



City of Portland PSSRP Initiative Monthly Quality Assurance Report For the Period: 04.12.11 - 05.16.11

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1.0 Report Purpose and Methodology

1.0.1 PERIOD COVERED

This report is intended to communicate the results of the independent quality assurance (QA) review of the PSSRP initiative to the City of Portland’s Executive Steering Committee (ESC) for the period between April 12, 2011 and May 16, 2011.

1.0.2 DOCUMENT VERSION CONTROL

This table provides a history of the document’s review:

Version	Date	Reviewed By	Role	Sections Reviewed
v 1.0	5/16/11	Cit Com, Inc	Report Author	All
v Final	7/8/11	ESC/Cit Com Inc	Governance/Report Author	All

1.0.3 INTERVIEWS

The consultants interviewed the following people associated with the PSSRP initiative prior to developing the final report:

Person Interviewed	Date
John Klum	April 27, 2011
Karl Larson	April 27, 2011
Lisa Turley	April 27, 2011
Jerry Schlesinger	April 27, 2011
Diana Rogero	April 27, 2011
Mark Tanner	April 28, 2011
Dylan Long	April 28, 2011
Kalei Taylor	April 29, 2011
Mark Greinke	May 3, 2011
Lana MacArthur	May 6, 2011

Please note that the PSSRP Director was unavailable during the period due to a scheduled absence. Jerry Schlesinger served as the acting director during the period.

1.0.4 PROJECT MATERIALS REVIEWED DURING THE PERIOD

The consultants reviewed the following project-related documents during the period:

Weekly Project Status Reports

- **CAD Next:** 4/22, 4/29
- **RegJIN:** 4/15, 4/22, 4/29, 5/6, 5/13
- **Radio:** 4/11, 4/18, 4/25, 5/3, 5/9,
- **Fire RMS:** 4/29, 5/6, 5/13
- **Zetron:** 4/17, 4/22, 4/29

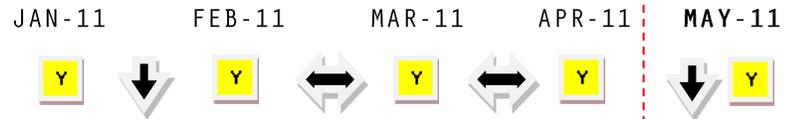
Other Related Documents Reviewed During the Period

- CAD Next Cutover Plan
- Radio Project Oversight Committee Meeting Notes (4/26)
- CAD Next Go Live Issue Tracking Spreadsheet
- CAD/MDC Production Cutover Acceptance Certificates
- Media Publications Regarding CAD Next Cutover (Appendix A)
- Memorandum from Ken Rust to Commissioners Fritz and Leonard (Appendix B)
- Intergraph and Denali Press Releases Regarding Acquisition (Appendix C), updated on May 25, 2011

2.0 PSSRP Project Assessment

2.0.1 EXECUTIVE SUMMARY

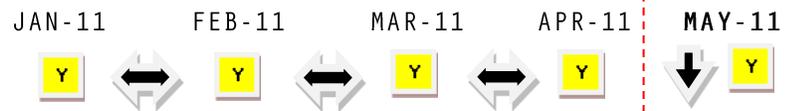
2.0.1.1 GLOBAL PSSRP INITIATIVE SUMMARY



2.0.1.2 CAD NEXT SUMMARY



2.0.1.3 REGJIN RMS SUMMARY



2.0.1.4 RADIO SUMMARY



2.0.1.5 FIRE RMS



2.0.1.6 ZETRON



2.0.2 SUMMARY ASSESSMENT

The following tables provide the City with an assessment of “what has changed” during the current period.

TABLE LEGEND:

	Green - On target, good performance against plan.
	Yellow - Caution, ability to meet project objectives may be threatened, may need intervention.
	Red - Serious issues and/or go-live in jeopardy, intervention and/or corrective action needed.
	Up - Positive changes outweigh negative.
	Equal - No change, or positive changes offset by negative.
	Down - Negative changes outweigh positive.

