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WELCOME

Executive Corner



ROB PATTEN

I would like to thank all of our Public Safety customers who supported our Intergraph Canada 2008 User Conference Series during September and October across Canada. Whether you attended the Edmonton, Winnipeg or Mississauga conferences, I am sure you will agree they were extremely successful and very informative. As well as getting important updates on Intergraph technology for Public Safety, I hope that you were able to experience the power of Intergraph's solutions and seize the opportunity to network with users from the other industries that we support. Feedback has been overwhelmingly positive, and Intergraph Canada 2008 was largely a success due to your enthusiastic participation.

All of us at Intergraph are proud to continue in our tradition of introducing new, groundbreaking technology that will literally change how the public safety industry protects and serves its citizens. Our new Business Intelligence solution has generated significant interest among the Canadian public safety community - you can read more about the solution and how it can benefit your agency in this issue on pages 5 and 6. If you missed the recent globally-hosted public safety webinar series you will find links to the recorded sessions, including one on Business Intelligence, on page 4.

In closing, I want to thank each of you for your continued confidence and supporting use of our technologies - Intergraph's progress and technical innovations wouldn't be possible without your partnership in applying our solutions to solve real-world challenges. The Christmas and Holiday seasons are fast approaching and it is always a good time to reflect on what is truly important in our lives - the health, safety, and happiness of those in our care and those we care for. Each of you and your organizations play a big role in this endeavor and we at Intergraph sincerely thank you.

Rob Patten
Vice-President, SG&I Canada

Message From CIPSUG

Nobody knows everything there is to know about our CAD systems (unless you are Ed Camelleri!). To take full advantage of your Intergraph system we all need to communicate. What one agency tries may or may not work for you but it gets the wheels spinning: "Hey, that may work for me or that's a different way of looking at it". Some agencies have more resources than others so their trials and errors may work in your favour. Even though we may all be running different versions of certain Intergraph solutions, there are commonalities to learn from, or features that you can get explore through someone else's eyes as you wait for your upgrade opportunity.

One way to communicate is through the Canadian Intergraph Public Safety Users Group (CIPSUG), open to all Intergraph CAD users in the Public Safety industry. We meet on the second Wednesday of every four months, in person in southern Ontario and through conference calling for distant participants. We have general discussions, have used web broadcasts for demonstrations and presentations, and host Intergraph experts for customized training and information sessions. We also make available a contact list of technical experts, managers, and Intergraph users for Canada should you need to seek information... and, best of all. it's free.

We hope to see you at our next meeting, where Intergraph representatives will address the new product update process, as well as Common Phase III CPIC Forms:

Wednesday January 14, 2009
10:00 a.m. EST
Hosting Agency: Toronto Fire
Location to be announced

If you would like to be added to our distribution list, get more information when available on the meeting location / conference call information, or have something added to the agenda, please contact me at mallan@hamiltonpolice.on.ca. *As a group, we make a difference.*

Regards,

Mark Allen
CIPSUG President
Communications Systems Administrator
HPS Hamilton Police Service
Phone: 905.546.4241
Fax: 905.546.3895
E-mail: mallan@hamiltonpolice.on.ca

Welcome to John K. Graham



Intergraph welcomes John K. Graham as president of our Security, Government & Infrastructure (SG&I) Division. Graham has significant experience in software, services, and technology, and was previously executive vice president at Siemens UGS Software. He began his

career as a US Naval Officer, and holds a master's degree in business administration from George Mason University and a bachelor's degree in business from the University of Mississippi.

Graham will serve SG&I's worldwide customer base across the public safety, security, military, and infrastructure markets. His responsibilities will include global sales, operations, services, and product development.



NEWS AND EVENTS

Intergraph in the Media

[Read the feature article](#) published in the May/June 2008 issue of *Public Safety IT*:

“Washington, D.C. center consolidates public safety dispatch operations”

The consolidation of all 9-1-1 and non-emergency communications into a single command-and-control center has yielded impressive results for public safety and emergency response in the nation’s capital.

[Read the article](#) published in November in the *New York Post*:

“New York Police Department rings up \$73M deal for 911 upgrade”

The NYPD recently signed a \$73 million contract with Intergraph for a state-of-the-art emergency dispatch system that can instantly compile location and caller histories, create maps, and locate the appropriate units to respond. A similar system was supposed to have been in place years earlier, but the selected vendor failed to supply the system.

