



Virginia State Police

GARY T. SETTLE

SUPERINTENDENT

AUGUST 17, 2018

OUR PATHWAY FORWARD

“Partnering with law enforcement and the community to provide exemplary service to the Commonwealth with a highly qualified, diverse, and dedicated 21st Century Team.”



Major Products and Services

- ▶ Information Technology Systems
- ▶ Criminal Justice Information Services
- ▶ Telecommunications and the Statewide Agencies Radio System
- ▶ Firearms Transaction Program
- ▶ Sex Offender Registry Program
- ▶ Sex Offender Registry Program Enforcement
- ▶ Concealed Weapons Program
- ▶ Aviation Operations
- ▶ Commercial Vehicle Enforcement Program
- ▶ Counter-Terrorism
- ▶ Help Eliminate Auto Theft (HEAT) Program
- ▶ Drug Enforcement
- ▶ Criminal Investigation and Intelligence Services
- ▶ Uniform Patrol Services
- ▶ Insurance Fraud Program
- ▶ Vehicle Safety Inspections
- ▶ Administrative and Support Services

Information Technology



Information Technology

- ▶ Upon the establishment of VITA, VSP was unable to transform for numerous issues to include VITA's inability to meet CJIS requirements.
- ▶ The result was a split network where VITA was responsible for 20% and VSP was responsible for 80% . VSP sought to separate from VITA to support its own IT Infrastructure.
- ▶ 2013 APA Audit determined that the split network made VSP vulnerable and non-compliant with many security protocols.
- ▶ 2015 SLAIT Report outlined a plan and costs for VSP to separate from VITA at approximately \$40 million dollars over 5 years.
- ▶ 2016 HB30, Item 476i directed VSP to report on IT projects and to use the \$5 million in Central Appropriations to mitigate security risks.
- ▶ 2016 DPB required a Decision Brief to access funds and authorized \$3.4 million to mitigate security costs.

Information Technology

- ▶ 2017 HB30 Item 475. 3a directed the agency to provide a report addressing the steps for VSP to assume responsibility of its IT Infrastructure (Separate from VITA).
- ▶ 2017 SLAIT updated the 2015 Report and provided recommendations for VSP security tools .
- ▶ April of 2017, VSP suffered a malware attack that caused the agency to lose access to Internet and vital systems. The out of scope network (80%) was not impacted by the malware. Out of scope assets allowed the agency to develop workarounds to minimize impact to citizens.
- ▶ July of 2017, VITA proposed that Mandiant FireEye conduct an assessment of the attack and make recommendations for the future.
- ▶ August 2017, at the direction of the Governor, VITA activated the Internet.

Information Technology

- ▶ The Mandiant assessment was limited in scope and found problems with the split network as well as the response to the malware incident. The report recommended that VSP become part of the Commonwealth's network.
 - ▶ VSP later learned that it was responsible for paying for the assessment. Approval was granted to use a portion of the remaining Item 476i funds.
- ▶ Through numerous discussions, VITA made a compelling argument that the change in technologies and the new Enterprise business model would allow them to meet the unique law enforcement needs of VSP.
- ▶ On March 8, 2018 the Secretary of Administration and Secretary of Public Safety & Homeland Security approved a plan to transition the bulk of the Virginia State Police (VSP) IT environment to the new VITA contract model.
- ▶ According to VITA, the remaining 476i funding in Central Appropriations will support VSP's transition costs.

The Transition

- ▶ VITA has announced Notice of Termination of the contract with NG and the transition of managed services to SAIC effective August 18, 2018.
 - ▶ VSP management along with a representative from the Secretary of Public Safety & Homeland Security meet with VITA management monthly to discuss progress.
 - ▶ The contract termination has caused nearly all work requests to come to a stop. It is anticipated that the effort to get VSP enterprise ready will resume towards the end of August or early September.
- ▶ VSP was provided a project timeline for Enterprise Readiness Activities that has an estimated completion date of August 31, 2020.
- ▶ The Google Mail transition was challenging and solutions are still needed for the Virginia Fusion Center to send high volume mail.

