

**POLICE MEMORANDUM**  
**#19-2024**

**DATE:** Dec. 9, 2024

**TO:** Honorable Mayor Meredith Leighty and City Council Members

**THROUGH:** Heather Geyer, City Manager *Hmg*

**FROM:** James S. May, Jr., Chief of Police *JSM/217*

**SUBJECT:** CR-181 – Axon Records & Standards Master Services & Purchasing Agreement

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**PURPOSE**

To consider CR-181, a resolution approving a Master Services and Purchasing Agreement between the City and Axon Enterprise, Inc. The agreement provides for the implementation of the Axon Records and Standards Records Management System (RMS) for the Northglenn Police Department (NPD).

**BACKGROUND**

NPD operates under an Intergovernmental Agreement with the Adams County Communication Center (ADCOM) for primary dispatch and E-911 services. ADCOM, a non-profit public safety communications center, has provided vital services, including police, fire, and EMS dispatch, since its formation in 1974. NPD was a founding member, benefitting from a shared radio communications and dispatching facility to promote intergovernmental cooperation.

In addition to dispatch services, ADCOM also manages a shared RMS utilized by the Adams County Sheriff's Office, Brighton Police Department, Commerce City Police Department, and NPD. However, in May 2023, a cyberattack crippled ADCOM's RMS, disrupting all agencies' access to historical data and forcing them to revert to paper reporting. The Sheriff's Office, heavily reliant on the system for incident reporting and jail management, subsequently announced its intention to withdraw from the shared RMS by the end of 2024, citing the need for enhanced security, centralized decision-making, and greater accountability.

With the Sheriff's Office's departure, NPD faces a \$36,117 increase in costs for ADCOM's RMS services in 2025. In 2024, the Commerce City Police Department also announced plans to withdraw from the shared RMS, opting for a contract with Axon, which will further increase NPD's costs by \$72,792 in 2026. Brighton Police Department is also considering withdrawal, further jeopardizing the cost-effectiveness of the current shared system.

NPD conducted a thorough review of the existing RMS and found it to be inefficient, with significant data management issues and a complicated user interface. Additionally, maintaining the shared system under ADCOM's management limits NPD's control over the security and configuration of the system. Managing an in-house RMS would provide long-term cost savings, improved security, and a system tailored to NPD's specific needs.

**Axon Records and Standards**

NPD holds a 10-year, multimillion-dollar contract with Axon for body-worn cameras, in-car cameras, tasers, and digital evidence storage. This contract includes access to Axon's newly developed and highly regarded Axon Records and Standards RMS, which agencies nationwide

are now implementing. However, it does not cover implementation costs, system configuration, training, and data conversions.

After comprehensive product evaluations involving representatives from all divisions, NPD command staff concluded that the Axon Records and Standards system would be a superior choice. With the implementation of this system, NPD can consolidate other software uses, reducing annual costs by approximately \$171,292.

Implementation of the Axon Records and Standards system would take approximately 14 to 18 months and include software, professional services, project management services, interface development, data conversions, system development and configuration, system testing and analysis, training, and support services. A department-wide project management team has been assembled to oversee the development and implementation of the system.

**BUDGET/TIME IMPLICATIONS**

The cost to implement the Axon Records and Standards system is \$1,539,800. General Fund one-time reserves will be used over the contract term to purchase the system.

**STAFF RECOMMENDATION**

Staff recommends approval of CR-181.

**STAFF REFERENCE**

If Council Members have any questions, please contact James S. May, Jr., Chief of Police, at [jmay@northglenn.org](mailto:jmay@northglenn.org) or 303.450.8967.

SPONSORED BY: MAYOR LEIGHTY

COUNCIL MEMBER'S RESOLUTION

RESOLUTION NO.

No. CR-181  
Series of 2024

\_\_\_\_\_  
Series of 2024

A RESOLUTION APPROVING A MASTER SERVICES AND PURCHASE AGREEMENT BETWEEN THE CITY OF NORTHGLENN AND AXON ENTERPRISE, INC. FOR THE IMPLEMENTATION OF THE AXON RECORDS AND STANDARDS SYSTEM

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF NORTHGLENN, COLORADO, THAT:

Section 1. The Master Services and Purchase Agreement between the City of Northglenn and Axon Enterprise, Inc., attached hereto as Exhibit 1, the associated Quote No. Q-603492-45603.759JC, and the Statement of Work, attached hereto as Exhibit 2, for the implementation of the Axon Records and Standards System for the Police Department, for an amount not to exceed \$1,539,800.00, are hereby approved, subject to annual appropriation, and the Mayor is authorized to execute same on behalf of the City of Northglenn.

DATED, at Northglenn, Colorado, this \_\_\_\_\_ day of \_\_\_\_\_, 2024.

\_\_\_\_\_  
MEREDITH LEIGHTY  
Mayor

ATTEST:

\_\_\_\_\_  
JOHANNA SMALL, MMC  
City Clerk

APPROVED AS TO FORM:

\_\_\_\_\_  
COREY Y. HOFFMANN  
City Attorney

Q-603492-45603.759JC



**Axon Enterprise, Inc.**  
 17800 N 85th St.  
 Scottsdale, Arizona 85255  
 United States  
 VAT: 86-0741227  
 Domestic: (800) 978-2737  
 International: +1.800.978.2737

Issued: 11/07/2024

Quote Expiration: 12/21/2024

Estimated Contract Start Date: 07/01/2025

Account Number: 106223

Payment Terms: N30

Delivery Method:

SHIP TO	BILL TO
Northglenn Police Dept. - CO 50 W Community Center Dr Denver, CO 80234-3308 USA	Northglenn Police Department - CO 50 W Community Center Dr Denver CO 80234-3308 USA Email:

SALES REPRESENTATIVE	PRIMARY CONTACT
David Gollobit Phone: +1 6023212774 Email: dgollobit@axon.com Fax:	Randall Darlin Phone: Email: rdarlin@northglenn.org Fax:

**Quote Summary**

Program Length	60 Months
<b>TOTAL COST</b>	<b>\$1,539,800.00</b>
<b>ESTIMATED TOTAL W/ TAX</b>	<b>\$1,539,800.00</b>

**Discount Summary**

Average Savings Per Year	(\$279,900.00)
<b>TOTAL SAVINGS</b>	<b>(\$1,399,500.00)</b>

