

**INFORMATION
SERVICES
DIVISION**

OPERATIONS MANUAL

August 2020

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SAN DIEGO POLICE DEPARTMENT

VISION, VALUES & MISSION

VISION

The San Diego Police Department strives to advance the highest levels of public safety, trust, and professionalism by strengthening community partnerships through fair and impartial policing while fostering employee enrichment and growth to ensure we remain America's Finest police department.

VALUES

- **Human Life**

Our efforts will be oriented toward the goal of protecting human life and ensuring everyone has the opportunity to thrive.

- **Partnerships**

We will work collaboratively with our community to resolve challenges, protect individual rights, and promote prosperity.

- **Employee Enrichment**

We will provide for the professional development and wellness of our employees through access to ongoing training and a robust employee wellness program. Through these commitments we will continually advance the professional knowledge, personal growth and career longevity of our employees.

- **Innovation**

We are committed to leading the law enforcement community through innovative practices in order to maintain our position at the forefront of policing.

- **Integrity**

Our actions will be guided by the highest level of virtue and ethical practice through open communication and transparency.

- **Diversity**

We embrace and appreciate the unique experiences and backgrounds that provide strength and unity to our organization.

- **Compassion**

We will strive to show genuine concern for one another in both our interactions with the community and within our organization. We recognize that the complexities of life compel us to do nothing less.

- **Courageous Justice**

We will be undeterred in our pursuit of fairness, peace, and a genuine well-being for all people.

MISSION

Maintain public safety by providing the highest quality police services to all of our communities.

INFORMATION SERVICES DIVISION

CRIME ANALYSIS UNIT MISSION STATEMENT

To provide information and resources to Department staff and the community to support the Department's vision, values and mission; to assist in criminal identification, apprehension, prosecution, case clearances, tactical planning, property identification/recovery, and crime prevention/suppression.

DATA SYSTEMS UNIT MISSION STATEMENT

To provide information technology and resources to Department staff to support the Department's vision, values and mission. Inherent in this mission is ensuring the availability of existing information systems and the responsibility for training, maintenance, communications, change control, quality assurance, planning, equipment acquisition, installations, review of future technologies and related administrative support.

OFFICE PROCEDURES

System Access and Security

All employees, contractors and vendors with access to SDPD systems must sign an authorization form to receive access to the computers systems. Included in the document is the following paragraph:

By signing below, I acknowledge that Unauthorized or Unofficial use of, or tampering with, any SDPD computer system is a VIOLATION of California Penal Code Sections 502, 11142, 11143, 11105, 13300, 13302-13304, and Government Code Section 6200. All SDPD computer systems must be used in accordance with City of San Diego Administrative Regulations 90.61 and 90.63; and Department Policy/Procedure 1.45. DMV/CLETS records are confidential and for law enforcement use only. All information contained on any SDPD computer system is the property of the SDPD. You should have no expectation of privacy and all information is subject to an audit at any time. All Software contained on any SDPD computer system must be AUTHORIZED and used in strict accordance with the software licensing agreement. Violators will be subject to disciplinary action, and/or prosecution.

All employees must adhere to all City and Department computer system security requirements, policies, procedures, and regulations. City policies may be found on CityNet at <https://citynet.sandiego.gov/it/services/policies> and Department policies and procedures may be found on the Department's Resource Library at <http://sdpdshare/resourcelibrary/Resource%20Guide%20Document%20Library/Forms/AllItems.aspx>.

Office Security

The last person in the office should check the entire office to make sure no one else is there before turning off all the lights and locking the doors before leaving. In Crime Analysis, the last person to leave must ensure the laminator is turned off and is responsible for forwarding the main office line to voice mail.

Electronic Sign-out Board

The Crime Analysis and Data Systems Sign-out Board is used to assist staff in locating others throughout the day as issues arise. All Information Services staff must use the Sign-out Board daily, signing in when arriving for work and signing out when leaving each day. In addition, staff must sign in and out for absences longer than 15 minutes during the day, such as to attend meetings, during lunch, personal appointments, etc.

Office Hours and Work Schedules

General office hours for both Crime Analysis and Data Systems staff are Monday – Friday, 0700 – 1700.

All staff members are required to have a set schedule with a regular start and end time that allows for a half hour or one hour lunch. Staff are required to notify their immediate supervisor prior to their scheduled start time, if they are unable to come to work. It is acceptable to leave a voice mail or email if they cannot make direct contact with their supervisor.

Leave Time

Time scheduled out of the office (vacations, training, conferences, etc.) is to be noted in the Redbook. **PRIOR** to taking time off, employees must obtain supervisor approval. Represented employees are required to submit a leave slip, in advance, for a full or partial day off. Unrepresented employees are required to submit a leave slip for a full day off. A leave slip is required to be submitted on the first day of return from unscheduled time out of the office (sick leave).

