

An agenda describing all voting matters for each meeting will be provided to each Agency Executive Sponsor one week prior to the scheduled meeting in order to allow agencies to conduct internal review and discussion providing the Executive Sponsor with a recommendation prior to the meeting date/time. In order to provide the agenda in a timely manner, CMRs should be submitted to the Governance Board Chair two days prior to the agenda due date.

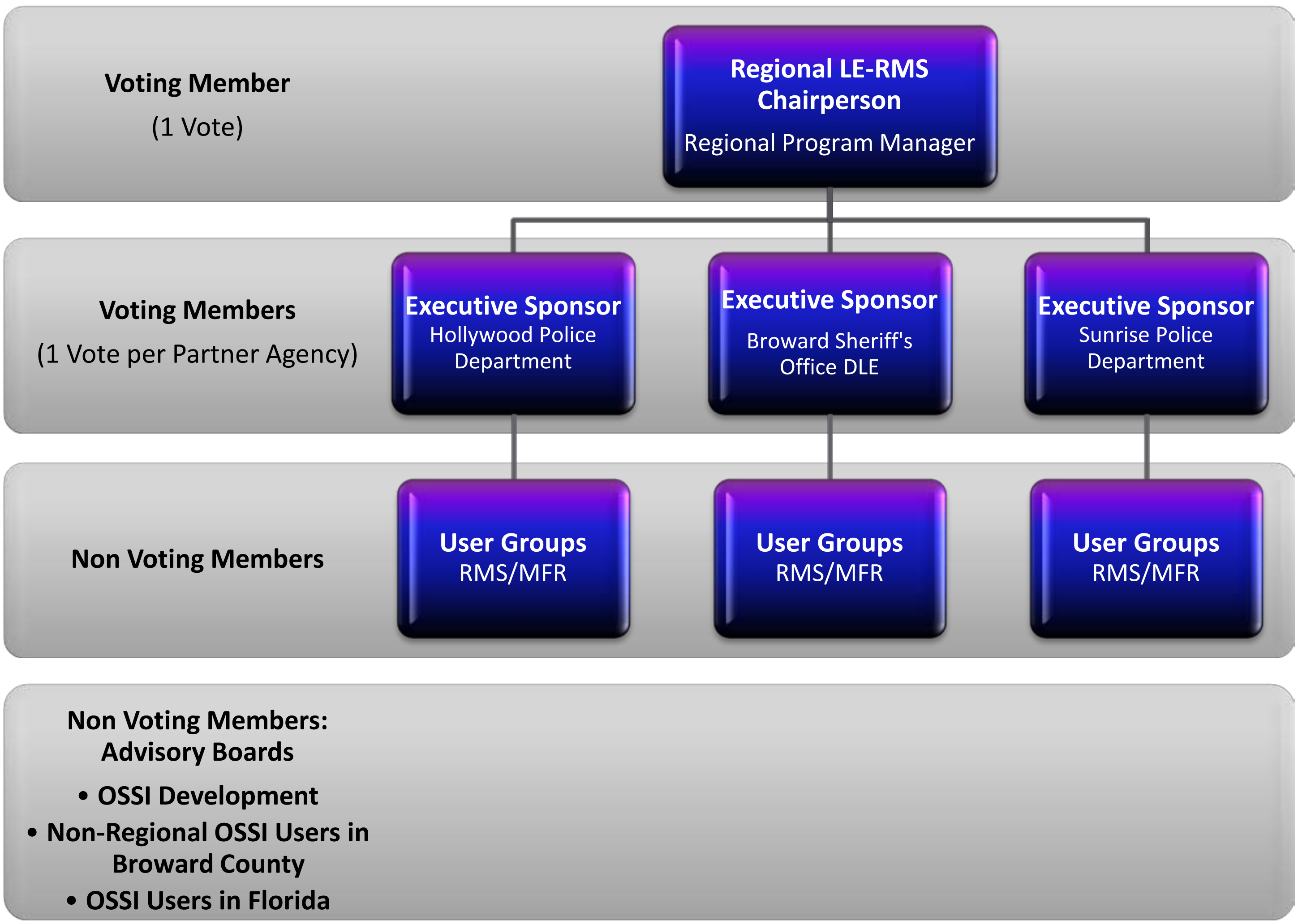
It is important for all Executive Sponsors (or their designees) to be prepared to deliver the agency's vote(s) with little discussion during the Governance Meeting to ensure meetings are productive. Any discussion related to the voting matters should be addressed prior to attending the Governance Board Meetings.

