STANDARD OPERATING PROCEDURES

ADMINISTRATION DIVISION

COMPUTER SUPPORT UNIT

City of Miami

DANIEL J. ALFONSO
City Manager

COMPUTER SUPPORT UNIT

STANDARD OPERATING PROCEDURES
MASTER INDEX

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

11/30/16
Effective Date

City of Miami

DANIEL J. ALFONSO
City Manager

COMPUTER SUPPORT UNIT

STANDARD OPERATING PROCEDURES

LETTER OF PROMULGATION

TO: ALL PERSONNEL, COMPUTER SUPPORT UNIT

The enclosed Standard Operating Procedures are established to provide guidelines for the effective management and efficient operation of the Computer Support Unit of the Miami Police Department.

The procedures set forth here supplement, but do not supersede, the Departmental Orders or other Administrative and Operational Directives, and they are formulated accordingly. Unforeseen conflicts between the Standard Operating Procedures and the already existing Departmental Orders or Directives will be arbitrated and resolved through the Section Commander.

Personnel assigned to the Computer Support Unit will read and follow these procedures, the Departmental Orders and any pertinent Directives; and any conflict between them will be reported to the immediate supervisor. Personnel are responsible for the contents of these Standard Operating Procedures and shall perform their duties in accordance with the guidelines specified herein.

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

11/30/16

Effective/Date/

City of Miami

EMILIO T. GONZALEZ, Ph.D.
City Manager

COMPUTER SUPPORT UNIT

STANDARD OPERATING PROCEDURES

ENDORSEMENT SHEET

First Quarter
Inspection:

_____
Section Commander

1/2/19
Date

Second Quarter
Inspection:

_____
Section Commander

4/1/19
Date

Third Quarter
Inspection:

_____
Section Commander

7/1/19
Date

Fourth Quarter
Inspection:

_____
Section Commander

10/1/19
Date

Annual
Inspection:

_____
Section Commander

1/20/19
Date

City of Miami

ARTHUR NORIEGA, V
City Manager

COMPUTER SUPPORT UNIT

STANDARD OPERATING PROCEDURES

ENDORSEMENT SHEET

First Quarter
Inspection:

_____
Section Commander

3/23/2020
Date

Second Quarter
Inspection:

_____
Section Commander

4/8/2020
Date

Third Quarter
Inspection:

_____
Section Commander

7/13/2020
Date

Fourth Quarter
Inspection:

_____
Section Commander

10/1/2020
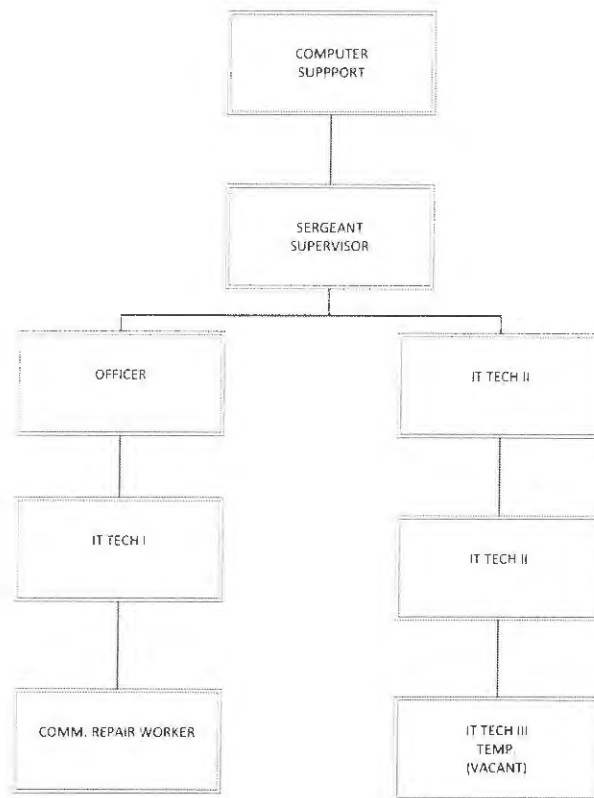Date

Annual
Inspection:

_____
Section Commander

_____
Date

City of Miami

DANIEL J. ALFONSO
City Manager

COMPUTER SUPPORT UNIT

STANDARD OPERATING PROCEDURES

ORGANIZATIONAL CHART

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            ┌──────────────────┐
            │    COMPUTER      │
            │    SUPPPORT      │
            └────────┬─────────┘
                     │
            ┌────────┴─────────┐
            │    SERGEANT      │
            │   SUPERVISOR     │
            └────────┬─────────┘
          ┌──────────┴──────────┐
   ┌──────┴──────┐       ┌──────┴──────┐
   │   OFFICER   │       │  IT TECH II │
   └──────┬──────┘       └──────┬──────┘
   ┌──────┴──────┐       ┌──────┴──────┐
   │  IT TECH I  │       │  IT TECH II │
   └──────┬──────┘       └──────┬──────┘
   ┌──────┴──────┐       ┌──────┴──────┐
   │    COMM.    │       │  IT TECH III│
   │REPAIR WORKER│       │    TEMP     │
   └─────────────┘       │  (VACANT)   │
                         └─────────────┘
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Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

