



TECHNOLOGY TRANSFORMATION: GETTING FROM WHERE YOU ARE TO WHERE YOU NEED TO BE

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H AGENDA



- **Introduction**
- From Where You Are:
- To where you need to be:
- Making the Transition
- Wrapping it up
- Discussion / Q&A



INTRODUCTION



- Technology Transformations happen all the time.
 - We tend to see our previous technology as “stable”
 - While viewing the next technology as “fluid”

Understanding that we have been through the process many times before can help reduce the stress and help us pull lessons form the past as we move forward.



INTRODUCTION



- A little bit about me
 - 38+ Years in wireless communications and technology systems
- The majority supporting Public Safety
 - With a County Government
 - With Manufacturers
 - As a Consultant

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- **From Where You Are:**
 - **Evaluation of where you are:**
- To where you need to be:
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FROM WHERE YOU ARE



- What do we mean by “Where you are”
 - “You”; **Your** agency or operation
 - We need to take a broad “all-inclusive” view

We need to consider the current situation with regard to:

- Technology
- Operations
- Environment

H EVALUATION WHERE YOU ARE:



- System Review
 - What systems are in use
 - What technologies are they based on
- Operation review
 - How are those systems used
 - What other aspects of your operation do they affect
- Environmental Review
 - What aspects of your environment affect system use
- Stakeholder Review
 - Who interacts with the system
 - Who is impacted by its use



WHERE YOU ARE: TECHNOLOGY



- Technology is the easiest to describe
 - Where most people start
 - Where most people stop (Unfortunately)
- What are the technologies we use?
- How do we make use of these technologies?
- Aspects where the existing technology falls short?



WHERE YOU ARE: OPERATIONS



- First the 'Top Level'
 - How do we use these systems?
- Then the deeper dive
 - What do we need to accomplish?
- What is working?
 - and what is not?



WHERE YOU ARE: ENVIRONMENT



- What is your environment
 - The physical environment
 - Radio example: coverage, loading, etc.
 - What is your operation environment
 - CAD example: Center Type (Police/Fire/Joint)
 - What is your economic environment
 - High or low funding
 - One time system replacement funding vs. annual revenue flow
- And how does it impact the system
 - And its operation
- What has changed since the system was implemented?
 - What effect has that had on the system
 - And its operation



WHERE YOU ARE: STAKEHOLDERS



Who are your stakeholders?

- Users
 - In office
 - In the field
- Managers
- Administration
 - Political / Governmental structure
- Partners
 - Adjacent Jurisdictions / Agencies
- The Community

H AGENDA



- From Where You Are:
- **To where you need to be:**
 - **Evaluation of where you need to be:**
 - **Information Sources: Where you need to be**
- Making the Transition
- Wrapping it up
- Discussion / Q&A



TO WHERE YOU NEED TO BE



Setting the goal or desired “end state”

- Technology
 - Updated
 - Upgraded
 - Replaced
- Operations
 - Maintained
 - Evolved
 - Re-imagined
- Your Environment
 - Changes since last evaluation
 - Changes within the planning horizon
 - Changes anticipated (forward looking)

H EVALUATION WHERE YOU NEED TO BE:



- Current Requirements
 - Current Unmet Requirements
 - Current Met Requirements!!!
- Emerging Requirements
 - Requirements that could be met by the existing system
 - Requirements that could not be met by the existing system
- Forward Looking Requirements
 - New trends (Technology)
 - New service requirements (Operations)
 - New environmental issues (Environment)



INFORMATION SOURCES: WHERE YOU NEED TO BE



- Current Users
 - In office
 - In the field
- Current Stakeholders
 - Managers
 - Administration
 - Political / Governmental structure
 - Partners
 - Adjacent Jurisdictions / Agencies
 - The Community
- Forward looking
 - Industry Trends
 - Agency Plans
 - Jurisdiction Plans
 - Stakeholder Plans

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MAKING THE TRANSITION



Setting Expectations

- What transition are we making?
 - Repair and minor upgrade
 - Significant upgrade of existing system
 - Replacement of existing system
 - Operational upgrade to new systems
- How are we planning the transition?
 - Hard Cut vs. Migration
 - Anticipated / Acceptable parallel operation period
 - Fall-Back requirements



MAKING THE TRANSITION SETTING EXPECTATIONS



Success and Failure are Defined by *Expectations*

- System A
 - Promises 5 Goals
 - Budgeted at \$5,000,000
 - Delivers 4 Goals, and Costs \$6,000,000
 - System A is a **FAILURE**
- System B
 - Promises 4 Goals
 - Budgeted at \$6,000,000
 - Delivers 4 Goals, and Costs \$6,000,000
 - System B is a **Success**

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- **Wrapping it up**
- **Discussion / Q&A**

H WRAPPING IT UP



- Verify requirements met
 - Document Success
- Document requirements not met
 - Start planning for next system upgrade
- Capture lessons learned
 - Constant process improvement
- Circle back with stakeholders
 - Demonstrate the value of their input

DISCUSSION / Q&A



THANK YOU

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