# APPENDIX A

## Regional Partner Agencies

- Broward Sheriff's Office – Executive Sponsor – Voting Member Since June 2010
- City of Hollywood, Police Department – Executive Sponsor – Voting Member Since June 2010
- City of Sunrise, Police Department – Executive Sponsor – Voting Member Since October 2010

## Organization Chart



# APPENDIX B

## Membership Contact Information

| Agency | Role | Name | Phone | Email |
|---|---|---|---|---|
| **Office of Communications Technology** | Governance Chair | Andi Mucklow | 954-336-4493 | AMucklow@Broward.org |
| **Broward Sheriff's Office – Div of Law Enforcement** | Executive Sponsor | Major Robert Drago | 954-321-4758 | Robert_Drago@sheriff.org |
| | Alternate | Sgt Eric Caldwell | 954-831-8348 | Eric_Caldwell@sheriff.org |
| **City of Hollywood, Police Department** | Executive Sponsor | Major Vinny Affanato | 954-967-4373 | VAffanato@hollywoodfl.org |
| | Alternate | Lt Boris Millares | 954-444-9674 | BMillares@hollywoodfl.org |
| **City of Sunrise, Police Department** | Executive Sponsor | Lt Anthony Rosa | 954-746-3517 | ARosa@sunrisefl.gov |
| | Alternate | Billy Sprayberry | 954-746-3522 | BSprayberry@sunrisefl.gov |

# APPENDIX C

## Standard Operating Procedures for the Regional LE-RMS

# 1.0 Regional Name Candidating

## Introduction

This document defines the Regional Name Candidating process for the Regional Law Enforcement Records Management (LE-RMS) Program. Name Candidating is a built-in feature of OSSI RMS designed to limit duplicate name records within the system. In the Regional LE-RMS Program, all name, vehicle, and location records are shared amongst the regional partners. Due to the shared nature of this program, it is important all regional partners utilize due diligence in entering these records as to minimize the unnecessary duplication of records.

## Objective

The objective of the Regional Name Candidating SOP is to standardize the verification process by which all Regional Partners on the Regional LE-RMS Program will approach name candidating within the regionally shared system.

## Definition

The Name Candidating process will be a daily activity impacting all aspects of the Regional LE-RMS. Name records are utilized in many of the modules within the program and should be managed carefully to ensure the accuracy of data. The Name Candidating process includes a data entry, card swipe entries, matching, and adding records. Also identified is a process for which the regional partners will approach merging existing records within the regional system.

## Scope

The Name Candidating process should be followed for all activities within the Regional LE-RMS Program where name records are identified in an effort to ensure all regional partners are using due diligence with regards to properly identifying individuals.

## Name Candidating Process

Name Candidating activities begin with the Deputy in the field using the MCT/MFR program. All Deputies should make every effort to collect all the pertinent information necessary to make an informed decision regarding the proper identity of an individual (victim, offender, field contact, etc…).

- MCT Name Candidating
    - When a name is entered into the name field of an incident, field contact, citation, or any other module on the MCT, the officer will see a pop-up window with names matching the sound-ex in RMS.
    - Each officer should use all the information available to identify whether the individual currently exists within the system.
        - If yes, the officer should use the name record available.
        - If no, the officer should gather all available information and enter into the database.
- RMS Name Candidate
    - Mobile Name Candidating – Tools Menu in RMS
    - All name records pending candidating will appear in a list. (ALL name records from ALL regional partners on the Regional LE-RMS will be available in this list due to the name records being a global list.)
    - Select a name by double-clicking the name in the list.
    - A list of sound-ex names will appear. By selecting a name, the user will be able to validate the information available to match the records.
    - Users should choose to "ADD" the new name if there is not significant matching data
    - If enough matching data exists, the user should choose to "USE" the name already available in the system.
    - Significant Matching Data
        - Exact or near match on First/Last Name
- Ex: Michael, Mike, Mikie, Mic
    - DOB match
    - Exact match on sex and race
    - Exact match on SSN or OLN
- Merging Name Records
    - Reports exist in the RMS Program to identify Duplicate Name Records
    - Reports should be produced on a quarterly basis and assigned for reconciliation
    - In order to reconcile duplicate records, the responsible party will need to validate the name records through DAVID

## 1.1 Regional Name Merging

### Introduction

This document defines the Regional Name Merging process for the Regional Law Enforcement Records Management (LE-RMS) Program. Name Merging is a built-in feature of OSSI RMS designed to allow the user to combine two existing names records together. In the Regional LE-RMS Program, all name, vehicle, and location records are shared amongst the regional partners. Due to the shared nature of this program, it is important all regional partners monitor name records on a regular basis to identify where records can be merged in an effort to minimize the unnecessary duplicate records.

### Objective

The objective of the Regional Name Merging SOP is to establish a Name Merging Task Force and to standardize the verification process by which the Task Force will approach name validation and merging of records within the regionally shared system.

### Definition

The Name Merging process will be a regularly scheduled activity impacting the Regional LE-RMS. Name records are utilized in many of the modules within the program and should be managed carefully to ensure the accuracy of data. The Name Merging process includes identifying records that are duplicated in the system, validating the accuracy of the data in the records, identifying where merging would be prudent, and combining records to eliminate the duplicates and preserve the integrity of the Regional LE-RMS Program.

### Scope

The Name Merging process will be the responsibility of the Task Force identified herein.

### Name Merging Task Force

The Regional Partners involved in the LE-RMS Program will be responsible for identifying at least (1) one primary and (1) one alternate Task Force Member to be responsible for to the Name Merging process describe below.

The Regional Name Merging Task Force will meet at least quarterly to review the duplicate names in the system and complete the Name Merging Process.

### Name Merging Process

The Task Force will follow the OSSI User Guide for Names Module to identify HOW TO MERGE Name Records.