**Payment Summary**

Date	Subtotal	Tax	Total
Jun 2025	\$119,697.00	\$0.00	\$119,697.00
Jun 2026	\$355,025.75	\$0.00	\$355,025.75
Jun 2027	\$355,025.75	\$0.00	\$355,025.75
Jun 2028	\$355,025.75	\$0.00	\$355,025.75
Jun 2029	\$355,025.75	\$0.00	\$355,025.75
<b>Total</b>	<b>\$1,539,800.00</b>	<b>\$0.00</b>	<b>\$1,539,800.00</b>

Quote Unbundled Price:	\$140,300.00
Quote List Price:	\$140,300.00
Quote Subtotal:	\$1,539,800.00

**Pricing**

*All deliverables are detailed in Delivery Schedules section lower in proposal*

Item	Description	Qty	Term	Unbundled	List Price	Net Price	Subtotal	Tax	Total
<b>A la Carte Services</b>									
73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1			\$30,000.00	\$30,000.00	\$30,000.00	\$0.00	\$30,000.00
100560	AXON EVIDENCE - PSO - DATA CONVERSION/MIGRATION	1			\$35,000.00	\$35,000.00	\$35,000.00	\$0.00	\$35,000.00
101161	AXON - REGIONAL SWS TECHNICAL ACCOUNT MANAGER	1	12		\$6,250.00	\$6,250.00	\$75,000.00	\$0.00	\$75,000.00
85157	AXON RECORDS - PROFESSIONAL SERVICES MILESTONE PAYMENT	1			\$300.00	\$1,399,800.00	\$1,399,800.00	\$0.00	\$1,399,800.00
<b>Total</b>							<b>\$1,539,800.00</b>	<b>\$0.00</b>	<b>\$1,539,800.00</b>

**Delivery Schedule**

**Services**

Bundle	Item	Description	QTY
A la Carte	100560	AXON EVIDENCE - PSO - DATA CONVERSION/MIGRATION	1
A la Carte	101161	AXON - REGIONAL SWS TECHNICAL ACCOUNT MANAGER	1
A la Carte	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1
A la Carte	85157	AXON RECORDS - PROFESSIONAL SERVICES MILESTONE PAYMENT	1

## Shipping Locations

Location Number	Street	City	State	Zip	Country
1	50 W Community Center Dr	Denver	CO	80234-3308	USA

## Payment Details

### Jun 2025

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
TAM	101161	AXON - REGIONAL SWS TECHNICAL ACCOUNT MANAGER	1	\$75,000.00	\$0.00	\$75,000.00
Year 1	100560	AXON EVIDENCE - PSO - DATA CONVERSION/MIGRATION	1	\$1,067.99	\$0.00	\$1,067.99
Year 1	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1	\$915.42	\$0.00	\$915.42
Year 1	85157	AXON RECORDS - PROFESSIONAL SERVICES MILESTONE PAYMENT	1	\$42,713.59	\$0.00	\$42,713.59
<b>Total</b>				<b>\$119,697.00</b>	<b>\$0.00</b>	<b>\$119,697.00</b>

### Jun 2026

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Year 2	100560	AXON EVIDENCE - PSO - DATA CONVERSION/MIGRATION	1	\$8,483.00	\$0.00	\$8,483.00
Year 2	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1	\$7,271.14	\$0.00	\$7,271.14
Year 2	85157	AXON RECORDS - PROFESSIONAL SERVICES MILESTONE PAYMENT	1	\$339,271.61	\$0.00	\$339,271.61
<b>Total</b>				<b>\$355,025.75</b>	<b>\$0.00</b>	<b>\$355,025.75</b>

### Jun 2027

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Year 3	100560	AXON EVIDENCE - PSO - DATA CONVERSION/MIGRATION	1	\$8,483.00	\$0.00	\$8,483.00
Year 3	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1	\$7,271.14	\$0.00	\$7,271.14
Year 3	85157	AXON RECORDS - PROFESSIONAL SERVICES MILESTONE PAYMENT	1	\$339,271.61	\$0.00	\$339,271.61
<b>Total</b>				<b>\$355,025.75</b>	<b>\$0.00</b>	<b>\$355,025.75</b>

### Jun 2028

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Year 4	100560	AXON EVIDENCE - PSO - DATA CONVERSION/MIGRATION	1	\$8,483.00	\$0.00	\$8,483.00
Year 4	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1	\$7,271.14	\$0.00	\$7,271.14
Year 4	85157	AXON RECORDS - PROFESSIONAL SERVICES MILESTONE PAYMENT	1	\$339,271.61	\$0.00	\$339,271.61
<b>Total</b>				<b>\$355,025.75</b>	<b>\$0.00</b>	<b>\$355,025.75</b>

### Jun 2029

Invoice Plan	Item	Description	Qty	Subtotal	Tax	Total
Year 5	100560	AXON EVIDENCE - PSO - DATA CONVERSION/MIGRATION	1	\$8,483.00	\$0.00	\$8,483.00
Year 5	73896	AXON STANDARDS - IMPLEMENTATION SERVICE	1	\$7,271.14	\$0.00	\$7,271.14
Year 5	85157	AXON RECORDS - PROFESSIONAL SERVICES MILESTONE PAYMENT	1	\$339,271.61	\$0.00	\$339,271.61
<b>Total</b>				<b>\$355,025.75</b>	<b>\$0.00</b>	<b>\$355,025.75</b>

Tax is estimated based on rates applicable at date of quote and subject to change at time of invoicing. If a tax exemption certificate should be applied, please submit prior to invoicing.

## Standard Terms and Conditions

### Axon Enterprise Inc. Sales Terms and Conditions

#### Axon Master Services and Purchasing Agreement:

This Quote is limited to and conditional upon your acceptance of the provisions set forth herein and Axon's Master Services and Purchasing Agreement (posted at <https://www.axon.com/sales-terms-and-conditions>), as well as the attached Statement of Work (SOW) for Axon Fleet and/or Axon Interview Room purchase, if applicable. In the event you and Axon have entered into a prior agreement to govern all future purchases, that agreement shall govern to the extent it includes the products and services being purchased and does not conflict with the Axon Customer Experience Improvement Program Appendix as described below.

#### ACEIP:

The Axon Customer Experience Improvement Program Appendix, which includes the sharing of de-identified segments of Agency Content with Axon to develop new products and improve your product experience (posted at [www.axon.com/legal/sales-terms-and-conditions](http://www.axon.com/legal/sales-terms-and-conditions)), is incorporated herein by reference. By signing below, you agree to the terms of the Axon Customer Experience Improvement Program.