PSSRP Evaluation Metrics	Prior Rating	Change Direction	Current Rating	Comments
Global PSSRP Initiative Summary Reflects status of overall portfolio				<ul style="list-style-type: none"> No global changes during the period. <p>(See Section 3.0.1 for detailed Global PSSRP Observations)</p>
CAD Next Project Summary				<ul style="list-style-type: none"> On April 17, the Versadex CAD was placed into the live, production environment. While the majority of the solution has worked according to design, the past four weeks have been overshadowed by the following high-visibility issues: 1) Reliability Anomalies, 2) Defects Not Identified During Testing/Dry Runs, and 3) Partner Agency Concerns. An issue/defect triage and resolution process is in place. As of report publication, approximately 400 reports have been filed. Recommendation: QA recommends that the project team evaluate the feasibility of using the City’s existing defect-tracking database (Altiris), as an alternative to the “CAD Next Go Live Issue Tracking Spreadsheet”. Recommendation: PSSRP should begin interviewing project managers and impacted stakeholders regarding “lessons learned” as quickly as practical (a “lessons learned” report should be prepared by the July ESC meeting). <p>(See Section 3.0.2 for detailed CAD Next Observations)</p>

PSSRP Evaluation Metrics	Prior Rating	Change Direction	Current Rating	Comments
<p>RegJIN Project Summary</p>				<ul style="list-style-type: none"> On April 19, the QA Consultants learned that Intergraph Public Safety (IPS) acquired Denali Solutions. The purchase is relevant because the finalist RegJIN vendor, Unisys, proposed Denali’s “InPursuit” records management system (RMS) in their response to the RegJIN request for proposal (RFP). Recommendation: The Intergraph acquisition of Denali Solutions occurred after the City identified Unisys/Denali as the finalist, but prior to successfully negotiating an agreement. This unanticipated event introduces three important areas that the QA Consultants recommend be evaluated: 1) The Immediate Impact on the RMS Software Functionality, Reliability and Performance, 2) The Long Term Impact on RMS Product, and 3) The Impact on Procurement. <p>(See Section 3.0.3 for detailed RegJIN Observations)</p>
<p>Radio Project Summary</p>				<ul style="list-style-type: none"> During the period, the project team has created a draft RFP to retain a consultant to examine the alternatives for replacing aging radio equipment. Additionally, Diana Rogero returned to assist with project management responsibilities as a Deputy Project Manager. In terms of the Stability Project, the project team and Motorola conducted acceptance testing (finding a single issue associated with an antenna). The Regional Board met on April 28. The Citizen Oversight Committee met on April 26. <p>(See Section 3.0.4 for detailed Radio Project Observations)</p>
<p>Fire RMS Summary</p>				<ul style="list-style-type: none"> No change during the period. <p>(See Section 3.0.5 for detailed Fire RMS Observations)</p>

PSSRP Evaluation Metrics	Prior Rating	Change Direction	Current Rating	Comments
Zetron				<ul style="list-style-type: none"> Following the April 17 CAD cutover, the fire alerting system continued to provide the “tones” during a fire dispatch, however; the system’s wall-mounted fire alerting boxes have experienced reliability problems during the past four weeks (these boxes allow fire personnel to electronically notify dispatch of their status, such as “en route”, “available in quarters”, “unavailable”, etc.). Project and BTS personnel are working with Versaterm and Zetron to assess the cause. <p>(See Section 3.0.6 for detailed Zetron Observations)</p>

2.0.3 PROJECT CHANGE ASSESSMENT DETAIL

Each month, the QA consultants assess forty five critical project management areas for the PSSRP core projects (CAD Next, RegJIN, 800 MHz Regional Radio, Fire RMS, and Zetron). The following tables reflect any significant topics within those areas. *Gaps in the numbering sequence are normal.*

2.0.3.1. PSSRP GLOBAL CHANGES (APPLIES TO ENTIRE PORTFOLIO)

N/A

2.0.3.2. CAD NEXT CHANGE

19. Is there a negative impact to the project success due to unresolved issues?	 Low Impact		 High Impact	<ul style="list-style-type: none"> At the time of report publication, reported issues and defects persist. While most have a mitigation approach, several high-visibility issues/defects are in the assessment stage. Should the issues/defects remain unresolved, the impact to the project would be high. If left unresolved through the following period, the overall health of the CAD Next initiative would be diminished.
38. What is the percentage of unresolved issues?	 Same		 Increasing	