From time to time, Duplicate names will appear in the Regional LE RMS System. It is the responsibility of every Regional Partner to use due diligence to identify where name records have been duplicated by error on the part of the users and correct those issues immediately. Examples of such errors include, but are not limited to:

- Multiple entries for the same individual on incidents rather than utilizing the locally stored data to retrieve the name.
- Names which were duplicated due to pending name candidating
- Instances where an arrest was made by another LEO other than the primary, when the incident report had yet to be completed and submitted to RMS
- Names pending submission to RMS
- 
- On a daily basis, Regional Partners should make every effort to merge duplicate name records when these records are identified and it is obvious the records reflect the same individual. To identify these instances, significant matching data in the name records must be present.
- Significant Matching Data
    - Exact or near match on First/Last Name
        - Ex: Michael, Mike, Mikie, Mic
    - DOB match
    - Exact match on sex and race
    - Exact match on SSN or OLN

Where questions regarding accurate identification are present, the Regional Task Force will meet (either in person or via conference call) to review the names using the following methods for verification.

- D.A.V.I.D. (Driver And Vehicle Information Database) System
- NCIC/FCIC
- Photos, where applicable
- Court Records

The Task Force will be responsible for resolving all duplicate name records to the best of their ability on the following reports:

- Duplicated Name Report - Last and First Names
- Duplicated Name Report - Last, First Names and DOB
- Duplicated Name Report – SSN

The Task Force will be responsible for ensuring the Names database maintains a threshold of <50 duplicate name records at all times. The Governance Board will review the effectiveness of the Task Force quarterly and will reserve the right to enforce more frequent meetings should the need arise.

## 2.0 Regional System Administrator Review of All Statements of Work

### Introduction

This document provides for the regional review of all statements of work to be performed on the Regional Law Enforcement Records Management System by the vendor.

### Objective

The objective of the Regional System Administrator Review of All Statements of Work SOP is to establish a process to ensure regional review of all system enhancements, interfaces, modifications, etc… It is the responsibility of the Regional SA to provide a timely review of the work to be performed and address any concerns as related to the regionally hosted environment. In addition, the Regional SA will act as a signature on all SOWs to validate the regional review and ensure there are not implications on the regional system.

## 3.0 Regional MCT Updating Procedures

### Introduction

In order to ensure all mobile units are kept in sync with the changes performed in the Records Management System, a MUPDATE (Mobile Update) must take place. The below procedure will ensure the integrity of the Regional LE RMS by providing a standard for updating computers in the field in a timely manner as updates relate to either the employee tables for agencies, updates to code tables or picklists, and version upgrades to the application.

### Objective

- Provide a procedure for updating mobile computers when updates to the agency's employee table are made from within RMS.
- Provide a procedure for updating mobile computers when updates to code tables will affect the integrity of the data transferred to RMS.
- Provide a procedure for updating mobile computers when version changes mandate a update in the field to accept changes to the application or fixes to previously identified errors in the application.

### Procedures

**Employee Module Data Updates or Changes – Agency Specific**

All agencies on the Regional LE RMS Program are required to maintain their employee tables within the applications to ensure their users have appropriate access to the applications; names, rank, locations, shifts, supervisors, supervisor review groups, or other employee specific data are kept accurate; employees separate from the agency; or, additional employees are hired. As changes are made to this file, it is the responsibility of the Agency Administrator to update the Master Code Table (MOBMAST file) related to the Employee Table ONLY. The below procedure should be adhered to by all agencies to ensure the integrity of the data within the Regional LE RMS Database.

- Employee Module changes are made as necessary by the agency.
- The Agency Admin will update the Master Code Tables (MOBMAST file) from the RMS Mobile Tab on the Agency Configurations.
    - o Agency Admin will make sure to unselect all boxes not related to the EMPLOYEE TABLE
- The next MOBMAST FILE transferred to the agencies after the Agency Admin has updated the Master Code Tables will contain all changes.
- Users in the field will need to update the mobile computers appropriately.

**Code Table Changes – Global**

From time to time, changes are made to code tables with in the RMS application in order to meet new mandated requirements, update statute information, change picklist options, update map code tables, add new map layers, add new crash templates, etc… The below procedure and time frame will be enforced to ensure the integrity of the data within the Regional LE RMS Database.

- Code table changes are requested and approved by the Regional Governance Board
- The Regional SA will implement changes within the time frame requested by the agencies
- The Regional SA will update the Master Code Tables (MOBMAST file) from the RMS System Configurations and notify all agencies of the update to the Master File.
- The next MOBMAST file transferred to the agencies will include these changes.
- MUPDATES related to changes in maps, picklists, statutes, etc… are mandatory updates in the field. Any failure to update mobiles can cause data integrity issues in the field.

**Application Version Updates**

The process of updating users with new versions of the application can limit the issues associated with version differences on the RMS Application and the Query Servers. In order to ensure all users are updating the mobile computers with in a timely manner, a mandatory update process will be strictly enforced. The following procedure needs to be strictly adhered to by all agencies on the Regional LE RMS.

