

QUESTION 1. DATA CENTER REPLACEMENT SERVERS

Explanation of “servers”:

“Servers” is common nomenclature for central data processing and storage that sends and receives information and data.

- SAN is a Storage Area Network: This is a server that stores and moves data at the block level. SANs store raw data. “Data” when accessed by software and processed with certain parameters produces “information”, in a document or report.
- NAS is a Network Attached Storage: NAS servers are used for storage of files like MHP video, security camera video, image files and documents. The existing MHP car camera system is based on a series of NAS type “arbitrator servers”.

History Data Center: The Department of Justice (DOJ) Fusion Center (data center) serves as the central data repository and communications center for Montana criminal justice information.

- The sensitive nature of the information in the Fusion Center is the reason it is separate from the SITSD data center.
- The DOJ data center was originally created through federal Homeland Security grants. DOJ has delayed replacement costs over the years through extended service agreements and using equipment that was retired by other agencies.
- DOJ has been actively replacing the aging infrastructure over the past two years. We have reached a point where replacement schedules are beyond current resources.
- DOJ has retired 7 physical servers and condensed into already existing equipment. Updating the data center will allow us to further consolidate individual servers.

Current assessment Data Center:

- Failure to replace the end-of-life equipment will risk critical failure to the Criminal Justice Information System impacting public safety, law enforcement and national security.
- It also creates a risk scenario beyond that allowable under both NIST and CJIS governance requirements.

Efficiencies Data Center:

- Updating data center provides new technologies that come embedded with new hardware and enables us to work more efficiently.
- It also provides increased storage, increase memory, and increased processor capability.
- Allows a reduction in physical space, increases energy efficiency, and allows seamless work with cloud technologies.

Funding needed for replacements moving forward:

- We estimate that updating the servers from this request will extend the lifecycle for another 8 years.

- It is important to note that we are asking for funding to replace servers at the current Data Center to ensure continued operation of the existing infrastructure.

QUESTION 2. SOFTWARE SYSTEMS

DOJ was asked how many COTS (commercial off the shelf) systems we have implemented in the past few years.

The only truly COTS systems would be the FAST (CARS) project and our Kaseya IT Business Management system. Smartcop the CAD/RMS system used by MHP is also a COTS but has been in use for years.

For existing proprietary custom-built systems we have MERLIN system at MVD, and the DCI Computerized Criminal History System which includes Notification Dashboard, Montana State Registry and the Montana Criminal Justice portal. There are several other smaller custom-built in-house systems like Hope Card and End of Life registry that are legacy systems that will be phased out and replaced over time.

The Elastic Stack security software system we replaced was a COTS system. We replaced it with SaaS solutions that allowed us to implement them faster and are more efficient to operate.

CAMERA REPLACEMENTS

History Arbitrator Servers: The current system stores the video on an internal hard drive. To upload the video footage from the cars, an arbitrator server is located at a detachment MHP office. The trooper pulls up to the building and upload the video from the car to the arbitrator server.

Current assessment car cameras:

- The current deployment of Panasonic car cameras is reaching the end of its lifecycle.
- The current software for the existing system has reached end of life and will no longer be supported by the vendor.
- Upgrading the existing camera system is more than just new cameras. It will require upgrading the internal video storage system in the cars and the individual arbitrator servers at each detachment.

Alternatives: There are two technological alternatives to car cameras and the addition of the body cameras.

- An on premise server system like currently exists.
- A cloud based system.

DOJ is analyzing the results from a Request for Information from potential vendors. We are evaluating the costs and efficiencies in both types of systems before beginning the RFP process. Much of this decision also depends on communications infrastructure where the individual troopers are working.

Because of the age of the system, regardless of a cloud-based or on-premises the entire system needs to be upgraded. The camera system is part of the operations equipment deployed for all troopers, just like a gun, a vest, a radio and a car.

Whether we continue with the on-premis system we currently have or move to a cloud-based system the annual funding to support the ongoing maintenance and replacement of the system is still needed.