11/30/16

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City of Miami

DANIEL J. ALFONSO
City Manager

COMPUTER SUPPORT UNIT

STANDARD OPERATING PROCEDURES

MISSION, GOALS, AND OBJECTIVES

I. **MISSION**

The mission of the City of Miami Police Department Computer Support Unit is to support all Information Systems functions within the Miami Police Department. The Computer Support Unit also directs the information systems operations within the Miami Police Department.

II. **GOAL**

The goal of the Computer Support Unit is to facilitate the department's use of computer services.

III. **OBJECTIVES**

A. To provide 99.9% network operations uptime.
B. To respond to requests for computer information and assistance from outside criminal justice agencies within 1 week.
C. To respond to employee requests for general computer services within 48 hours.
D. To review official bulletins for personnel transfers effecting password access and make necessary changes within 24 hours.
E. To attend D.C.J.I.S. meeting once each month.
F. To evaluate assignments of computers twice annually (March and September).
G. To plan and arrange for the installation and moving of computers as needed.
H. To troubleshoot microcomputer hardware/software malfunctions within 48 hours of notification.
I. To review information systems security on a monthly and annual basis to maintain systems integrity

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

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DANIEL J. ALFONSO
City Manager

COMPUTER SUPPORT UNIT

STANDARD OPERATING PROCEDURES

DUTY HOURS AND DRESS

DUTY HOURS

The Computer Support Unit office, providing sufficient personnel are assigned, will be staffed Monday through Friday from 0600 to 1700 hours daily. Coverage is designed to accommodate contact with Patrol Section roll calls.

Employee days off and working hours may be flexible, but will meet the needs of the unit.

Assignments specified above will be subject to modification at the discretion of the unit supervisor and/or unit commander in accordance with the needs of the unit.

DRESS

Sworn personnel may wear the police uniform or civilian clothing at the discretion of the unit commander. In order to maintain an identity with uniform personnel the police uniform shall be worn when presentation and training are given to line units.

Civilian personnel shall be presentably attired.

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I.T. Support Section

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City Manager

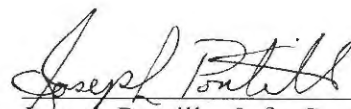## COMPUTER SUPPORT UNIT

STANDARD OPERATING PROCEDURES

DUTIES AND RESPONSIBILITIES OF MEMBERS

SERGEANT, UNIT SUPERVISOR

1. Overall management and supervision of the Unit and its personnel.
2. Quality control of all information generated by the unit.
3. Participation in meetings and applicable matters of concern to the Unit.
4. Conduct quality control on all serviced equipment.
5. Prepare the budget for the Computer Support Unit.
6. Maintain and Support all PCs and MDCs.
7. Maintain Work Order Request Prioritization
8. Project Coordinator
9. Maintain effective liaison with other Departmental Units to assess their needs and respond effectively to their requests.
10. Other duties as assigned.

SUBORDINATE PERSONNEL

1. Maintain an accurate inventory of all equipment.
2. Respond to work order requests in a timely manner.
3. Ensure that all equipment is serviceable and ensure that all broken equipment is repaired in an expeditious manner.
4. Complete other assigned tasks as directed.

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

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COMPUTER SUPPORT UNIT

STANDARD OPERATING PROCEDURES

PROGRAMS, PROJECTS AND FUNCTIONS

I. **PROGRAMS:**

   N/A

II. **PROJECTS:**

   A. M.D.T. Mobile Data Computers.
   B. LAN-WAN Network Operations.
   C. Police Server Operations.
   D. Police Internet Web site.
   E. New CAD-Records Management Systems.

III. **FUNCTIONS:**

   A. Computer Systems Administrator
   B. Help Desk Support
   C. Project Management

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

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COMPUTER SUPPORT UNIT

STANDARD OPERATING PROCEDURES

POLICIES

I.   A Computer Support Unit representative will attempt to attend all meetings involving computer related items and the police department.

