

# TECHNOLOGY ASSESSMENT



When used effectively, a law enforcement agency's technology can provide accurate and timely data to field officers, management, and the community to enable data-driven decision-making and situational awareness, and improve how the community and the police interact. However, agencies often operate with outdated technology and lack awareness of newer technology and how it can greatly benefit productivity, efficiency, and safety. Through the Department of Justice (DOJ) Bureau of Justice Assistance Project Safe Neighborhoods (PSN) Training and Technical Assistance (TTA) program, CNA offers sites technology assessments to provide them with insight in planning and implementing future initiatives focused on the agency's technical resources and abilities. Through this assessment, agencies will receive feedback that will help them advance their technology-driven justice initiatives.

## ASSESSMENT OBJECTIVES

- Assess local technology capacities in areas such as dispatch software, records management software, the mobile environment, case management, crime analysis, IT support, and other related technologies.
- Identify technological gaps and needs.
- Provide technology recommendations and future TTA opportunities.

## THE PROCESS

The key steps of the assessment process include the following:

1. **Pre-assessment questionnaire:** The PSN TTA team asks the requesting agency to complete a pre-assessment questionnaire, which provides the subject matter experts (SMEs) with a preliminary review of the agency's technology capacity and needs.
2. **Kick off call:** CNA will host a kick off call with the PSN team—including the requesting agency's TTA liaison, analyst, and DOJ support team member—to identify the desired goals and objectives of the assessment and potential dates for the on-site portion of the assessment.



### PRE-ASSESSMENT QUESTIONNAIRE



01

### KICK OFF CALL



02

### SITE VISIT



03

### ASSESSMENT REPORT



04

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3. **Site visit:** During a two-day site visit, SMEs will conduct interviews with key personnel at the requesting agency and with representatives from relevant local, state, and federal partners. SMEs will also attend a CompStat meeting and view any technologies the department has. They will note whether they share systems or networks between the county or city.
4. **Assessment report:** The assessment team will develop an assessment report with findings and recommendations to enhance technological capabilities. SMEs will discuss their findings with the site while developing the report. The PSN TTA team will provide a final report to the site within six weeks of the site visit. The SMEs can debrief the findings of the report via a conference call, at the request of the site.

## SAMPLE ON-SITE VISIT AGENDA

- Hold interviews with local personnel.
  - Chief information officers
  - Technologists
  - Records department staff
  - Crime analyst/statisticians/CompStat report generators
  - Detectives in charge
  - CAD/RMS/jail/mobile solutions
  - Body-worn cameras/CCTVs/license plate readers
  - Case management staff
- Attend CompStat meeting.
- View department technologies.



## POTENTIAL OUTCOMES

- Modified practices or implementation of new practices based on lessons learned
- Improved technological and analytic capacity

## QUESTIONS AND MAKING AN ASSESSMENT REQUEST

If you have questions about this assessment or would like to request the assessment, please consult with your TTA liaison or PSN TTA analyst. You can also complete the PSN TTA request form at the link below.

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