
Public Safety & Court Committee

DEPARTMENT: Information Technology
FROM: James Grommersch, Chief Technology Officer, IT
MEETING: November 6, 2024

SUBJECT:

Provide an update on the new CAD/RMS System, data center construction, and infrastructure enhancements to improve public safety operations. (Staff Contact: James Grommersch, Chief Technology Officer)

SUMMARY:

Currently BTX-IT has been working on data center construction and ethernet private line (EPL) in preparation for starting the new CAD/RMS system installation. Back in 2016 nine agencies in Johnson County elected to form a consortium to help fund and support a unified CAD/RMS Solution hosted by the City of Burleson. In 2020 CentralSquare had informed BTX staff that they planned to sunset the OSSI software prompting a comprehensive search in 2021 for a replacement. In April 2023, the City Council approved implementing CentralSquare's new Enterprise CAD/RMS system and the data center work required to house the new infrastructure. During the search the City was informed that the consortium members would be selecting a different CAD system than Central Square Enterprise, they are currently expected to go-live in April of 2025. To ensure communication & data sharing between the agencies, everyone purchased the Unify CAD-to-CAD solution.

Essential infrastructure work is underway to support the new CAD/RMS implementation. We are finalizing network upgrades to enhance connectivity across our three data centers, installing Uninterruptible Power Supplies (UPS) for power redundancy, and preparing for a Dell-assisted server migration scheduled for November. Additionally, CAD hardware will be relocated to the new data center, and a stretch cluster will be established for failover capabilities. The CAD project is scheduled to begin following these infrastructure upgrades, with an anticipated 18 to 21-month implementation timeline.

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