The Transition - Operational Status

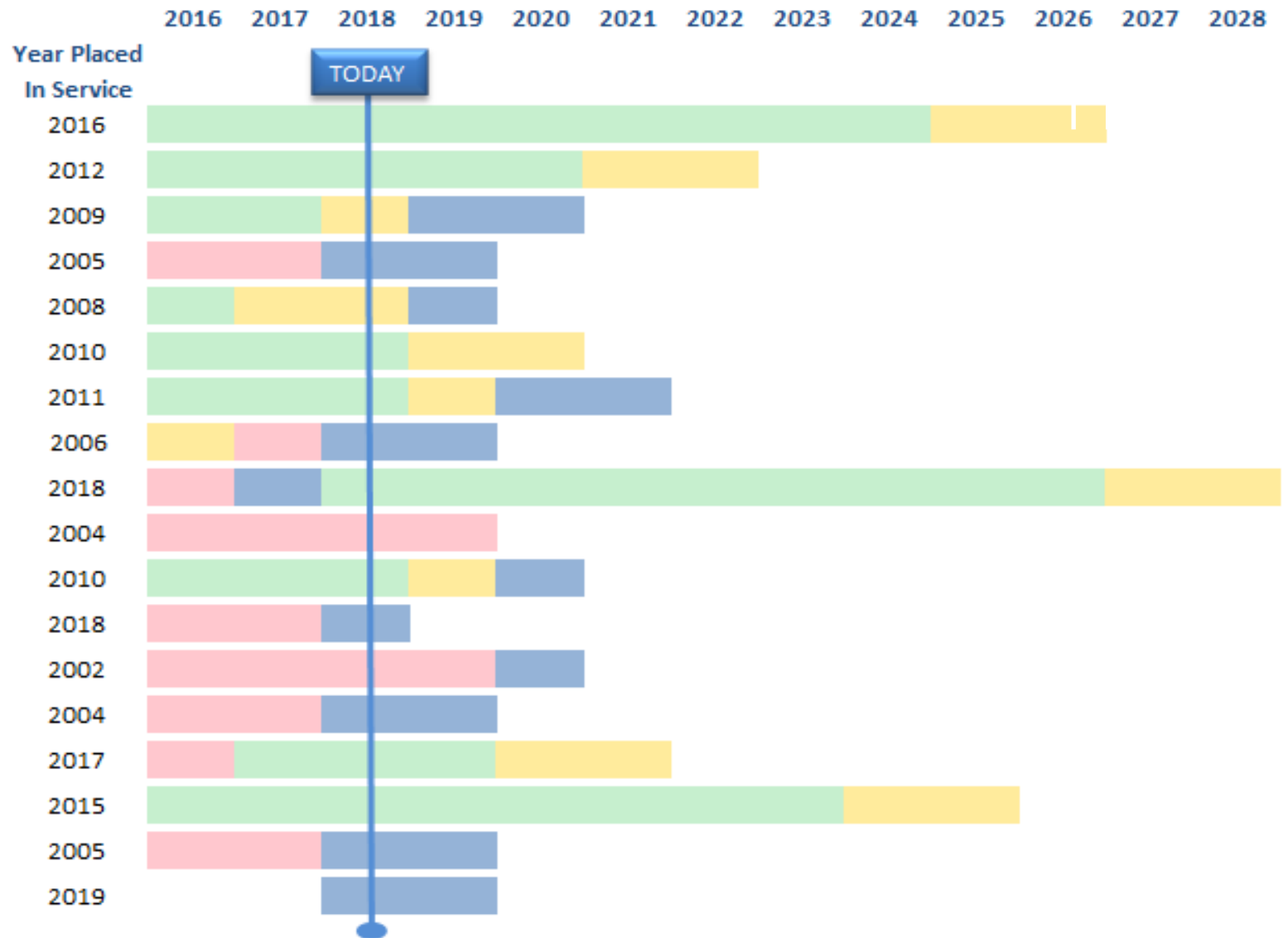
- VSP still operating in diminished state from the 2017 malware attack.
 - Web proxy work request still not complete – out of scope assets cannot reach the internet.
 - Still working to regain necessary Local Admin Rights across the enterprise.
 - Windows updates / patching and software updates are sporadic and create security concerns.
 - PC refresh: 35% of computers are eligible but not scheduled.
 - VSP continues to see monthly costs increase: The most recent July bill increased ~ \$140,000 or an additional \$1,680,000 per year.
 - Despite agency transition, VSP still pays ~\$57,000 per month in legacy fees.

