



March 2009

Points of Interest:

- **Featured Product: SWCAD Scheduler**
- **Welcome Aboard**
- **IBR Corner**
- **2009 Spring User Conference & Training**
- **Dates to Remember**

SHIELD TECHNOLOGY CORPORATION

DISPATCH

Featured Product — *ShieldWare*® CAD - Scheduler

ShieldWare® CAD Version 6 using the MySQL database is starting to be deployed. One of the available options is the SWCAD Scheduling module. It enables communications centers to have the ability to enter Calls For Service and have them appear in the pending area for dispatched at pre-determined times. Gone are the days of taped notes to consoles, or queuing calls hours in advance with times marked in the location field.

The call taker only needs to enter the call with the scheduled parameters and allow the SWCAD system to keep track of it. When the pending time comes due, the SWCAD program will automatically assign a Calls For Service number and place it in the pending status for the user to dispatch. Here are some examples on how this addition can help enhance your dispatch centers ability to streamline the scheduling process.

- Scheduling routine ambulance transports hours to days in advance.
- Vacation Watches
- Extra patrols for areas of interest.
- Parking violation follow-ups
- Fire Pager Testing reminders
- Funeral Escorts
- Controlled Burns
- Planned road closures/traffic direction

(Continued on page 2)

Welcome Aboard!

Shield Technology extends a heartfelt welcome and thank you to our newest customers for the confidence they have placed in us by selecting Shield as their software vendor. Joining the Shield family of Professional Law enforcement and Public Safety agencies are:

Alberta Volunteer Fire Dept.
Alberta, Virginia
Lt Buddy Hyde
[ShieldWare® Computer Aided Dispatch/ MDC Mobile Interface](#)

Aurelia Police Department
Aurelia, Iowa
Chief Gene Suhr
[ShieldWare® Records Management](#)

Cherokee County Sheriff's Office
Cherokee, Iowa
Sheriff Dave Scott
[ShieldWare® Computer Aided Dispatch](#)
[ShieldWare® NCIC](#)
[ShieldWare® Records Management](#)
[ShieldWare® Jail Management](#)

Cherokee Police Department
Cherokee, Iowa
Chief Steve Schuck
[ShieldWare® Computer Aided Dispatch](#)
[ShieldWare® NCIC](#)
[ShieldWare® Records Management](#)

Colonial Heights Sheriff's Office
Colonial Heights, Virginia
Deputy Donald Hannuksela
[ShieldWare® Records Management](#)
[Civil Processing](#)

Commonwealth Attorney
Colonial Heights, Virginia
[ShieldWare® Records Management](#)

Fayette County Communications
West Union, Iowa
Brenda VandeVoorde
[ShieldWare® Computer Aided Dispatch](#)
[ShieldWare® NCIC](#)

Henry County E911
Mt Pleasant, Iowa
Joe Buffington
[ShieldWare® Computer Aided Dispatch](#)
[ShieldWare® NCIC](#)

Henry County Sheriff's Office
Mt Pleasant, Iowa
Sheriff Allen Wittmer
[ShieldWare® Records Management](#)
[ShieldWare® Jail Management](#)

Iowa Veterans Hospital Police
Department
Iowa City, Iowa
Chief Paul George
[ShieldWare® NCIC](#)

Mapleton Police Department
Mapleton, Iowa
Chief John Holton
[ShieldWare® Records Management](#)

Marcus Police Department
Marcus, Iowa
Chief Randy Weflen
[ShieldWare® Records Management](#)

Monona County Sheriff's Office
Onawa, Iowa
Sheriff Jeff Pratt
[ShieldWare® Computer Aided Dispatch](#)
[ShieldWare® Records Management](#)
[ShieldWare® Jail Management](#)

Oelwein Police Department
Oelwein, Iowa
Chief Jeremy Logan
[ShieldWare® Computer Aided Dispatch](#)
[ShieldWare® NCIC](#)
[ShieldWare® Records Management](#)

Onawa Police Department
Onawa, Iowa
Chief Gary Addy
[ShieldWare® Records Management](#)

Whiting Police Department
Whiting, Iowa
Chief Jeff Johnson
[ShieldWare® Records Management](#)



PUBLIC SAFETY
Software Professionals

Customer Services

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email: support@shieldware.com

Website: www.shieldware.com

ShieldWare® CAD - Scheduler (Continued from page 1)

How it works - Calls For Service are entered into the Call Taker Screen with only a change in how they are actually saved. The user can select the schedule button and select from three scheduling options.

