Virginia Association of Counties
ACHIEVEMENT AWARDS

APPLICATION FORM

All applications must include the following information. Separate applications must be submitted for each eligible program. **Deadline: July 1, 2020.** Please include this application form with electronic entry.
If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact Gage Harter.

PROGRAM INFORMATION

County: Loudoun County

Program Title: Line of Duty Death Notifications

Program Category: 1. Information Technology; 2. Criminal Justice and Public Safety

CONTACT INFORMATION

Name: Wendy Wickens

Title: Director

Department: Information Technology

Telephone: 703-777-0199   **Website:** www.loudoun.gov/informationtechnology

Email: wendy.wickens@loudoun.gov

SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: Erin M. McLellan

Title: Assistant County Administrator

Signature:

Virginia Association of Counties

Achievement Award Submission

Information Technology / Criminal Justice and Public Safety

Submitted by Loudoun County, Virginia

Line of Duty Death Notifications

EXECUTIVE SUMMARY

Line of duty deaths are a tragic and sad reality for the nation's law enforcement agencies. Unfortunately, the Loudoun County Sheriff's Office is no different. Should that heartbreaking circumstance come to pass, timely notification to the deputy's family is critical. The Sheriff Office's dedication to continuously improving technology and processes led them to reach out to the Loudoun County Department of Information Technology (DIT) to investigate a secure and efficient solution, turning a paper-based process to a fully secure, instantly available, digital solution.

Partnering together, the two departments designed and implemented a new application that we hope will never be needed. However, if the worst happens and a deputy dies in the line of duty, this solution makes it fast and easy to locate the deputy's contact information. A supervisor can securely log in at any time to view pertinent information such as whom they should contact in case of an accident, if the contact is with a minor child, who should accompany them. The ability to contact family, however, is only as good as the information given. To make it as easy as possible on the deputies, they can log in to the application to update their information at any time. Whenever a life change occurs like marriage or divorce, the deputy can ensure the most up-to-date information is always readily available.

THE PROBLEM & THE PROJECT

The loss of any staff member is traumatic, and Loudoun County DIT partnered with the Loudoun County Sherriff's Office to create secure technology that allows immediate access to important deputy contact information. The Loudoun County Sheriff's Office employs

approximately 800; 600 sworn deputies and 200 civilian personnel. The LCSO serves a population of 400,000 and an area of 519 square miles.

In recognition that a Line of Duty Death (LODD) may occur at any time, and always without notice, it is a primary responsibility of the Sheriff's Office to have up to date emergency information. The information should be readily available to notify family members and to assist the Sheriff's Office and family in preparing for the funeral.

This project was undertaken to streamline the LODD notification process for the Sheriff's Office. The previous process required deputies to print out the form every year and fill it out by hand. Once the form was submitted to administration, it was scanned and copied into a secured document repository and placed into a binder in a different secured room. In case the form was needed, select personnel could access the document repository using their County provided phone or laptop. It was the responsibility of administrative staff to monitor the list of deputies and email them individually when a form was not filled out. This project's goal was to digitize the death notification information collection and dissemination, allowing deputies and supervisors to update and access the information quickly and efficiently at any time. This allowed for re-use of the previous year's information so that the deputy would only need to change outdated information instead of re-writing the information each year. Along with the ease of use, email notifications were added to the requirements. The automatic email notifications save administrative staff significant time as the notifications are sent regularly to out of compliance deputies and escalate as time progresses. An added benefit to the application was availability externally to the County. Using two-factor authentication, a supervisor could access a deputy's information on any web-enabled device. It does not need to be a County provided device using VPN into the County network. If the worst should occur, this application reduced

the number of barriers to retrieving the information quickly and efficiently. This allows the application to scale to other Public Safety agencies and broadly across the County.

The LCSO requirements included:

- Create an Enterprise Application to accept the Line of Duty Death Notification information.
- Because of the confidential nature of the information, encrypt the database and create 3 separate levels of access.
    - Administrators who can read/edit all information for their agency.
    - Power User who can read all information for their agency.
    - User who can read only their information
- Use Active Directory to authenticate users. Use the Sheriff's Office AD Security Group to grant user access. This will add a second layer of protection for the application.
- If users are accessing the application externally, require two factor authentication.
- Allow deputies to securely sign in and edit their information.
- Email users when the form data is a year old, prompting them to update or confirm the data. Gradually increase the frequency of reminder emails when the deputy has not updated their form for the year.
- Create reports for the Sheriff's Office
    - Show a list of deputies who have not updated/confirmed their information in over a year.

o   Show a list of deputies who are in the Sheriffs Office Active Directory group but have not filled out their information in the application.