- All Application Version Upgrades are approved via the Regional Governance Board.
- All Application Version Upgrades are first tested in the Training Environment prior to approval by the Regional Governance Board
- Once the version is approved for installation on PRODUCTION, Agencies will receive a grace period of four (4) weeks to update all computers in the field.
    - The 4-week time frame should allow agencies to roll out the changes systematically in order to allow for LIVE users to identify any issues not detected during User Acceptance Testing in the Training Environment
- At the end of the 4-week time frame, if there are no outstanding SEV-1 issues (critical issues to the operations of an agency without a valid workaround), the Regional SA will amend the query servers to force an update the next time the users attempt to sign on to the mobile applications
    - The Regional SA will advise all Regional Partners of the impending changes to the query servers in writing within one week of the deadline for identifying issues.
- The Version Required changes will be made to the query server applications enforcing the updates:
    - Users will receive the following message if the version on their laptop does not match that of the required version listed in the query server configurations:
      ***NOTIFICATION:*** *There is a new version of this software that is required to login. Please update from the main network before proceeding.*

## 4.0 Regional Address Data Entry for GEO Verification

### Introduction

The development and maintenance of an understandable and consistent addressing system is a complex process. Disparate addressing practices, poor address quality, and lack of understanding all lead to poor addressing. Accurate locations are paramount to the maintenance of an accurate records management system, as well as to ensuring the integrity of the data analysis from said system. The same data used by 9-1-1 and emergency response can be used to ensure integrity and consistency throughout the law enforcement enterprise.

### Objective

The intent of this standardization requirement is to establish consistent methodologies to support the system-wide Geographic Information provided through accurate addressing and coordinate assignment. The precise GEO Verification of addresses within the Regional LE RMS is crucial to the accuracy of the data retrieved and utilized for analysis.

### Procedures

Correct abbreviation of addresses within the Regional LE RMS will allow for accurate GEO Verification automated by the OSSI Software. Addresses entered in to the system, whether through MCT, Moblan, or directly into RMS, will be verified against the addresses provided by CAD. As such, all addresses entered must utilize the CAD-formatting and abbreviations provided below:

**Streets**

| NAME | SUFFIX |
|---|---|
| AVENUE | AV |
| ALLEY | ALY |
| BOULEVARD | BLVD |
| BEACH | BCH |
| BOUND | BND |
| CIRCLE | CIR |
| CLUB | CLB |
| CLOSE | CLOS |
| COVE | COVE |
| CRESCENT | CRES |
| CAUSEWAY | CSWY |
| COURT | CT |
| DRIVE | DR |
| DRIVEWAY | DRWY |
| END | END |
| EXPRESSWAY | EXPY |
| EXTENSION | EXT |
| HIGHWAY | HWY |

| NAME | SUFFIX |
|---|---|
| HOLLOW | HOLW |
| ISLAND | IS |
| ISLE | ISLE |
| LAKE | LK |
| LAKES | LKS |
| LANDING | LNDG |
| LANE | LN |
| LOOP | LOOP |
| MILE | MILE |
| MANOR | MNR |
| PARK | PK |
| PASS | PASS |
| PATH | PATH |
| PARKWAY | PKWY |
| PLACE | PL |
| PLAZA | PLZ |
| POINT | PT |
| PROMENADE | PROM |

| NAME | SUFFIX |
|---|---|
| RAMP | RAMP |
| ROAD | RD |
| ROW | ROW |
| RUN | RUN |
| SPRINGS | SPGS |
| SPUR | SPUR |
| SQUARE | SQ |
| STREET | ST |
| TERRACE | TER |
| TURNPIKE | TPKE |
| TRACE | TRC |
| TRAIL | TRL |
| VISTA | VIS |
| VILLAGE | VLG |
| WALK | WK |
| WAY | WAY |

**Secondary Street Designator**

| NAME | SUFFIX |
|---|---|
| APARTMENT | APT |
| BUILDING | BLDG |
| LOT | LT |
| PARK | PK |
| ROOM | RM |
| SUITE | STE |
| UNIT | UNIT |

**Directionals**

| NAME | SUFFIX |
|---|---|
| EAST | E |
| NORTH | N |
| NORTHEAST | NE |
| NORTHWEST | NW |
| SOUTH | S |
| SOUTHEAST | SE |
| SOUTHWEST | SW |
| WEST | W |

***NOTE:*** *Address validation within the Regional LE RMS uses street names rather than state road numbers so when entering an address for a state roadway, use the name rather than the number. For example, use W Atlantic Blvd rather than SR 814.*

***NOTE:*** *Numbered roadways require suffixes. Users should ensure they are using the following suffixes:*

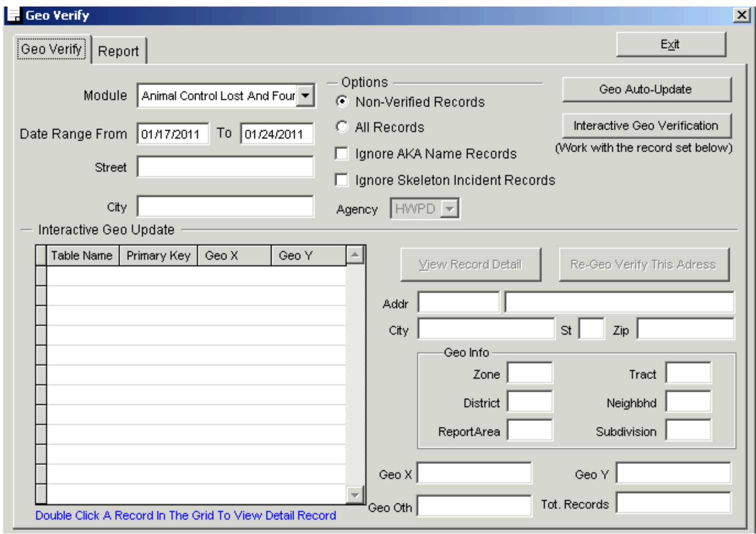
| NAME | SUFFIX | EXAMPLE |
|---|---|---|
| FIRST | st | 31st |
| SECOND | nd | 52nd |
| THIRD | rd | 103rd |
| FOURTH, etc… | th | 26th |