2.0.3.3. REGJIN CHANGE

N/A

2.0.3.4. 800 MHZ REGIONAL RADIO CHANGE

N/A

2.0.3.5. FIRE RMS CHANGE

N/A

2.0.3.6. ZETRON CHANGE

19. Is there a negative impact to the project success due to unresolved issues?	 Low Impact		 Medium Impact	<ul style="list-style-type: none"> At the time of report publication, Zetron functionality has been reduced following the CAD cutover. The reduced functionality would have a medium impact on the project's success if left unresolved.
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3.0 Observations and Recommendations

3.0.1 GLOBAL PSSRP OBSERVATIONS AND RECOMMENDATIONS

No global changes noted during the period.

3.0.2 CAD NEXT OBSERVATIONS AND RECOMMENDATIONS

3.0.2.1 CAD NEXT CUTOVER

After five years of planning, procurement and implementation, the Versadex CAD was cutover on April 17, with the City of Portland and the five partner agencies using the products in a live environment. Versadex represents a highly complex technical and business solution, with thousands of functions and features. While the majority of the solution has worked according to design, the past four weeks have been overshadowed by the following high-visibility issues:

- 1. Reliability Anomalies:** The CAD has been experiencing reliability issues which occur nightly at midnight (causing performance degradation, and three system shut-downs). BTS has been working in concert with Versaterm to isolate the cause, which appears to be associated with a burst of GPS coordinates that are disseminated over the MDC software each night at midnight. In addition, 800MHz MDC performance has degraded overall, with Fire MDC's showing out of range while maintaining wireless connectivity. BTS is working with Versaterm and Motorola to evaluate potential causes, as nothing is apparent.
- 2. Defects Not Identified During Testing/Dry Runs:** During the past eight months, the ESC and the QA Consultants have been informed by ieSolutions that the Versaterm products successfully passed comprehensive functional, performance and reliability testing, as well as two cutover dry-runs. PSSRP management has expressed concern over issues and defects occurring in the post-cutover environment that were thought to have been thoroughly tested, including interface instability (PPDS, Zetron, MDC, AMR), GIS errors (i.e., geovalidating invalid or inaccurate addresses, failing to identify proximity hazards/warnings, etc.), and some functional defects (i.e., font size on mobile screens, inaccurate police and/or fire unit responses, etc.).

3. Partner Agency Concerns: Over the past four weeks, some partner agencies have spoken with local media regarding their observed defects and issues (see Appendix A); complicating PSSRP's ability to effectively respond. The BOEC User Board Meeting is scheduled to occur on May 19, during which time the CAD Next project team is scheduled to listen to partner agency concerns and provide information on mitigating high-priority/high-visibility issues and defects.

Although BTS and BOEC recently adopted a CAD Next Sustainment Model (which includes a comprehensive approach toward reporting software defects and managing ongoing), it does not take effect until after the Versaterm products have been formally accepted (a process which requires BOEC, BTS and PSSRP managerial concurrence). Therefore, until acceptance occurs; the existing implementation project management resources are responsible for handling software defect reporting, issue tracking and contract compliance.

To establish a procedure for receiving, triaging and mitigating reported issues and defects, the Project Manager created an Issue Triage Report and disseminated it to user groups. When end users identify a problem or concern, they complete an Issue Triage Report and submit it to a designated organizational representative, who determines whether the report should be sent to the Project Manager.