STAFFING & EXECUTION

Given this application would be used by Loudoun County Sheriff's staff; DIT wanted to leverage a collaborative, Agile approach and was inclusive with representation from the Sheriff's Office. Together the Sheriff's Office and DIT developed the forms which drove the database design. This approach also allowed the Sheriff's Office to drive the privileges within the application so that the application was secure and would maintain the staff member's privacy.

During the collaboration, DIT used several very successful Agile techniques to enhance the development process. The Sheriff's Office designated a product owner that would answer questions from the development staff and would control the application requirements. DIT developed the application in sprints (3-week time frames) that would produce a workable product at the end of each to allow for testing and feedback. Most important to the collaborative approach, though, were the scheduled review and planning sessions. All parties would get together to discuss what they liked, what they didn't like and other details they would like to include.

RESULTS & FINISHED

The result of this special partnership between the Sheriff's Office and DIT was an application that makes it much easier for deputies to enter and maintain their death notification information. They will no longer need to write the information on paper every year and submit it to an administrator. The staff members only need to save changes when they are required and acknowledge the data that has not changed. This streamlined the administrative process, saving

considerable hours every month. Most importantly, though, this new secured application gives

supervisors access to family contact information from anywhere the user has internet access.

THE APPLICATION

Line of Duty Death Notifications
Version: 2.4.0.0

Agency*

LCSO

Active Directory Username* (john.doe)

Password*

password

Badge Number*

Sign in

* Indicates a required field

The application is secured by using Active Directory access and only users with specific Active
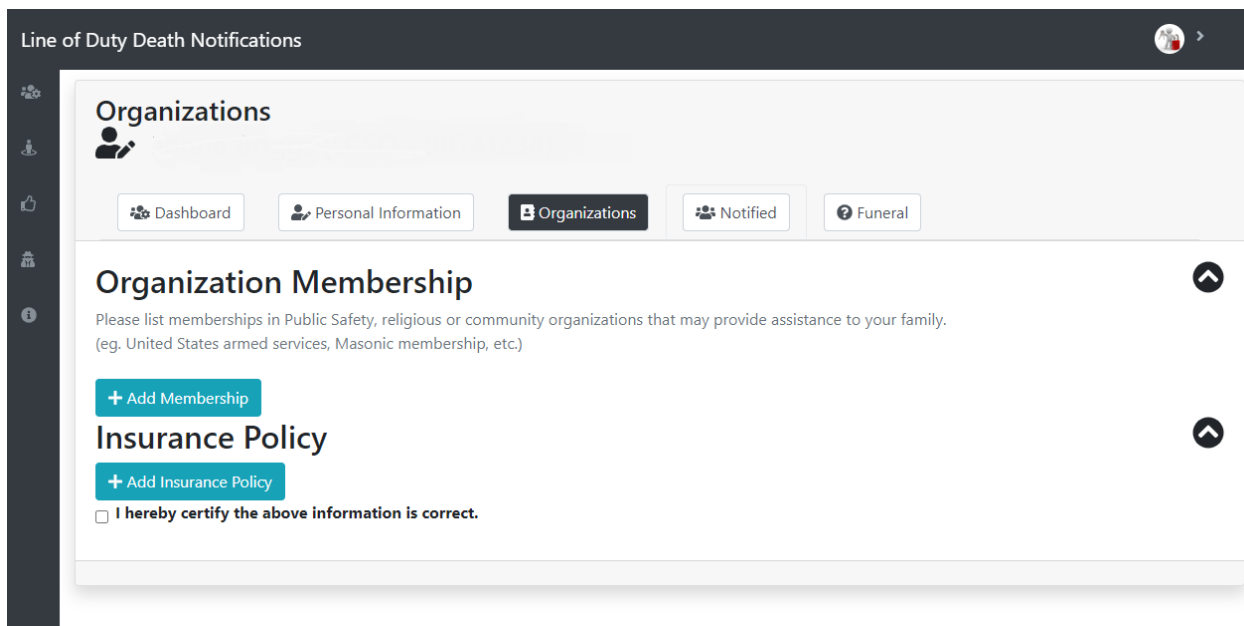
Directory groups are permitted.