#### Acceptance of Terms:

Any purchase order issued in response to this Quote is subject solely to the above referenced terms and conditions. By signing below, you represent that you are lawfully able to enter into contracts. If you are signing on behalf of an entity (including but not limited to the company, municipality, or government agency for whom you work), you represent to Axon that you have legal authority to bind that entity. If you do not have this authority, please do not sign this Quote.



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Signature

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Date Signed

11/7/2024





STATEMENT OF WORK  
FOR THE  
IMPLEMENTATION OF  
AXON RECORDS AND  
STANDARDS FOR  
NORTHGLENN, CO PD  
("SOW")

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**Submitted By:**

**Axon Enterprise, Inc. (Axon)**

**17800 North 85<sup>th</sup> Street**

**Scottsdale, AZ 85255**



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# 1. PROJECT OVERVIEW

This document serves as an overview of the Axon Records project. Axon Records and Axon Standards are cloud-native software solutions provided as a SaaS subscription.

## 1. SOFTWARE

The software detailed in this SOW includes, but is not limited to, the listed functionality:

<p><b>AXON RECORDS</b></p>	<ul style="list-style-type: none"> <li>▶ Attachments</li> <li>▶ Audit Trail</li> <li>▶ Axon DataStore</li> <li>▶ Case Management</li> <li>▶ Configurable Forms and Fields</li> <li>▶ Crimes, Productivity, and Cases Analytics</li> <li>▶ Distribution Management</li> <li>▶ Employee Management</li> <li>▶ Expungement</li> <li>▶ Field Interviews</li> <li>▶ Incident Reporting</li> <li>▶ Master Index Alerts</li> <li>▶ Master Location Index</li> <li>▶ Master Name Index</li> <li>▶ Master Vehicle Index</li> <li>▶ Colorado NIBRS State Reporting</li> <li>▶ Physical Property &amp; Evidence Entry</li> <li>▶ Print Auditing</li> <li>▶ Records Requests</li> <li>▶ Redaction</li> <li>▶ Restrictions</li> <li>▶ Sealing</li> <li>▶ Search</li> <li>▶ Supplements</li> <li>▶ User permission Management</li> <li>▶ Warrants</li> <li>▶ Bookings</li> <li>▶ Permits</li> </ul>
<p><b>AXON STANDARDS</b></p>	<ul style="list-style-type: none"> <li>▶ Attachments</li> <li>▶ Citizen Compliant</li> <li>▶ Configurable Forms and Fields</li> <li>▶ Early Intervention (EIS)</li> <li>▶ Early Intervention (EIS) and Use of Force Analytics</li> <li>▶ Internal Affairs Investigative Case Management</li> <li>▶ Internal Complaint</li> <li>▶ Redaction</li> <li>▶ Restrictions</li> <li>▶ Use of Force</li> <li>▶ Vehicle Collision</li> <li>▶ Vehicle Pursuit</li> </ul>



## 2. DEFINITIONS

TERM	DEFINITION
<b>PARTIES</b>	
Agency	Northglenn, CO PD who is identified within this SOW
End-Users	Specific agency groups using the system
Professional Services	The services that Axon provides within the scope of this SOW
<b>SYSTEMS</b>	
Axon Systems	Software solutions and agency-specific interfaces developed by Axon
CJIS	The Federal Bureau of Investigation's criminal justice information system
MDC	Mobile data computer – a device associated within a vehicle or other mobile unit
NIBRS	National Incident-Based Reporting System
DataStore	The database Axon provides allowing the agency to query data
Product	The software solution being implemented as part of this SOW
Production Environment	The operational environment where the product is accessed
Training Environment	The pre-production environment where all Axon-specific development, configuration, functional acceptance testing, user acceptance testing, and training take place
Service Portal	An online portal provided by Axon where issues identified are entered and triaged
<b>PROJECT &amp; MILESTONES</b>	
Project	Scope of this SOW as defined by the work to be completed described herein
Project Change Order (PCO)	Change order form outlined in Attachment B to be executed between Axon and the agency if a material change in scope is required for this SOW
Milestone	Event that constitutes completion of work as listed in Attachment A
Milestone Completion Report	The report outlined in Attachment A to be executed at key milestones between agency and Axon to approve completion of project phases
Discovery Phase	Requirements gathering and confirmation occurs during this phase. Confirmed requirements feed the sprint phase, and sprints are designed around what can and cannot be accomplished given time and resource constraints on both Axon and the agency's sides.
Design Build Phase	Project phase encompassing iterative development through sprints. Integrations and workflows are developed and deployed during this phase. The agency forms are also configured during this phase.



Sprint	A period during the configuration phase of the project (typically 2-3 weeks) where specific pieces of functionality are built, configured, and delivered.
Sprint Review	Signifies the end of the sprint where Axon showcases what was built, configured, and delivered. These items are then deemed ready for functional acceptance testing and user acceptance testing.
Go-Live	End-users are activated, and the agency is actively using the product
Cutover	Successful implementation of interfaces, data conversion, and NIBRS state and federal certification
Third-Party Products and Services	Software, hardware, and services that are not owned by Axon but are being provided by Axon for this project as listed in the Third-Party Products and Services section
<b>ACCEPTANCE</b>	
Blocker	Issue impacting 50% or more users
Functional Acceptance Testing (FAT)	Testing the functionality of the system as configured for the agency
Integration Acceptance Testing	Scheduled events for testing of each integration point and associated functionality in collaboration with the agency and the agency's vendors
User Acceptance Testing (UAT)	Testing the functionality of the system as configured for the agency from an end-user's perspective

### 3. OUT OF PROJECT SCOPE

Axon is only responsible for performing the professional services described within this SOW. Any additional professional services that are not defined explicitly by this SOW shall be done so through a Project Change Order. The following are considered outside the scope of this project:

- ▶ Administration, management, or support of any internal city, county, state, federal, or agency IT network or infrastructure
- ▶ Changes made by the agency or the agency's vendors after the Interface Requirements Documentation has been accepted
- ▶ Third-party products and services costs related to the vendors or agency's side of the integration
- ▶ Changes made by the agency after configuration is complete



## 2. PROFESSIONAL SERVICES

### 2.1 GENERAL

The agency provides a master charge table that Axon loads. Axon provides the appropriate structure to the agency.