The Project Manager records and prioritizes reports using a four-scale ranking based on the severity of the report (1-Severe, 2-High, 3-Moderate, and 4-Low). The report data is maintained in a Microsoft Excel spreadsheet (titled the "CAD Next Go Live Issue Tracking Spreadsheet"). The Project Manager relays confirmed defects and/or issues to the Versaterm Project Manager. Collaboratively, they develop a resolution approach for each validated defect. Priority 1 defects are being addressed immediately by both Versaterm and City resources. Lower priority defects are being addressed through software patches which are tested prior to being deployed on the actual live system. The CAD Next Project Manager has provided the following summary information regarding the reported defects:

Triage Result	Count	Status	Count
Appl Defect	170	Open	0
Tech Issue	39	Assigned	49
SysAdm Issue	2	Test	1
Config Issue	101	Pending-Closed	11
Training	103	Closed	351
		Monitor	3
Total	415	Total	415

Priority	Count	State	Count
1-Severe	2	Open	42
2-High	68	Not a Defect	114
3-Moderate	218	Discussion	10
4-Low	127	Duplicate	44
Not Rated	0	Enhancement	5
		To Be Fixed	65
		Fixed	135
Total	415	Total	415

As part of the City’s Agreement with Versaterm, acceptance testing is now underway (to evaluate the performance and reliability of the system). In the coming period, the QA consultants will begin evaluating the percentage of unresolved issues, the degree of end-user satisfaction, stakeholder satisfaction, and the degree to which CAD Next met the stated business objectives.

Recommendation: QA recommends that the project team evaluate the feasibility of using the City’s existing defect-tracking database (Altiris), as an alternative to the “CAD Next Go Live Issue Tracking Spreadsheet”.

Recommendation: PSSRP should begin interviewing project managers and impacted stakeholders regarding “lessons learned” immediately (a “lessons learned” report should be prepared by the July ESC meeting).

3.0.3 REGJIN OBSERVATIONS AND RECOMMENDATIONS

3.0.3.1 INTERGRAPH ACQUIRES DENALI SOLUTIONS

On April 19, the QA Consultants learned that Intergraph Public Safety (IPS) acquired Denali Solutions. The purchase is relevant because the finalist RegJIN vendor, Unisys, proposed Denali’s “InPursuit” records management system (RMS) in their response to the RegJIN request for proposal (RFP). Currently, the City is negotiating the terms and conditions of the resultant agreement with Unisys. The project team has been working with Unisys to reduce costs, and refine the scope of work. An onsite meeting is

planned for May 16-18 to discuss technical design elements and select Unisys contractual objections.

As offered in their response to the City's RFP, Unisys would serve as the RegJIN Prime Contractor, assuming overall responsibility for implementing the Denali Solutions "InPursuit" RMS product, including all project-related services (i.e., project management, training, etc.). To be clear, while Unisys has global experience with large-scale integrated justice projects (similar to RegJIN); the company does not possess their own suite of law enforcement technology software.

Recommendation: The Intergraph acquisition of Denali Solutions occurred after the City identified Unisys/Denali as the finalist, but prior to successfully negotiating an agreement. This unanticipated event introduces three important areas that the QA Consultants recommend be evaluated:

- 1. Immediate Impact on the RMS Software Functionality, Reliability and Performance:** Following Intergraph's acquisition of Denali Solutions, the company is in possession of two RMS products (Denali's inPursuit, and Intergraph's own RMS software, brand-named I/LEADS). According to the Intergraph website¹, Intergraph will "bring together the best of existing Intergraph and Denali products and new advancements into one world-class, solutions suite". Given this statement, it is difficult (if not impossible) to know what functionality, reliability and performance will be afforded by the resulting "solutions suite". QA recommends that the project team evaluate these areas (product functionality, reliability and performance) and report their findings to the ESC.
- 2. Long Term Impact on RMS Product:** Given the Intergraph/Denali language ("Intergraph will bring together the best of existing Intergraph and Denali products and new advancements into one world-class, solutions suite"), it is difficult to forecast the long term support and maintenance requirements. The Unisys proposal included Unisys-based support of the Denali inPursuit product. QA recommends the project team ascertain whether Unisys will guarantee long term support of the Intergraph product suite (i.e., for the decade following implementation).

¹ See Appendix C, which illustrates "frequently asked questions" regarding the Intergraph/Denali acquisition. The company updated the website language on May 25, and Appendix C presents the changes in track/change format.

