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FIRE CHIEF

May 22, 2018

BOARD OF FIRE COMMISSIONERS
FILE NO. 18-056

TO: Board of Fire Commissioners

FROM: Ralph M. Terrazas, Fire Chief

SUBJECT: INFORMATION TECHNOLOGY BUREAU (ITB) END OF YEAR UPDATE

FINAL ACTION:	<input type="checkbox"/> Approved	<input type="checkbox"/> Approved w/Corrections	<input type="checkbox"/> Withdrawn
	<input type="checkbox"/> Denied	<input type="checkbox"/> Received & Filed	<input type="checkbox"/> Other

SUMMARY

This report provides the end of the fiscal year update on the 2016-2017 IT Strategic Plan as requested by the Board of Fire Commissioners.

RECOMMENDATION

That the Board receive and file.

DISCUSSION

The following information outlines ITB's progress on each of the ten (10) technology initiatives described in the 2016-2017 LAFD IT Strategic Plan as of June 1, 2018.

1. Enhance IT Service Delivery

During this reporting period, the following progress has been made in this area:

- Begin training and implementation of "agile scrum", a team-centric way to better manage and deliver projects, including the use of new tools for the tracking and reporting of progress;
- Begin the development of a more comprehensive project portfolio in order to better visualize all of the Department's IT initiatives, timeframes and progress;
- Begin revisions to the LAFD IT Strategic plan to align with the recently released LAFD Safer City 2.0 Strategic Plan for 2018-2020;
- Continue work with LAFD Bureaus and various business units to improve engagement with ITB, such as defining the role of the "business owner" and "executive sponsor" to ensure appropriate levels of business involvement in the defining, prioritizing and delivery of projects;

2. Enhance Reporting and Analytics Capability

During this reporting period, the following progress has been made in this area:

- Continue the use and rollout of the Microsoft PowerBI reporting and analytics platform to replace a variety of FireStat dashboards and miscellaneous Departmental reports;
- Begin work with other Bureau's and business units to identify opportunities to replace disparate reporting tools (e.g. Microsoft Excel and Access, SAP Crystal Reports) with PowerBI;
- Work with Microsoft and ITA to complete the configuration and deployment of identity management (use of LA City credentials to access reports and dashboards) and the configuration of PowerBI in the Microsoft Azure cloud services;
- Begin work to consolidate data sources such as CAD and ePCR data in LAFD 'data lake' making it available to new reporting and analytics tools for improved reporting;
- Begin trials to evaluate the benefits, cost and risk of moving key reporting data to cloud infrastructure as a way to improve performance, resiliency and capabilities;
- Begin trials to evaluate the benefits, cost and risk of using machine learning and augmented-intelligence analytics tools to improve predictive analytics capabilities;

3. Enhance Emergency Response Systems

During this reporting period, the following progress has been made in this area:

- Begin the operational use of AVL for closest unit dispatch (one EMS dispatch algorithm) and resource management on April 17 2018;
- Deploy new dispatch map at Metro Fire Communications (MFC) to enhance dispatcher and call taker situational awareness and resource management;
- Begin development and testing of mobile (iOS) version of MDC for specialized LAFD resources, such as bike team paramedics;
- Begin planning and limited field testing of mobile 'broadband' capabilities
- Begin CAD Technology Refresh project to update / upgrade CAD infrastructure.

4. Enhance Dispatch Communications and Continuity of Operations

During this reporting period, the following progress has been made in this area:

- Continue to work with CalOES and ATT on e911 phone upgrade plan

5. Replace Fire Station Alerting System

During this reporting period, the following progress has been made in this area:

- Complete upgrade of fire station fiber optic network

- Begin work with ITA to upgrade fire station network communications equipment
- Begin work with Redcom to upgrade station alerting communications equipment
- Work with ITA to complete Phase 1 of fire station network infrastructure in 2018

6. Replace Fire Inspection and Prevention Systems

During this reporting period, the following progress has been made in this area:

- Continue to work with 3DI to enhance brush inspection system, VMS3
- Continue to work with 3DI to enhance development services inspection system
- Continue evaluation of alternatives for enterprise inspection management system

7. Enhance Workforce Management Systems

During this reporting period, the following progress has been made in this area:

- Begin consolidation of legacy human capital systems into single system
- Create overall "Human Capital Management" architecture and portfolio plan
- Release RFP to build replacement Network Staffing System

8. Create Voice Radio System Maintenance Plan

During this reporting period, the following progress has been made in this area:

- Received 3500 portable radios for preparation and engraving
- Planning 30-day field test of new portables in one battalion starting early June
- Planning to begin department-wide training end of July and complete by December
- Working with ITA and Motorola on LMR maintenance upgrade alternatives

9. Implement Fleet and Asset Management Systems

During this reporting period, the following progress has been made in this area:

- Continue work with GSD on implementation of fleet management system, M5
- Estimated go-live Spring 2019

10. Modernize Application and Technology Infrastructure

During this reporting period, the following progress has been made in this area:

- Complete first phase implementation of PowerBi in Microsoft Azure cloud
- Begin CAD technology infrastructure upgrade
- Complete LAFD admin network upgrade to all 106 fire stations

Board report prepared by Scott B. Porter, Chief Information Officer, Information Technology Bureau.