**GEO VERIFICATION PROCESS**

When addresses are entered into the Regional LE RMS System, whether via MCT, Moblan, or directly into RMS, the system will attempt to validate the addresses against the Street Line File in the system (provided by CAD). This process is automatic in some modules, not in all. For example in INCIDENTS, ARRESTS, and NAMES the system will attempt to GEO Verify the address entered. All users should work with the system to verify the address. Users should not BY PASS the verification process.

In other modules like Citations and Accidents, the RMS system will not automatically GEO Verify addresses. In these cases, the RMS GEO Verification Tool must be used on a periodic basis to validate the addresses not GEO Coded in the field. Failure to ensure all addresses are properly GEO Coded will allow for error in reporting, mapping, and possibly UCR in some cases.

To access the GEO Verification Tool in RMS, users must have the associated rights to be able to modify reports in RMS. The ability to modify reports will allow the user to assign GEO Coding per the verification tool. Users can access this tool by selecting the GEO Verification option on the RMS TOOLS menu. Users can select one module at a time to work through, or all modules. Interactive Verification is suggested.




## REPORTING INCORRECT ADDRESSES

If an address is not reporting the proper GEO Codes (District, Zone, Reporting Area, City, etc…) the user should report these addresses to the RPSA Group at Broward County Office of Communications Technology as soon as possible. Users should be prepared to offer the following information:

- Address Reporting Incorrectly
- Incorrect Codes per RMS (District, Zone, Reporting Area, City, etc…)
- Proper Codes for this Address (District, Zone, Reporting Area, City, etc…)
- Reporting Agency

The Regional Administrator will be responsible for ensuring the Non-Geo Verified Addresses maintain a threshold of <100 records per agency at all times. The Governance Board will review the effectiveness of this SOP quarterly and will reserve the right to enforce more frequent verification on the part of the agencies as necessary.

## 5.0 Regional RMS Statute Table Updates

### Introduction

In order to ensure the users in the field have current and valid statutes on their mobile computers, a process need to be defined to maintain the Regional LE RMS Florida Statute Table. The Regional LE RMS Program strives to maintain accuracy with current statutes related to all matters (Criminal, Civil, Traffic, etc…) this pro. This process needs to include newly enacted laws, repealed laws, changes and updates to current laws, etc… In addition, it is imperative the Regional LE RMS Statutes Table matches the statutes as delineated in the Broward County Jail Management System in order to ensure a seamless transfer of detainees from agencies on the OSSI Regional LE RMS to the Jail for booking.

### Objective

- Provide a procedure for updating the Regional LE RMS Statute Table with new statutes.
- Provide a procedure for updating the Regional LE RMS Statute Table with repealed statutes.

### Procedures

**UPDATING THE REGIONAL LE RMS STATUTE TABLE WITH NEW STATUTES**

Once the State of Florida Legislature enacts new statutes for agencies to enforce, the Broward Sheriff's Office receives a notification with the new laws from The Florida Department of Law Enforcement (FDLE). BSO Legal will review the new items and ensure the statutes are listed in the Jail Management System prior to supplying the new statutes to the Regional SA. Once provided, the Regional SA will enter the new statutes into the OSSI Tables. Upon completion, the Regional SA will notify all agencies the next Mobile Update (MUPDATE) will contain the new statutes and their mobile units should be updated immediately following SOP 3.0 Regional MCT Updating Procedure. Users who fail to update their computers in a timely manner after new statutes are added to the Regional LE RMS Tables will not have the new statutes available to them in the field.

In regards to Traffic Citations, the Regional LE RMS will follow Appendix C from the State of Florida Department of Highway Safety and Motor Vehicles Manual for Citations. All statutes related to citations can be found in the Appendix C. As new items are added or retracted from this Appendix, the Regional SA will make adjustments as necessary without legal review in order to ensure timely entry.

**REPEALING STATUTES IN THE REGIONAL LE RMS STATUTES TABLE**

Once the State of Florida Legislature repeals statutes for agencies to discontinue enforcing, the Broward Sheriff's Office receives a notification with the repealed laws from The Florida Department of Law Enforcement (FDLE). BSO Legal will review the repealed prior to supplying the new statutes to the Regional SA. Once provided, the Regional SA will enter the repealed date on the existing statutes in the OSSI Tables. Upon completion, the Regional SA will notify all agencies the next Mobile Update (MUPDATE) will remove the repealed statutes and their mobile units should be updated immediately following SOP 3.0 Regional MCT Updating Procedure. Users who fail to update their computers in a timely manner after statutes are repealed run the risk of selecting a repealed statute in the field to apply to an incident or other report which will result in possible decline of prosecution from the County State Attorney.