### 2.2 REPORTING AND DATASTORE

- ▶ The access to the DataStore includes read-only access to prescribed views of data which are made available from the entry of data using the Axon Records User Interface.
- ▶ Axon provides the agency with a data dictionary and/or other appropriate documentation.
- ▶ Axon provides the following analytics reports as part of the Records system: Crimes, Productivity, and Cases
- ▶ Axon provides the following analytics reports as part of the Standards system: Use of Force, Early Intervention (EIS)
- ▶ If Axon provides reports for specific purposes as indicated, it is the responsibility of the agency to maintain them after Go-Live.

### 2.3 AXON CONFIGURATIONS

- ▶ **Records | Third-Party BI Tool:** Axon will connect the agency's 3<sup>rd</sup> party analytics tool to the Axon DataStore.
- ▶ To utilize certain systems, no integration is necessary; however, access to the Axon Records DataStore is required. This access may necessitate action by the customer, their third-party vendor, or Axon. Axon will furnish credentials/access to the Axon Records DataStore. It is understood that any work or changes associated with creating queries to access the data are the responsibility of the customer or their vendor, and Axon bears no liability in this regard. The Axon Records DataStore is provided on an as-is basis, and any requests for custom views, queries, or connections will be subject to review within the standard change order process.
- ▶ Below is a partial list of additional forms that Northglenn, CO PD may request to add to the Axon system. These forms are used by officers and investigators to supplement their Incident Reports/Case in the RMS:





## 2.4 READINESS

- ▶ Axon works in partnership with the agency to determine readiness by conducting functional testing and an end-to-end system review. The Axon program manager and the agency project manager work closely together to plan and execute readiness scenarios.
- ▶ Axon conducts user acceptance testing via use cases approved by Axon and the agency.
- ▶ All issues discovered during and after training are entered into the service portal for triage and follow-up.

## 2.5 TRAINING

Axon works with the agency to identify the agency trainers receiving instruction on the Axon Records, Standards, and/or Dispatch products. Axon provides a training guide that outlines the covered topics, intended audience, facility needs, and duration of the training.

### FORMAT

Axon provides the agency with all the necessary training materials and digital assets to facilitate any of the training formats listed below. Training sessions are conducted in an environment containing necessary configurations, forms, and workflows. Any additional training beyond the selected method is subject to adjustments in pricing. Contact your sales representative for more information.

It is the responsibility of the agency to deliver and update the training materials to include agency policies and procedures.

### TRAIN THE TRAINER

Axon trains the agency's recommended users (no more than 15 users per session depending on the size of the agency) in full system functionality. This is typically the agency's trainers, or training academy/FTO staff. The agency's trainers are responsible for training all agency end users. Axon provides all training materials for successful training and assists the agency's trainers in creating the course and training schedule.



## **SCHEDULE :**

The training plan contains an agreed-upon schedule that makes efficient use of time and resources to avoid undue staffing impacts on the agency. Training sessions occur after the User Acceptance Testing has been successfully completed and documented.

- ▶ Training sessions provided by Axon are conducted on consecutive weekdays (Tuesday-Friday) during normal business hours (9am-6pm with an hour break in between sessions).
- ▶ Training sessions required past the agreed-upon schedule in the training plan, regardless of delivery method, are the responsibility of the agency, unless agreed upon previously by the project team and training team management.

## **2.6 GO-LIVE**

Axon works in partnership with the agency to build, coordinate, and execute a Go-Live plan to ensure successful system acceptance. Axon coordinates the Go-Live event.



## 3 INTERFACES

The agency tasks related to interface setup start immediately after project kick-off. It is critical for the agency interface subject-matter experts (SME) and Axon project interface resources to work closely together to scope, set-up, and test all interfaces.

The agency must provide any relevant technical documentation per interface to Axon.

The agency facilitates any necessary meetings with all third-party system vendors where integration is required.

Axon provides any relevant Axon API documentation to the agency.

Axon conducts integration acceptance testing demonstrating the functionality of each integration to the agency.

The agency must notify Axon of any changes to the agency's side of the integration that are beyond Axon's control and may impact the integration.

### 3.1 AGENCY INTERFACES

- 3.1.1 **Records | Central Square Inform | Call For Service:** Axon will import Call For Service (CFS) information from the Central Square Inform CAD system. Ingested CFS data will be used to automatically create a shell Incident Report (TASK) in Axon Records, assigned to the responding/primary officer from the CAD CFS Event. This integration may (depending on CAD Vendor technologies) pull in related NCIC inquiry returns if attached/incorporated within the CFS Event Data, into the CFS Side Panel within the Axon Records Incident Report. Additional customization and workflows may be added to ingest CFS Data and will be specified in Interface Requirement Documentation after Agency Discovery sessions. Specific data points, cadence and import triggers, along with method of transfer, will be determined during the Requirements Phase of the project.
- 3.1.2 **Records | CommSys | NCIC Inquiry:** Axon will leverage CommSys (vendor relationship) to enable State CJIS, NLETS, NCIC, connectivity. As an example, the service allows for inquiries to be conducted (ConnectCIC) for Wants and Warrants to State/NCIC, Automated Property checks to State/NCIC, Orders of Protection, DMV inquiries of Person and Vehicle information, along with many other Inquiries and checks. This solution requires additional software



activated within the Axon Ecosystem, along with specific hardware, software and OS provided by the agency Information Technology team. State and Regional approval and documentation is also required as part of the testing/configuration/delivery of Axon NCIC.

