



# CASE STUDY: LAKE TOWNSHIP POLICE



***Rebuilding a computer  
and communications  
network infrastructure***

# Case Study

## Lake Township Police Department Millbury, OH

*When disaster strikes, citizens look to first responders – police, fire, EMT – for help. But what happens when the first responders are among the first victims?*

### Lake Township Police and the Millbury Tornado

The evening of June 5, 2010, brought one of the worst storms in decades to the Midwest. One of the hardest hit communities was Millbury, just southeast of Toledo, Ohio in Lake Township. What is now called the Millbury Tornado – an EF-4 intensity funnel with winds approaching 200 miles an hour - hit at dusk, destroying dozens of homes, Lake High School...and the Lake Township Police building. In all, seven people were killed, including one trying to reach shelter in the police building. Damages totaled almost \$100 million, including the replacement of the police station and nearly everything in it.

Prior to the storm, the Lake Township police unit was like many others in small Midwest communities: trying to keep costs down without reducing readiness, and making do with outdated equipment and old ways of managing information. This was particularly true of their information technology systems. Without a full-time IT staff, the husband of a department staffer worked after hours to keep their technology functional. Data backups only happened monthly as part of a reporting process to the state of Ohio, and all of the department's administrative records were on a single PC with no automated backup.

In the wreckage of the storm, police found that particular computer on the floor, lying in a pool of water. The volunteer IT staffer removed the hard drive and took it home to dry out. When he put it into another computer, it ran flawlessly...



## Implementation

Police Chief Mark Hummer decided that the department's IT operation would not return to business as usual after the rebuilding was complete. Through their electrical contractor, the township hired BizTech to design, install and maintain an integrated computer and communications network. Working with the electrical contractor, telecommunications supplier, security team, audio-visual vendor and an Internet service provider, BizTech designed a system within the parameters of the construction, which had already begun.

Space was made for a small IT room, and network wiring was designed into the construction process (in the temporary building, IT had been retrofit, with a maze of wiring running anyplace that it could fit, just to keep things operational during the rebuild). Because it was performed in stages that coincided with the construction work, the network build required BizTech to coordinate its efforts with six other contractors, often squeezing its work into short windows of time.

Hardware installation was the final stage before the "go live" date. Fourteen new Dell computers were configured and joined to the new domain. Once the last workstation was configured, BizTech fired up the fully functioning network for the first time, and the Lake Township staff was able to get to work in their new offices.

Thanks to BizTech's infrastructure design and operational plan, the Lake Township Police department now has a high-performing IT system – with continuous backup – that works effectively and efficiently. While nothing can mitigate the loss the Millbury community sustained in the tornado, its citizens can at least be confident that some things have improved.





## ABOUT BIZTECH

BizTech was founded in 1999 to help its customers get more value from the business applications and technology needed for operational success. Our team is 100% dedicated to client satisfaction. We work together to evaluate our customers' needs and design solutions to both leverage new technology, and get the most out of existing systems.

We want to solve your business problems and increase your productivity through Information Technology integrated with Enterprise Software.

*At BizTech, our business is your technology.*