Once - A single event that can be scheduled to appear in the pending queue.

Multiple - The same location and call type can be queued multiple times at a set interval of hours between selected

dates. Default is 24 hours, but can be altered. For something to occur once a shift, select every 8 hours. For something every other day, select 48 hours.

Random - The same location and call type can be queued at randomly generated times between the selected variables. Select the date range, and parameters of time and the program will randomly generate a pending call once per day at varying times. An example would be a vacation

watch for the evening hours.

A list of scheduled calls can be viewed from the Call List module of SWCAD. The dynamics of each scheduled call can be modified, canceled, or marked for immediate dispatch as the situation warrants. This list can also be used to view any upcoming scheduled events that may occur on the users shift.

Contact Shield sales for the cost to add this option to your current SWCAD software. ■

Schedule call for future dispatch

Once Make Pending on: 02/26/2009 @ 08:15

Multiple

Random

Schedule call for future dispatch

Once Make Pending on: 02/26/2009 @ 08:15 Repeat every: 24 Hours

Multiple

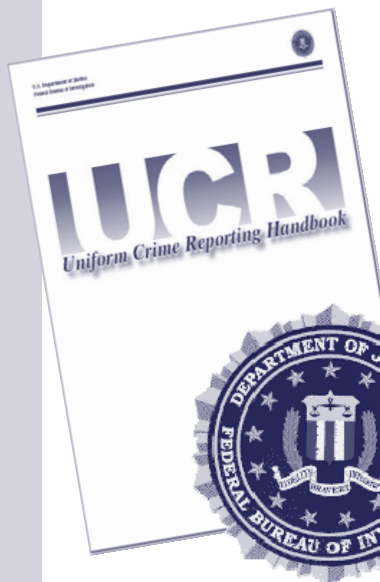
Random Thru: 03/29/2009 @ 08:15

Schedule call for future dispatch

Once Make Pending on: 02/26/2009

Multiple

Random Thru: 03/06/2009 Daily Between: 1700 and 07:00



IBR Corner:

A robber enters the 7-11 convenience store, points a gun at the store clerk, and demands the money in the cash register. The clerk, fearing for his life, opens the cash drawer and gives the robber the money. The robber grabs the money and runs out of the store.

This is a classic case of Robbery. The store is the victim, because it is out the money that was taken in the robbery. But wait, is there only one victim or are there more? Actually in this case there are two – the store from which property was taken and the store clerk who was threatened during the commission of the crime. Both are victims of one offense – Robbery. The victims of a robbery include not only those persons and other entities from whom property was taken, but also those persons toward whom the threat of force or force was directed in committing the robbery. ■

Integrated Public Safety Solutions

ShieldWare® NCIC and your CCH logs

Format:	By:	From:	(REF)	(ATN)	
	(NAM)		(DOB)	(RAC)	(SEX)
	(FBI)		(DCI)		
	(SOC)		(MNU)	(SID)	
Purpose:	ORI Used:	Redissemination to:			

How does your agency handle Criminal History Logs? We know the rules have changed in the last 5 years and only those CCH's that are re-disseminated require log entries. The more prevalent question is "when do you determine if it will be re-disseminated"? The SWNCIC program can look back through the currently stored message records and pull out any formats that are included in the CCH category. If the user knows that the CCH will be re-disseminated they can add the name of who it will be given to during the inquiry. If the re-dissemination decision is made after the inquiry has been run, then there is no means available to change the record information in the SWNCIC database. This requires a separate log be kept for post inquiry re-disseminations.

