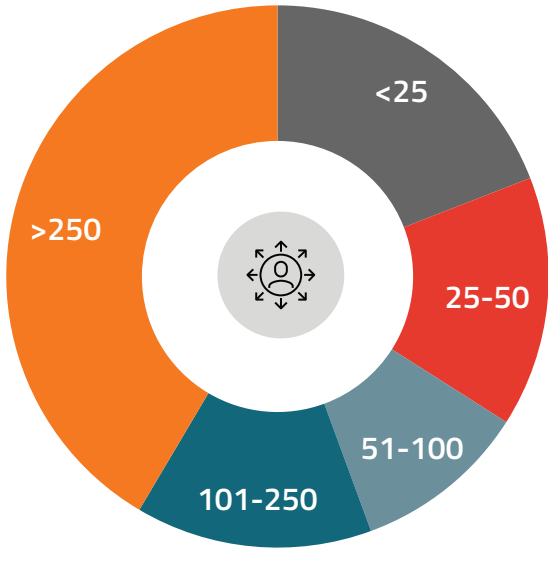


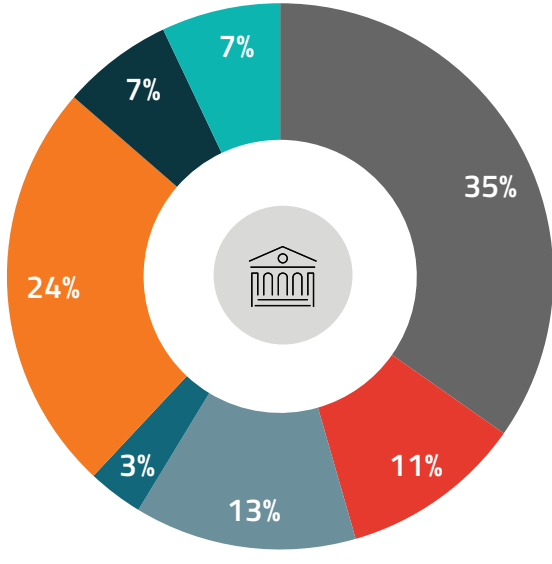
What's Keeping Public Safety IT Teams Up At Night?



