


COUNCIL COMMUNICATION

	Number:	21-072	Meeting:	February 22, 2021
	Agenda Item:	40	Roll Call:	21-0302
	Submitted by:	Anna W. Whipple, CIO, Information Technology Director		

AGENDA HEADING:

Receive and file City Manager report regarding expenditures for goods and services pursuant to City Manager's declaration of operating emergency on January 7, 2021 and ending February 15, 2021.

SYNOPSIS:

Receive and file City Manager report regarding expenditures for purchase of additional server storage space for in-car and body camera data and videos pursuant to City Manager's declaration of operating emergency on January 7, 2021. Additional server storage space was purchased from OneNeck IT Solutions per the State of Iowa contract reference #16054C – NASPO agreement MNNVP-134 and was successfully installed February 8, 2021. Section 2-709 (b) (Public and Operating Emergencies) Municipal Code of the City of Des Moines requires a report to be filed with the City Council including the goods and services purchased under this emergency declaration at the next immediate council meeting. The City Manager terminated this operating emergency on February 15, 2021, and this Council Communication provides the required report to City Council.

FISCAL IMPACT:

Amount: \$103,701.12

Funding Source: Fiscal Year (FY) 2021 Operating Budget, Police Department, Digital Evidence Unit, G001, PD222381, page 202

ADDITIONAL INFORMATION:

- On January 7, 2021, the Information Technology (IT) Department notified the City Manager and Police Department that there was a critical shortage of available storage space on the Hewlett-Packard (HP) 3Par server used for storage of Watchguard in-car and body camera video. Server analytics showed the server as 98% full and predicted that the server would reach storage capacity within two (2) weeks. The estimated lead time for ordering and receiving additional server storage space was also two (2) weeks.
- The Chief Information Officer requested the City Manager declare an operating emergency to allow the expedited purchase of additional server storage space to mitigate against a potential server failure while City and HP support technicians continued to troubleshoot the root cause of the server space shortage. The City Manager declared an operating emergency on January 7, 2021 and provided a copy of the declaration to the Police and IT Departments and to the Mayor and City Council.

- On January 7, 2021, the IT Department and HP server support technicians found the root cause of the server space shortage to be an excess of server backup data stored on the server.
- To prevent data loss, twice daily the server automatically makes “snapshot” backup copies of the video files. The snapshots are not themselves the video files downloaded from in-car and body cameras. The snapshots are copies of the data on the server so that the data and video could be restored from backup in case of a technology failure.
- It is a data management best practice to limit the amount of time that backup files are kept. If data has to be restored from backup, newer backup files will be more complete than older backup files. Older backup files are of decreasing value over time and unnecessarily consume more server space.
- In this case, the IT Department and HP server support technicians found that an automatic backup retention process to delete snapshot backups older than 60 days was not working, and the server was filling up with outdated, excess backup files.
- HP server support could not offer an immediate solution to clean up the large number of backup files necessary to quickly free up large amounts of server storage space, so the IT Department proceeded under the emergency declaration to order additional server storage. The Police Department had already been planning to expand storage for video within the next three (3) to four (4) months and identified funding that was already available from donations for the body camera project. Effectively, the emergency accelerated the purchase of additional server storage that had already been planned for FY 2021.
- On January 8, 2021, HP support produced a technical solution to batch delete the excess backup files that were not getting cleaned up automatically and to compress data on the server. That mitigation process ran January 8-12, 2021. It brought the server utilization down from 98% of total capacity to 83% and reduced the risk of server failure in the near term.
- The additional server storage was received on January 22, 2021, and installation was completed on February 8, 2021. The server now has approximately 36% free space, and the critical server storage shortage is resolved. The City Manager terminated the operating emergency on February 15, 2021.

PREVIOUS COUNCIL ACTION(S):

Date: September 26, 2016

Roll Call Number: [16-1638](#) and [16-1639](#)

Action: [Proposal](#) for an in-car camera and body camera solution and related software and implementation services from Watchguard Video. ([Council Communication No. 16-533](#)) Moved by Gray to adopt. Motion Carried 6-1. Absent: Hensley.

- (A) [Bid](#) from OneNeck IT Solutions (Phil LaForge, President and CEO) for Hewlett Packard Video Storage Equipment for use with body-worn cameras and in-car video recording system per State of Iowa contract for use by the Police Department, \$499,595.04. ([Council Communication No. 16-542](#)) Moved by Gray to adopt. Motion Carried 6-1. Absent: Hensley.

BOARD/COMMISSION ACTION(S): NONE

ANTICIPATED ACTIONS AND FUTURE COMMITMENTS:

- The Police and IT Departments anticipate using the HP 3Par storage servers until 2023. Server storage growth will continue to be monitored and may be expanded again in the next two (2) years, if necessary.
- The Police Department is investing in upgrades to the Watchguard in-car and body cameras in FY 2022 and anticipates using the platform well into the future. Police and IT Departments will be evaluating future options for video storage to replace the HP 3Par servers at their end of life.

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