

INFORMATION TECHNOLOGY GROUP

December 11, 2018

NOTICE

17.1

TO: All Commanding Officers

FROM: Commanding Officer, Information Technology Group

SUBJECT: TECHNOLOGY COORDINATOR PROGRAM

This Notice serves to implement Information Technology Division's (ITD) Technology Coordinator Program (TCP). Each Area / Division will have an assigned coordinator nominated by the concerned Commanding Officer. Participation in the program will allow Areas / Divisions to have on-site support from their own employee who can perform certain basic network-related functions, including first-tier troubleshooting and resetting passwords. The coordinator will also be the point of contact for computer related issues at the Area or division, including inventory control of electronic assets such as computers and monitors.

The TCP is like former programs, such as Primary Local Area Network Coordinator (PLC) and LANbacker, and is meant to expedite personnel receiving assistance when it is immediately needed and to supplement the ITD Service Desk resources who will maintain their current responsibilities.

Commanding Officers of each Area / Division are requested to select at least two employees (sworn or civilian) who are technologically skilled and security conscious of the sensitive nature of Department systems. Due to the effort necessary to train an employee in this role, it is suggested the selected employees be people who will remain in the command for an extended period, as well as cover most of the 24-hour period between them. The employees' names, serial numbers, and contact numbers should be sent on an Interdepartmental Correspondence, Form 15.02.00, to the ITD Commanding Officer at itdco@lapd.online. The selected employees will be contacted for training.

If you have any questions regarding this Notice, please contact Systems Analyst II Jacquelyn Walker, Serial No. E8884, Information Technology Division, at 213-486-0269 with any questions.



BLAKE H. CHOW, Commander
Commanding Officer
Information Technology Group

APPROVED:



BOB GREEN, Deputy Chief
Chief of Staff
Office of the Chief of Police

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