



Acquisition and Use of Surveillance Technology APM 3-17

Process Updates in Response to Use of Surveillance
Technology MGO Sec. 23.63 (Adopted June 16,
2020)

Why

- June 16, 2020: Common Council passed the Surveillance Technology Ordinance
 - Created Section 23.63 of the Madison General Ordinances to establish Surveillance Technology guidelines for Departments
- Required updates to APM 3-17 (Use of Surveillance Cameras)
 - Last updated December 13, 2012
- Allowed IT to re-evaluate the process of acquiring Surveillance Technology
 - Align the procurement process with the New Software Request and Hardware Request policies

APM 3-17 Updates

- Subject of APM changed
 - Originally: “Use of Surveillance Cameras”
 - Now: “Acquisition and Use of Surveillance Technology”
- Definition section added with reference to MGO Sec. 23.63(2)
- Exceptions section added with reference to MGO Sec. 23.63(6)
- Approval process outlined in MGO Sec. 23.63(4) added
 - Three paths Departments can take
- Reporting process outlined in MGO Sec. 23.63(5) added
- Updated Roles & Responsibilities section

Roles & Responsibilities



Role & Responsibilities – IT

- **Collaborate with the Department in obtaining Surveillance Technology**
 - Align the processes for obtaining Surveillance Technology with current policies and processes within IT, Finance and Attorney's Office
 - Ensure that the software/hardware meets the Department's business needs and complies with technology standards and policies
 - Assign an IT staff member to support Department's business questions
- **City-wide enterprise camera system**
 - Design, manage, and maintain the network infrastructure to support the system
 - Manage connectivity issues
 - Coordinate problem remediation
 - Facilitate requests for maintenance and replacement of devices
 - Facilitate the purchase of cameras

Role & Responsibilities – Department

Submitting a request:

- Submit acquisition approval through budget process or via a resolution to Mayor and Council
- Follow the formal processes and remain compliant with current City policies and processes

After approval:

- Provide notification of the Surveillance Technology on Department's website
- Ensure signage is posted in public entryways to all City properties
- Ensure all new staff receive training regarding their Department's policies and appropriate use
- Responsible for compliance with all Wisconsin Public Records Laws and the City Retention policy, and timely production of video if requested as part of a public records request
- Annual reporting

Approval Process & Reporting



Surveillance Technology Request

Final approval for all Surveillance Technology Requests are determined by the Mayor and Common Council Leadership. Information Technology (IT) will first review the security and infrastructure elements of your request to ensure the product meets the City's technology standards. Following the completion of this review, all requests must be approved by the Mayor and Common Council Leadership.

Surveillance Technology Request Process

1

[Review the Surveillance Technology Ordinance](#)

Thoroughly review the Surveillance Technology Ordinance to ensure proper compliance.

2

[Review APM 3-17 PDF](#)

Thoroughly review the APM 3-17 to ensure proper compliance.

3

Determine Request Type

Are you requesting surveillance technology software or surveillance technology hardware?

I'm Requesting Software

Please submit a [New Software Request](#) for all surveillance technology **software** requests.

I'm Requesting Hardware

Information Technology

[HelpDesk](#) +

[Cybersecurity](#)

[Records Management](#) +

[Price Quotes](#)

[Authorized Contacts](#)

[Dell Employee Purchase Program](#)

[Training & Support](#) +

[Policies & APMs](#) +

[About](#) +

[IT Hardware Purchase Request](#)

[Project Request](#)

Approval Process – Annual Budget Request

- Departments should notify the Mayor, Common Council Leadership, and IT Director of any requests made through the budget process
- If the Mayor or Council Leadership request that a Department notify residents, the Department will collect feedback and comments from residents
- If requested by the Mayor or Council Leadership, the Department will hold a public meeting
- The Department will post a notice of the intent to obtain or use Surveillance Technology on their website

Approval Process – Outside Budget Process

- If the Department needs to acquire or contract Surveillance Technology outside the budget process, the Department is required to submit a resolution to the Common Council with the information found in MGO Sec. 23.63(4)(a)
- A resolution template is available for agencies to help expedite the process

Approval Process – Changing Existing Surveillance Cameras

- Changes include:
 - Moving a surveillance camera on the City-wide enterprise camera system
 - Activating new surveillance camera functions not previously approved
 - Add a new surveillance camera of previously approved type
- The Department will notify the Mayor and Common Council Leadership and the Alder(s) of the affected district(s)
- The Mayor, Common Council Leadership, or Alder(s) of the affected district(s) will coordinate with the Department to notify residents, including creating notification and outreach mechanisms to collect feedback and comments
- The Department will hold a public meeting if requested by the Mayor, Common Council Leadership, or Alder(s) of the district where the camera is located

Reporting Process

- Each Department will complete an annual review of its Surveillance Technology and ensure compliance with MGO Sec. 23.63
- Each Department will complete an Annual Surveillance Technology Report
 - All Departments will submit their report to the Common Council Office by June 1 of the subsequent year
 - The Council Office will compile all submitted reports and submit them via a resolution to the Common Council by July 1
- A template report has been created for agencies to use

Departmental Policies



Departmental Surveillance Policies

- Each Department that uses Surveillance Technology must adopt a written policy on said use
- Policies will be posted on the Department's website
- Department policies must address eleven considerations outlined in APM 3-17
- IT will provide a master list of all agencies with Surveillance Technology policies under the "City Hall" section of the City website



Questions?