130.13
TECHNOLOGY DESK DUTIES
1-31-23

PURPOSE
This Communications Directive establishes procedures for Communications Division dispatchers assigned to the technology desk position.

POLICY
It shall be the policy of the Communications Division to dedicate personnel to monitor specific software applications, notification and/or alert systems utilized by the Department to enhance public safety. These duties will be performed by dispatchers assigned to the technology desk position.

PROCEDURE
A.   TECHONOLOGY DESK RESPONSIBILITIES
　　1.   The technology desk duties may be performed at any service desk terminal upon permission from an on-duty supervisor.
　　　　a.   When the duties of the technology desk position are performed from any terminal other than the SD11 terminal, using the 'CHDESK' command, the technology desk dispatcher shall ensure that the control of the SD11 desk is at the terminal where the technology desk duties are actually being performed.
　　2.   The dispatcher assigned to the technology desk shall sign on to the telephone system using the call taker skill set unless otherwise directed by the floor supervisor. The dispatcher assigned to the technology desk position shall perform the following duties:
　　　　a.   Answer 9-1-1 telephone calls.
　　　　b.   Monitor software and alerting systems including, but not limited to:
　　　　　　(1) Text-To-911.
　　　　　　(2) ShotSpotter.
　　　　　　(3) Helicopter Publisher.
　　　　　　(4) CommResponse Email Group.
　　　　　　(5) Versadex HCOMM handle.
　　　　　　(6) Other software alert and monitoring systems as assigned.
B.   SOFTWARE AND ALERT SYSTEMS.
　　1.   The technology desk dispatcher shall perform the following duties for each of the respective systems:
　　2.   TEXT-TO-911.
　　　　a.   Log into Text-To-911 upon assuming the duties of the technology desk.
　　　　b.   Follow Communications Directive 532.25 (Text-To-911).
　　3.   SHOTSPOTTER
　　　　a.   Log into SHOTSPOTTER upon assuming the duties of the technology desk.
　　　　b.   Upon activation, immediately transfer information from the SHOTSPOTTER software into CAD to generate a call for service.
　　4.   HELICOPTER PUBLISHER
　　　　a.   Log into Helicopter Publisher upon assuming the duties of the technology desk.
　　　　b.   Appropriately publish or delete helicopter activity.
　　5.   COMMRESPONSE
　　　　a.   Log into COMMRESPONSE via Outlook immediately upon assuming the duties of the technology desk.
　　　　b.   Comply with Communications Directive 410.22 (COMMRESPONSE).
　　6.   HCOMM HANDLE IN VERSADEX
　　　　a.   Log into Versadex and control the HCOMM handle upon assuming the duties of the technology desk.
　　　　b.   Enter calls for service or broadcasts when appropriate.
　　7.   Other software alert and monitoring systems as assigned.