When out of the office or on vacation for more than one day, staff are required to create an out-of-office e-mail message, change their voice mail greeting and ensure their absence is reflected on the sign-out board. Crime Analysts are required to ensure that their assigned late night is covered by another analyst.

Division Pool Cars

Pool Cars are to be used for business meetings, training classes, deliveries, moving equipment, etc. Department or pool cars are not to be used for personal business.

Following are Division rules for pool cars:

- All employees who drive a City vehicle or a personal vehicle while on City business must review AR 75.12, AR 75.50 and the City's Driver/Operator manual, and acknowledge and agree to the provisions in each of the documents prior to driving on City business.
- All use of pool cars must be reserved via Outlook, using the meeting request function with the vehicle selected as a resource.
- The vehicle inspection log located in each pool car must be completed each time the vehicle is driven, including recording the employee who drove the car, the beginning and ending mileage, and vehicle condition.
- Do not take a pool car that has already been signed out by another person unless you have contacted that person and have received permission to do so.
- If you sign out a pool car and then do not need it, remember to release it.
- Always check the gas tank level before you return the car. If the tank is less than half full, it is your responsibility to fill it up. The pool cars can be filled up at any area station garage and should be driven through the car wash at each fill up.
- Always remove all trash and debris from the vehicle, lock the doors and return the keys to the black box at the Information Services front desk. Do not keep the keys at your desk or take them home.
- If you have an accident while driving a pool car, contact Police Communications; let them know you are a Police Department employee and that you need assistance. Also, immediately contact your direct supervisor.
- Within 24 hours of an accident, you must fill out a Vehicle Accident Report, Form RM-1551.

STAFF MEETINGS

Division staff meetings are held on the third Tuesday of every other month. Smaller, role-specific staff meetings are generally held on a weekly basis to discuss events and projects. All staff members are expected to arrange their schedules so they can attend these meetings. The purpose of staff meetings is to discuss current projects, plan new and future projects, brainstorm problems for possible solutions, exchange information/experiences of similar problems/projects. These meetings also provide an opportunity for supervisors to discuss Departmental policies and procedures, to disseminate information to personnel that may affect them as individuals or a Unit, and to afford everyone a chance to plan and discuss events, projects and decisions in a group setting. Recognition and awards for employees are presented at these meetings.

Crime Analysis staff meetings are held each Wednesday at 1330 hours. Each analyst is responsible for updating the activity sheet to identify time off, assignments, projects, current issues and FYI items.

DEPARTMENT POLICIES, PROCEDURES, ANNOUNCEMENTS, AND ORDERS

It is the responsibility of each employee to read, become familiar and comply with all applicable Department Policies, Procedures, Announcements, and Orders.

EEO Policy

Members shall be permitted a work atmosphere free from discrimination and sexual harassment. All members shall adhere to EEO policies as stated in Administrative Regulation 95.60, outlined in the City's Equal Employment Opportunity (EEO) Policy—Annual Statement, and Department Policy and Procedure 5.03—Equal Employment Opportunity. It shall be the responsibility of all supervisors to assure a non-discriminatory work environment.

OVERTIME

Changing workloads and system emergencies sometimes necessitate the use of overtime. Prior to working overtime, staff are required to obtain supervisory approval in advance. If your classification is eligible for overtime, you may select either "Comp Time" or "Pay" for the hours worked. Both are calculated at 1 1/2 times the number of hours worked. Positions receiving the Management Benefits Package are not eligible to be compensated for overtime.

ALL OVERTIME REQUIRES APPROVAL, IN ADVANCE, FROM YOUR SUPERVISOR.

EMERGENCY CALL-BACKS AND DAILY ON-CALL

All Information Services personnel are subject to emergency call-backs in situations of Critical Incidents (DP 8.0). Call-back rosters are developed and maintained by Data Systems staff.

Crime Analysis: In an emergency, a Supervising Management Analyst in Crime Analysis will be contacted first and will determine the resources/personnel necessary for a proper response. In that person's absence, the Senior Management Analyst will be called. Supervisors are required to maintain a current roster of Unit personnel.

Data Systems: In an emergency, the Help Desk, at (619) 531-2228, will be contacted. Depending upon the severity of the incident and the systems impacted, the appropriate Data Systems on-call staff or supervisory staff (ISA IV) will be contacted to determine the resources/personnel necessary for an appropriate response. For Computer-Aided Dispatch (CAD) system or other emergencies involving equipment used by Communications Division, the CAD Team on-call staff will be contacted to determine the appropriate response. In that person's absence, the escalation procedures documented on the Division's SharePoint site (<http://cityhub/dept/sdpd/c/InformationSystems/On%20Call%20Documents/Forms/AllItems.aspx>) will be followed. Supervisors are required to maintain a current roster of Unit personnel.