3. Impact on Procurement: Recognizing that Denali (a company of approximately 35 employees) is now Intergraph [Intergraph is owned by Hexagon (<http://www.hexagon.com>), a company of approximately 12,000 employees), it would appear that the roles and responsibilities between Unisys and Denali/Intergraph may have changed. Therefore, QA recommends the project team evaluate the Unisys/Intergraph contractual relationship (as it pertains to the RegJIN initiative) and report their findings to Procurement and City Legal for confirmation that the acquisition has not inadvertently violated any rules of procurement.

3.0.3.2 REGJIN SUSTAINMENT PLAN

During the period, the project team developed a preliminary sustainment plan. The document is currently being reviewed by OMF.

3.0.4 REGIONAL RADIO PROJECT

3.0.4.1. PORTLAND EMERGENCY RADIO SYSTEM PROJECT

The project team has created a draft RFP to retain a consultant to examine the alternatives for replacing aging radio equipment (with an estimated release date in June). Internally, during the period; Diana Rogero returned to assist with project management responsibilities as a Deputy Project Manager. Also during the period, the project team and the BTS Radio Group worked on finalizing the existing equipment inventory (comprised of subscriber units and all infrastructure).

3.0.4.2. STABILITY PROJECT

During the period, the project team and Motorola conducted acceptance testing. A single issue was discovered; a 700MHz communication error on Goat Mountain which appears to be an antenna problem. The project team has scheduled three additional tests to occur in the following period.

3.0.4.3. REGIONAL BOARD MEETING

The Board met on April 28, and reviewed the draft Business Case report. The Board recognized that the iXP-related elements of the regional approach will conclude in the summer months, and acknowledged the need to create a forward-thinking approach by the end of the year.

3.0.4.4. CITIZEN OVERSIGHT COMMITTEE MEETING HELD

The third radio project Citizen Oversight Committee was held on April 26. The Committee reviewed the Project Charter, discussed the potential for radio system field-trips, and learned about trunked radio systems. The next meeting is scheduled for May 24.

3.0.5 FIRE RMS

No change during the period.

3.0.6 ZETRON FIRE STATION ALERTING

3.0.6.1. POST CAD-CUTOVER ISSUES

Following the April 17 CAD cutover, the fire alerting system continued to provide the “tones” during a fire dispatch, however; the system’s wall-mounted fire alerting boxes have experienced reliability problems during the past four weeks (these boxes allow fire personnel to electronically notify dispatch of their status, such as “en route”, “available in quarters”, “unavailable”, etc.). Project and BTS personnel are working with Versaterm and Zetron to assess the cause.

4.0 QA Recommendation Report

4.0.1 QA RECOMMENDATION REPORT (UPDATED MAY 16, 2011)

The following report depicts a record of previous QA recommendations, describing any actions pertaining to the recommendation, along with specific responsibilities and target completion dates. The chart is updated on a monthly basis. Contemporary subjects are shaded (in light blue, electronically). Note that "ID" numbers are not sequential, as they reflect the order in which they are presented to the ESC.

ID	RECOMMENDATION LOCATION	SUMMARY OF RECOMMENDATION	ACTION TAKEN	STATUS OF ACTION	ASSIGNED TO	DUE BY	COMPLETE DATE
57	02/11/11 3.0.1.1	The ESC should review, and amend (as appropriate), the authorities and controls within the PSSRP Governance document.	Concept Discussed	05/11: While briefly discussed during the March ESC meeting, no official action was taken.	ESC	As soon as practical	As soon as practical
59	02/11/11 3.0.5.1	With the decision to re-platform solidified, the project plan should be rewritten to accommodate the selected approach.	Open	05/11: The project team is waiting until the pilot is complete and the platform target and full application architecture is confirmed or redefined by BTS, prior to developing a complete project planning mechanism.	Diana Rogero	As soon as practical	As soon as practical
60	03/15/11 3.0.1.2	As part of the ESC's review and amendment (as appropriate) of the project authorities and controls (within the PSSRP Governance document), the committee should also define what unit, or form, of Portland City government PSSRP represents.	Open	Pending ESC Review	ESC	N/A	N/A