- 3.1.3 **Records | NIBRS | State Reporting:** Axon will export NIBRS data from Axon Records to the State, commensurate with how the State wishes to receive IBR submissions.
- 3.1.4 **Records | Idemia Livescan | AFIS:** As determined by a workflow, Axon Records Arrest/Booking data will be extracted to include personally identifiable information, case and charge information, and associated metadata. The data extracted will be transformed into a format compatible with the AFIS LiveScan system. Specific data points, triggers, and cadence will be determined during the Requirements Phase of the project.
- 3.1.5 **Records | Brazos | Citation:** Axon will import citation data from the Brazos system into Axon Records. The data will be imported into a pre-built and delivered standalone form in Axon Records, and the Citation standalone form will automatically finalize upon import. The Citation data ingested from the 3rd party product will include only that data visible within the Citation standalone form and will include an Attachment (.PDF) copy of the finalized version of the 3rd Party Citation (when available from the vendor). During ingestion, data will be matched or ingested as new into the master name and master vehicle index for easy search and later use on other Incident reports. Specific data points, cadence and import triggers, along with method of transfer, will be determined during the Requirements Phase of the project.
- 3.1.6 **Records | TBD by Agency | Collision:** Axon will import collision data from the **TBD BY AGENCY** system into Axon Records. The data will be imported into a pre-built and delivered standalone form in Axon Records, and the Collision standalone form will automatically finalize upon import. The Collision data ingested from the 3rd party product will include only that data visible within the Collision standalone form and will include an Attachment (.PDF) copy of the finalized version of the 3rd Party Collision Report (when available from the vendor). During ingestion, data will be matched or ingested as new into the master name and master vehicle index for easy search and later use on other Incident reports. Specific data points, cadence and import triggers, along with method of



transfer, will be determined during the Requirements Phase of the project.

- 3.1.7 **Records | CopLogic DORS | Online Reporting:** Axon will build an interface with LexisNexis' CopLogic also known as Desk Officer Reporting System (DORS) solution where Axon will import citizen-authored reports from CopLogic into an Axon Incident Report in Axon Records. These reports may be assigned to a specific workflow/inbox monitored by an identified person/team for final review/acceptance. The report types, associated offenses/charges, person data, vehicles, property, and related attachments, are documented and aligned during the build and configuration of both the Coplogic DORS and Axon Records Incident Reports.
- 3.1.8 **Records | FileOnQ | Property and Evidence:** Axon will export Property and Evidence data to FileOnQ Property and Evidence management platform, eliminating the need for duplicate entry into two systems. The data exported may include: property item details (type, brand, manufacturer, serial #, qty, value, color, make, model, barrel, etc), associated persons, locations of collection/recovery, photos, and related offenses/charges. Specific data points, cadence and export triggers, along with method of transfer, will be determined during the Requirements Phase of the project.
- 3.1.9 **Records | LexisNexis Lumen | Crime Data Source Warehouse – Interface from Axon Records to State of Colorado Law Enforcement Data Warehouse (Lumen Software from Lexis Nexis Risk) using SQL Interface with data interface gateway hosted at C3.**
- 3.1.10 **Records | Full Court| Warrants & Court Papers Export:** Axon will provide an interface to export data to include Full Name, PII, charges, from Axon Records to the Full Court warrant and court paper management platform. Specific data points, cadence and export triggers, along with method of transfer, will be determined during the Requirements Phase of the project.



## 4 DATA CONVERSION

Axon implements a structured methodology for converting data from the agency's legacy system to the product. The agency is responsible for providing Axon with extracted data in a format that can be used by Axon for import. The preferred method for delivering legacy data to Axon is by using the Microsoft Data Migration Assistant. The next best method is for the agency to send the data in .bacpac file format to Axon. If neither method is available, a direct query through the Microsoft Self Hosted Integration Runtime (SHIRt) can be used.

Axon queries the data to identify completeness, missing values, and other measures of data integrity across records and provides the agency with detailed findings. The agency may or may not elect to process the data further to address completeness or may have Axon move forward with the conversion process.

The data and operational expertise of the agency's staff are necessary for questions that arise. Thus, it is critical that a member of the agency's team be available to support the data conversion portion of the project.

This process is considered complete once the last set of data has been converted and available within the product and the agency has confirmed validation of the converted data. Axon does not provide ongoing maintenance of the converted data.

### **4.1 DESCRIPTION OF ROLES AND RESPONSIBILITIES BETWEEN THE AGENCY AND AXON:**

The agency should be prepared to:



- ▶ Provide a subject-matter expert (SME) and provide availability for consultation throughout the project.
- ▶ Facilitate meetings with all third-party system vendors where data conversion is necessary, as required by Axon.
- ▶ Extract and provide the data to Axon in an agreed-upon format.
- ▶ Address data quality by the agency prior to provisioning to Axon.
- ▶ Minimize the amount of business logic and file processing prior to conversion where possible.
- ▶ Provide a data dictionary to define all elements of the legacy data.
- ▶ Provide an entity relationship diagram of the legacy database, if available.
- ▶ Collaborate with Axon to map the data from the legacy data structures and formats into the product.
- ▶ Data conversion and data conversion reviews are critical to success. Throughout the data conversion, requirements planning, and review process, the agency project team and Axon data conversion project resource work closely together to ensure success.

## 4.2 AGENCY DATA CONVERSIONS

- 4.2.1 **Central Square | Records Data Conversion:** Axon will convert all Incidents, Cases, Supplements, and Physical Property & Evidence from **Central Square** to Axon Records.
- 4.2.2 **I-Leads | Records Data Conversion:** Axon will convert all Incidents, Cases, Supplements, and Physical Property & Evidence from **I-Leads** to Axon Records.
- 4.2.3 **IAP/Blue Team | Standards Data Conversion:** Axon will convert legacy Use of Force, Collision, Pursuit, Complaint, and Internal Affairs Investigation reports from **IAP/ Blue Team** into Axon Standards.

The conversion process imports master index records as part of the incidents, supplements, or use of force reports that are being converted into the Axon system.



### **4.3 LEGACY SOFTWARE UPDATES**

During the data conversion process, Axon builds rules to govern the mapping of data from your legacy database into the Axon Records and Axon Standards databases. If your legacy vendor changes your legacy database structure during the data conversion project, the accuracy of the data conversion could be compromised.





## 5 THIRD-PARTY PRODUCTS AND SERVICES

To deliver a complete solution to the agency, Axon employs third-party products and services providers.

Axon is responsible for the management of third parties identified below for the purposes of this project. All communications between those third parties, the agency, and Axon is managed by Axon including any supporting requirements, integration acceptance testing, functional acceptance testing, or the processing of PCO or MCR documentation.