In regards to Traffic Citations, the Regional LE RMS will follow Appendix C from the State of Florida Department of Highway Safety and Motor Vehicles Manual for Citations. All statutes related to citations can be found in the Appendix C. As new items are added or retracted from this Appendix, the Regional SA will make adjustments as necessary without legal review in order to ensure timely entry.

## 6.0 Regional RMS Mobile Master Updates

### Introduction

In order to ensure the each Mupdate contains all the necessary changes to the system performed by either the Agency SA or the Regional SA, a process needs to be in place outlining the responsibilities of each System Admin. The Regional LE RMS Program strives to maintain accuracy and data integrity with all users. As changes are made to employees, users, groups, rights, pick lists, code tables, statutes, configurations, or maps it is necessary to follow the steps defined in this SOP to ensure those changes are passed along to the users in the field operating on the Mobil Clients.

### Objective

- Provide a procedure for Agency Admins to follow when changes are made to Employees, Users/Rights/Permissions, and/or Agency Level configurations.
- Provide a procedure for the Regional Admin to follow when changes are made to code tables, pick lists, maps, statutes, or global configurations.

### Procedures

**UPDATING THE MOBILE MASTER FILES FOR REGIONAL LE RMS USERS**

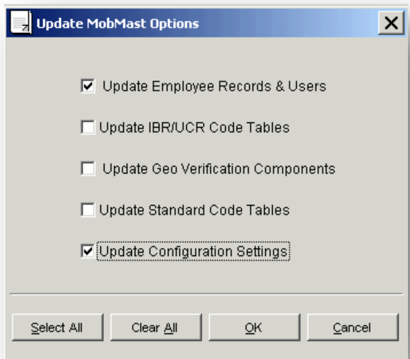
The process for updating the Mobile Master Files in the Regional LE RMS Program is both the responsibility of the Regional Partners as well as the Regional SA. Based on the reasons for updating the Mobile Master Files, the agencies have the opportunity and responsibility to manage this task as well.

**Agency Responsibilities**

When a Regional Partner on the LE RMS Program updates the Agency Configurations related to their Agency Settings, updates Users/User Groups, or updates the Employee Tables in RMS, the Agency SA will be responsible for running the Mobile Master Updates. To do so, the Agency SA will select the Agency Configuration Link on the right side of the RMS desk top. (Only the Agency SA should have the rights to view this link.)


Once the Agency Configurations windows opens, select the MOBILE tab. On the Mobile Tab, select the button labeled 'Update MobMast Code Tables'. (See Screen Shot)

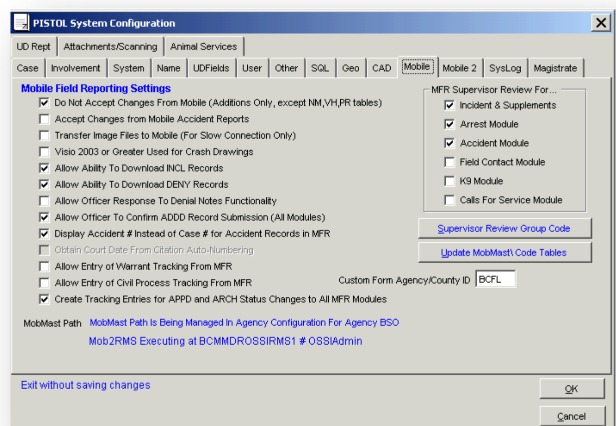
Once selected, a dialog box for the updating of the code tables appears. The Agency SA should only select Update Employee Records & Users and Update Configuration Settings.




Once the system completes the updating, the Agency SA should close down the configurations window. The next Mobile Update Files will contain the necessary updates.

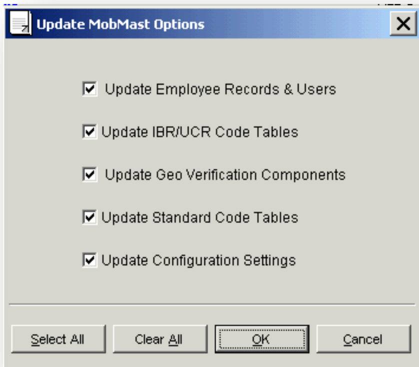
**Regional Responsibilities**

When the Regional Admin updates the Global System Configurations; updates or modifies pick lists; updates the statutes' tables; or, updates maps within the Regional LE RMS, the Regional SA will be responsible for running the Mobile Master Updates. To do so, the Regional SA will select the System Configuration Link on the right side of the RMS desk top. (Only the Regional SA should have the rights to view this link.)




Once the System Configurations windows opens, select the MOBILE tab. On the Mobile Tab, select the button labeled 'Update MobMast Code Tables'. (See Screen Shot)

Once selected, a dialog box for the updating of the code tables appears. The Regional SA will only select all updates in order to ensure any and all changes made are updated in the Mobile Master files for all agencies. Once the system completes the updating, the Regional SA should close down the configurations window. The next Mobile Update Files will contain the necessary updates.




Once the system completes the updating, the Agency SA should close down the configurations window. The next Mobile Update Files will contain the necessary updates.

