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Welcome/Important Information about Intergraph CAD/MPS

In June 2012, the Board of Commissioners signed a contract with Intergraph Corporation to provide a modern Computer Aided Dispatch System along with an Integrated Mobile version of the software to be used on the MDC computers. The system configuration, data transfer, testing and optimization have been a work in progress and continue to take place. The final stages prior to “going live” will include training for CAD users in the 911 Communications Center as well as user training for the Remote dispatch points and mobile users. System cut-over is scheduled for Tuesday August 23rd, 2016.

Just a few of the enhanced benefits of the Intergraph CAD system include:

- Enhanced functionality in the following areas:
 - Select and Recommend process for dispatches
 - Mapping
 - Unit monitoring (real time AVL/GPS)
 - Messaging
 - Response Planning
 - PECO Utility Notification

- New Functionality
 - Integrated Pictometry
 - Road Restrictions/Road Closures
 - Routing and directions
 - Capability to attach files to incident records
 - Cross-Discipline Info File
 - Integrated radio functions (GPS/Status Messaging)
 - Integration with AT&T High Speed data and Sierra Wireless routers
 - Public Web CAD
 - Public Portal for Emergency Contact/Premise Information Updates
 - 3rd Party Application Support (ie: iamresponding.com, active911, etc.)

We have included several important reference materials with this document that will assist you in the migration to the Intergraph CAD System.

Cutover Date - Important Information

Tuesday August 23rd 2016 has been designated as the cutover date for all operational responders to migrate from the current PRC CAD system to the new Intergraph/Hexagon CAD system. The start time for the process to begin is anticipated to be in the morning hours, however this is a complex process that requires infrastructure to be reconfigured prior to moving the responder group over.

A series of voice & MDC messages, emails, and pages will be sent throughout the day to inform you of the progress and when to take action.

There will be a period of time during the cut-over process where MDC functionality as well as station printing and electronic dispatch messaging will be limited and/or off-line. This is necessary to move the physical equipment linking those systems.

It is important to note that in the event of unforeseen circumstances (extreme weather, large scale event, etc.) we will re-evaluate conditions and if needed delay the cutover process. Any changes will be conveyed via voice messages, emails, and pages.

During the cutover DES staff will be available to answer MPS or CAD related questions. Field providers can call 610-344-5074 to speak with a specialist.

Troubleshooting/Maintenance Request Procedure

Normal business hours support

- Call the CAD help line: 610-344-5074
- Email any non-emergent issues to cadsupport@chesco.org
- Emergent issues should be directed to the on-duty supervisor: 610-344-5100

After hours

- Non-emergent issues can be sent to cadsupport@chesco.org
- Emergent issues should be directed to the on-duty supervisor: 610-344-5100

System Down MPS – (Primary MPS System Failure)

In the event users need to switch to the back-up system for MPS perform the following steps:

- Launch MPS from the icon on the desktop. Click the “Back-Up MPS” button. Log in as normal.
- If currently logged into MPS when the need to switch to backup arises, force close MPS by right clicking on the MPS icon on the bottom menu bar and click “Close window”. The re-launch from the desktop and click “Back-UP MPS” button and log in as normal.