[Read the article](#) published in November in the *Vancouver Sun*:

“New dispatch system will alert emergency crews quicker”

A new computerized dispatching system is now online in 40 Metro Vancouver fire halls and 11 other fire departments in British Columbia that are part of the E-Comm network. Installed on 115 fire trucks throughout the system, the departments now have a new fire-hall alerting system which streamlines the dispatch process and cuts the number of steps an E-Comm dispatcher takes in to order to alert emergency crews to a 911 call.

[Read the media release](#):

“Barcelona (Spain) Emergency Management Center to Deploy Intergraph® Emergency Incident Response, Planning and Reporting Solutions”

Public Safety Training and Consulting Workshops

Take advantage of training on Intergraph’s public safety products at locations near you! Instructor-led training is available in centralized regional locations for I/CAD and I/Mobile applications for basic and advanced users and administrators.

Regional Training

This regional training allows you to receive the instruction you need in a timely fashion and for a reduced cost compared to traditional on-site training. By allowing you to share the tuition cost with other agencies and travel to sites closer to home, the price is affordable for you to send the people who need training the most.

New Training Host Program

Intergraph has also implemented a Training Host program, in which customers serve as hosts for classes. These customers must meet certain location, equipment, software versions, and personnel requirements to be eligible for hosting. Complimentary seats in each class will be offered to the customer serving as host. If you are interested in becoming a Public Safety Training Host, contact Mark Patrick, Director of Business Development for Canadian Public Safety, at mark.patrick@intergraph.com.

I/CAD Deployment Planning and Configuration Workshop

I/CAD offers some great new tools for both response plan development and visual dispatching, such as the Real-Time Recommend Unit Monitor. If your agency is implementing or modifying response plans, this three-day workshop will help you refine – or maybe even define – your unit recommendation and response planning data.

I/CAD and I/Mobile Reassessment

In every agency, users have questions about customizing their work environment, improving system and workflow efficiencies, and implementing changes that help improve operations. Analyzing and reassessing your current workflow is a critical step, and can be achieved through additional user training, modification of configuration settings, or tuning of your system setup. Many times, a simple reassessment can increase the usability of your system after just a few hours of face time with your users.

Trainer Consulting

Intergraph’s trainers have access to best practices and processes that have proven to be successful. This consulting opportunity lets our experts

Continued on next page

teach your internal trainers these and other tricks, and shows them the best way to train your new employees internally. Our experts teach this class on-site and spend time with your agency trainers to revamp your I/CAD training program, review training materials, and make sure the

latest version of software is installed.

Find a class near you by visiting our global training Web site: www.intergraph.com/sgi/training.asp

Intergraph Canada 2008: Thank you for attending!

Intergraph Canada 2008 User Conference Series concluded on October 15th. Thank you to the over 200 public safety professionals who attended to share their knowledge and gain ideas from industry experts!

To download select presentations from the conference, please visit <http://www.intergraph.ca/iuc> before the end of 2008.

If you weren't able to attend the conference as planned, and would like to schedule a personal visit from an Intergraph representative to update you and/or your organization on the latest features for Intergraph's solutions, please e-mail sales@intergraph.ca.

We look forward to seeing you at next year's user conference series! Don't forget to save the date for Intergraph 2009, Intergraph's global user's conference, happening in Washington, D.C. Visit www.intergraph2009.com for details!



Washington, D.C.: June 15-18, 2009
www.intergraph2009.com

Intergraph 2008 Presentations Still Available

After the conference, all attendees received an e-mail with instructions on how to access breakout presentations on the Intergraph 2008 Web site. These presentations are hosted at <http://www.intergraph2008.com/presentations> and can be accessed with the login and password provided to conference registrants.

Access to these presentations is one of the many benefits of a paid conference registration. If you attended the conference, but did not receive these e-mail instructions, please let us know at marketing@intergraph.ca.

Free Intergraph Webinar Series Available For Download

Learn about new products that enhance your Intergraph systems in our new Webinar series for public safety professionals! Find out about enhancements that help you streamline your map creation workflow, gain new insight from historical information, discover trends and relationships found in your data, and improve reporting capabilities for field officers.

