



MCAC Assessment of Technology Assistance Needs

Client Agency

Maryland Coordination and Analysis Center (MCAC)
Baltimore, Maryland

Participating IJIS Institute Staff

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Dates Services Provided

June through September 2008 (with onsite visit July 21-22, 2008)

Overview of Technology Assistance Request

The Maryland Coordination and Analysis Center (MCAC) requested a Technology Assistance (TA) engagement from the IJIS Institute. Given MCAC's status as Maryland's state fusion center, and BJA's new direction in the handling of fusion center TA requests across BJA TA providers, the IJIS Institute referred MCAC's request to the newly created fusion center TA Partner team led by BJA and comprised of Institute of Intergovernmental Relations (IIR), the National Consortium for Justice Information and Statistics (SEARCH), the Federal Bureau of Investigation (FBI), the Department of Homeland Security (DHS), and the IJIS Institute.

Given the substantial number of non-prioritized TA needs, the three BJA Fusion Center TA providers (SEARCH, IIR, and the IJIS Institute) conducted a shared site visit with the purpose of identifying how MCAC can best benefit from a full BJA TA engagement. In addition to a TA recommendation and associated draft letter-of-agreement, the TA Team also decided to supply four immediate deliverables: Observations and Recommendations, an Entity Relationship Model, an Information Flow Diagram, and Prioritized Exchanges.



Type of Technology Assistance Services Provided

The primary purpose for the site visit was to define and document recommendations for TA engagements that would most benefit the MCAC. Many general observations and recommendations were derived from and shared during the visit, but two specific TA recommendations were deemed as having the highest immediate value.

- ◆ Develop an MCAC Technology Roadmap Framework; and
- ◆ Create an RFP to build a record and work management system.

These two TA recommendations are made by the TA Team in consideration of MCAC's current capabilities and perceived limitations, as well as identified gaps between MCAC's current environment and those defined in the aforementioned, long-term technology goals.

Overview of Observations and Recommendations

Beyond the immediate TA recommendations, the TA Team also identified and discussed the following ten key, business-related recommendations.

1. Make local staff investments to secure IT expertise.
2. Fully exploit available training resources.
3. Implement the TLO program.
4. Participate in the SAR Library project and investigate possibility of full SAR Evaluation Environment participation.
5. Evaluate and define privacy policies, especially as they relate to hosting persistent data and sharing personally identifiable information.
6. Develop an implementation strategy and comprehensive project plan for realization of the MCAC Technology Roadmap.
7. Perform necessary outreach and communication to gain buy-in and sponsorship for an MCAC Technology Roadmap (from bodies such as ATAC).
8. Define requirements and plan for deployment of a records and work flow management system.
9. Develop a technology usage and development plan.
10. Fully exploit fusion center resources and participate in fusion center-related events.



Beyond the immediate TA recommendations, the TA Team also identified and discussed the following seven key, technology-related recommendations.

1. Conduct a thorough assessment of current technology using the Technology Assessment Tool.
2. Establish an ability to retain and persist key data elements.
3. Develop an MCAC Technology Roadmap.
4. Review the needs and expectations for a statewide gang intelligence system.
5. Determine the availability of data to support the effective use of GIS tools.
6. Determine the need and applicability of advanced analytic and statistical analysis tools.
7. Define information exchange requirements and opportunities.

Contact Information

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