

Project Name: Records Management System
OCIO Project #:
Department: California Highway Patrol
Revision Date:

Concept Statement

Description

Brief description of the proposed project:

This proposed project will provide CHP with a commercial-off-the-shelf law enforcement Records Management system which will create a database of the most voluminous CHP operational data and provide a case management approach to managing the on-going work of the officers and their supervisors. The RMS will index all vehicles, locations and persons involved with CHP incidents, citations, contacts and investigations. The resulting system will allow CHP to meet some long-standing mandates, increase officer safety, and improve productivity.

Need Statement

High Level Capabilities Needed:

CHP needs the capability to capture operational data electronically (without relying upon back-office data entry); and then have the operational data indexed and available for investigations and intelligence based policing.

What is Driving This Need?

Although the mission of CHP involves life and death interactions with the public, the back-office paperwork that supports the officers in the field involves a paper-flow that is decades old. Due to the size, complexity, and early adoption of computers by CHP (which created legacy applications that are difficult to manage and modify), most data and back-office processes remain in paper documents. CHP has some Information Technology (IT) systems in place, but few CHP IT systems are state-wide databases (i.e. they are single user Access databases).

Risk to the Organization if This Work is Not Done:

CHP faces the following organizational risks if this work is not done:

1. Three legislative mandates will not be met
2. Departmental efficiency will not be improved.
3. The ability to assist allied agencies will not improve

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Benefit Statement

Intangible Benefits

Process Improvements (describe the nature of the process improvement):

1. Three legislative mandates will be met - collision reporting submission will be timely and immediately available, NCIC hit confirmation will be timely
2. Departmental efficiency will be improved by reducing data entry, providing electronic review/approval and reducing silos of data
3. The ability to assist allied agencies will not improve because CHP will have a central database of operational data to share and draw upon
4. Public assets will have better protection because crime analysis will be enhanced through the database and verbal warnings will be tracked

Other Intangible Benefits:

During the investigation of the perpetrators of the attacks on September 11th, 2001, CHP was approached with a large stack of suspects to check against CHP's files. Unfortunately, CHP only has paper files to review. To assist the national effort, CHP dedicated significant time from each officer to review their paper files looking for citations and collisions that would place suspects at locations in California at exact dates and times. The paper-based files at CHP were extremely inefficient and restricted CHP's ability to assist the national search for information pertaining to the attackers. The RMS would allow simple,

Tangible Benefits

Revenue Generation (describe how revenue will be generated):

This project will not generate revenue.

Cost Savings (describe how cost will be reduced):

This project will not save costs.

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Cost Avoidance (describe the cost and how avoided):
 This project will avoid the costs associated with the following events:
 1. Redundant data entry
 2. Law suits associated with increased public risk
 3. The potential cost of not increasing officer safety.

Risk Avoidance (describe the risk and how avoided):
 A common tool in law enforcement is to track the history of encounters by location. This provides an officer with background information from which to take safety precautions. An example of how this can help CHP is shown when a call for service comes in about a rest stop on a California highway. The officer may not know about the recent incidents involving aggressive behavior from suspected drug dealers using the rest stop. Due to the fact that CHP does not keep prior history by location in an electronic file, the officer is put at risk. CHP cannot keep a file of history by location because the data is kept in paper

Improved Services:
 Collision reports are supposed to be available to the public (parties related to the incident). Unfortunately, the paper-based current system forces each CHP Area office to keep filing cabinets of their collision reports. If CHP is asked for a copy of the collision report, the request must be sent to the Area office housing the paper report. The Area office housing the collision report must pull the original report from the files and make a paper copy of the original report and send it to the authorized requestor. An RMS would allow the an authorized party to obtain the data immediately from any CHP office.

Consistency

"No" Responses 		Rationale	Action Required
Enterprise Architecture	No		CHP needs to finish the EA plan.
Business Plan	No	CHP does not have a Business Plan.	
Strategic Plan	Yes		

Impact to Other Agencies

Nature of Impact to Other Agencies

Agency: Allied Policing Agencies (federal, state and local levels)
Describe the nature of the impact:
 All allied policing agencies would be able to get information from CHP about incidents, encounters and investigations that they can not get today. The fact that CHP keeps all operational data in paper form has created this problem, and an RMS would fix it.

Agency: _____

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Describe the nature of the impact:

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Technical Considerations for Alternative 3:	
The CHP in-house group has never attempted a project of this size, and would need to hire dozens of contractors to create an RMS with less functionality than what is commercially available.	
ROM Cost: \$40M to \$45M	Note: high end of range must not exceed 200% of low end of range

Recommendation

Comparison:

Alternative 1	ROM Cost		Risk
Procure and Install COTS RMS	\$25M	- \$35M	<i>Standard risks of any large, IT project.</i>
Alternative 2	ROM Cost		Risk
Create Custom RMS with CHP staff	\$35M	- \$45M	<i>CHP developers have never attempted a development project of</i>
Alternative 3	ROM Cost		Risk
Create Custom RMS with Contractors	\$40M	- \$45M	<i>CHP developers have never attempted a development project of</i>

Conclusions:

1	Procuring and installing a COTS RMS is the least cost and least risk solution.
2	Upon successful completion of this project, CHP would have indexed access to almost all operational data, which would provide the basis of
3	
4	

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Recommendation:

Let CHP pursue Alternative 1 - to procure and install a COTS Law Enforcement RMS.

Concept Approach *(if known)*

System Complexity:		System Business Hours: <i>(e.g., 24x7, 9am-5pm)</i> : 24x7x365	
Architecture	<input type="checkbox"/> Mainframe <input type="checkbox"/> Client Server <input checked="" type="checkbox"/> Web Based	Num. of New Databases:	1
Technology	<input type="checkbox"/> New <input type="checkbox"/> New to Staff <input type="checkbox"/> In-House Experience	Interfaces:	
Implementation	<input checked="" type="checkbox"/> Central Site <input checked="" type="checkbox"/> Phased Roll-out	Num. of Sites:	
M & O Support	<input checked="" type="checkbox"/> Contractor <input type="checkbox"/> Data Center <input type="checkbox"/> Project <input type="checkbox"/> Returned to Sponsor		
Procurement Approach: <i>(consult with OSI Procurement Center)</i>			Number of Procurements:
Open Procurement?	Yes	Delegated Procurement?	
Scope of Contract	<input type="checkbox"/> Development <input checked="" type="checkbox"/> Implementation <input checked="" type="checkbox"/> M & O <input type="checkbox"/> Other: _____		
Anticipated Length of Contract:		5	Years / 4 extensions for 1 years