Webinar Topic	Date
Streamline Map Creation and Editing with I/Map Editor	View the recording at www.intergraph.com/promo/imap_editor_2008
Leverage Incident and AVL/Tracker Data with I/Incident Analyst	View the recording at www.intergraph.com/promo/incident_analyst_2008
Unlock the Power of Your Data with Intergraph Business Intelligence for Public Safety	View the recording at www.intergraph.com/promo/business_intelligence_2008

MOVING THE INDUSTRY FORWARD

Look Who Went Live in Canada

CUTOVERS AND UPGRADES

Customer	Quarter	Systems
PRIDE Police Consortium, Ontario	Q4 2008	CAD/Mobile Cutover
Integrated Justics (OPTIC), Ontario	Q4 2008	CAD Upgrade

Unlock the Power of Your Data with Business Intelligence for Public Safety

Public safety professionals create enormous amounts of data through the use of various applications such as CAD. While these systems are effective in their own right, there are even more benefits to realize by providing easy to access information in a way that enables users to explore and expose relationships and trends. This capability has proven very effective for increasing the success of organizations that have deployed Business Intelligence toolsets in various industries.

In bringing these toolsets to the public safety industry, Intergraph's research and knowledge of public safety-specific needs set the stage for us to build pre-configured reporting environments, dashboards, and analysis tools on top of Business Objects' performance optimization solutions. Our customized solution provides reporting tools specific to your needs, allowing you to:

- Access the massive amounts of data from your incident management systems quickly and easily
- Monitor performance with real-time dashboards
- Generate and access reports from a secure self-service Web portal
- Interactively explore data for trends and important relationships using world-class reporting and analysis tools

We do this by mining the data housed inside the individual dedicated systems that create, collect, process, and distribute information in your public safety environment. This information is unique to each task and is embedded within its own specialized database structure. These database structures serve specific functions within their own environments, but when they are combined and viewed collectively, they provide a comprehensive picture and offer insight into your organization's performance.

This comprehensive picture lets you visualize information to find answers and solve problems, ask questions in a rich interactive environment, and gives you immediate access to the critical information that affects your decisions.



Using a secure Web environment, you can easily distribute this information across your organization. Presentation-quality reports are easy to create, and customized dashboards give you constant feedback, allowing you the insight you need to proactively monitor current situations.

By giving you the ability to explore, transform, and deliver information in unique and dynamic ways, our Business Intelligence for Public Safety solution delivers a clearer, more immediate and accurate view of your enterprise, giving you the insight you need to do your job securely, safely, and efficiently.

To learn more about Business Intelligence

- Continue to the next article for an overview of the benefits various Public Safety roles will see from implementing a business intelligence solution.
- [Click here](#) to view a recording of our recent Business Intelligence Webinar that will show you the concepts behind our solution, the components that make up the solution, and ideas on how to implement it in your organization.
- If you would like to speak to someone about our Business Intelligence solution for Public Safety, contact your Account Executive, or e-mail sales@intergraph.ca.



Save the date...
June 15-18, 2009: Intergraph 2009



Benefits of Business Intelligence in the Public Safety Environment

On the previous page, we introduced our new Business Intelligence for Public Safety solution. In the chart below, we show how this solution can benefit you in your role at your agency:

Command Staff

Challenges

- Data from multiple sources may need to be compiled and integrated by IT specialists to support decision making and COMPSTAT reporting.
- Lack of cohesive data forces command staff to rely on instinct rather than fact to make critical decisions.
- Unavailability of performance data may result in missed opportunities to take action on performance-related issues.

Business Intelligence Benefits

- Consolidated data from multiple sources provides complete situational awareness for accurate decision making and reporting.
- Complete current and historical information improves the accuracy of predictions and trends, enabling superior deployment of resources to reduce crime, improve response, and minimize event consequences.
- Interactive dashboards, performance reports, and activity reports provide comprehensive metrics for performance and resource management.

Operations Supervisor

Challenges

- Lack of a complete information picture makes it difficult to control territory, deploy resources, and make critical decisions.
- Data from multiple sources may need to be compiled and integrated by IT specialists to support decision making and reports such as COMPSTATs

Business Intelligence Benefits

- Resources are deployed based on trends and facts, with clear visibility into incident data and comparison to historical data. Avoids missing opportunities for improvements and repeating "the same mistakes."
- Data is easily compiled for COMPSTAT and other reports, and can be accessed by non-technical personnel.

Investigators and Crime Analysts

Challenges

- Investigators and crime analysts face difficult and time-consuming methods of researching crimes and suspects.
- The need for skilled IT personnel to run reports wastes time and limits the ability to change reporting criteria and run "what if" scenarios.

Business Intelligence Benefits

- Easy-to-run self-service reports and the ability to perform ad hoc searches in a secure environment put information quickly into the hands of those who need it.
- Advanced searches enable easy, quick exploration of "what if" scenarios.
- Combined with geospatial analysis, Business Intelligence allows investigators to identify hot spots and target areas, mapping the data in a visual format to quickly and easily solve crimes.

