Case Study: Assessing Technology Initiatives in Bronx County, New York

In 2018, the Office of the Bronx County, New York District Attorney (DA) requested assistance for a comprehensive assessment of its technical resources to better understand how the depth and capacity of its current technology compared to other national district attorneys' offices. The Bronx DA's Office sought to enhance its technology-driven initiatives based on that assessment, including streamlining its disparate information systems to more efficiently track cases, analyze data and trends, and support crime reduction and prevention efforts. BJA NTTAC TTA provider Maggie Goodrich with LE Innovations, Inc. worked with the Bronx DA's Office to review the capacity and processes of the agency's IT unit. After performing an initial assessment and conducting onsite meetings with agency leadership, IT staff, and the technology end users, Ms. Goodrich provided a series of recommendations, including:

- Establishing a formalized IT governance structure;
- Developing an IT modernization strategy;
- Hiring or contracting with experienced IT project managers;
- Procuring tools for detective investigators, such as radio communications equipment and systems to (1) voucher evidence, (2) store video evidence, and (3) perform complex link analysis and data sharing;
- Streamlining the process and costs for IT procurement, licensing, support, and maintenance;
- Developing stronger, regular coordination between IT support staff and legal support staff.

As a result of the technology assessment provided by BJA, the Bronx DA's Office recently created an executive steering committee to guide the IT strategic planning process and future technology enhancements. In addition, the office is exploring new off-the-shelf technologies that will better equip prosecutors, investigators, and other support personnel with the tools needed to do their job. Finally, the office is in the process of adding new IT positions, including a business analyst and project manager.