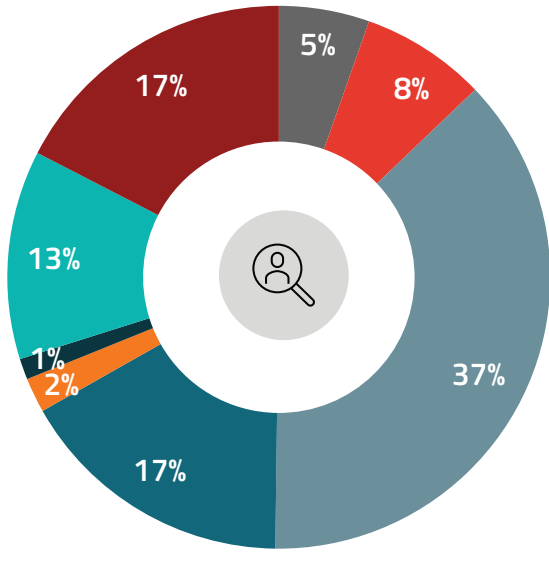
SURVEY DEMOGRAPHICS



Agency Size



Agency Type

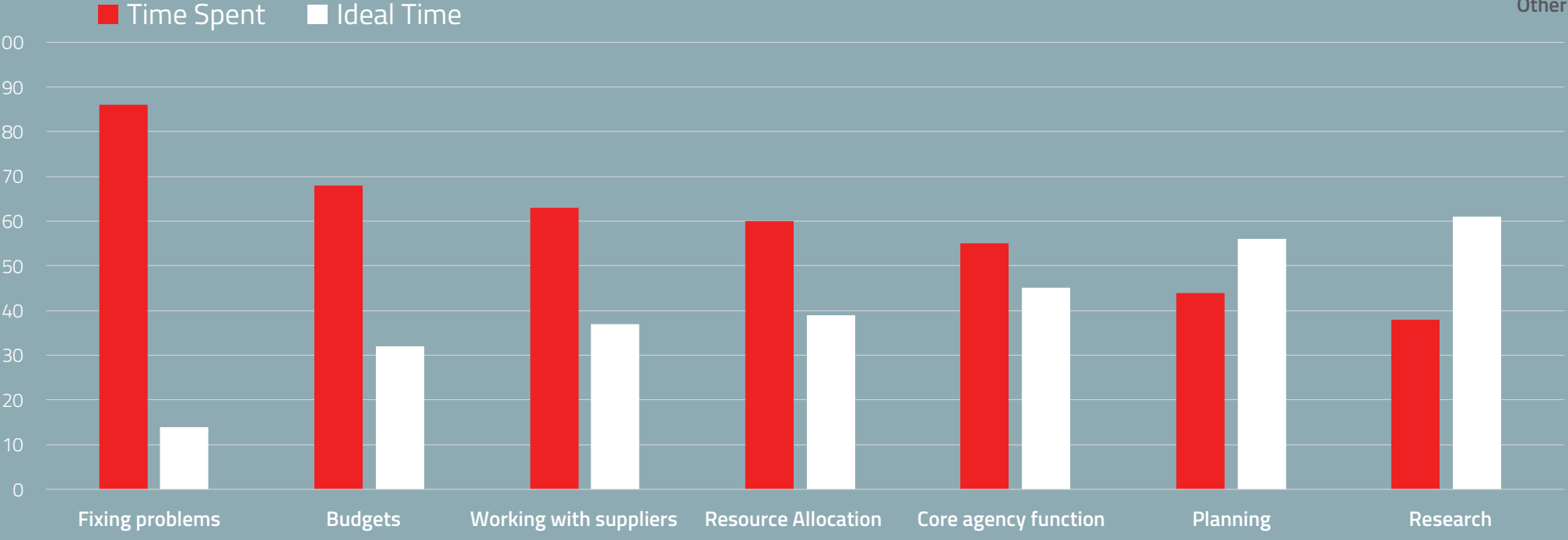
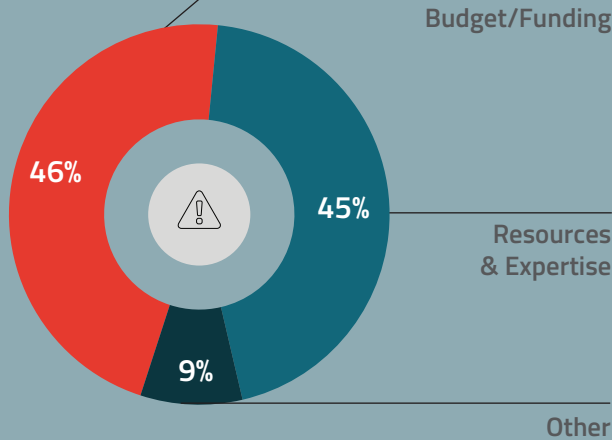


Responder Role

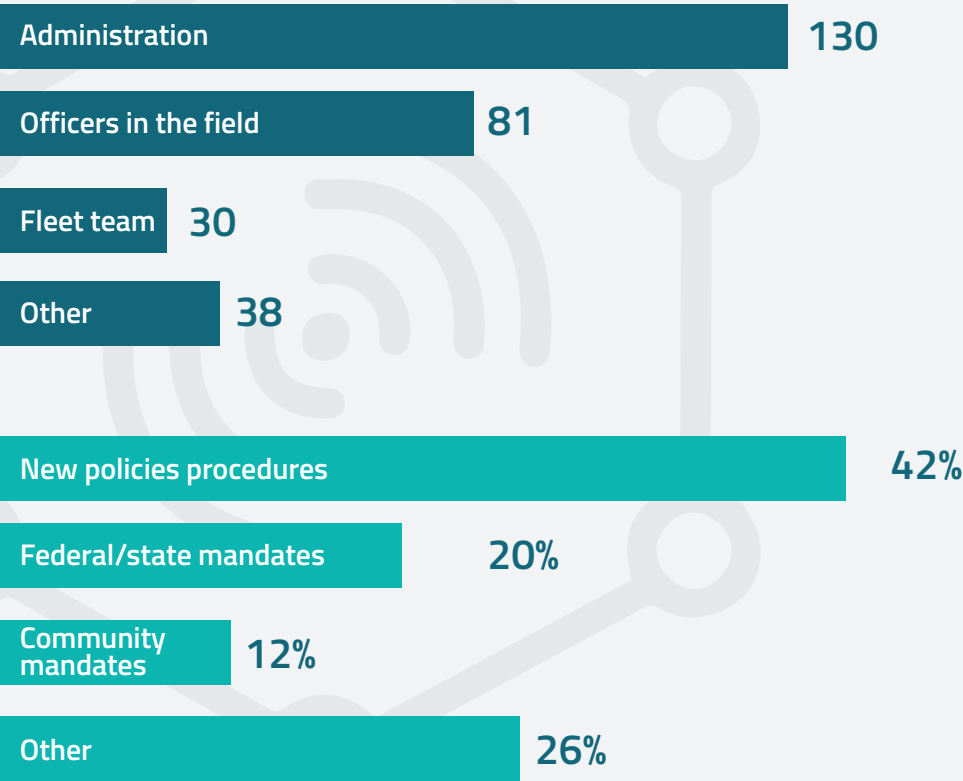
DAY-TO-DAY OPERATIONS & CHALLENGES

IT wants more time on planning and research; less on fixing problems, budgets and working with suppliers