Communications Center Manager

Challenges

- Complicated processes make it difficult to effectively manage staffing and resource deployment.
- Lack of historical data may hamper decision making, putting citizen safety at risk and potentially exposing departments to legal problems, loss of funding, and bad publicity.
- Unavailability of performance data may result in missed opportunities to take action on performance-related issues.

Business Intelligence Benefits

- Streamlined processes for managing staff and deploying resources improve operational efficiency and effectiveness, and increase public confidence.
- Tools that analyze and present staff resource requirements and usage help justify funding requests to meet service obligations.
- Interactive dashboards, performance reports, and activity reports provide comprehensive metrics for performance and resource management.

Reporting and IT Staff

Challenges

- Departments are inundated with requests for reports requiring data from multiple disparate sources.
- Running reports can be labor-intensive and often requires in-depth knowledge of database schemas.

Business Intelligence Benefits

- Self-service reporting is easy to deploy and use, with data provided in "business" terms.
- Queries can be saved for later use. Results can be reviewed, and report criteria can be changed and re-run to accommodate new situational knowledge.
- Consumers have secure access to the information and query capabilities they need, creating advantages to "sister" organizations, such as criminal justice departments.
- Important historical data is available and accessible, reducing the risk of bad press when journalists uncover information the public perceives should have been considered in solving or preventing an incident.

INSIDE INTERGRAPH

A Face With a Name



FARIDA RAGHINA

Farida is a Senior Account Executive based in Vancouver who covers British Columbia and southern Alberta. She is focused on the public safety communities and how Intergraph solutions can assist individual agency needs. The newest member of Intergraph's Western SG&Sales team, she has been with the company since July 2008, working previously with MacDonald Dettwiler & Associates (information management and surveillance technology) as a top producing sales manager. A lot of you may not have met Farida yet, but her smiling face and charming personality will ensure she's remembered by all! Connect with Farida at industry events for fire and police in Western and Central Canada, or by writing to farida.raghina@intergraph.com.

New Virtual Support Network

SecureLink Provides Customers with Enhanced Security, Audit, Control, and Compliance with Industry Regulations

In our continuing effort to deliver superior customer service and support, Intergraph has implemented Enexity's SecureLink Virtual Support Network (VSN) for remote connectivity to customer sites.

Using SecureLink as a support tool will ensure that you have fully encrypted secure communications, full control over access rules and all server or workstation ports and services, authentication and identification of analysts that remotely access the network, detailed historic audit reports, and real-time e-mail notifications. In addition, Intergraph analysts will have faster access to your network using the SecureLink solution.

SecureLink complies with Criminal Justice Information Systems (CJIS) regulations as well as other industry regulations, including Sarbanes-Oxley, Health Insurance Portability and Accountability, and Gramm-Leach-Bliley. The solution addresses the increasingly stringent network access regulations and internal

audit requirements that security-conscious organizations face.

SecureLink is already in use by 40 Intergraph customers, who have deployed the technology to provide their organizations with improved security, audit, control, and compliance capabilities.

"The SecureLink technology allows us to work through issues and questions while online with Intergraph's support specialist, showing them the issue rather than trying to describe it. By asking questions and resolving issues in a "hands on" and secure environment, we learn even more about the system, reducing downtime and multiple phone calls to resolve the problem," said Crystal Burgard, Supervisor, Jefferson County 911, Jefferson County, Missouri.

While SecureLink will require customers to install the GateKeeper software onsite, the solution requires minimal setup time and maintenance. To learn more, contact your Intergraph customer support representative or Mark Patrick at mark.patrick@intergraph.com.

Don't Miss Out! I/Map Editor Limited Time Upgrade Offer to Expire Soon!

Haven't migrated to the I/Map Editor product yet? Take advantage of this great offer before it's too late!

I/Map Editor, with the accompanying GeoMedia® Pro product, provides a dramatically streamlined workflow for the map input and formatting process for Intergraph Public Safety systems. To learn more about I/Map Editor, read our Abilene Police Department case study at <http://www.intergraph.com/assets/pdf/Abilene.pdf>.

Through this offer, customers with a current maintenance contract

that includes I/Executive are eligible to receive a license for I/Map Editor 6.1 at no software cost. I/Map Editor (and GeoMedia Pro 6.1, if not already installed) will be added to your maintenance contract. Training recommendations for this product are available from your account manager.