The following third-party products and services are included within the scope of this SOW:

### 5.1 COMMSYS –

- ▶ Included within this project are products and services from CommSys for the purposes of connecting to and conducting transactions with state and/or regional information providers.
- ▶ The agency agrees to provide a CJIS-compliant server and operating environment for hosting of the CommSys software and make remote connectivity available to Axon as required to install, configure, and test the software and its integration with Axon products. The minimum technical requirements are:
  - ▶ 1.5 GHz 32 or 64-bit dual core processor, 4GB RAM, 120GB Hard Drive, Video Adapter and Monitor with a 1280x1024 resolution and 256 colors, TCP/IP LAN Network connectivity to any client and software components on same or separate hardware, Established connectivity to a CJIS Interface
  - ▶ Microsoft Operating System (32 or 64-bit), Microsoft Windows Server 2012 R2 with Microsoft SQL Server 2014 and higher

### 5.2 MICROSOFT SELF HOSTED INTEGRATION RUNTIME (“SHIRT”)

- ▶ Included within this project is software that allows integrations within the agency’s local environment to communicate with Axon’s cloud hosted environment.
- ▶ The agency agrees to provide a CJIS server and operating environment for hosting the Self Hosted Integration Runtime. The minimum technical requirements are:
  - ▶ Windows 8.1, 10, 11 or Server 2012, 2012 R2, 2016, 2019, 2022
  - ▶ 64-bit Operating System with .NET Framework 4.7.2 or above



- ▶ 2 GHz, 4 core CPU, 8 GB Memory and 80 GB disk
- ▶ A virtual machine installed on a CJIS server will also suffice. It does not need to be a standalone, dedicated CJIS server.

## 5.3 GIS

Axon incorporates a multi-tenant, Axon-hosted ArcGIS Enterprise instance for certain GIS functions along with our existing ArcGIS Online solution. This new infrastructure meets our customers' stringent requirements for high availability GIS data in mission-critical uses.

### 5.3.1 GIS TERMINOLOGY

**Feature Layer:** A single map layer that can be created from a [Map Service](#) or [Feature Service](#), ArcGIS Online or ArcGIS Enterprise portal items, or from an array of client-side features. The layer can be either a spatial (has geographic features) or non-spatial (table).

<b>GIS FUNCTIONS</b>	<b>ARCHITECTURE</b>	<b>RATIONALE</b>
<b>VECTOR TILE MAPS</b>	ArcGIS Online (Uses Axon-hosted as backup)	ArcGIS Online's AWS CloudFront architecture is fast and reliable
<b>SATELLITE IMAGERY</b>	ArcGIS Online	ArcGIS Online's AWS CloudFront architecture is fast and reliable
<b>ROUTING SERVICE</b>	Axon ArcGIS Enterprise	Axon routing service has higher availability and offers an SLA
<b>ADDRESS SUGGESTION SERVICE</b>	Axon ArcGIS Enterprise	Axon routing service has lower latency, higher availability, and offers an SLA
<b>GEOLOCATION SERVICES</b>	Axon ArcGIS Enterprise	Axon routing service has lower latency, higher availability, and offers an SLA
<b>CUSTOMER FEATURE LAYERS</b>	Axon's ArcGIS Online account	For customers without ArcGIS Online account, customer provides layer files to Axon, and Axon hosts in Axon's ArcGIS Online account, and owns and manages layer URL
	Customer ArcGIS Online account	Customer hosts (and controls) layer content in their own ArcGIS Online account, and provides layer URL and an Access Key to Axon



	Axon ArcGIS Enterprise (not supported yet)	Customers provides layer files to Axon, and Axon hosts layers in Axon's ArcGIS Enterprise deployment, and owns and manages layer URLs.  Axon validates that the feature layer is safe to publish and optimized. See the guide on this feature for more details.
	Customer web server (not supported yet)	Customer hosts (and controls) layer content on their own web server, provides layer URL to Axon. Axon monitors customer web server to assess availability and make recommendation to customer about its suitability for hosting layers in mission critical applications like CAD and RMS.

**Geocoding:** Also called address geocoding, this is the process of taking a text-based description of a location, such as an address or the name of a place, and returning geographic coordinates, frequently latitude/longitude pair, to identify a location on the Earth's surface.

**Reverse Geocoding:** A process that converts geographic coordinates to a description of a location, usually the name of a place or an addressable location. Geocoding relies on a computer representation of address points, the street / road network, together with postal and administrative boundaries.

**Routing:** Routing services allow you to perform several types of spatial analysis on transportation networks, such as finding the best route across a city, finding the closest emergency vehicle or facility, identifying a service area around a location, or servicing a set of orders with a fleet of vehicles.

**Basemaps:** Serves as a reference map on which you overlay data from layers and visualize geographic information. An individual basemap can be made of multiple feature, raster, or web layers.

**Geocoder:** A web service which provides geocoding information. Customers can define their own and expose them as APIs.



### 5.3.2 AXON GIS COMPONENTS AND ARCHITECTURE

The ArcGIS Online service does not offer an SLA for many of their components. Because ArcGIS Online does not offer an SLA, Axon cannot ensure consistent performance if an agency opts to use ArcGIS Online for any of its GIS services.

The exception to this is the ArcGIS Online Map Tiles and Satellite Imagery, which are static assets hosted on reliable modern Content Delivery Networks (CDN) by ESRI. By leveraging their CDN-hosted assets, map render time and performance are dramatically improved. However, in the unlikely event that ArcGIS Online map tiles become unavailable, Axon has the ability to switch to a backup copy running on Axon's servers. Due to the massive size of satellite imagery, Axon currently does not offer a backup copy of the satellite imagery at this time but may consider this for future requests.

When accessing Map Tiles and Satellite Imagery, no customer data (such as addresses or GPS coordinates) are sent to 3rd party services.

### 5.3.3 GIS REQUEST FLOW

For Axon to host your feature layers in our ArcGIS Online account, we require two key items:

A complete set of layer configuration files for each layer as enumerated below, with all files for all layers bundled into a single .zip file

The numbered list describing the stacking order in which the layers should be applied when selected by end users file requirements for Layer Configuration

Agencies requiring Axon to host their feature layers must send layer files to their Axon representative in a single .zip file with optional internal folder structure. For each layer, agencies should include files as follows:

### 5.3.4 GIS REQUIRED LAYERS

Shapefile (.shp extension) to represent spatial vector data, including points, lines, and polygons in a map

Index File (.shx extension) to represent shape index position

dBASE File (.dbf extension) to store attribute data and object IDs

### 5.3.5 GIS OPTIONAL LAYERS

Projection File (.prj extension) to specify the metadata associated with the shapefiles coordinate and projection system











XML Metadata File (.xml extension) to represent the metadata associated with the shapefile

Spatial Index File (.sbn extension) to optimize and speed up spatial queries, used with .sbx files

Spatial Index File (.sbx extension) to optimize and speed up spatial queries, used with .sbn files

Code Page File (.cpg extension) to describe the encoding applied to create the shapefile

### 5.3.6 GIS LAYER EXAMPLES

 HighwayExits.cpg	5 bytes	TextEdit
 HighwayExits.dbf	77 KB	TextEdit
 HighwayExits.prj	567 bytes	Document
 HighwayExits.sbn	2 KB	Document
 HighwayExits.sbx	204 bytes	Document
 HighwayExits.shp	5 KB	ESRI S...cument
 HighwayExits.shp.xml	12 KB	XML
 HighwayExits.shx	2 KB	Document



## 6 NIBRS CERTIFICATION

Axon works in partnership with the agency to complete the NIBRS certification process with the state. Axon trains appropriate personnel within the agency to perform corrective action to Incident Reports, and ensure representative data is captured in alignment with NIBRS reporting standards.