SUPPLY/INVENTORY CONTROL

The Word Processing Operator (WPO) is responsible for ordering office supplies for the Division. Individuals are expected to notify the WPO when supplies are low. Everyone is encouraged to request needed supplies via e-mail. Periodically, the WPO checks the supply cabinets to determine inventory levels.

Office supplies are ordered electronically through Ariba and sent to the Information Services Division Manager for approval, then electronically submitted to Administrative Services for final approval. The WPO receives e-mail status reports throughout the approval process. The WPO is notified of the delivery date when the order has been filled and transmitted.

Supplies not available through Ariba are ordered on a PD-478 form. The Information Services Manager, as well as the assigned analyst in Administrative Services must approve this. Administrative Services staff will process the order through the appropriate vendor.

Supplies available through Central Supply are ordered through the Citywide SAP website. Supplies are delivered via the City's mail delivery service.

Plotter and laminator supplies are ordered from the designated vendor on open Purchase Order, as needed. Analysts are expected to notify the WPO when supplies are low, so that an order can be placed. Supplies are usually delivered within three days of ordering.

EQUIPMENT INVENTORY

In order for the Division to properly control, protect and maintain equipment, one of the ISA II positions maintains an inventory of computer equipment. The WPO maintains an inventory list specifically for the pool of laptops and computer projectors available for checkout by Department personnel.

All equipment should have a City property tag and number on it. If it does not, arrangements are to be made to have numbers added. City equipment cannot be transferred from one unit to another or loaned out without the proper forms being completed. These forms can be obtained by contacting your immediate supervisor.

Currently, the Data Systems Unit maintains a complete Department-wide computer equipment inventory list.

PETTY CASH REIMBURSEMENTS

Petty cash reimbursements are only available for official Department business and authorized purchases. Administrative Services should be contacted to determine if a more appropriate purchase method is available. If no other appropriate method is available, the Commanding Officer must approve all petty cash requests in advance. All reimbursement claim forms must be submitted within 30 days of the purchase or expense, be accompanied by a receipt, and signed by the Commanding Officer. In all cases, the policy and procedures as outlined in Department Procedure 1.22 shall be followed.

BUDGET PREPARATION

During the fall of each year the Department begins to draft its upcoming fiscal budget request. This process is generally completed and prepared for review by Administrative Services before October.

Items requiring budget approval include: personnel, contracted services, equipment, computer equipment, software licensing, maintenance contracts and project related expenses.

Budget preparation for the Crime Analysis Unit is the responsibility of the Supervising Management Analysts. Budget preparation for the Data Systems Unit is the responsibility of the Information Systems Administrators.

RELEASE OF CRIME/CRIMINAL HISTORY INFORMATION

Information contained in arrest and crime case files may be released or disclosed only to law enforcement agencies for law enforcement purposes, as enumerated in Department Procedure 1.26. Before releasing this information to authorized law enforcement personnel, certain procedures should be followed. If possible, requests should be channeled through the proper investigative unit within the Department. If a request is taken over the phone from an individual the analyst does not previously know, the analyst should obtain the phone number of the requester and return the call. No information should be provided before ascertaining that the requester is indeed working for that agency. Any information sent electronically outside of department Intranet must be encrypted. Information or data provided to non-law enforcement individuals is allowable only as described in Department Procedure 1.26. It is the responsibility of **Records Division** to provide crime and arrest reports to the public. Requests for calls for service information from the public or agencies outside the Department are to be directed to Communications Division Audio Research.

INFORMATION TECHNOLOGY PROJECT REVIEW COMMITTEE (ITPRC)

The Information Technology Project Review Committee (ITPRC) was established as an IT governance model for the Police Department. The ITPRC reviews, prioritizes, and approves all Police Department IT projects to ensure consistency with the Department's IT vision and long-term goals, and the proper allocation of IT resources.

IT project proposals are evaluated based on: 1) Alignment with the City's strategic plan and the Police Department's strategic plan, standards, architecture, and security, and 2) A detailed cost/benefit analysis. The Police Department IT governance process involves documenting business needs, strategic fit, funding source, return on investment, technologies, impacts, and alternatives associated with proposed IT projects.

This process applies to **all** IT projects or proposals, including grant-funded projects. The procurement process associated with all IT projects or proposals may not proceed without the approval of the ITPRC. In addition, Information Services staff will not proceed with development or support any new IT projects unless they have been approved by the ITPRC. For additional information related to the ITPRC, refer to DP 1.44.

