

MINNEAPOLIS POLICE DEPARTMENT

SPECIAL ORDER



BY ORDER OF THE CHIEF OF POLICE

DATE ISSUED: December 20, 2024	DATE EFFECTIVE: December 30, 2024	NUMBER: SO24-009	PAGE: 1 of 5
TO: Distribution "A"			RETENTION DATE: Until Rescinded
SUBJECT: <b>Manual Revision – 4-219 <u>Department and City Technology Procurement of Computer Hardware, Software and Computer-Related Services</u> 4-223 Body-Worn Cameras 4-218 Mobile and Video Recording (MVR) Policy</b>			APPROVED BY: <i>Chief O'Hara</i>

MP-8806

**Introduction:** This policy is being updated to describe a uniform process for procuring Department and City technology and for reporting issues with the technology.

The related sections in the BWC and MVR policies are being updated to reflect the issue reporting process. Further changes to those policies will happen in later revisions.

Policy 4-219 includes the new use of the term "member." The BWC and MVR policies will include that term when undergoing a wider update.

A definition is being added to P&P 1-201:

Member: All sworn and non-sworn employees of the Minneapolis Police Department.

Effective with the issuance of this Special Order, Section 4-219 of the MPD Policy and Procedure Manual shall be amended as follows:

**4-219 Department and City Technology Procurement of Computer Hardware, Software and Computer-Related Services**  
(12/21/01) (09/19/08) (08/01/11) (05/23/12) (12/30/24)

(A-D)

**I. Purpose**

This policy covers Department-issued and City-issued technology, including software, and hardware such as computers and accessories, phones, etc.

The purpose of this policy is to:

- Direct members how to procure technology and related services.
- Direct members how to report issues with their technology.
- Eensure compliance with City Information Technology (IT) and Business Technology Unit (BTU)-city Business Information & Technology Services (ITS) (BIS) hardware and software standards. (09/19/08)

## **II. Policy**

### **A. Procurement and Access**

~~The purchase or procurement of all technology and computer hardware, software or computer-related services such as programming or consulting shall will be facilitated through City IT, in coordination with MPD's Business Technology Unit (BTU) the supervisor of the MPD's Business Technology Unit (BTU). Members shall only use approved software on any MPD or City device.~~

1. Any precinct, unit or division wishing to obtain or implement hardware, software or services, or request permissions or access to programs, shall submit a ticket by calling extension x2525, using the CityLife portal (also called ServiceNow), or emailing the service desk directly ITServiceDesk@minneapolismn.gov written request detailing specific needs and requirements, (including the Space ID and Asset Tag Number) to the BTU supervisor of the Business Technology Unit. City IT will coordinate with BTU to evaluate the request and confirm proper approvals are secured. The supervisor of the Business Technology Unit will evaluate the request and forward it to BIS ITS as appropriate.
2. It is the responsibility of the requesting precinct, unit or division to make all necessary budgetary arrangements and ensure the procurement has been approved prior to submission. (09/19/08)
3. All Department-issued and City-issued technology is owned by the City and may be reallocated, replaced and managed as needed. All computer and related equipment (printer, scanner and accessories) procured by the MPD is managed by BIS ITS and may be subject to redeployment within the MPD based upon departmental needs. Technology Computer equipment obtained through grant programs shall be maintained according to the grant guidelines.

~~Any computer equipment, software or service that is obtained outside of this procedure will not be supported by BIS ITS. All ongoing support, maintenance, repairs and upgrades shall be the responsibility of the purchasing precinct, unit or division. In addition, hardware/software that is obtained or purchased without the approval of BIS ITS may be removed from the network to prevent corruption or any adverse effect on the MPD or City network(s). (09/19/08) Any employee found to have installed illegal or unauthorized copies of computer software may be subject to disciplinary action.~~

### **B. Issues With Technology**

1. Members who are encountering issues with technology, including software, hardware such as computers and accessories, phones, etc. issued by City IT or the Business Technology Unit (BTU), and any issues with technology installed in a City or

Department vehicle, shall report their issues by submitting a ticket with the IT Service Desk.

- a. Tickets can be submitted by calling extension x2525, using the CityLife portal (also called ServiceNow), or emailing the service desk directly ITServiceDesk@minneapolismn.gov.
  - b. This includes issues with body worn cameras, in-car cameras, squad computers, desktop or laptop computers, cell phones, desk phones, computer accessories, etc.
  - c. Issues include, but are not limited to, malfunctioning devices, connectivity issues, battery or charging problems, GPS issues, uploading issues, problems with programs or software, etc.
2. The IT Service Desk will determine the best course of action to resolve the issue, and members shall follow any directions from the IT Service Desk regarding next steps.
- a. Members shall not drop vehicles off at the Radio Shop without first submitting a ticket and being directed to bring the vehicle to the Radio Shop.

