

Information & Communications Technology Division

In September 2011, the Missouri State Highway Patrol command staff integrated the Communications Division and the Information Systems Division to create the Information & Communications Technology Division. The new division is responsible for managing the systems and projects previously assigned to the two divisions. The technical knowledge requirements, along with network responsibility, had become similar over the previous several years with responsibility for a number of the networks utilized for Patrol services being shared. The integration of the two divisions has resulted in a number of improvements in services provided to our customers throughout the Patrol. The Information & Communications Technology Division continues to move forward to meet future technological challenges.

Captain Kim E. Hull was appointed as the first director of the new division with Lieutenant Vernon C. Dougan being appointed the first assistant director.

In addition to the above appointments, six new section directors were appointed: Applications and Processes — Section Director Clifford R. "Cliff" Gronauer; Administrative Support — Section Director Larry G. Lueckenhoff; Device and Network Support — Section Director Bradley W. "Brad" Coffey; Field Technical Support — Section Director Shannon L. McGowan; Operations — Section Director J. Corey Chaney; and Radio and Microwave — Section Director Roger D. Strobe.

On October 19, 2011, the Missouri Criminal Justice Modernization Project (MCJMP) team accepted a Governor's Award for Quality and Productivity in the area of technology from Governor Jay Nixon. The MCJMP team consisted of five smaller teams working to upgrade operational systems to enhance delivery of enforcement services and streamline operational effectiveness. The modernization began in 2007, with the search for companies to build the systems designed by the MCJMP teams. The modernization centers on five areas: computer-aided dispatch, mobile computing, computerized criminal history, records management, and replacement of the state message switch.

Also during 2011, the Missouri State Water Patrol and the Missouri State Highway Patrol merged into a single organization. The newly created ICTD (Information Communication and Technology Division) assumed control and responsibility for the automated systems used by the former Water Patrol. These systems were transitioned to the Highway Patrol's servers and converted to meet MSHP standards. The application development work underway at the Water Patrol, prior to the merger, was finished by the ICTD staff and placed into production.

Other work completed by the division in 2011 included enhancements to the Sexual Offender Registry, implementing enhanced mapping tools, and a new tracking and control system for the Crime Laboratory Division.

A new Project Management section was created in 2012 to provide management with the information and tools needed to oversee the multitude of projects assigned to the Information and Communications Technology Division.

In 2012, MSHP telephone infrastructure was moved from the traditional Public Switch Telephone Network (PSDN or as better known, the telephone company) to Voice Over IP (Internet Protocol). At a significant cost savings, telephone calls were routed over the Internet through the Patrol's computer network allowing for additional functionality and monitoring.

Several applications utilized by the Water Patrol Division (requests for buoys, requests for a regatta, and boater safety education) were converted to web applications in 2012 to allow for greater access and utilization.

The Patrol's website was redesigned in 2012 to match the statewide standard (known as "960 Grid"), so as to better integrate with the other agencies' websites under the Department of Public Safety.

A new online Application for Civilian Employment System (ACE) was developed in 2012 to support the Human Resource Division.

In 2012, the Missouri State Highway Patrol and Motorola signed off on a major component of the MOSWIN radio project that standardized the work stations and hardware configuration used at each troop.

On May 1, 2013, Captain Kim Hull retired and Captain Vernon Dougan was appointed director of the Information & Communication Technology Division. Lieutenant Leslie Thurston was appointed assistant director. In 2013, management support for the Information & Communication Technology Division was reorganized from five assistant directors to four: Assistant Director— Communications Roger Strobe, Assistant Director — Infrastructure & Customer Support Steven White, Assistant Director — Application Development Larry Lueckenhoff, and Assistant Director — Project Management and Mobile Device Lt. Leslie Thurston.

In 2013, Phase 2 of the MOSWIN Project involving the radio conversion saw the transition of all nine of the Patrol's troops and all vehicles in the Patrol's fleet switched over to the new interoperable VHF system to promote greater reliability.

To allow for increase speed and capability, all data circuits managed by ICTD for internal and external customers were updated in 2013 from frame relay to MPLS circuits.

In 2013, the criminal history system was migrated from the mainframe application managed by the Office of Administration to a new system designed by CPI and managed by ICTD staff.

ICTD developed a web-based application for the Motor Vehicle Inspection Division in 2013. This application automated the process for authorized motor vehicle inspections facilities to request and pay for motor vehicle inspection stickers and decals.

Division personnel developed a series of troop maps utilizing geographic location analysis of seized methamphetamine labs for the Division of Drug and Crime Control in 2013.

In 2014, the Information and Communication Technology Division completed a web-based application of the state's two-finger Fast ID technology and the FBI's Repository of Individuals of Special Concerns (RISC) database. This interface provides access to the FBI's database of sex offenders, federal fugitives, and the terrorist watch list, with a single two-finger submission from a mobile identification device.