To take advantage of this limited-time offer, please contact your account manager or sales@intergraph.ca today. This offer expires on December 31, 2008, so don't delay!

Product Release Information Available Online

Release Notes for current product versions and Planned Features documents for upcoming product releases are now available online at our global customer support Web site. Log in to <http://support.intergraph.com> and select the desired product.

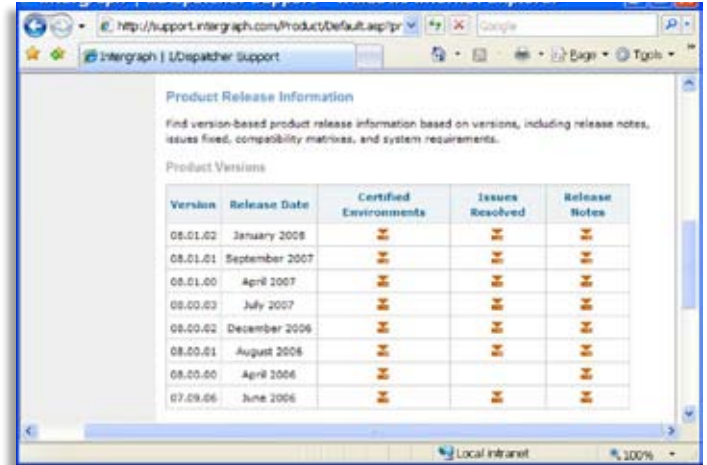
To see an overview of the features included in recent releases, click on the links below to download the product release updates:

[I/CAD 8.1.2](#)

[I/Map Editor](#)

[I/LEADS 8.1](#)

For detailed information on which Intergraph products, operating systems and database engines, recent product releases, and other products our solutions are certified against, visit our global customer support Web site at http://support.intergraph.com/documents/certification_matrix.pdf.



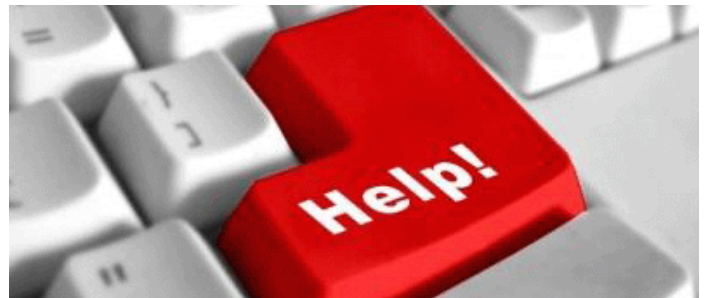
Planning a Hardware Upgrade?



If you are planning an upgrade to your database servers, application servers, com servers, or client machines, please check the global product certification matrix for compatibility: http://support.intergraph.com/documents/certification_matrix.pdf

Most hardware manufacturers pre-load the operating system and components, some of which may not be compatible with your Intergraph applications. If the hardware does not come pre-loaded, you must ensure that your IT department knows the correct versions of operating systems, database applications, and third-party applications that are certified with your Intergraph applications before loading them. This also includes patches and hot fixes to the operating system and database software.

If you are unsure about compatibility, and cannot locate the specifications you need in the certification matrix, please contact Canadian support via <http://www.intergraph.ca/global/ca/support>, the Intergraph Public Safety Help Desk at (877) 822-8921 or at <http://support.intergraph.com>.



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 support contacts
 industry solutions

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Follow these directions:

1. On the Tools menu, click Options.
2. On the Preferences tab, under E-mail, click Junk E-mail.
3. Click the Safe Senders or Safe Recipients tab.
4. Click Add.
5. In the Enter an E-mail Address or Internet Domain Name to be Added to the List box, enter "@en25.com" and then click OK.

What's the Big Idea?

**Do you have a story you would like to share with other users?
Do you have BIG ideas on how to better use our products?**

E-mail marketing@intergraph.ca with your story idea today!



Link to It!

Not sure where to go to find Change Requests, Service Requests, product enhancement lists, and other useful information? Use the handy links below to find information fast!

- <http://www.intergraph.ca> – Intergraph Canada: for product brochures and general product / solution information
- <http://www.intergraph.com/global/ca/support/> – Canadian-specific support phone numbers; also includes access to global support (support notices and product release information including release notes, patch lists, and other helpful downloads)
- <http://support.intergraph.com/KnowledgeBase> – Knowledge Base: to search for answers to frequently asked questions, "how to" advice, and general product knowledge
- <http://www.intergraph.com/global/ca/sgi/training.aspx> – See what course offerings are available for Public Safety applications



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