



## **Review of Maryland Coordination and Analysis Center (MCAC) Technology Assistance**

### **Client Agency**

Maryland Coordination and Analysis Center (MCAC)  
Baltimore, MD

### **Participating IJIS Institute Staff**

Donald Gabbin  
Project Manager

### **Participating IJIS Institute Consultants and Firms**

Brian Regli, Chief Executive  
*Drakontas, LLC.*

Liz Fretz, Senior Policy Analyst  
*PKH Enterprises*

Albert Mowatt, Business Policy Analyst  
*PKH Enterprises*

### **Dates Onsite Services Provided**

January 14, 2011

### **Overview of Technology Assistance Request**

The Bureau of Justice Assistance (BJA) received the request for Technology Assistance (TA) from the MCAC and forwarded the inquiry to the IJIS Institute. Upon internal approval to proceed with the TA Engagement, the IJIS Institute staff worked directly with the MCAC staff to refine the request requirements and begin the TA process following the established IJIS Institute TA Methodology. A TA Questionnaire was completed and reviewed and subsequently a Letter of Agreement (LOA) was negotiated jointly authorizing the TA Engagement.

As defined in the LOA, the primary goals of this TA Engagement were to assist the MCAC by:

- ◆ Providing the MCAC with guidance on what contact management methodologies and processes should be improved and updated
- ◆ Determining if the MCAC should upgrade its contact management procedures
- ◆ Considering how the MCAC could begin a plan to begin leveraging social media.



## **Type of Technology Assistance Services Provided**

The TA Team performed a site visit for the MCAC on January 14, 2011 and conducted a series of meetings with key project managers, stakeholders, and technical staff. These activities were necessary to complete the scope of work as outlined in the IJIS Institute LOA, which is included in [Appendix B](#).

The IJIS Institute provided a team of experts in justice and public safety system integration, network design, and IT security practices. These consultants represented a consortium of IJIS Institute Member companies and alliance partners that possess the required experience and expertise in: justice and public safety domains, relevant technologies and product sets, and the applicable information sharing standards and capabilities.

Specific onsite activities that were performed by the TA Team included:

### Problem definition:

- A review of relevant current and planned systems, technology, and business processes and the defining of problem areas
- A review of policies, facilities and infrastructure relevant to supporting operations and defining problem areas.

### Current situation assessment:

- Gather information and documentation on current and planned systems, facilities, and infrastructure and assess their current support of the business processes and organization.

### Needs analysis:

- Determine business process and organizational needs
- Develop the systems and technology needs.

### Recommendations:

- Develop general recommendations and next steps.

### Timeline and actions and initiatives:

- Define major initiatives
- Sequence and prioritize actions to be taken.

The key scheduled events and respective dates that were agreed to are as follows:

- Consultant Selection by the IJIS Institute: 10/28/2010
- Preparatory Materials Provided by Client to the IJIS Institute: 11/5/2010
- Pre-Site Visit Conference Call with Client: 12/10/2010



- Site Visit: 01/14/2011

#### Report Development and Final Submission:

- Draft Report to Client for Review/Comment: 03/18/2011
- Draft Report to BJA for Review/Comment: 05/16/2011
- Final Report: 06/15/2011

#### **Overview of Observations and Recommendations**

A copy of the full TA report is available to authorized personnel only and can be found on the IJIS Institute web site at [www.ijis.org](http://www.ijis.org).

#### **Contact Information**

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