People and money are the biggest constraints

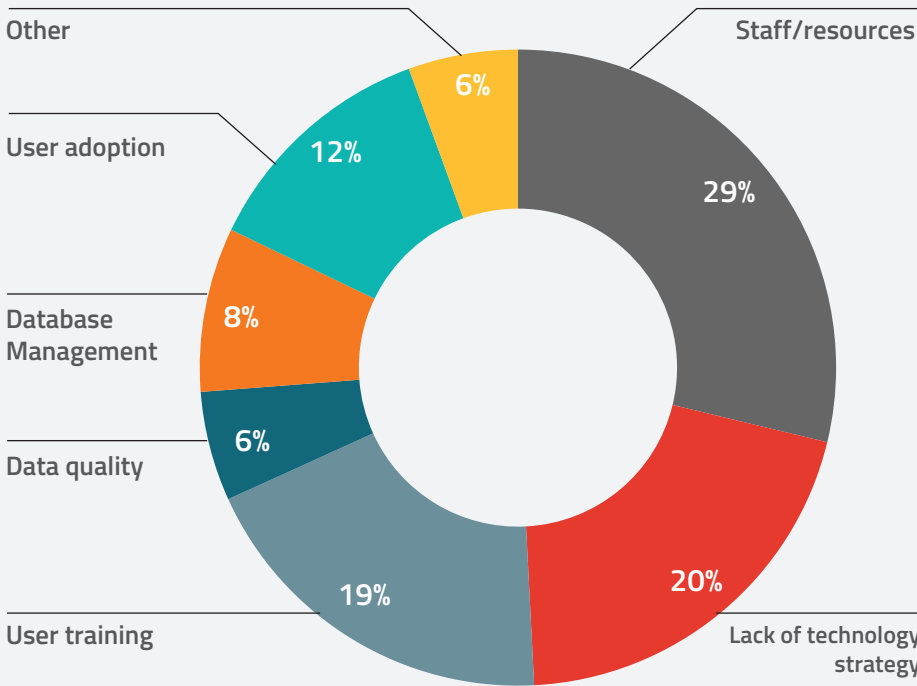


Time spent by IT supporting:



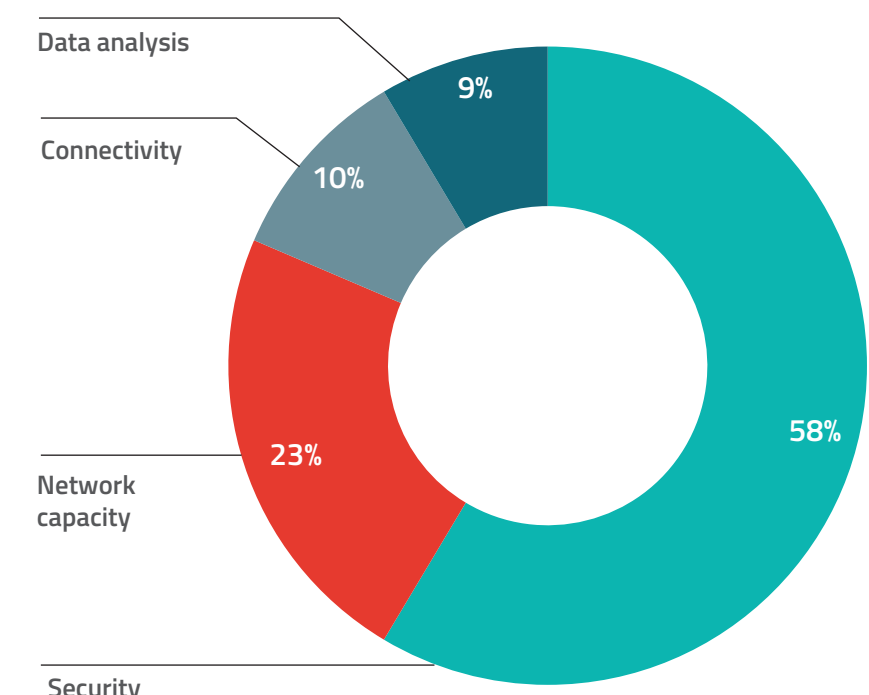
Biggest frustrations:

resources, lack of technology strategy and training



Security and network capacity

will be biggest challenges over next 24 months



All Responders

Key challenges for data storage and retrieval



DATA STORAGE

1. Securing stored data
2. Storing in compliance with regs
3. Large volume of data
4. Length of storage required



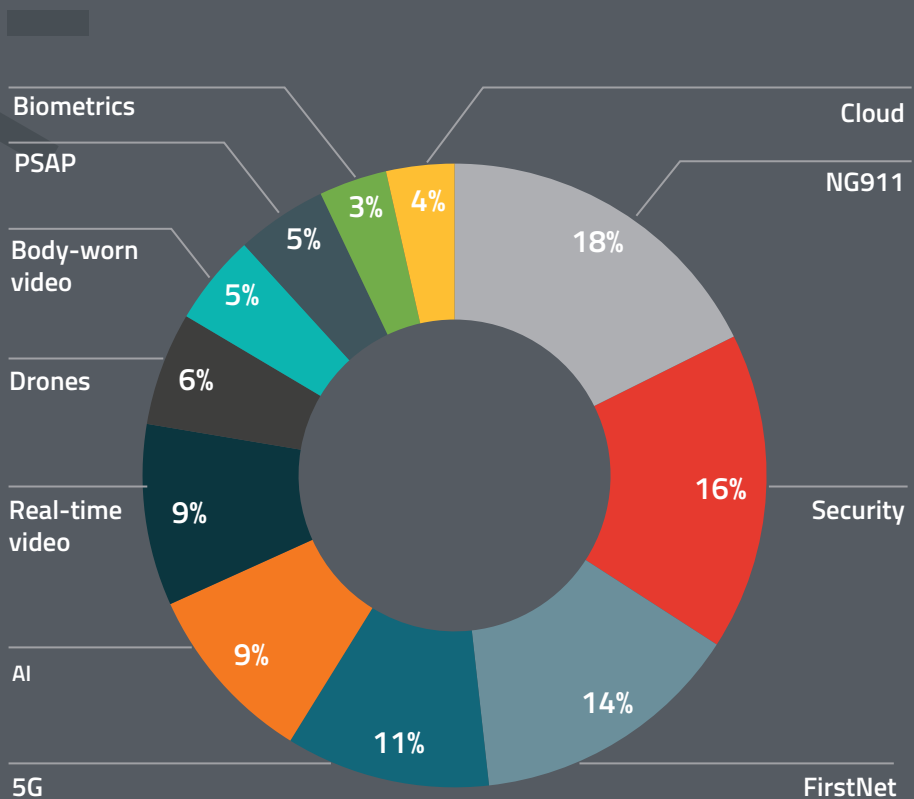
DATA RETRIEVAL

1. Securing data transmission
2. Poor coverage/data connectivity
3. Slow/infrequent data transmission
4. Priority pre-emption for data

Top 10 technologies IT wants to learn more about:

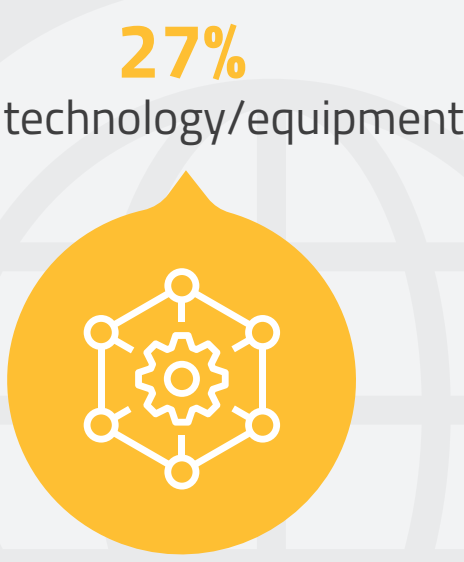


IT teams are most concerned about NG911, Security, FirstNet™, 5G, AI and video



CONCLUSION

Top 3 things that have biggest impact on improving IT efficiency and productivity



Takeaways for Public Safety Community

Technology Strategy

Audit usage of existing systems and resources to support/replace. Get teams on the same page and avoid stove-pipe strategies: harnessing resources and setting priorities allows IT to plan for success.



Data & Security

Review data storage and processing. Event-based data is more meaningful so consider where it should be stored and how it should be accessed. Security needs to be end-to-end, but security is a journey. Even when you think you're done, you're not done.



Maximize Efficiency

Look to vendors that have expertise in the ecosystem that can minimize demands on IT. Review engagement models with vendors for training and support options to free up IT resources. Focus on solutions that meet needs and minimize training and resources.