ID	RECOMMENDATION LOCATION	SUMMARY OF RECOMMENDATION	ACTION TAKEN	STATUS OF ACTION	ASSIGNED TO	DUE BY	COMPLETE DATE
61	03/15/11 3.0.2.1	The QA Consultants continue to recommend that the City require Versaterm to correct all defects revealed during the functional testing process prior to accepting the solution, in accordance with the agreement (Recommendation 51, from November, 2010 report).	Open	Pending ESC Review	ESC	N/A	N/A
62	03/15/11 3.0.3.2	The QA Consultants continue recommend that the RegJIN project team create a contract development approach in collaboration with the appointed legal representative. As suggested for the CAD Next project, a written strategy is typically created when negotiating high dollar value agreements, detailing all aspects of the process, from the location of the meetings to the City's willingness to negotiate on key points that are likely to be a source of vendor objection (along with a range of acceptable alternatives). Other key elements of such a document would include the identification of specific people to fulfill certain roles in the development process (i.e., "good guy, bad guy"), and a proactive approach for mitigating disputes. As a final recommendation, the ESC should give consideration to videotaping (or audio taping) the contract development session (as many large public safety agencies have adopted this practice in recent years).	Open	Pending ESC Review	ESC	N/A	N/A

5.0 Appendices

Appendix A:

Portland Tribune Article (May 8, 2011):

http://portlandtribune.com/news/print_story.php?story_id=130487579285419500

KPTV Article/Video (May 8, 2011): <http://www.kptv.com/print/27820986/detail.html>

Appendix B:

CAD Cost Response Memo.pdf

Appendix C:

The following shows the text changes made to the Intergraph/Denali press release between the initial version (on April 16) and May 25, 2011:

May ~~24~~25, 2011

Q: What has happened between Intergraph® and Denali Solutions?

A: To better serve the needs of our public safety customers, Intergraph has acquired the assets of Denali Solutions~~LLC's records management~~, a leading provider of integrated public safety software solutions. This acquisition enables Intergraph to offer Denali's state-of-the-art inPURSUIT technologies, including its premier Records Management System (RMS), Field Based Reporting (FBR) system~~(RMS) investigative~~, Crime Analysis GIS, enhanced reporting tools, and ~~administrative solutions~~interoperability frameworks. In addition to its core technologies, Denali's team of engineers, domain experts, and ~~associated technological property~~, select personnel, and customer contracts~~delivery specialists will now combine forces with the Intergraph team, offering the best talent in the industry.~~

Q: Why did Intergraph acquire Denali Solutions?

A: Intergraph's acquisition of Denali strengthens our strategic partnership and underscores our commitment to investing in the public safety and security marketplace and providing greater opportunities for our more than 2,500 customer agencies worldwide, as well as for Denali's broad customer base.

Q: What are the benefits of this acquisition?

A: Intergraph's acquisition of Denali advances our ability to provide public safety and security agencies with an integrated, end-to-end solutions suite encompassing computer-aided dispatch (CAD), RMS, mobile technology, reporting, and data analysis capabilities adaptable to jurisdictions anywhere in the world. This acquisition brings together the best of existing Intergraph and Denali ~~RMS~~ products and new advancements into one world-class, ~~Web-based~~ solutions suite that includes a full-function ~~RMS~~, enterprisewide management information system, tightly integrated with CAD and mobile dispatch.

Q: Who is Denali Solutions?

~~A. Denali Solutions provides world class RMS products, investigative and administrative solutions, and associated technological property. Located in Columbia, Maryland, the company's technical expertise has led to the development of integrated public safety systems that allow law enforcement professionals to make critical decisions; effectively manage, analyze, and distribute information; and protect communities. With a decade-long track record of serving the public safety community at the local, state, and federal levels, Denali Solutions understands that the right information at the right time can save lives.~~

[A. Denali is an innovative provider of public safety software solutions with a long history of deploying large-scale systems for sheriff, state, county, city, university, airport, federal, and international law enforcement agencies. Additionally, Denali's multi-agency architecture provides individual agencies autonomy and control of their data, while still enabling information sharing.](#)

[Denali's inPURSUIT suite of products offers comprehensive information management, information reporting, and information sharing solutions with effective and structured implementation services, including implementation procedures and second-to-none customer support.](#)

Q: Who is Intergraph?