## 7.0 Regional LE RMS Content Release Testing Process

### Introduction

After several content releases into the Regional OSSI LE RMS, it is imperative to establish a primary testing process/procedure to be followed by all Partner Agencies to ensure each agency is testing both diligently and systematically.

### Definitions

**Maintenance Release**: A maintenance release is available approximately every three weeks and does not include new functionality, only fixes to errors or other maintenance on the product.

**Content Release**: A content release is available approximately once a quarter and will include maintenance, fixes, and new development.

### Objective

- Provide a phased approach to testing, including defined scripts for each user to follow
- Provide a template for an ISSUE LOG to be managed for each content release into the Regional System

### Procedures

**PHASED APPROACH TESTING**

**Phase I: Testing known fixes and reported issues.**

All Partner Agencies will be provided a spreadsheet outlining the issues previously reported to the specific release. All items should be thoroughly tested and feedback provided on the spreadsheet prior to voting on delivery of the release into the Production Environment.

**Phase II: Regression Testing of Existing Functionality.**

Partner Agencies should allow their testers time to regression test all current functionality to ensure any new development did not impact the application adversely.

Each user involved in testing should follow the Testing Scripts spreadsheet (Exhibit A) outlined for MCT & Moblan (Tab 1 of the spreadsheet). The name and ID number of each tester should be provided on the spreadsheet used to complete their testing. Each user will determine the data to include in each report while completing the assigned tasks. All items should be completed by each person involved in testing in order to ensure as many styles and possible entry methods are used to thoroughly regression test the application. Users should not go through the submission process at this time.

**Phase III: Transmission of Reports to RMS**

During this phase, a thorough review of data in RMS should take place in order to ensure reports are transmitted in their entirety. In this phase, the users will transmit their reports to RMS via supervisor approval. Please ensure all testers are using the appropriate Supervisor Review Group for testing. Tab 2 of Exhibit A includes directions on checking all reports in RMS. The users should use the reports they created on the mobile side to verify all the reports are available in RMS with all pertinent data related to the event they created.

**Reporting of Issues**

Exhibit B is the log template to be used to capture any issues encountered when training. Please fill in all the appropriate columns including the steps to reproduce the error or issue. This is very important information for OSSI to recreate the issue encountered.

When testers encounter an issue, please note the problem. However, prior to submitting those issues for review, please make sure all items have been retested by others to ensure the issue is not user related and is able to be reproduced by others. This will enable developers to focus on the most sever issues and resolve them in a timely manner.

**SEVERITY LEVELS:**

The following severity levels are based on the service level agreements outlined in our contract with the vendor, OSSI/SunGard.

- **SEV1** – Any item that affects operational integrity or severely hinders the ability of a user to complete a job function. For this level there is no alternative manner of completing the task.
- **SEV2** - Any item that critically hinders the ability of a user to complete a job function. For this level there is an alternative manner of completing the task; however, this alternative method is not ideal for a long term solution.
- **SEV3** – Any item that is cosmetic in nature or in no way affects operations of the system or the user’s ability to complete the task.

When testing is complete, Partner Agency testers are encouraged to share the information with their agency teams and Executive Sponsors. Each content release will require a vote from the Governance Board prior to releasing into Production. All completed forms (exhibits) are required to be turned into the Governance Board for review prior to the vote and will be included in the meeting minutes.

# Exhibit A

| Date | Module | Type | CaseID | Names | Extra Notes | Supervisor Access Point | APPD/DENY | DENY FollowUp | Resubmitted | Complete | Pass/Fail | Comments |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | ACCIDENT | | | | | | | | | | | |
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| Date | Module | CaseID | Name Candidating | Check DRR | Check UCR | Check GEO | All Names Present | All Property Present | Print Report | All Pages Available | Pass/Fail | Additional Notes |
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# Exhibit B

| ISSUE # | Date RPT | Product | Level | Description (MODULE: Issue) | DETAILED Steps to Reproduce | Notes | Closed | MTTR |
|---|---|---|---|---|---|---|---|---|
| EXAMPLE | 20-Jun | MCT | SEV# | ARREST: NTA tabbing order is not correct from Tab 2 to Tab 3 | When completing an ARREST (NTA) after completing the final field on TAB2 the application tabs to TAB1 not to TAB3. | ANY ADDITIONAL NOTES THAT WILL BE HELPFUL TO ASSIST OTHERS IN REPRODUCING THE ISSUE NEED TO BE NOTED HERE. ALSO, DATE COMMENTS AND LEAVE ROOM FOR MULIPLE TESTS TO RETEST THE SAME ISSU TO SEE IF THE SAME RESULTS ARE IENCOUNTERED IN ORDER TO ELIMINATE THE POSSIBILITY OF USER ERROR. | (FOR REG SA ONLY) | (FOR REG SA ONLY) |
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## 8.0 Assigning User Rights and Permissions

### Introduction

In order to ensure all agencies operate equally on the Regional Law Enforcement Records Management System, this operating procedure will define the rights associated with both the Regional System Administrator and the Agency Level Administrator. Due to the global aspects of certain rights associated with the Regional System Administrator, a definition of rights is required to set demarcation points for Agencies.

### Objective

- Provide a guideline for assigning rights and permissions to user groups.

