

THE NEW YORK POLICE DEPARTMENT

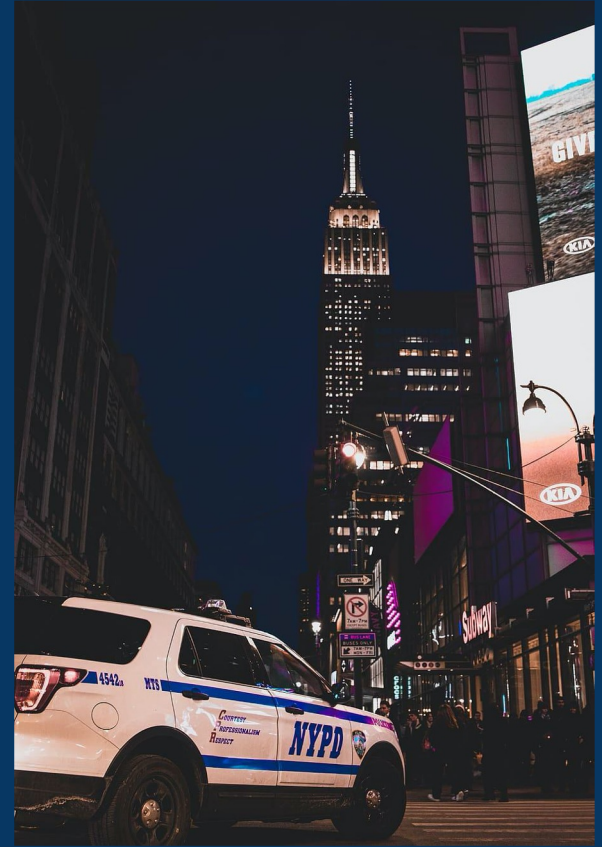
Management of Information Systems | Professor Edmund Miller

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Introduction

- The New York Police Department (NYPD) is the largest police department in the United States.
- Has a highly trained IT department that manages and maintains their technological infrastructure.
- IT department consists of skilled professionals who work around the clock to keep systems, networks, and data secure.



The NYPD & Technology:

The IT department relies heavily on technology to gather and analyze crime data, monitor surveillance cameras, and communicate with officers in the field.

They are also responsible for developing and implementing new technologies to improve the department's efficiency and effectiveness in fighting crime.

The NYPD's IT department is a critical component of the department's overall mission to keep New York City safe.



How Does the NYPD Manage Technology:

Their Information Technology (IT) Department is characterized by a division of 2,000 employees of multiple organizations that are broken down into *subsections*:



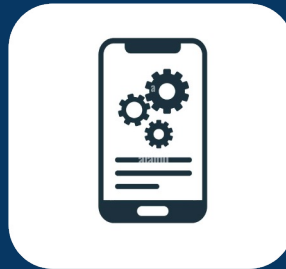
Operations



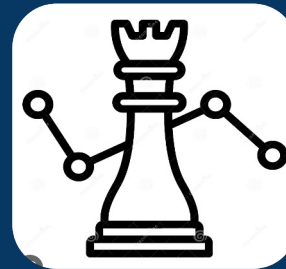
Information Security



Application Development



Strategic Development

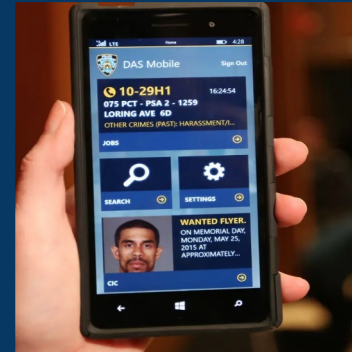
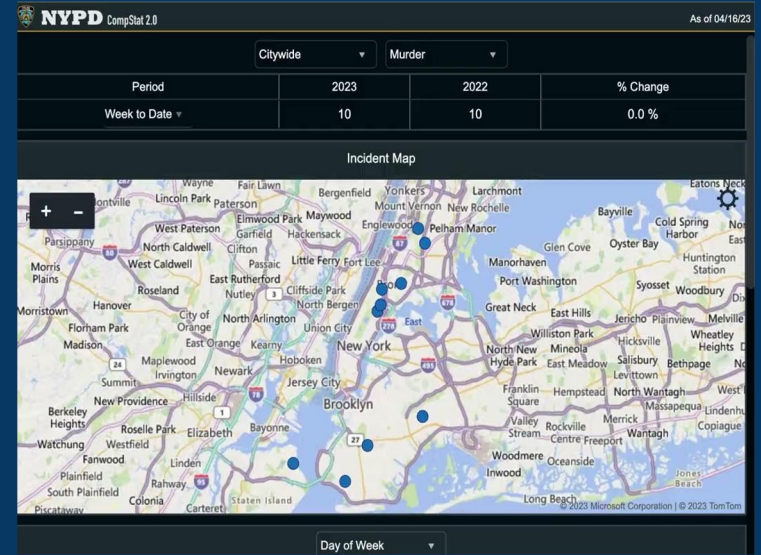


IT Architecture



NYPD Technology Equipment:

- Smartphones for all Police Officers
- Tablets for Patrol Vehicles
- ShotSpotter Technology
- Domain Awareness System (DAS)
- Automatic Vehicle Locator
- Digitized CompStat Reports



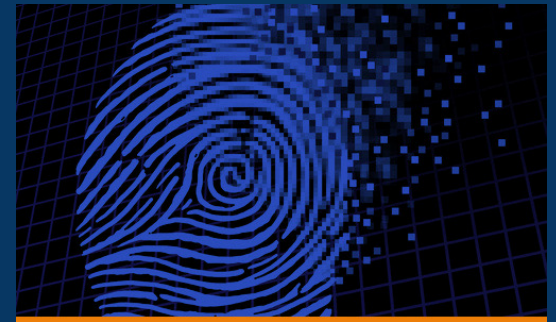
How does your company protect data?

- NYPD is very IT Security driven.
- Data provisions are put in place due to the sensitivity of the information the department carries.
- Unlike other standard mobile devices those working in the NYPD are provided with a dual authenticator to unlock their phones.
- If a device were to be lost or stolen a kill switch would be done and this eliminates all sensitive information off from the device.
- A kill switch is a tool that is an app on the phone that controls the software.



What could happen if data isn't protected?

- If data doesn't meet the data security requirements the entire operation is at risk
- Identities can be stolen & SSN's compromised
- Leaked information reaches the public or press
- Increased vulnerability
- Possible Data breach
- Repeated attacks
- Legal liability



What does the firm do to enforce data security?

The Customer Service Section (CCS) is responsible for all operational aspects of the IT bureau, including support and maintenance. If any issues arise with the 500 applications they use, this unit, which comprises 200 members, is responsible for ensuring they are up and running smoothly.

Director of IT Client Services:

- Manages the technology that the department uses daily like mobile phones and desktops for all employees.
- Ensures that the arrest processing system is functioning properly to collect fingerprints and check for prior arrests (aka "Rap Sheet") in databases.
- Oversees the "nyspin" system to identify individuals using their licenses and license plates from various states.
- Ensures all applications are available 24/7.
- Oversees the technical arm of 911 and the 11,000 call takers who use technology to assist emergency calls at PSACS Public Safety Answering Communication Center.



Porter Analysis

Supplier Bargain: LOW: Past High

Buyer Bargain: HIGH

Threat New Entrants: HIGH

Competitor Rivalry: HIGH

Threat Substitute: LOW



Porter Strategy

- Improve Customer Service
- Service Development / Innovation
- Technology Innovation



Conclusion

- The importance of being a Director of IT Client Operations for NYPD
- The company manages technology
- The company protects its data
- How is it related to MIS
- The NYPD has resources to help improve their technical workplace.



THANK
YOU