## 4-223

### **Body Worn Cameras**

(06/29/16) (07/29/17) (04/04/18) (06/30/20) (02/04/21) (06/24/22) (12/30/24)

Section [IV-A-4]:

4. Problems with the BWC Equipment
  - a. Employees shall directly notify their immediate supervisor as soon as practical of any:
    - Missing equipment;
    - Damaged equipment;~~or,~~
    - Malfunctioning equipment (including when either or both of the audio or video recording functions is malfunctioning); ~~as well as a,~~
    - A loss of BWC battery power (including if the BWC does not maintain a charge for a full regularly assigned shift).
  - b. The notification to the supervisor must be made without unnecessary delay.
    - ~~b. Employees with BWC equipment problems shall continue service or take appropriate measures as directed by their supervisor.~~
    - ~~i. Employees continuing service shall document that their BWC was not operational for the associated reason(s), in accordance with the Failure to Activate section.~~
  - c. ~~e.~~ As soon as practical, employees shall submit a ticket with the IT Service Desk to report the problems (in accordance with P&P 4-219). to BTU via email, and copy the supervisor who was notified of the problems.

- d. Employees shall document in the Police Report any problems they encountered with their primary BWC while responding to an incident. The employee shall also note if they are using a replacement BWC. If a Police Report is not required, the employee shall document the problems in CAD.

Section [IV-B-2]:

2. Problems with the BWC Equipment

- a. Supervisors shall ensure that appropriate measures are taken when informed of any problems with BWC equipment. This includes ensuring a ticket is submitted for the problematic equipment (P&P 4-219), notification to BTU of the situation, replacing the BWC camera in question (when possible), and making any necessary reports.
  - b. ~~When informed of problems with BWC equipment, the supervisor shall determine if the employee should continue service or remove themselves from service for BWC maintenance.~~
  - c. ~~Supervisors shall ensure an employee who is continuing service with BWC equipment problems (including loss of battery power) documents the BWC problems according to the Problems with BWC Equipment and Failure to Activate sections under Employee Responsibilities.~~
- b. Supervisors shall ensure that employees who report an inoperable or damaged BWC are provided with a temporary or replacement BWC as soon as possible, and no later than the beginning of the employee's next shift. This may include temporarily assigning a BWC that is not currently being used.
  - i. If the employee is using a replacement BWC (as provided by BTU or the employee's supervisor), the supervisor shall reassign the recordings accordingly.

## **4-218 Mobile and Video Recording (MVR) Policy**

(05/25/04) (09/19/08) (08/28/09) (08/01/11) (12/30/24)

### **H. MVR Equipment Maintenance, Repair and Replacement**

~~(05/25/04) (09/19/08) (08/01/11)~~

- ~~1. The Radio Shop is the liaison with the MVR vendor and will conduct all repair and replacement of MVR equipment, except wireless microphones. (08/01/11)~~
- ~~2. Officers are responsible for immediately notifying their supervisor of any missing or malfunctioning MVR equipment, including microphones. (08/01/11)~~
- ~~3. The supervisor is responsible for rectifying the problem by having the squad taken to the Radio Shop for repair as soon as it is practical. (08/01/11)~~

- ~~4. If a supervisor is notified of a missing microphone he/she shall make attempts to locate it. If it cannot be located, this shall be reported to the precinct/unit MVR Coordinator who will again make attempts to locate it. (08/01/11)~~
- ~~5. If the microphone cannot be located the precinct/unit MVR Coordinator shall make a CAPRS report "Lost Property" and forward the report with a request for a replacement through his/her chain of command to the Business Technology Unit. (08/01/11)~~
1. Employees shall directly notify their immediate supervisor as soon as practical of any:
  - Missing equipment.
  - Damaged equipment.
  - Malfunctioning equipment (including when either or both of the audio or video recording functions is malfunctioning).
2. The notification to the supervisor must be made without unnecessary delay.
3. As soon as practical, employees shall submit a ticket with the IT Service Desk to report the problems (in accordance with P&P 4-219).
4. Employees shall document in the Police Report any problems they encountered with their MVR while responding to an incident. The employee shall also note if they are using a replacement squad because of the issues. If a Police Report is not required, the employee shall document the problems in CAD.
5. Supervisors shall ensure that appropriate measures are taken when informed of any problems with the equipment. This includes ensuring a ticket is submitted for the problematic equipment (P&P 4-219), arranging for any replacements or alternatives, and making any necessary reports.

**1-201**      **Definitions of Terms Used in the Department Manual**  
(12/12/01) (07/01/13) (12/30/24)

**Member:** Any sworn or non-sworn employee of the Minneapolis Police Department.