### Procedures

**Assigning User Rights & Permissions to User Groups**

All agencies on the Regional LE RMS Program are encouraged to set parameters for users and users groups as they see fit according to their agency operational procedures. Although it is not the intention of the Governance Board to delineate the rights to users and user groups, there are specific rights and permissions that are not allowed to be associated with any users at the agency level, including but not limited to, the Agency Administrator(s).

- No user should be granted the right to add, modify, or delete items in the following user associated rights. These rights are limited to the System Admin only as changes have global impact to all users and all agencies
  - [RMS] P2P Admin
  - [OPC] OpCenter Administrator
  - [ALL] Default Narrative Maintenance
  - [ALL] System Notification Admin

- As a general rule, access to the following rights with DELETE permissions should be limited to the Agency Administrators or Records Personnel. These items have a global impact to all users and all agencies.
  - [ALL] History Information
  - [ALL] Name
  - [ALL] Name Edit
  - [ALL] Notes Field Edit Override
  - [ALL] Vehicle Merge
  - [ALL] Wanted Person
  - [MOB] Msg Switch Commands
  - [RMS] Arrest

- [RMS] Arrest Charges
- [RMS] Auto Number Maintenance
- [RMS] Case Assignment (CM)
- [RMS] Case Management
- [RMS] Case Number Edits
- [RMS] Case Supplements
- [RMS] Daily Activity
- [RMS] Field Contacts
- [RMS] Incident Related Offenses
- [RMS] Law Incident Investi
- [RMS] Miscellaneous Involv
- [RMS] Name Sealed
- [RMS] Traffic Accident
- [RMS] Traffic Citation
- [RMS] View Sealed Names

- The following rights with MODIFY and DELETE Permissions only pertain to the Regional System Administrator. No Agency Administrator should ever grant these rights with MODIFY or DELETE capabilities to themselves or anyone within their agency. These items have critical operational impacts globally throughout the system for all agencies and users.
  - [ALL] Report Add/Fix Button
  - [ALL] UCR to Statutes Table
  - [RMS] PickList Maintenance

- The following rights are limited to the ALL RIGHTS Group in each agency and should never be assigned other than by the System Administrator for the purposes of temporary use. These rights have critical global implications including the ability to modify system level configurations for Mobiles and RMS.
  - [ALL] System Administrator

**ALL RIGHTS User Group**

Each agency has a defined System Admin Group. This group is to allow the System Administrator and the Vendor (SunGard) to support the agencies with issues related to functionality or errors that may occur. In addition, this group is defined with the rights and permissions in numbers 3 and 4 above to allow the System Admin perform duties related to these critical globally impacting rights. Under no circumstances should any Agency Administrator assign their user or any user within their agency to this group. Only the Regional System Administrator can assign users to this group with the permission of the Governance Board for temporary use.

## 9.0 Add On Module Configuration

### Introduction

This document provides for the governance review of all global settings related to new modules introduced to the Regional LE RMS System as Globally Shared Modules.

### Objective

The objective of this Standard Operation Procedure (SOP) related to Add On Modules is to establish a process to ensure Governance Review of global settings (to include pick lists) when introducing new modules to the Regional LE RMS. The same process applies when modifying existing modules within the Regional LE RMS.

### Definition

Regionally Shared Add-On Modules (Hereinafter 'add-on modules'): Additional modules available from the vendor but not yet available in the Regional LE RMS Program. Regionally shared Add-On Modules can be accessed by all participating agencies on the Regional LE RMS Program. In some cases, the Regional LE RMS program allows for agencies to configure modules (custom modules) specific to their needs from the agency configuration tab. Although there is the ability to modify how the agency manages the modules (regionally shared add-on modules) these are not customized agency specific modules.

### Procedure

Once any agency, existing or new, on the Regional LE RMS Program has purchased a new module, the following procedure will be followed to ensure all agencies have a voice in setting the global settings (configurations and/or pick lists) as necessary:

- The purchasing agency will coordinate with SunGard and the Regional SA to make the add-on module available in the Training environment for review by all agencies.

- Any mandatory or default pick list items will be provided by the Vendor.

- Core Teams from all agencies will review the module in the training environment and advise on operationally necessary pick list items. A list will be provided to the Regional SA to include in the Change Management Request to the Governance Board.

- Once consolidated into a single list, the Voting members will review the completed list for approval at the next available Governance Board Meeting.
- Any system wide configurations will need to be discussed at the Governance Board meeting for consensus on initial settings.
- Once voted on, the approved pick lists will be added to the Training and Production systems by the Regional SA.
- Upon completing the pick lists in the Production environment, the Regional SA will advise the Vendor the module is available for regional release in the production environment.

**Notes:**

- All modifications to the pick lists, once established, will follow the existing Governance Procedures.
- Agencies on the Regional LE RMS have full control over Agency Level configurations on all Modules available without review by the Governance Board.
- Although it is recommended for the Regional Partners to work together on the training related to additional modules as purchased, all Regional Partners should accept responsibility for contracting training via SunGard for their personnel.

## Financial Responsibilities

Due to the regional nature of the LE RMS Program, once add-on modules have been purchased by a Regional Partner, the financial responsibility for annual maintenance will shift to Broward County Office of Communications Technology (OCT). After the initial purchase, OCT will cover all future maintenance costs associated with regionally shared add-on modules through maintenance contract amendments with the vendor.