For those agencies running inquiries with the knowledge they are being re-disseminated, perhaps a different approach should be considered. If the ORI of the requestor is used, then it's not considered re-dissemination. An example would be a Sheriff's office being told that all arrest paperwork needs to have a CCH attached for the county attorney. If the County Attorney's ORI had been pre-authorized and setup with Technology Services to be run from the Sheriff's terminal address, the user could run the CCH with the county attorneys ORI, then no re-dissemination entry needs to be made.

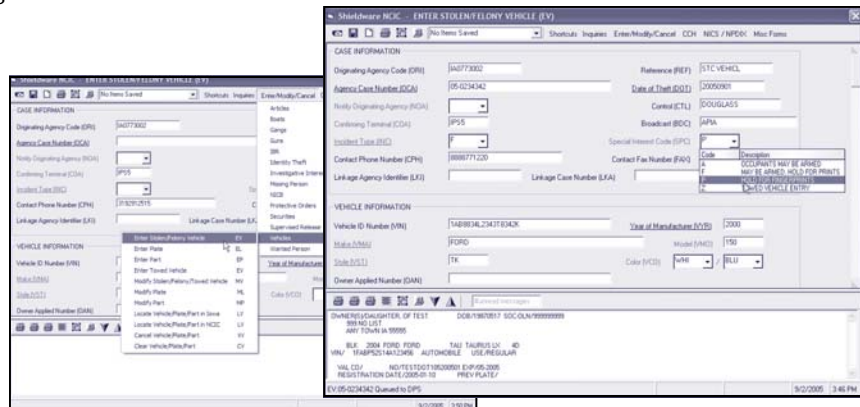
SWNCIC CCH reports can be obtained by running statistical reports against the current records in the SWNCIC database. In November of 2008 a change was made to the SWNCICIA program that communicates with the state switch. Every morning it purges off a days worth of records. Configuration settings determine how many days worth of records are kept in the database. The default on installation

is 365, some agencies have opted to shorten that down to 90 days worth of records to keep database size down. This impacts how far back you can look for CCH information. It is recommended that the agency TAC (Terminal Agency Coordinator) run a CCH log at the end of each month. These reports can be saved in PDF format and stored on the server or location of your choosing. Due to the small size of a PDF, it's not a bad idea to run two reports, one with all CCH inquiries, and one with just re-disseminated. Both of these can be saved in PDF format and would allow you the ability to have any CCH inquiry data available during an audit or special inquiry.

The illustration above snapshots the information that is captured on any CCH inquiry if it exists. Currently CCH reports are looking for the following message keys. QH, QR, QRI, QNR, QWI and RAPW.

If you have any further questions regarding CCH logs that can be obtained or duration of data kept in your database, please contact support.

A special thanks to the staff at the Iowa Department of Public Safety Technology Services Bureau for their technical review on this article.



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**Public Safety
Software Professionals**

Dates to Remember

2009

March 24-25	APCO/NENA Spring Conference	
April 10	Good Friday	Office closed
April 19 – 22	ISSDA Civil School	
May 12-14	Shield Spring User Training in Johnston	
May 25	Memorial Day	Office Closed
July 3	Independence Day	Office closed
September 7	Labor Day	Office closed
September 13-16	ISSDA Jail School	
November 26-27	Thanksgiving	Office closed
December	ISSDA Winter School	
December 24-25	Christmas	Office closed

Spring User Conference & Training

Shield knows that user training is critical to successful product use – so to this end Shield conducts annual user training. Shield invites each agency to attend by sending key personnel to receive comprehensive instruction and training on products the agency uses. The User training is an ideal setting to share our collective ideas and experiences, while we convey future product plans, discuss enhancements and explore the latest in technology advancements available.

The agenda for the User Training scheduled for May 12-14 at the Stoney Creek Inn in Johnston, Iowa is focused on extensive training in the *ShieldWare*® products. Here is a breakdown of the Training workshops and what will be covered.

