



# Fire and Police Commission

I/CAD Project Status Report  
October 5, 2023



# Hexagon I/CAD System

- The City's evaluation of Hexagon's I/CAD 9.4 system started in March 2023
- The I/CAD evaluation process included:
  - Most recent I/CAD RFP response – Santa Clara County, CA (2020)
  - Review of I/CAD technical and functional documentation and training material
  - Onsite meetings and observation sessions with an I/CAD 9.4 user – Waukesha County
  - Reference checks with El Paso County, TX; Fairfax, VA; San Jose, CA; Richmond, VA; and Washington, DC
  - Hexagon four-day scripted demonstration process
  - Hexagon project management presentation for a February 2024 cutover
- I/CAD supports the operations of more than 2,500 agencies in 28 countries
- I/CAD features include integrated capabilities for call handling and dispatching, intelligent mapping, field communications, data reporting and analysis, and application integration. I/CAD enhances the quality and availability of critical information, providing a common operating picture for intelligent response

# Hexagon I/CAD System

- After accepting the I/CAD system as an interim solution, the City began working on the I/CAD Contract Amendment, Statement of Work, and Project Schedule
- Contract amendment highlights include:
  - Hexagon providing the I/CAD system at no additional cost to the City
  - Hexagon agreeing to an expedited project schedule to achieve a February 20, 2024 cutover
  - Liquidated damages if Hexagon does not successfully achieve a cutover by March 19, 2024
  - The option for the City to transition to Hexagon's next generation OnCall system within 48 months of the I/CAD cutover date at a cost of \$400,000
- The City and Hexagon reached an agreement in principle by June 2023. This allowed the City and Hexagon to begin work on the I/CAD system while the specifics of the contract amendment were being negotiated
- The contract amendment was signed and fully executed on August 7, 2023

# Hexagon I/CAD System

- The I/CAD Project is on schedule for a February 20, 2024 cutover
- The Executive Steering Committee (ESC) receives weekly updates regarding I/CAD project status
- The ESC has completed two Hexagon Executive Review sessions in which Hexagon leadership is onsite and provides direct information to the ESC.

## Current Project Status



### Overall Project Status

On target for Feb 20, 2024, cutover.

Great progress on configuration; finalizing configuration for I/CAD and interfaces

Preparing for functional testing.



### Overall Schedule

Interface implementation delayed, but still on track for cutover.

Final infrastructure completion

Provide I/CAD documentation.

Review training schedule and preparedness



### Service Request Counts

27 open Monday.com tickets; (24 Low, 2 Medium, 1 High)

Effective testing by Milwaukee



### Customer Tasks

Provide Power BI-License license key.

Facilitate interaction with third Party Interface connectivity (Informer, Axon, Pulsepoint)



### Communication

Weekly PM meetings, regular workshop cadence; team is comfortable with reaching out for Q&A



### Risk Areas

Expedient timeline and task slippage



### Next Actions

I/CAD Configurations, Interface installations, Train the Trainer Sessions, Testing

# Hexagon I/CAD System

- Next steps for I/CAD Project include
  - Complete the I/CAD infrastructure November 1, 2023
  - Complete I/CAD configuration November 1, 2023
  - Complete interface installation November 1, 2023
  - Testing process November 2 – 17, 2023

## Milwaukee I/CAD – Current Project Schedule