The NIBRS certification process includes:

- ▶ Training agency personnel on the processing and critical review stages of all generated incident reports to ensure required NIBRS reporting compliance data is captured
- ▶ Training agency personnel to perform periodic checking and submission preparation audit of the incidents which contain NIBRS reporting data
- ▶ Training agency personnel to conduct a monthly NIBRS export report of the incidents to the state in the manner determined by the state
- ▶ Working with the agency to update codes, statutes, entity relationships, and any unmatched data the state rejects as part of the NIBRS test submission process through certification

### 6.1 CUTOVER

Axon works in partnership with the agency to build, coordinate, and execute a cutover plan to ensure successful implementation of interfaces, data conversion, and NIBRS state and federal certification. Some of these cutover events happen in parallel with the system implementation process, and Axon coordinates with the agency to determine the timing requirements for each cutover.



## 7 GO-LIVE CONTINGENCY

At the agency's discretion, they may elect to go-live before all project deliverables are complete. Upon completion of all project deliverables, exclusive of the deliverables identified below, the Final Acceptance MCR will be submitted to the agency for review and signature. Upon acceptance of the Final MCR, the agency will be invoiced for full payment as quoted. This does not relieve Axon from completing the applicable deliverables, and Axon will continue supporting the agency with the completion of these deliverables as the availability of functionality allows.

1. Integrations
2. Data Conversions
3. NIBRS Certification



## 8 PROJECT MANAGEMENT

### 8.1 MANAGEMENT RESOURCES

#### 8.1.1 Axon Team

- ▶ **Executive Sponsor:** An Axon executive overseeing the implementation process and communicating progress to Axon Leadership.
- ▶ **Program Manager:** The dedicated point of contact and person responsible for successful deployment.
- ▶ **Business Analyst:** One of the main executors of the agency's and PM's deployment plan. Holds responsibility for ensuring the project accounts for all specific data elements, and that internal systems are set up and maintained throughout deployment.
- ▶ **Solution Architect:** the technical lead on the project. Holds responsibility for the development and execution of technical initiatives affecting other teams.
- ▶ **Customer Success Manager:** Holds responsibility for post-implementation and ongoing support.
- ▶ **Training Specialist:** Provides training to the agency on the applications being deployed.

#### 8.1.2 Agency Team

- ▶ **Executive Sponsor:** This role is a career police department leadership role with deep understanding of the agency. Business sponsor responsible for the success of the project.
- ▶ **Project Manager:** This role requires experience managing enterprise cloud-based software project delivery experience and strong foundational technical experience.
- ▶ **Integrations Manager:** This role requires strong foundational experience in technology solutions and application integration. This role also requires fluency in all agency project-relevant data sources, application integrations, and existing custom-developed applications, queries, and reports.
- ▶ **IT Administrator:** This role requires strong foundational experience in systems administration and network management, fluency in all agency network-related processes, sequence and timing of recurring process jobs, reconciliation, etc. This role also requires fluency in the overlap, vulnerabilities, and disaster recovery protocols associated with agency IT infrastructure.





- ▶ **Records Supervisor:** This role provides strong foundational experience in records management, agency policies, compliance activity, and standard operating procedures. This role also provides fluency in all processes associated with close activity, special processes, and queries to manage bulk actions, as well as a detailed understanding of data elements that support special compliance obligations.
- ▶ **Patrol Lead:** This role requires strong foundational experience in field policies related to data collection, records initiation, and categorization of the numerous forms of citizen interaction. This role also requires fluency in the policies associated with records creation, supplements, amendments, checkpoints, routing, case management, and determination of records outcomes.
- ▶ **Reporting Analyst/Lead:** This role requires strong foundational experience in ad-hoc, daily, weekly, and monthly reporting policies and compliance across local, state, and federal entities. This role also requires fluency in all agency reporting processes, including queries, scripts, and custom applications utilized for all bulk processing to support reporting requirements.

## 8.2 REQUIREMENTS PLANNING

All project requirements are documented during the kick-off and discovery phases of the project.

Once the agency and Axon agree on all requirements, Axon's project manager works with the agency's project manager to develop a project plan for Axon's implementation.

## 8.3 CHANGE CONTROL

If any changes in the project cause a material increase or decrease in fees, as determined by Axon, an adjustment in the fees will be agreed upon between the agency and Axon. All PCO forms must be approved and signed by the agency authority ([Attachment B](#)).

The agency acknowledges a proposed change request might have an impact on both scheduling and cost for the project that will be outlined in the PCO form.



## **8.4 PROJECT METHODOLOGY**

Axon utilizes a hybrid approach to project management, utilizing aspects of both Agile and Waterfall methodologies. We use Waterfall for the overall project, with respect to major milestones. We utilize Agile during the configuration and build phases of the project.

## **8.5 MILESTONE COMPLETION REPORT (MCR)**

Axon will submit an MCR to the agency for approval upon completion of a milestone. Milestone Completion Report included ([Attachment A](#)).

Upon receiving an MCR, the agency has 7 calendar days to approve the milestone completion. If the agency reasonably believes Axon did not complete the milestone in substantial conformance with this SoW, the agency must notify Axon in writing of the specific reasons for rejection within seven (7) calendar days from delivery of the MCR. Axon will address the issues and re-present the MCR for signature. If Axon does not receive the signed MCR or written notification of reasons for rejection within seven (7) calendar days of delivery of the MCR, Axon will deem the agency to have accepted the milestone.