II.   The Unit Supervisor will monitor the police department's compliance with the CJIS Security Agreement.

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

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COMPUTER SUPPORT UNIT
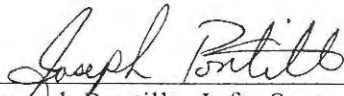
STANDARD OPERATING PROCEDURES

S.O.P.   1

SUBJECT: COMPUTER EQUIPMENT INVENTORY

PURPOSE: To maintain accountability of all computers and computer equipment including but not limited to Mobile Digital Computers (MDCs), PCs; Servers, Routers, printers owned by the City of Miami Police Department.

SCOPE:

    I.   MDT Inventory Control
       The Computer Support Supervisor will periodically spot check police vehicles which have been assigned an MDC. Any discrepancies found will be reported in writing to the Commander of the I.T. Support Section.

    II. Disabled / Damaged MDCs
       The Computer Support Supervisor will periodically check the GSA Garage and Radio to insure that wrecked vehicles with MDCs are stripped of the MDCs, mounts, radios, modems and wiring harnesses.

    III. PC Equipment Inventory
       The Computer Support Supervisor will periodically spot check PCs, printers and other peripherals inventories to insure the proper allocation of PCs to units and "spares" pool.

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

11/30/16
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City Manager

COMPUTER SUPPORT UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   2

SUBJECT: INFORMATION SYSTEMS SECURITY AND ACCESS AUTHORIZATION

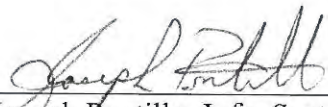**PURPOSE:**   To establish guidelines for the maintenance of security of all police information systems.

SCOPE: Due to the sensitivity of information stored with all Miami Police Information Systems it is necessary to maintain absolute control and supervision over all possible methods of access to these systems in order to guarantee system integrity and security.

I.   General Access Authorization

A. Before any access is issued an authorization form must be completed and signed by the Section Commander. The only exception is for limited inquiry on non-sensitive information based on a person's current assignment. The Computer Support Unit Supervisor will evaluate requests to determine if an access form is necessary.

B. A thorough knowledge of the contents of the computer files is required in order to make a final determination of the "Need to Know" availability of the files in question. The determination will be resolved between the Computer Support Unit and the Section Commander.

C. Access to files or systems will be purged based on employment status.

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

2/4/19

Effective Date

City of Miami

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COMPUTER SUPPORT UNIT

STANDARD OPERATING PROCEDURES

S.O.P.   3

SUBJECT: DEPARTMENTAL REQUEST FOR INFORMATION SYSTEMS SERVICES

PURPOSE: To establish a procedure for the completion of Information Systems Service Requests.

SCOPE: Processing requests for Information Systems service:

I.   General Requests:

The following requests for information systems services will be logged in the Computer Support Unit's Work Order System:

      A. Hardware maintenance requests
      B. Configuration modifications
      C. Security System Access requests
      D. General troubleshooting requests.

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

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City Manager

COMPUTER SUPPORT UNIT

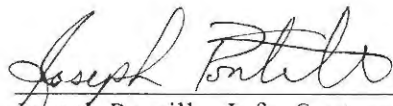## STANDARD OPERATING PROCEDURES

S.O.P.   4

SUBJECT: HURRICANE PREPAREDNESS

PURPOSE: To protect Police Department Information Systems during Hurricanes or other natural or man-made disasters.

SCOPE: The Computer Support Unit will coordinate with the Office of Emergency Management the setup and tear down of the Manpower desks and the maintain a technical presence during the course of the event to respond to technical issues with CAD, the EOC room and the Manpower desk.

The Computer Support Unit will also review plans for systems shutdown in event of catastrophic building failure during a hurricane.

Joseph Pontillo, Info. Systems Mgr.
I.T. Support Section

11/30/16
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STANDARD OPERATING PROCEDURES

S.O.P.   6

SUBJECT: MEDIA SANITIZATION AND DISPOSAL

PURPOSE: To outline the proper disposal method for electronic media in accordance with Criminal Justice Information System requirements. **(CALEA 6.8.6 d)**

SCOPE: Procedure applied to all Police Department employees, contractors, temporary staff, and other workers at the Miami Police Department that are tasked with the disposal of electronic media.

A. Electronic media (hard-drives, tape cartridges, CDs and DVDs, etc.) shall be disposed of by one of the following methods:

   1. Placed the media in locked shredding bins for City authorized contractor to come on-site and cross-cut shred. Shredding shall be monitored by Miami Police personnel throughout the entire process.

   2. Securely wipe the disk using a process or device that follows either DOD or NIST guidelines for media sanitization. A minimum of a three-pass wipe shall be used to ensure compliance with CJIS Security Requirements.

Joseph Pontillo
Commander
I.T. Support Section

3/12/19

Effective Date

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