DIVISION ADMINISTRATION

CLASSIFICATIONS AND RESPONSIBILITIES

INFORMATION SERVICES PROGRAM MANAGER

GENERAL TASKS

Under direction of the Assistant Chief of Support Operations, this position oversees the Information Services Division, including Crime Analysis and Data Systems. This position directs, assigns, trains, and supervises the work of subordinate personnel; coordinates the activities and reviews progress reports of the specialized sections and programs; coordinates Unit work activities with other units and commands within the Department, as well as outside agencies and organizations; evaluates the work performance of subordinates; answers inquiries from the public; and, assigns special studies and reviews comprehensive reports.

SPECIALIZED TASKS

- ◆ Develops and oversees efforts made toward achieving the Division's long-term planning goals
- ◆ Oversees development and administration of the Division's budget
- ◆ Manages organizational and structural changes within the Division
- ◆ Oversees, prioritizes and directs all Information Services Division work activities
- ◆ Oversees management of major systems (CAD, RMS)
- ◆ Acts as liaison with commanding officers throughout the Department and with outside agencies and organizations

WORD PROCESSING OPERATOR

GENERAL TASKS

Under the general supervision of a Supervising Management Analyst, this position performs a variety of clerical, word processing, data entry and related work. This position serves as a receptionist; answers inquiries over the phone or at the counter regarding general Department procedures and policies; photocopies and collates various documents; takes outgoing mail to the mailroom; sorts and routes incoming mail; maintains adequate levels of Division operational supplies; processes payroll; and, performs other related clerical tasks.

SPECIFIC TASKS

- ◆ Supports the Department's and Division's long-term planning goals
- ◆ Uses desktop computer system and software
- ◆ Types Investigative Supplemental and Series Update
- ◆ Copies, collates and distributes Crime Analysis Reports

- ◆ Accesses City, County computer files and retrieves information
- ◆ Provides data entry into computer files
- ◆ Assists in supporting Neighborhood Policing and problem solving efforts
- ◆ Retrieves and posts Department Announcements, Orders and Training Bulletins
- ◆ Processes Auto Theft/Recovery reports for entry into the Auto Theft File
- ◆ Processes monthly Management Reports
- ◆ Maintains operational supplies for Division
- ◆ Processes Division payroll
- ◆ Maintains pool inventory of laptops and projectors for use by Department personnel.
- ◆ Maintains Division employee information for Department requirements (Roster, CDL Report, Call-back)

CRIME ANALYSIS UNIT

CLASSIFICATIONS AND RESPONSIBILITIES

SUPERVISING MANAGEMENT ANALYST - ADMINISTRATIVE

GENERAL TASKS

Under direction of the Information Services Program Manager, plans, directs, assigns, and supervises the work of analysts performing administrative analysis and studies; coordinates user and business process requirements associated with ARJIS and related analysis tools; coordinates testing and quality assurance efforts for ARJIS and related databases; directs staff in supporting Neighborhood Policing and problem solving efforts.

SPECIALIZED RESPONSIBILITIES

- ◆ Supports the Department's and Division's long-term planning goals
- ◆ Supervises and directs analysts in supporting problem solving efforts
- ◆ Supervises clerical personnel of the Division
- ◆ Accountable for information output of Administrative Crime Analysis
- ◆ Serves as Alternate ARJIS Business Working Group member for the Police Department
- ◆ Responsible for the management, development and maintenance of the monthly statistical reports for management and the Department of Justice (DOJ)
- ◆ Responsible for managing responses to public records requests assigned to Crime Analysis
- ◆ Ensures quality assurance for ARJIS and related databases, and administrative reports and analysis products
- ◆ Responsible for development and maintenance of the following Crime Analysis products:
 - Investigative Supplemental
 - Series Update
- ◆ Maintains Departmental and regional liaison concerning analysis and information systems
- ◆ Conducts research and analysis on special projects

SUPERVISING MANAGEMENT ANALYST - OPERATIONAL

GENERAL TASKS

Under direction of the Information Services Program Manager, plans, directs, assigns, and supervises the work of analysts performing operational crime analysis studies and related work; trains and advises personnel in the performance of their duties; reviews work of subordinates and prepares research studies, rates the work performance of subordinates; directs analysts in supporting Neighborhood Policing and problem solving efforts; assists in planning for and directing crime analysis programs.

SPECIALIZED RESPONSIBILITIES

- ◆ Supports the Department's and Division's long-term planning goals
- ◆ Supervises and directs analysts in supporting problem solving efforts
- ◆ Accountable for information output of Operational Crime Analysis
- ◆ Trains Department and Crime Analysis Unit personnel in computer use and applications
- ◆ Serves as Agency CLETS Coordinator for the Police Department
- ◆ Responsible for development and maintenance of the following Crime Analysis products:
 - Crime potential and trend reports
 - Area Crime Evaluations
 - Link analysis
 - Intelligence briefs and products
 - Cell phone analysis
 - Social media and open source analysis
 - GIS products and technology
- ◆ Assists in information flow between Crime Analysis Unit and user groups
- ◆ Maintains Departmental and regional liaison concerning related issues
- ◆ Conducts periodic review of management information needs for administration and operations
- ◆ Conducts research and analysis on special projects

SENIOR MANAGEMENT ANALYST

GENERAL TASKS

Under supervision of a Supervising Management Analyst, provides advanced level analytical support to the Neighborhood Policing Division; performs complex analytical studies, data searches and mapping services; assists in implementing new and improved automated systems to capture and consolidate police related quality of life data and information; conducts research, monitors trends, develops analytical reports and produces statistical information to support innovative programs that assist the Department in addressing quality of life issues throughout the City.