Deputies are prompted to fill out the sections in red. Once the section has been completed, it will turn green.
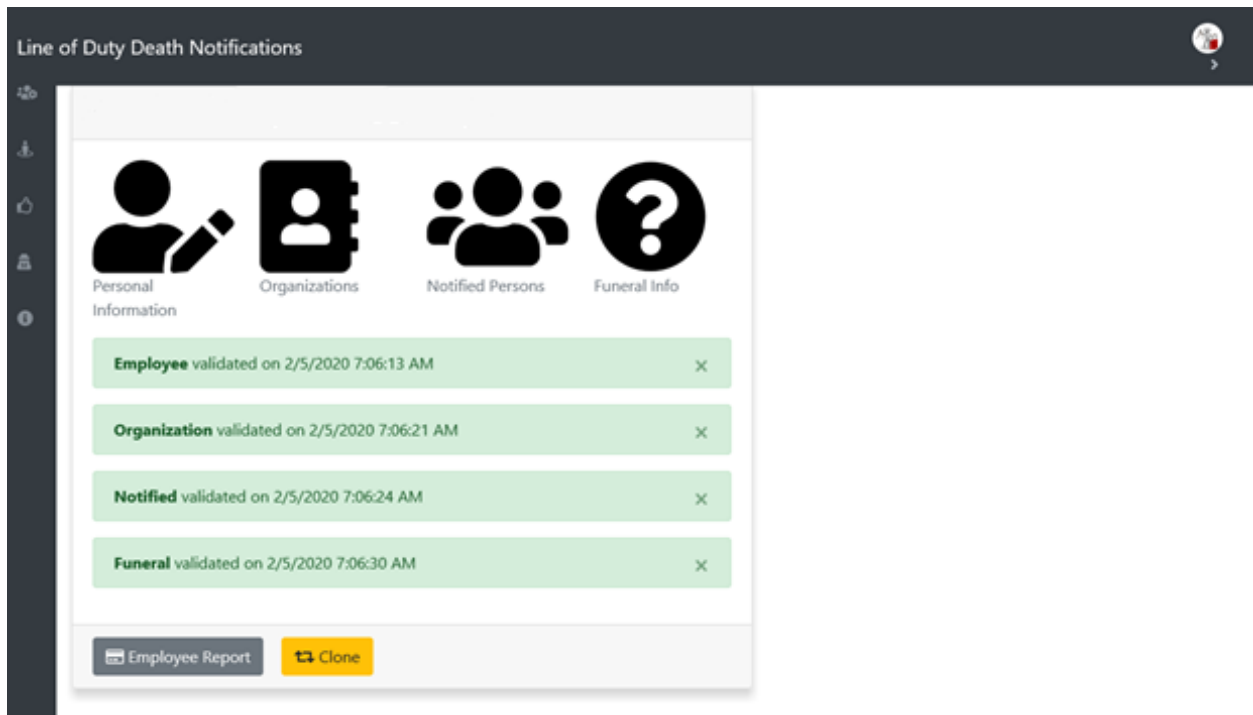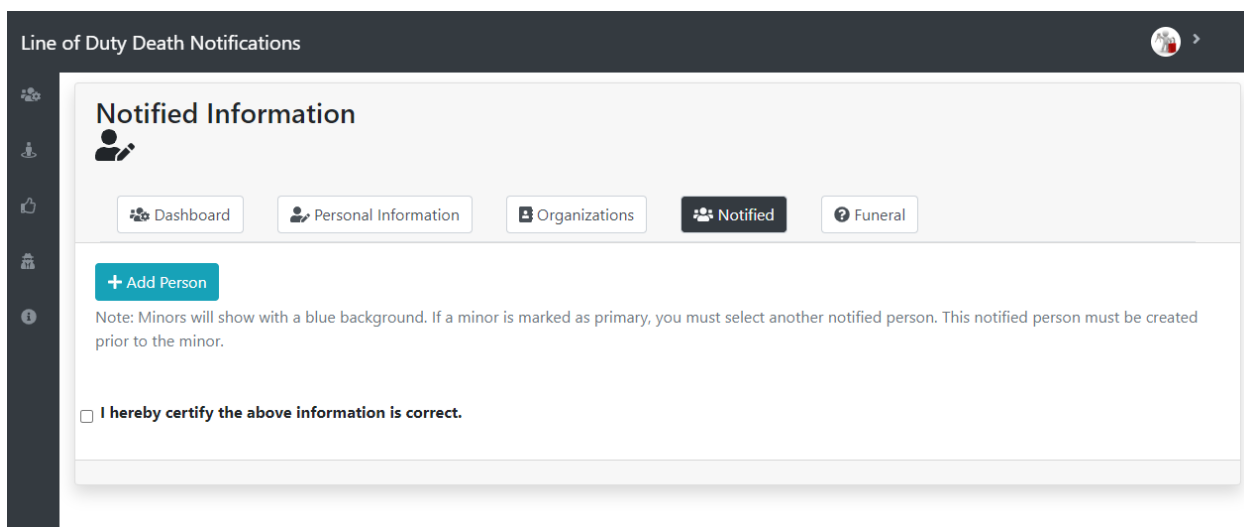
This is an example of a fully completed form.
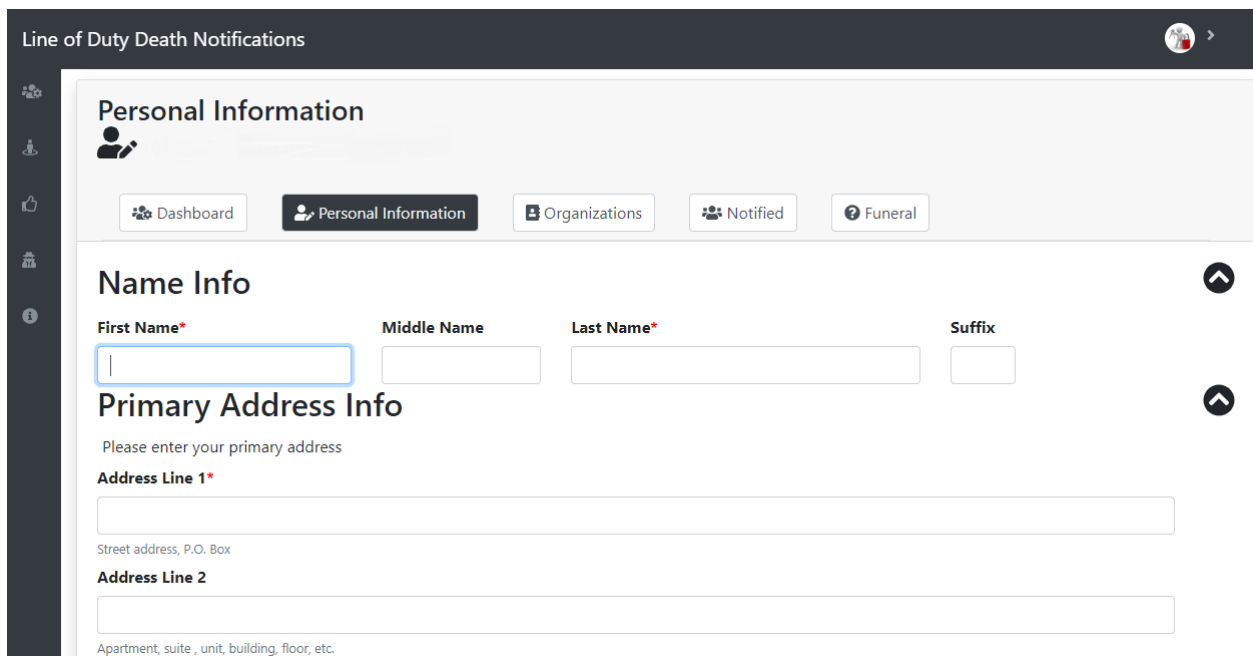
The deputies fill out their personal information such as: address, phone number and email address.

The deputies are designate any organization memberships that they belong to (e.g. United States Armed Services, Masonic memberships, etc.) and their insurance policy information.

Contacts can be added in the case of emergency. Any minors will require an adult be assigned to be notified with them.

If the deputy would like, they can submit their preferences for the funeral, cemetery, and list pall bearers.