A. Intergraph is a world leader in public safety and security software. Intergraph's SG&I division provides geospatially powered solutions to the public safety and security, defense and intelligence, government, transportation, photogrammetry, and utilities and communications industries. Intergraph is a wholly owned subsidiary of Hexagon AB.

Q: Why did Denali owners sell to Intergraph?

A: Intergraph is a world leader with a global footprint supplying public safety and security software solutions. Intergraph and Denali have worked together successfully on projects and have a proven track record. This strong partnership, coupled with Intergraph's global reach, allows Denali to increase growth momentum.

Q: What are future product plans?

A: Intergraph will bring together the best of existing Intergraph and Denali ~~RMS~~ products and new advancements into one world-class, ~~Web-based~~ solutions suite that includes ~~a fullfunction RMS~~ [comprehensive information management, information reporting, and information sharing solutions](#), tightly integrated with CAD and mobile dispatch. The suite will empower agencies to control operations – from incident requests, dispatch, reporting, investigation, [analysis](#), and court documentation – all within a single, integrated system.

Q: Will this solution support Microsoft® SQL Server users?

A: Yes, [Denali's new WebRMS product will support both](#) the Microsoft SQL Server platform ~~will continue to be a part of and~~ the ~~company's RMS solution offerings~~ [Oracle platform](#).

Q: Will this acquisition affect the development of other Intergraph products?

A: No, the acquisition will not affect development resources for Intergraph products.

Q: How will this acquisition affect Denali users?

A: Denali customers will benefit from Intergraph's established global industry leadership, investment, research, development, and support. Intergraph will provide resources and structure to support and continue evolving the ~~RMS product~~ [inPURSUIT product suite. Denali's employees will continue to support current Denali users, ensuring no disruption in their support.](#)

Q: Will Denali's solutions be phased out over time or integrated into Intergraph's solution suite?

A: Intergraph will bring together the best of existing Intergraph and Denali [RMS](#) products and new advancements into one world-class, ~~Web-based~~ solutions suite.

Q: Will the current Denali team stay in place as it is today and remain in its Maryland location?

A: Yes, the current Denali team is a results-driven team dedicated to customer success with advanced technical ability and domain expertise. This team will operate as a business within Intergraph's Security, Government & Infrastructure (SG&I) division [and will remain in its Maryland location.](#)

Q: Will Denali reporting solutions work with other reporting packages?

A: The Denali reporting solutions work with other reporting packages, such as i2's COPLINK® software. This open architecture facilitates data integration into Intergraph's Reporting and Analysis Solution, including our Business Intelligence for Public Safety and Incident Analysis applications. [Additionally, Denali's inPURSUIT product suite offers a Web-Based Reporting solution, including an Ad Hoc Report Builder and a regional Crime Analysis System, further enhancing the overall reporting capabilities of Intergraph's product suite.](#)

[Q: How will Denali projects that are currently in progress be affected?](#)

[A: Current Denali projects will continue with the same project teams and implementation plans.](#)

Q: If I need support, should I call the Denali office or Intergraph?

A: You should call the same support line you have been calling. [In time, Denali's Help Desk call answering and routing procedures will be merged with Intergraph's process to ensure customers have a single Help Desk number, regardless of the products they have purchased. The Denali Support Team will remain intact, continuing to provide its outstanding customer support services.](#)

Q: Which sales representatives will [be](#) sell Denali solutions?

A: Intergraph will sell the Denali product set through our sales representatives and resellers.

Q: How soon will the Intergraph sales team sell Denali products?

A: Immediately. The Intergraph team already has a solid understanding of many of the Denali products, and has been successful positioning Denali technology with Intergraph technology.

Q: What advantages does the Denali acquisition provide to Intergraph customers?

A: With the Denali acquisition, customers can leverage the open technology platform for a more robust RMS solution that will allow more flexibility and growth options in the future. Our world-class RMS can take advantage of updated and consistent user interfaces, a service-oriented architecture and modern platform, Web-based access, integration capabilities, and interoperability ~~based on National Data Exchange (N-DEX) standards.~~ In addition, [available enhanced configuration and](#) workflow management tools allow adaptation for [unique](#) customer ~~or regional~~ [nomenclature and](#) business rules.