SPECIALIZED TASKS

- ◆ Supports the Department's and Division's long-term planning goals
- ◆ Provides information and resources to Department staff and community to support problem solving efforts that focus on quality of life issues
- ◆ Utilizes and maintains GIS-based programs and software to gather data, analyze and report on crime trends and series
- ◆ Develops new automated systems to capture and consolidate police related quality of life information
- ◆ Performs complex analytical studies utilizing a variety of law enforcement and non-law enforcement data sources
- ◆ Serves as a participating consultant with respect to problem identification, analysis and solutions
- ◆ Evaluates effectiveness and impact of programs and initiatives
- ◆ Interprets statistical results and prepares summaries
- ◆ Conducts special projects, studies and demographic research

- ◆ Responds to requests from Mayor and Council, the public and staff at various levels in the Department for information related to crime, arrest and Department activities

ASSOCIATE MANAGEMENT ANALYST

GENERAL TASKS

Under supervision of a Supervising Management Analyst, assists in providing information and resources to Department staff and community to support problem solving efforts. Work involves responsibility for providing tactical and strategic crime information to operating units. The journey-level analyst must prioritize crime information requests, ascertain that the resultant product is of high quality and can be easily interpreted, and disseminate this information to the appropriate unit(s). This process requires an in-depth knowledge of the many files contained in various law enforcement computer systems. The analyst must possess the ability to field requests from operating units, determine precisely what the officer or supervisor needs, query the complex computer data bases to extract the most complete information available from these files and prepare detailed reports outlining crime trends. This process involves constant liaison with user groups. In addition, the analyst conducts administrative and statistical studies, provides research and analytical support for all Departmental units, and develops and manages statistical crime and arrest data.

SPECIALIZED TASKS

- ◆ Supports the Department's and Division's long-term planning goals
- ◆ Provides information and resources to Department staff and community to support problem solving efforts
- ◆ Utilizes and maintains GIS-based programs and software to gather data, analyze and report on crime trends and series
- ◆ Prepares Area Crime Evaluations
- ◆ Constructs offender and victim profiles
- ◆ Responds to tactical crime analysis requests from operating units
- ◆ Provides training to operating units on use of Crime Analysis and interpretation of Crime Analysis products
- ◆ Serves as a participating consultant with respect to problem identification, analysis and solution
- ◆ Interprets statistical results and prepares summaries
- ◆ Makes presentations regarding Crime Analysis to Patrol and Investigative units
- ◆ Produces link analysis, cell phone analysis and provides social media/open source investigative support
- ◆ Develops and produces intelligence briefs
- ◆ Conducts special projects
- ◆ Conducts studies and demographic research
- ◆ Develops and analyzes surveys
- ◆ Responds to requests from Mayor and Council, the public and staff at various levels in the Department for information related to crime, arrest and Department activities
- ◆ Responsible for ABC Report compilation
- ◆ Produces administrative statistics and reports (including UCR, NIBRS and other mandated reporting)

- ◆ Assists in beat realignments and geo-code management
- ◆ Assists in census planning
- ◆ Maintains research materials and manages technical library
- ◆ Provides analytical support and services as needed for the Emergency Operations Center

DATA SYSTEMS UNIT

CLASSIFICATIONS AND RESPONSIBILITIES

INFORMATION SYSTEMS ADMINISTRATOR – IT Operations Manager

GENERAL TASKS

Under direction of the Information Services Program Manager, this position manages the Data Systems Unit's teams responsible for networking services, desktop/helpdesk services, software development/maintenance services and data center services.

This position directs, assigns, trains, and manages the work of subordinate personnel; coordinates closely with the Department of IT and outsourced vendors to ensure the technical services and needs of the department are being met; participates in the strategic planning of technical initiatives for both the Police Department and City of San Diego; reviews progress reports of the specialized sections and programs within Data Systems, coordinates the unit's functions with other divisions and commands within the Police Department and City of San Diego, as well as outside agencies and organizations; evaluates the work performance of subordinates; and, assigns special studies and reviews comprehensive reports.