SWCAD System Manager Training

workshops are scheduled for Tuesday, May 12th, 9:00am - 4:00pm

- Fundamentals of SWCAD database management
- Setup, maintenance and use of SWCAD master files and code tables
- Setup, maintenance and use of SWCAD/ SWRMS geographic files
- SWCAD Version 6 Enhancements
- SWCAD Version 6 Deployment

Scheduled for 4:30 Tuesday afternoon, the **SWMobile Demonstration** will give agencies an opportunity to see Shield's mobile product in action.

MySQL/Network System Training is relevant for both SWCAD and SWRMS System Managers. It is scheduled Wednesday morning from 9:00 am -10:30 am.

- Importance of Backups
- Replication – what it is and do you need it
- Support and Bomgar

Wednesday, May 13th from 10:45 am - 4:00 pm is **SWRMS User Training**

- Getting the most out of SWRMS
- SWRMS Version 6 Enhancements
- Round Table Discussion
- Shield's Advance Client Extension (ACE) capability

Ad Hoc Reporting Workshop – This workshop is scheduled from 9:00 am - 3:00 pm and is for users who want to use Crystal Reports to create new ad hoc queries and reports or modify existing reports. Individuals interested in being a part of this workshop will need to bring a laptop computer which can be configured for the training.

If you have not made plans to attend the Shield Technology Spring User training, there is still time. Our training will be at the same great location and facility as last year, *Stoney Creek Inn*. The current room rate is set at \$82.00 per night.

To register, fax back the included registration form or register on-line at www.shieldware.com.

The Thursday morning, May 14th **SWNCIC Training** will be a comprehensive training session on using the *ShieldWare*® NCIC product. This workshop is geared for new users and existing users wanting to review their use of this product.

If you are a new System Manager, you will want to be involved in the **SWRMS System Manager review** on Thursday afternoon. This workshop will go through adding and maintaining code tables understanding how users are defined, IBR submission, and basic fundamentals of SWRMS Management.



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Event Location
Stoney Creek Inn
5291 Stoney Creek Court
Johnston, IA 50131
515-334-9000

Registration is available at
<http://www.shieldware.com>
(follow the links to the
Events page)

Or fill out this form
and Fax, Email
or Mail to:

Shield Technology Corporation
25 Main Street
Kellogg, IA 50135
Fax: **641-526-8779**
support@shieldware.com

SPRING TRAINING REGISTRATION

MAY 12TH, 13TH, AND 14TH

Room Information -

Reservations can be made by calling the hotel direct and mentioning Shield Corporation. All reservations must be guaranteed with a deposit equivalent to one night's room and tax or the use of a major credit card. To receive tax exemption, the agency must bring the tax-exempt notice on official letterhead. The hotel must be notified of any cancellation 72 hours prior to arrival to avoid the no-show fee of one night's room and tax being charged. Current hotel rates are \$82⁰⁰ per night.

Agency Name : _____

Agency Address : _____

Agency Phone : _____ Agency Fax : _____

1	Name: _____		Job Title: _____		
	Email Address: _____				
	Please indicate which days you will be attending.				
	_____	Tuesday	May 12	9:00 am - 4:00pm	ShieldWare [®] CAD System Manager Training
	_____			4:30 pm	ShieldWare [®] Mobile Demonstration
	_____	Wednesday	May 13	9:00 am - 10:30 am	MySQL/Network System Training
	_____			10:45 am - 4:00 pm	ShieldWare [®] RMS Training
	_____	Thursday	May 14	9:00 am -3:00 pm	Ad Hoc Reporting Training
	_____			9:00 am- Noon	ShieldWare [®] NCIC User Training
	_____			1:00 pm-3:00 pm	ShieldWare [®] RMS System Manager Review

2	Name: _____		Job Title: _____		
	Email Address: _____				
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	_____			1:00 pm-3:00 pm	ShieldWare [®] RMS System Manager Review

Note: If your sending more than three attendee's just make a copy and continue using the individual box fields.