## 9 AGENCY COMMITMENTS

- ▶ Ensure the reasonable availability for meetings, phone or email of knowledgeable staff and personnel to provide timely and accurate documentation and information to Axon.
- ▶ Identify holidays, non-workdays, or major events that may impact the project.
- ▶ Ensure agency desktop, mobile systems, and devices can access the product.
- ▶ Make available relevant systems if needed for assessment by Axon (including making these systems available to Axon via remote access, if possible).
- ▶ Provide Axon with remote access to the agency's Axon Evidence account when required.
- ▶ Provide Axon with all CJIS background check requirements at project initiation.
- ▶ The agency agrees to pay for licenses upon completion of Go-Live.



## 10 SUPPORT

- ▶ Axon provides on-site Go-Live support the week the agency begins using the software.
- ▶ Axon provides ongoing support for active interfaces and NIBRS troubleshooting.
- ▶ Axon provides updates and enhancements to the product, which the agency automatically receives. Some features require the agency to notify support, so please review our monthly release notes.
- ▶ PICK ONE Axon provides a Regional Technical Account Manager to provide regional technical support to the agency for 1 year(s). See [Attachment C](#) for more information.
- ▶ Axon provides the agency's end users with access to the help.axon.com support portal for self-service support.
- ▶ Following final acceptance, the agency utilizes Axon support via my.axon.com and the support portal for any further modifications to the product.
- ▶ For urgent technical support assistance, the agency may contact a technical support representative at 800-978-2737. Phone support is available 24/7.



# 11 TERMS AND CONDITIONS

This SOW is governed by the master services and purchasing agreement executed by the parties:

AXON ENTERPRISE, INC.	AGENCY
Signature: _____	Signature: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____
	Agency Name: _____



## ATTACHMENT A – MILESTONE COMPLETION REPORT (MCR)

By signing for the items in this Milestone Completion Report, I agree that Axon's Professional Services Organization has reached the following milestone(s) for the project agreed upon in the SOW between Axon and Northglenn, CO PD:

- Project kick-off
- Requirements completion
- Functional review and completion of configuration
- User acceptance testing
- Integrations completion
- Data conversions completion
- Completion of agency training
- Go-Live
- Final acceptance

Date services were completed on: \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

Signature: \_\_\_\_\_

Signature Date: \_\_\_\_\_

Printed name: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Agency Name: \_\_\_\_\_

SAMPLE



# ATTACHMENT B – PROJECT CHANGE ORDER

Date:	
Description of change to Axon product or service:	
Justification for change:	
Effects on schedule:	
Effect on project pricing (attach quote for reduction or increase in costs):	
<p>AXON ENTERPRISE, INC.</p> <p>Signature: _____</p> <p>Name: _____</p> <p>Title: _____</p> <p>Date: _____</p>	<p>AGENCY</p> <p>Signature: _____</p> <p>Name: _____</p> <p>Title: _____</p> <p>Date: _____</p> <p>Agency Name: _____</p>



# ATTACHMENT C – AXON TECHNICAL ACCOUNT MANAGER

## AXON REGIONAL TAM RESPONSIBILITIES –

- ▶ **Axon Technical Account Manager (TAM) Payment:** Axon invoices for Axon TAM services as outlined in the quote when the TAM commences work with the agency.
- ▶ **TAM Scope of Services:**
  - ▶ The TAM manages the agency’s technical support primarily remotely with routine onsite visits of up to three (3) days per month.
  - ▶ The TAM is a shared resource among several agencies, and cannot exceed 25% capacity for each agency.
  - ▶ The TAM is employed by Axon and adheres to all Axon policies and procedures.
  - ▶ In the event there is a need to replace the TAM, Axon coordinates with the agency to outline timing and interim coverage.
  - ▶ The TAM completes CJIS background clearance process to facilitate access controls.
  - ▶ The agency’s Axon support team works with the agency to define its support needs and ensures these needs fall within the scope of a shared TAM resource. There may be up to a three (3) month waiting period before the TAM can begin supporting the agency due to hiring and onboarding needs.

The shared TAM professional services can include, but is not limited to the following:

<b>ONGOING SYSTEM UPDATES AND CONFIGURATIONS</b>	<ul style="list-style-type: none"> <li>▶ Manage software releases. <ul style="list-style-type: none"> <li>▶ Agencies will gain access to monthly release webinars that are hosted by a shared TAM resource.</li> </ul> </li> </ul>
<b>ACCOUNT MAINTENANCE</b>	<ul style="list-style-type: none"> <li>▶ Outage communications and follow-up</li> <li>▶ After action report (ARR) reviews</li> <li>▶ Conduct monthly executive reviews with agency and Axon regarding Axon DRS products</li> </ul>
<b>DIRECT SUPPORT</b>	<ul style="list-style-type: none"> <li>▶ Remote Troubleshooting</li> </ul>





	<ul style="list-style-type: none"><li>▶ Troubleshoot agency issues via phone or video conferencing.</li><li>▶ Gather product questions and feedback from users.</li><li>▶ Triaging and overseeing MyAxon Support cases.<ul style="list-style-type: none"><li>▶ Conduct MyAxon Support case review meetings.</li><li>▶ Directly engage with software support engineers, data analyst, and NIBRS specialists/NIBRS support engineer</li></ul></li><li>▶ Prioritize feature requests/enhancements.<ul style="list-style-type: none"><li>▶ Coordinate with software support engineers</li></ul></li></ul>
<b>AGENCY ADVOCACY</b>	<ul style="list-style-type: none"><li>▶ Liaison between the agency and Axon</li><li>▶ Helps drive pre-Go-Live deliverables to completion.</li><li>▶ Representative for the agency when participating in internal customer triage meetings/planning sessions</li></ul>
<b>SUBJECT MATTER EXPERTISE</b>	<ul style="list-style-type: none"><li>▶ Serves as an agency subject matter expert on DRS products for the following:<ul style="list-style-type: none"><li>▶ Troubleshoot and assist with reported issues.</li><li>▶ Bridge knowledge gaps for agency personnel on new functions</li><li>▶ Work with the agency to understand product adoption and workflow change needs.</li><li>▶ Help agency personnel to become subject matter experts in their respective areas (records, investigations, patrol, crime analysis, property &amp; evidence, etc.)</li><li>▶ Work with agency on any post-Go-Live needs for DataStore or form builder</li></ul></li></ul>