SPECIALIZED TASKS

- ◆ Supports and assists in the formulation and implementation of the Department's and Division's long-term planning goals
- ◆ Administers the Department's IT budget
- ◆ Evaluates IT project request through the Department's ITPRC, City's IT Governance and STAC processes
- ◆ Oversees the implementation of large scale IT projects through the entire project management lifecycle
- ◆ Manages and/or oversees large automation processes and systems, such as:
 - IT Change Management
 - Department LAN/WAN Services
 - Records Management System
 - Application Development and Maintenance
 - Help Desk and Desktop Services
- ◆ Works closely with the City Department of IT and outsourced Application Development, Networking, Help Desk and Desktop support vendors to manage IT services and projects.
- ◆ Oversees the Department's quality assurance, change management and testing teams

INFORMATION SYSTEMS ADMINISTRATOR – CAD OPERATIONS & COMMUNICATIONS SUPPORT

GENERAL TASKS

Under direction of the Information Services Program Manager, this position oversees the Data Systems CAD Operations team, which is responsible for managing the day-to-day support of the CAD system and its interface components. In addition, this position oversees the technical aspects associated with the development of the new remote backup dispatch center.

This position directs, assigns, trains, and supervises the work of subordinate personnel; coordinates the activities and reviews progress reports of the specialized sections and programs within Data Systems, coordinates the Unit's functions with other divisions and commands within the Police Department and City of San Diego, as well as outside agencies and organizations; evaluates the work performance of subordinates; and, assigns special studies and reviews comprehensive reports.

SPECIALIZED TASKS

- ◆ Supports and assists in the formulation and implementation of the Department's and Division's long-term planning goals
- ◆ Oversees configuration, implementation, testing and training processes of system upgrades
- ◆ Coordinates upgrade of the public safety network that will support communications systems across City departments and the remote backup dispatch center project
- ◆ Manages the day-to-day support of the existing CAD system and related Communications equipment and systems
- ◆ Manages day-to-day support for the Mobile Public Safety (MPS) network and mobile computers operating on the MPS network
- ◆ Manages the day-to-day support of the Vesta 9-1-1 system and integrated sub-systems
- ◆ Manages the day-to-day support of the NICE radio/telephone logger system and sub-systems
- ◆ Manages the CAD and 9-1-1 telephone system operational budgets

PROGRAM COORDINATOR – CYBER SECURITY & DATA CENTER MANAGER

GENERAL TASKS

Under direction of the Information Services Program Manager, this position manages the implementation and enforcement of the City's and Police Department's cyber security controls, policies, standards, procedures and manages data center operations.

This position coordinates closely with the Department of IT, outsourced vendors and all Data Systems staff to ensure security is included in all pre-project planning and approved projects; evaluates and supports information compliance; and conducts internal and external investigations and security and risk assessments. The position also coordinates closely with the Department of IT and outsourced vendors in oversight of the Department's data center operations and services.

SPECIALIZED TASKS

- ◆ Supports and assists in the formulation and implementation of the Department's and Division's long-term planning goals
- ◆ Coordinates with Data Systems staff, the City's Cyber Security team, other City departments, contractors and third party vendors to implement and sustain appropriate technical and procedural controls
- ◆ Manages ongoing security operations, including review of firewall activity and security logs, vulnerability management, intrusion testing and investigation of exception conditions
- ◆ Manages ongoing data center operations, including oversight of outsourced services, capacity planning, data retention policies, information classification and cloud computing services
- ◆ Participates in new technology deployment initiatives to ensure adoption of best security practices
- ◆ Participates in Citywide RFPs for IT services related to data center and cyber security
- ◆ Serves as the Department's information security subject matter expert in the development of contractual agreements
- ◆ Keeps abreast of emerging technology developments and security threats, and maintain a working knowledge of cybersecurity principles and elements
- ◆ Participates in budget development related to cyber security and data center services
- ◆ Reviews and makes recommendations to address cyber security vulnerabilities related to the Department's hardware, networks, data center and applications
- ◆ Reviews and makes policy recommendations related to information security practices

INFORMATION SYSTEMS ANALYST IV– HELP DESK & DESKTOP SERVICES

GENERAL TASKS

Under direction of the Information Services Administrator responsible for IT Operations, supervises day-to-day technical support operations of the Data Systems Unit and the City's outsourced help desk and desktop services provider. Directs, assigns, trains, and supervises the work of subordinate personnel; coordinates the activities and reviews progress reports of the specialized sections and programs within Data Systems, coordinates the Unit's efforts with other divisions and commands within the Police Department and City of San Diego, as well as outside agencies and organizations; evaluates the work performance of subordinates; and, assigns special projects.

