**Report of the Auditor General
of the Ville de Montréal
to the City Council and to the
Urban Agglomeration Council**

For the Year Ended December 31, 2013
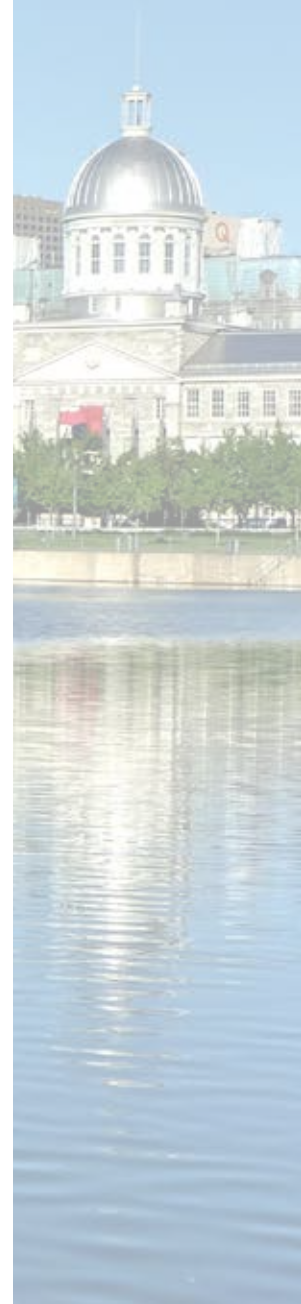
M-IRIS Project

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5.6. M-IRIS Project

1. Background

The implementation of the M-IRIS software package (Montréal – Inscription et recherche de l'information sur la sécurité) stems from the desire of the Service de police de la Ville de Montréal (SPVM) to improve the effectiveness of its police operations. By replacing several independent applications with an integrated data system, the intention is to provide police officers with a more user-friendly tool, quicker access to the most current data and cross-tabulation of information, thereby better targeting prevention activities and staff deployment.

The M-IRIS software package comprises the following main modules: Assets, Incident, Warrant, Citizen's Report, Investigation, Criminal Analysis and Control Panel. A first module, entitled [TRANSLATION] "Asset Control and Chain of Custody," was installed in 2008. The Incident module went into service in June 2012, the Investigation–Phase 1 module in June 2013, and the Citizen's Report module in September 2013. The other modules should be introduced between now and 2016.

The concept behind the M-IRIS software package is first to enable officers to complete the information required in an incident report from their patrol car. Then, if this information meets certain criteria, it may be subject to an investigation. The file can then be added to in order to build a case to submit before the appropriate court. Information from incidents and citizens' reports is also factored into various analyses that the SPVM uses to guide its actions in the short and medium terms.

Clearly, the M-IRIS software package is of strategic importance for the effectiveness of the operations of the SPVM.

2. Purpose and Scope of the Audit

The purpose of our audit was to ensure that the M-IRIS project has appropriate oversight and that the city has put in place the proper management practices to guarantee its efficiency and effectiveness.

We began by looking at the modules that were already installed. We paid particular attention to the Incident module, which is the largest in terms of scope, impact on operations and number of targeted users.

We then evaluated the extent to which the existing governance structure and management practices were likely to ensure the efficient and effective completion of the project.

3. Results of the Audit

A detailed report of the results of our audit was sent to the SPVM and to the Service des technologies de l'information, which was mandated to oversee the implementation of the M-IRIS software package. The report, which brings to light significant and worrisome weaknesses, remains confidential given the sensitive nature of the information it contains in regard to public safety. Nevertheless, we would like to stress that the comments received from the SPVM and from the Service des technologies de l'information suggest that they are in agreement with the contents of our audit report and with the recommendations that we have made.