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Inter-Departmental Communication

Office of the City Auditor

Date: August 4, 2014

To: Jan Marcason, Chair, and Members of the Finance, Governance & Ethics Committee

From: Douglas Jones, City Auditor

Subject: Fire CAD Life Cycle

At the April 30th Finance, Governance and Ethics Committee meeting, members of the committee asked about the life cycle of the software and hardware for the Fire Department's Computer Aided Dispatch (CAD) System.

Based on a review of professional literature, we determined there are no industry standards for the life cycle of CAD software. Whether or not to replace CAD software depends on several factors, such as:

- Is the software providing needed operational capabilities?
- Is the vendor still providing a reliable or stable product?
- Is the vendor still supporting the product?
- Is the vendor still in business?

Fire Department staff did not express any concerns with the current CAD system. They upgraded to a newer version of the CAD software on May 13 and 14. Although Fire did not include replacing the CAD system in their current strategic plan as one of their goals and objectives, it did identify exploring new CAD technology as one of the opportunities for the Department.

The Fire Department's IT manager told us that the department usually replaces the CAD server before the warranty period ends.   The current CAD server's warranty will expire towards the end of 2014. It will cost around $6,000 to $7,000 to replace the server. The Fire Department requested funding to replace the CAD servers in the fiscal year 2015 budget, but the request was not approved.

The computers and monitors used by the Fire CAD are under the city's PC Life Cycle program. According to the program manager, the city's replacement goal is four years. This goal, however, is dependent on funding and the ability to procure equipment via a city contract.

If you have any questions, please feel free to contact me.

cc: Mayor Sylvester "Sly" James Jr.
        Members of the City Council
        Troy M. Schulte, City Manager
        Paul Berardi, Fire Chief