SPECIALIZED TASKS

- ◆ Supports the Department's and Division's long-term planning goals
- ◆ Assists in managing the Department's IT budget
- ◆ Participates in the on call rotation for management of large scale IT system issues that occur outside of standard working hours
- ◆ Manages large automation projects or systems, such as:
 - Help desk support operations
 - Desktop maintenance and support operations
 - Computer hardware upgrade projects
 - System deployment and maintenance projects

- User account maintenance

INFORMATION SYSTEMS ANALYST IV – NETWORKING SERVICES

GENERAL TASKS

Under direction of the Information Services Administrator responsible for IT Operations, supervises day-to-day technical support operations of the Data Systems Unit and the City’s outsourced network and telephony services provider. Directs, assigns, trains, and supervises the work of subordinate personnel; coordinates the activities and reviews progress reports of the specialized sections and programs within Data Systems, coordinates the unit's functions with other divisions and commands within the Police Department and City of San Diego, as well as outside agencies and organizations; evaluates the work performance of subordinates; and, assigns special projects.

SPECIALIZED TASKS

- ◆ Supports the Department’s and Division’s long-term planning goals
- ◆ Assists in managing the Department's IT budget
- ◆ Participates in the on call rotation for management of large scale IT system issues that occur outside of standard working hours
- ◆ Oversees the support services being provided by the City’s outsourced networking services provider
- ◆ Serves as the Department coordinator for requests surrounding telephone services, LAN access, and network capacity expansion
- ◆ Manages IT projects for networking services and maintenance being performed by the City’s outsource network services provider
- ◆ Oversees the creation of application deployment packages maintained by the City’s outsourced IT services vendor

INFORMATION SYSTEMS ANALYST IV– APPLICATION DEVELOPMENT & MAINTENANCE

GENERAL TASKS

Under direction of the Information Services Administrator responsible for IT Operations, supervises the Quality Assurance and Change Management Teams. Directs, assigns, trains, and supervises the work of subordinate personnel; coordinates the activities and reviews progress reports of the specialized sections and programs within Data Systems, coordinates the Unit's efforts with other divisions and commands within the Police Department and City of San Diego, as well as outside agencies and organizations; evaluates the work performance of subordinates; and, assigns special projects.

SPECIALIZED TASKS

- ◆ Supports the Department’s and Division’s long-term planning goals
- ◆ Assists in managing the Department's IT budget
- ◆ Participates in the on call rotation for management of large scale IT system issues that occur outside of standard working hours

- ◆ Oversees the work of the Division's quality assurance and change management teams
- ◆ Oversees support services being provided by the City's outsourced application developer
- ◆ Serves as the Department coordinator for requests new application development and existing application enhancements
- ◆ Administers the Department's Records Management System, NetRMS
- ◆ Manages application development, enhancement, and maintenance projects being performed by the City's outsourced application developer
- ◆ Coordinates the documentation and turnover of existing Department applications to be supported by the City's outsourced application developer
- ◆ Provides technical support for applications maintained by the Police Department

ASSOCIATE MANAGEMENT ANALYST – IT BUDGET ANALYST

GENERAL TASKS

Under supervision of the Information Systems Administrator for IT Operations, serves as the Data Systems Management Analyst responsible for the oversight of the San Diego Police Department's Information Technology (IT) budget and procurement. Areas of responsibility include budget administration, procurement and customer service.

SPECIALIZED TASKS

- ◆ Projects various Departmental IT budgets including General Fund, Capital Improvement Projects (CIP) and grants
- ◆ Utilizes spreadsheets and a variety of reporting systems such as SAP, Business Objects and the IT Budget Tool to project and monitor the various IT budgets
- ◆ Works closely with the Department's Administrative Services to project, monitor and maintain the Department's budget for IT projects, goods and services
- ◆ Maintains familiarity with the City's IT Governance and Project Management Processes to ensure the Department's IT budget is effectively aligned with these processes
- ◆ Coordinates the Department's IT procurement including solicitation of quotes, writing approval memos preparing 478 forms and ARIBA purchase requisitions
- ◆ Ensures the timely receipt of goods/services, reviews invoices for accuracy and approves payment
- ◆ Provides guidance and status updates to Department personnel requesting the purchase of IT hardware, services and software

INFORMATION SYSTEMS ANALYST III

GENERAL TASKS

Under direction of an Information Systems Supervisor, performs complex automated information system development, quality assurance, testing, training, implementation, and modifications; leads activities of other data processing personnel, and performs related tasks.

Reviews and evaluates a wide variety of requests for automation; defines user requirements; performs cost benefit analyses for new systems to be developed; justifies and prioritizes system development. Reviews new technology to determine suitability for Department use; and, represents the Department on a variety of committees.