The Transition

- ▶ VSP continues to work with VITA in support of the agency's transition; however, many questions/concerns remain:
 - ▶ The future costs are unknown.
 - ▶ VSP has not met with the service providers (vendors) to address the agency's unique law enforcement requirements.
 - ▶ Even after the transition, VSP will continue to be responsible to fund and maintain all applications.
 - ▶ The plan to address existing work requests has not been provided.
 - ▶ The existing service levels are not sufficient and there are no available details about future service levels.

Life expectancy of VSP IT systems

System Name	System Code	Year Placed In Service
Computerized Criminal History	CCH	2016
Consolidated Applicant Tracking System	CATS	2012
Firearms System	FIREARMS	2009
Sex Offender Registry	SOR	2005
Master Name Index	MNI	2008
Motor Vehicle Inspection Program	MVIP	2010
Law Enforcement Activity Management System	LEAMS	2011
Oracle eBusiness Suite	OEBS	2006
Evidence Management System	EMS	2018
Document Management System ¹	DMS	2004
Billing ²	BILLING	2010
Incident Based Reporting ³	IBR	2018
Amber Alert ⁴	AMBER ALERT	2002
CARE, CPAS, WARS, TETS (BFO Operations)	CAD	2004
Asset Management	AIMS	2017
Activity Tracking Reporting System	ATRS	2015
Global Reporting Interface ⁵	GRI	2005
National Concealed Handgun Permit	NCHP	2019



- ¹ IT recommends the retirement of DMS and migration to Perceptive
- ² New Agency-wide Billing System sponsored by P&F
- ³ IBR is being replaced with Beyond 2020
- ⁴ New system to replace Amber, Adult, Silver, & Blue Alert Systems
- ⁵ GRI is being replaced by the Data Warehouse

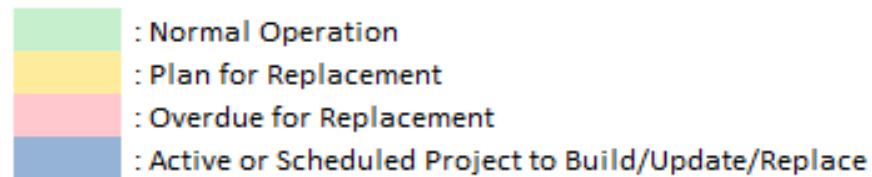




Photo: Virginia Department of Transportation

The STARS System Integrator Contract with Motorola was Awarded In 2004

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- ▶ Portable, mobile, SIRS radios and DVRs are currently at their end-of-life. Parts will soon be no longer available which creates a significant risk to public safety.
- ▶ Current radios will not support enhanced security and operational features. Vital performance and security features need to be added. Industry standard is ~12 years, this equipment is 13 years old.

Initial Bond Funding

▶ Revised Contract appropriations cost for STARS:	\$361,200,000
▶ Phase 1 Cost:	\$346,186,399
▶ Bond Funds remaining at completion of Phase 1:	\$15,013,601
▶ New site construction Phase 2:	\$3,218,788
▶ New site construction Phase 3:	\$1,619,871
▶ New site construction Phase 4:	\$4,046,542
▶ Phase 5:	\$1,787,150
▶ Remaining Procurement Balance:	\$4,341,250

Chapter 836, Item 422 -I

- ▶ Purchase of fixed repeaters for STARS through the Department of Treasury's Master Equipment Leasing Program: *1.1. Included in this appropriation is \$620,371 in the second year from the general fund for the annual debt service for the Department to purchase fixed repeaters for the Statewide Agencies Radio System (STARS) through the Department of Treasury's Master Equipment Leasing Program.*

- ▶ GTR8000 Repeater Radio Upgrade: \$5,988,371.13

All 22 STARS user agencies require updating

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Chesapeake Bay Bridge and Tunnel Police

