



TECHNOLOGY

CASE STUDY

Law Enforcement Technology Compliance

Challenge

A municipal law enforcement agency sought to update its technology architecture to ensure compliance with federal and state regulations.

What We Did

- Partnered with senior management to develop a roadmap that identified the changes that the department identified as needs
- Identified the areas where compliance challenges needed to be addressed
- Identified the priority issues and developed practical, actionable solutions to them
- Worked with senior management and the agency IT to develop an achievable plan for the organization and its resources
- Developed trackable metrics that senior management could use to track progress without getting into the weeds of the project

Result

- Agency was able to retool over 80% of its infrastructure on budget and on time while meeting compliance objectives
- Agency was able to meet the internal needs of its technology while improving technology compliance to close to 100%
- Average response to IT trouble tickets was reduced by over 200%