SPECIALIZED TASKS

- ◆ Supports the Department's and Division's long-term planning goals
- ◆ Leads the work of others in data systems projects
- ◆ Leads application development projects
- ◆ Leads quality assurance, training and testing efforts
- ◆ Performs data analysis by developing database queries and reports utilizing varying data sources
- ◆ Administers the SharePoint application
- ◆ Manages the Department's web site Serves as a Department point of contact for IT purchasing estimates, process and procedures

INFORMATION SYSTEMS ANALYST III – CAD System

GENERAL TASKS

Under general supervision of the Information Systems Administrator responsible for CAD Support, this position is responsible for managing the existing Computer Aided Dispatch (CAD) System: coordinates the integration of CAD software enhancements and "fixes" by using change control methods; analyzes CAD application interfaces or enhancement proposals for viability into the computer system and its operation; and, provides back-up support for CAD system problem investigations. This position also provides tier 1 support and coordination of vendor support for the 9-1-1 telephone system and its sub-systems.

SPECIALIZED TASKS

- ◆ Supports the Department's and Division's long-term planning goals
- ◆ Extracts all CAD error logs and creates enhancement requests, logs them into database, and forwards to appropriate vendor support

- ◆ Alternates every two weeks for call-back support and CAD troubleshooting
- ◆ Restores LGF (MDT/CAD Message Logfile) data from ARCHIVE tape upon request from Tape Research staff
- ◆ Analyzes and evaluates CAD system activity
- ◆ Processes AVL requests and testifies in court as required
- ◆ Coordinates with the GIS analyst and vendor to update and maintain the CAD mapping system
- ◆ Works with vendors in order to resolve trouble tickets associated with CAD and its related systems
- ◆ Provides Command vehicle support for CIMU/SWAT
- ◆ Provides tier 1 support for the 9-1-1 telephone system and coordinates vendor support for the system
- ◆ Provides support and tracks inventory for the MPS laptops

GEOGRAPHICAL INFORMATION SYSTEMS ANALYST III

GENERAL TASKS

Under direction of the Information Systems Administrator responsible for CAD support, performs complex geographic information system (GIS) development, quality assurance, testing, training, implementation, and modifications; leads activities of other data systems personnel, and performs related tasks.

Reviews and evaluates requests for GIS automation; defines user requirements; performs cost benefit analyses for new GIS tools to be developed; justifies and prioritizes GIS development, maintains GIS systems; and, represents the Department on a variety of committees.

SPECIALIZED TASKS

- ◆ Supports the Department's and Division's long-term planning goals
- ◆ Leads the work of others to support GIS related projects
- ◆ Leads GIS application development projects
- ◆ Leads GIS quality assurance, training and testing efforts
- ◆ Coordinates closely with Crime Analysts to develop and support useful GIS capabilities
- ◆ Performs and supports geospatial data analysis by developing GIS queries and reports utilizing varying data sources and GIS technology

INFORMATION SYSTEMS ANALYST II

GENERAL TASKS

Under the direction of an Information Systems Supervisor, coordinates and supports the development, implementation and maintenance of personal computers, Local Area Network (LAN) Information Systems, and all other Department systems. Responsible for the acquisition, installation, development, maintenance, and ongoing support of all Department information technology systems.

SPECIALIZED TASKS

- ◆ Supports the Department's and Division's long-term planning goals
- ◆ Provides technical support to Department staff for second level Help Desk tickets
- ◆ Monitors Help Desk ticket queues to ensure technical issues are resolved in a timely manor
- ◆ Generates hardware/software specifications for new equipment purchases
- ◆ Maintains procedural documentation
- ◆ Provides technical training
- ◆ Installs hardware and software throughout the Department
- ◆ Maintains Department-wide systems
- ◆ Provides support with software maintenance
- ◆ Maintains equipment inventory
- ◆ Assists with projects managed by assigned project leads

- ◆ Participates in QA support functions (e.g. change management, testing and documentation)
- ◆ Coordinates with outsourced network services provider employees for wiring, and data moves
- ◆ Conducts special studies and audits, as assigned
- ◆ Participates in the development and maintenance of standardized desktop and laptop OS images
- ◆ Performs user account maintenance, include adding and deleting accounts

POLICE OFFICER II

GENERAL TASKS

Under direct supervision of the Information Services Administrator responsible for CAD Support, supports projects utilizing new and existing technologies for the Department. This is both an administrative and technical position within Data Systems.

SPECIALIZED TASKS

- ◆ Supports the Division's long-term planning goals
- ◆ CAD-related tasks:
 - Develops training curriculum for Mobile for Police Safety (MPS)
 - Trains police officers in MPS and laptop use
 - Develops documentation for MPS and other applications uses in the field
 - Develops MPS image
 - Tests fixes and enhancements for the MPS application
 - Tests MPS maps
- ◆ Serves as a liaison between officers and technical team
- ◆ Works with hardware and software vendors on developing and improving products
- ◆ Supports and updates new wireless technologies
- ◆ Serves as IT training coordinator
- ◆ Ensures compliance with bi-annual CLETS recertification test for all employees and contractors