

PILOT AUTOMATION PROGRAM

CENTRALIZED CUSTODIAN OF RECORDS UNIT
LEADERSHIP AND TRAINING DIVISION

Leadership and Training Division is in the process of enhancing the Personnel Performance Index (P.P.I.) modules from a paper-based system to a paperless system. This process will be performed by using several new technologies to automate the storage and retrieval of administrative documents and objects. Phase I will allow for the Department to electronically generate and distribute the Watch Commander's Service Comment Report, Force Review documents, and Internal Affairs Bureau's Administrative Investigation documents. This procedure will be accomplished using VisiFLOW, which is an integrated document management and work flow software that will electronically populate P.P.I.

P.P.I. applications are time sensitive. They involve multiple page investigations and frequently include attachments such as photographs, and audio or video interviews. The volume generated by moving hundreds of paper-based investigations through the Department on a daily basis has resulted in delays and misplacement of documents. Unfortunately, any delay slows a final resolution which affects the concerned employee. The massive

volume of paper that must be stored has reached critical proportions.

This project is being developed by Data Systems Bureau and utilizes the assistance of two private vendors, Exigen and Dictaphone Corporation. Exigen will develop electronic forms and work flows, while Dictaphone will develop a universal platform for preserving digital images and recordings. The process of automation begins by installing three icons on all supervisors' computer screens. These icons represent each application to be processed. When an icon is accessed, it will produce an e-form resembling the existing paper form. Entry is made into the fields and is controlled using "forced choice" fields and help menus. Once a form is completed, it is electronically forwarded to an individual or a work group where an action (additional data entry or investigation) or decision is required. Failure to take action and process the document to the next step within a prescribed time period will generate an e-mail reminder to the responsible individual or work group, as well as to their supervisor.

Electronic signatures which were recently authorized by Congress will be introduced. Each Department member may store and apply their personal signature to a document with the knowledge that it cannot be forged or erroneously applied to other documents. Captains and above will routinely use their digital signatures when approving an e-form document.

Digital audio and video recorders will be provided to station watch commanders in order to provide an easy method of obtaining and preserving interviews. Digital devices can be plugged into a computer terminal via a Universal Serial Bus (USB) connection and a data entry screen will appear. After typing the required information, the digital audio or video recording will be automatically transferred and permanently archived into a dedicated file server. Initially, digital storage will be limited to these applications. However, they could be later expanded to store all photographs, video, and audio recordings taken by a station or facility.

Once the e-form document process is completed, it will receive final review for content and compliance by the Internal Affairs Bureau or the Centralized Custodian of

Records Unit. Either unit then moves the document from the file server to the P.P.I. system for permanent storage. Digital recordings and photos in the dedicated file server will be automatically moved to P.P.I. through a linking system. Data Systems Bureau will assume the centralized management of the hardware and software for this project.

Other benefits of this project include:

- Replaces existing paper-based dependencies with electronic document generation, transmittal, storage, and retrieval.
- Provides immediate access and retrieval of documents, audio and video recordings, and photographs at the workstation.
- Eliminates the hard copy forms for Service Comment Reports (SCR's), Use of Force Reports, and Administrative Investigations, and provides an electronic method of generating, routing, and storing these forms.
- Distributes data entry and eliminates redundancy.
- Provides quick access to case information.
- Automates the work flow system, eliminating lost or misplaced files.
- Vastly improves the time delays associated with using messengers and County mail delivery.
- Reduces the volume of hard copy files that are generated daily in every station and facility.

SAMPLE SERVICE COMMENT WORKFLOW

