City of Waukesha IT Technical Assessment

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Requesting Department Use

Fiscal Year: 2021   Requester: Joe Hoffman   Title: Assistant Fire Chief   Dept: Fire

Project Overview and Goals:
The goal of this project is to aid in meeting the City's goal to have a Safe and Secure Community, by interfacing with this APP. The City will build a partnership with the Community that will allow the community to receive alerts to help save a neighbors life.
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PulsePoint is a 911-connected mobile phone application that allows users who download their free app to view and receive alerts on calls being responded to by fire departments and emergency medical services. The app's main feature, and where its name comes from, is that it sends alerts to users at the same time that dispatchers are sending the call to emergency crews. The goal is to increase the possibility that a victim in cardiac arrest will receive cardiopulmonary resuscitation (CPR) quickly. The app uses the current location of a user and will alert them if someone in their vicinity is in need of CPR. The app, which interfaces with the local government public safety answering point, will send notifications to users only if the victim is in a public place and only to users that are in the immediate vicinity of the emergency. In February 2017, PulsePoint introduced a professional version called Verified Responder that also alerts in residential settings Based in the San Francisco Bay Area, PulsePoint is run by a public 501(c)(3) non-profit foundation of the same name. As of January 30, 2020, the foundation reported that connected agencies had requested the assistance of 350,000 nearby responders for 100,000 cardiac arrest events.

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Proposed Project / Technology
Check one: ☐ Replacement ☒ New ☐ Upgrade ☐ Other:

Will any of the following need to be purchased: PCs, Handheld devices, Laptops, printers, scanners, etc.

☐ N/A ☐ Yes ☒ No

If yes, please explain:

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Vendor Use

This section is to be filled out by the vendor.

General overview from vendor of the application topology and what the application does: The following questions are designed to help determine the appropriate infrastructure costs in conjunction with system type/criticality information.

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Application Architecture

What is the Application Architecture (if known)? The options are as follows:

☐ Client / Server   ☐ Client   ☒ Web Based   ☐ Other:

*Web-Based is preferred

Where is the Application Architecture installed? The options are as follows:

☐ On-Premises   ☒ Hosted   ☐ Other:

If the Application Architecture is hosted, what model is used?

☐ Infrastructure as a Service   ☒ Software as a Service   ☐ Platform as a Service

☐ N/A   ☐ Other:

If the Application Architecture is hosted, and the City stops using the solution, is there a charge to get our data back

☐ Yes   ☒ No

If the Application Architecture is hosted, what certifications do they hold?

☐ SAS 70   ☐ SSAE 16   ☐ FedRAMP   ☐ Other:

Web Application Requirements

☒ N/A: This is a Client/Server Solution or Hosted Solution

What Web Browsers are supported?
☐ Internet Explorer ☐ Chrome ☐ Firefox ☐ Browser Agnostic ☐ Other:
* Browser agnostic preferred

What Browser version is supported?
Internet Explorer: Chrome: Firefox:

What Web service is used: ☐ IIS - Version   ☐ Other – Version
*IIS Preferred

What third party software needed?
☐ A Java add-on is on the client, version #
☐ Active X add-on on the client
☐ .NET Framework, version
☐ Digital certificates (IE based app. or ASP)
☐ Adobe
☐ Add-ins for existing applications (IE MS Office, etc.)
☐ Other
☐ Not Applicable (none needed)
*None Needed is preferred.

Server Requirements

☒ N/A: This is a Hosted Solution

Specify the type of server the main component of the application will be installed on?

☐ MS Server What Version?　　　What Service Pack?

☐ LINUX - What version?

*MS Server is the standard

What database will be used?

☐ MS SQL　What version?　　　What SP?

☐ Oracle　　What version?

☐ Other　　　What version?

☐ N/A

*MS SQL is the standard

Is database fully vendor supported?

☐ N/A　　　☐ No　　　☐ Yes　Notes:

*Vendor supported is preferred

Does the vendor require the application and Database to reside on same hardware?