Department of Agriculture and Consumer Services

Department of Alcoholic Beverage Control

Division of Capitol Police

Department of Conservation and Recreation

Department of Corrections

Department of Emergency Management

Department of Environmental Quality

Department of Fire Programs

Department of Forestry

Department of Game and Inland Fisheries

Department of Health

Department of Juvenile Justice

Department of Military Affairs

Department of Mines, Minerals, and Energy

Department of Motor Vehicles

Department of State Police

Department of Transportation

Virginia Information Technologies Agency

Virginia Marine Resources Commission

Virginia Port Authority

Buchanan County

STARS is the Commonwealth's Radio System

STARS Infrastructure Upgrades

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- ▶ Due to internal savings, VSP has expended ~\$9 million over the last 3 years geared to:
 - ▶ Tower related equipment, such as structural steel , antennas, transmission line, associated connectors, hardware, and subscriber equipment such as, radios, portables, and consolettes, etc.
- ▶ Statewide Radio Contract – VITA negotiates and manages this contract.
- ▶ VSP has a service contract with Motorola (exp. 2019)

Reports

- ▶ October 2017 VSP Report: \$136,896,790
 - ▶ This amount was based on the anticipated costs from the Annual Report of Expenditures for Equipment Replacement.
- ▶ Motorola Financing White Paper: \$118,903,782
 - ▶ Incentives if contracted by December 1, 2018: (\$20,903,782)
 - ▶ Final price including incentives: \$98,000,000
- ▶ Difference between 2017 Report and Motorola White Paper:
 - ▶ Motorola report includes ~\$21 million in savings, but does not include: SIRS radios and Microwave Network upgrade.

VSP Current Costs Estimate

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- ▶ Facilities & Contractors: \$4,663,500
- ▶ Subscriber Subtotal: \$111,204,429
- ▶ Infrastructure Subtotal: \$25,260,534
- ▶ Internal STARS Procurements: (\$8,925,162)
- ▶ Internal STARS Planned Procurements: (\$2,318,030)
- ▶ Total Upgrade Cost: \$129,885,271
- ▶ Why the difference with 2017 VSP Report
 - ▶ Quantities of radios and radio cost changed, service expenses not previously included (property management, scheduling, install facilities, etc.), internal procurements added, existing radio buy-back not previously included and some items on the 2017 report have not been included in this cost estimate.



Moving Ahead

Moving Forward

- ▶ Long-term strategic planning that engages all aspects of the agency.
- ▶ VITA Transition while ensuring the agency maintains the flexibility to effectively investigate criminal activity.
- ▶ Automation of business practices to promote efficiency.
- ▶ Information Technology Investment Board – promotes employee innovation and solutioning to the challenges ahead.
- ▶ Staffing – continue to seek additional human resources (sworn and civilian) in support of the agency's overall mission.

Moving Forward

- ▶ Constantly seek innovative strategies to improve upon our highly qualified and diverse workforce.
- ▶ Engage all stakeholders in pursuit of creative solutions to 21st Century challenges.
- ▶ Leverage technology to promote efficiency and safety.
 - ▶ E-Summons
 - ▶ Expanded use of Unmanned Aerial Vehicle Systems for vehicle crashes, crime scenes, and other unique law enforcement missions
 - ▶ Expanded Computer Assisted Dispatching with GIS Mapping
 - ▶ Body cameras pilot (6 Units being evaluated in the Richmond area)

Moving Forward

- ▶ Enhance our employee wellness programs to care for our most valuable resources (Mental and physical well-being).
- ▶ Service excellence – continue to provide exemplary service, while growing partnerships with the community and other law enforcement.
- ▶ Enhance work environments for our employees.
 - ▶ Improve infrastructure to provide a healthy and productive work environment.
 - ▶ Continue to promote employee engagement through active communication.
 - ▶ Ensure that all employees are aware of opportunities for growth.
- ▶ Promote collaborative relationships across the Commonwealth.

Risks and Rewards

▶ **Risks:**

- ▶ Inability to meet expectations.
- ▶ Disenchanted and dwindling workforce.
- ▶ Infrastructure continues to deteriorate driving costs up.

▶ **Rewards:**

- ▶ We set the standard for excellence in law enforcement.
- ▶ We are able to attract and retain a highly qualified and diverse workforce.
- ▶ Infrastructure grows with the agency in support of the mission.
- ▶ We are able to effectively support all localities promoting true collaboration across the Commonwealth.



Thank you

GARY T. SETTLE

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