

MILWAUKEE POLICE DEPARTMENT MEMORANDUM



Date: Wednesday, February 11, 2015

TO: All Department Members

FR: Charles P. Burki
Information Systems – Director

Sergeant Douglas J. Wiorek
Information Systems - Executive Officer

RE: MediaSolv Update

As originally messaged on 01/05/15, the entire Mediasolv system suffered a catastrophic failure.

Since that time, the system has been recovered to the point we are able to record/store interviews at all work locations, however, interviews need to be manually extracted at the encoder (at the request of a member and at the location where the recording was made) by IT staff and transferred to a DVD.

For recordings older than 01/02/15, we are still in recovery mode. The IT department does **NOT** have access to these interviews at this time.

The entire hard drive array storing archived interviews had to be shipped to a New York laboratory that specializes in data recovery. The laboratory has completed a preliminary exam of the hard drives and believes they are able to recover much, if not all the stored data (approximately 17 Terabytes of information).

Emergency funding had to be secured as the recovery costs are fairly staggering. After filing the necessary paperwork, getting the appropriate approvals in the department and in city purchasing, the funding became available yesterday. It is believed the data recovery process will begin any day now. The exact time to full recovery is not known at this time, but could potentially take weeks due to the sheer volume of information.

Once the data is recovered, it will be returned to the central storage location (along with the interviews being held on the encoders) and be accessible as it had in the past.

IN SUMMARY:

- All MediaSolv workstations/rooms **ARE** functional and storing recordings.
- Recordings made after 01/02/15 **ARE** accessible. However, recordings must be manually extracted by IT at the request of the member. They are not visible to users (see next page).
- Recordings made prior to 01/02/15 **ARE NOT** accessible at this time (see next page).

ACCESSING RECORDINGS MADE AFTER 01/02/15:

IT must manually extract the recording from the local encoder. In order to do so, the following information is required:

- Date of Interview
- Location of Interview (room name and/or number)
- Name and DOB of the Defendant
- Start time of the Interview
- End time of the Interview
- Member conducting interview

Please call the Help Desk at extension 7290 or send an email containing this information to mpdhelp@milwaukee.gov so your request can be processed.

ACCESSING RECORDINGS PRIOR TO 01/02/15:

Recordings prior to 01/02/15 are not accessible by anyone. Once the data is recovered from the laboratory, a memorandum will be drafted indicating the availability of these recordings. Please do not call the Help Desk to request these recordings.

If access to older recordings is necessary, it is suggested members either review evidenced recordings stored at Property Control or reach out to the DA's office to schedule a time to watch/listen to the recording.

CPB:djw