☐ No　　　☐ Yes　Notes:

If no, can the application and Database reside together for the test system?

☐ No　　　☐ Yes　Notes:

Are virtual servers supported?

☐ No　　　☐ Yes　Notes:

*Virtual Servers are the standard

If yes, which Hypervisors?

☐ Hyper-V Notes:　　　　☐ VMware Notes:

Will any of the following servers be needed?

☐ Test　　　☐ QA　　　☐ Train　　　☐ Not Applicable　☐ Other　　　Notes:

*Test environments are the standard

*QA environments are preferred

Client Requirements

☒ N/A: Web-Based solution or Mobile App

What client operating system will be used?

☐ Windows 10 - What SP?
☐ Other: What SP?
*The most current Windows OS is the standard.

What third party software needed?
☐ A Java add-on is on the client, version #
☐ Active X add-on on the client
☐ .NET Framework, version
☐ Digital certificates (IE based app. or ASP)
☐ Adobe
☐ Add-ins for existing applications (IE MS Office, etc.)
☐ Other
☐ Not Applicable

User Account Control

Does the application require users to login?
☐ No   ☐ Yes Notes: ☒ N/A:

Does the application integrate with Active Directory for authentication?
☐ No   ☐ Yes Notes: ☒ N/A:
*Active Directory is the standard for on-premises applications.

Does the application integrate with Active Directory for user account creation?
☐ No   ☐ Yes Notes: ☒ N/A:

Does the application integrate with Active Directory Federation Services or Azure AD?
☐ No   ☐ Yes Notes: ☒ N/A:
*Azure AD is the standard for hosted solutions.

Application Info

What will be the frequency of updates (i.e. dot (.) or SP)?   ☒ N/A:
What will be the frequency of upgrades (i.e. major releases)?   ☒ N/A:

Is the application licensed per user? ☐ No   ☐ Yes   Notes: ☒ N/A:
If yes, are they concurrent licenses? ☐ No   ☐ Yes   Notes: ☒ N/A:

Is access to the Internet required for this application? ☒ Yes ☐ No
If yes, please describe what access is needed and how it will be used: Mobile App

IT Department Use

The section is to be filled out by the IT department.

City IT Department Use

For standard systems:
In order to appropriately answer the "commensurate" or "adequate" nature of a particular response, the information in the Technical Assessment Pre-Screen should be considered.

Does the system meet City of Waukesha's technical standards? If not, we cannot ensure the system's availability, nor can we insure the integrity of the information stored in the system.
☒ Yes ☐ No If NO, please explain:

Is the expected combination of local and vendor support sufficient? This affects availability and integrity. It is important to recognize that vendor size & stability affect the answer to this question, in addition to their contracts, procedures, etc.
☒ Yes ☐ No If NO, please explain: ☐ N/A:

If the Vendor requires remote access for system support, can it be adequately secured? This might involve one-time passwords, VPN connections, encrypted access, etc. If the vendor requires constant "root" level access, will not allow passwords to be changed regularly, requires "always-on" modem access, etc. the answer is "NO".
☐ Yes ☐ No ☒ N/A:

Can adequate system backup & recovery procedures be implemented? This includes the ability to test the restore processes on a "regular" basis.
☐ Yes ☐ No ☒ N/A:

If the system requires transmission of information to a remote party, can it be adequately protected? (This would include encryption for data transmission, and at rest.)
☒ Yes ☐ No

Does the system provide adequate toolsets for User Identification, Authentication and Access Control? Generally, minimum requirements include a Unique User I.D. for each system user, a password associated with each User I.D., and password complexity allowing a minimum of eight mixed-case alpha and numeric characters (the ability to handle more characters and special characters is preferred). NOTE: If the application is MS Active Directory-aware, it meets our minimum criteria.
☐ Yes ☐ No ☒ N/A:

> STOP!! If you answered "No" to any of the above, your project does not meet technical standards. Please consult the IT Director for further guidance.

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