



April 2012

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# SHIELD TECHNOLOGY CORPORATION

# DISPATCH

## Featured Client — Sioux County Sheriff's Office

Sheriff Dan Altena, a long time resident of Sioux Center, Iowa, started building his law enforcement career in 1979 at the Orange City Police Department and then continued it at the Sioux Center Police Department. In 1983 Dan took a position in the Sioux County Sheriff's Office as a deputy Sheriff. He was later elected Sheriff of Sioux County in 2004. He believes strongly that law enforcement should have a strong sense of public service and has dedicated the past 29 years of his career carrying out that vision.



**Dan Altena**

*Sioux County Sheriff*

Sheriff Altena and Sioux County Sheriff's Office are Shield's Featured Client ... and they both exemplify the type of partnership we desire with our clients; providing our clients with the programs they need to be successful in serving their communities.

How long has Sioux County Sheriff's Office been a client of Shield Technology Corporation?



We've been working with them since 1988. But back then they were known as AMT.

What ShieldWare products does your agency currently use?

Our office uses SWCAD, NCIC, SWRMS, SWJAIL, CIVIL, and CRYSTAL REPORTS for reporting

How do the products/suite of programs from Shield Technology Corporation assist your agency in meeting its goals?

In regards to their soft-ware



systems, ShieldWare RMS is and has always been, an excellent record management program. We're able to search our records quickly and with good success. We really like the reports it generates; in fact we use several of them on our website. Not only is the system very user friendly, but integration between modules is very good.

*PUBLIC SAFETY  
Software Professionals*

## Customer Services

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## Featured Client—Continued

*(Continued from page 1)*

With regards to company, we have found their training is very good. And one of their other strengths we have been able to count on is the excellent support that Shield offers.

Sheriff Altena also appreciates how Shield's products allow his officers access from their squad cars and remote computers to check cases and suspects. Alerts can be placed on call locations to keep officers safe.

Sheriff Altena has seen many changes within his tenure as Sheriff including the building of a new Public Safety Center (Sheriff's Office/Jail/Communications Center) which was

### Sioux County Communications Center

The Sioux County Communications Center dispatches for 10 ambulances and 2 first-response squads, 12 fire departments, 4 police departments, and the Sioux County Sheriff's Office. The Sioux County Communications Center is staffed 24 hours a day, 365 days a year.

Computer Aided Dispatch, was initiated in 2007 with its primary function to increase safety and efficiency of officers and other emergency units. The CAD system enabled the Communication Center staff to handle an increase in the number of incidents to over 10,000 in 2007, up from 2,500 in previous years.

Their sixth full-time telecommunicator was hired in 2008 due to an increase in the number of incidents reported. The Communications Center was also upgraded with the new Phase II wireless 911 system, which allows

## ShieldWare®

completed in 2003 (See article below for more details on the Communication Center and Sioux County's scope) In general Sheriff Altena has seen a big increase in the use of electronic equipment and sees the trends in law enforcement to be even more towards utilizing computer equipment. Shield is proud to continue to offer cutting edge solutions to an ever changing, more technically savvy environment that agencies like Sioux County Sheriff's Office find themselves.

Thank you to Sheriff Dan Altena and all the civil servants at the Sioux County Sheriff's Office.

telecommunicators to pinpoint where 911 calls are coming from. Maps appear immediately on CAD computer screens for incoming 911 calls, and show each call's origin. Telecommunicators can zoom in on the map and see the actual location. This new system is especially beneficial for emergency cell phone calls, because 911 callers are often disoriented, and the system helps telecommunicators quickly direct the closest and most appropriate emergency personnel to the exact location of the incident.



## Shield Spring Users Meeting

May 1-3

With the mild winter and March Madness over, it's time to start planning the Shield Spring User Meeting. The dates are May 1-3 at Stoney Creek Inn in Johnston, Iowa. Register for the Meeting at [www.shieldware.com](http://www.shieldware.com) and make your reservations directly with Stoney Creek Inn.

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

**Tuesday, May 1<sup>st</sup> – 9:00 a.m. to Noon**  
**SWCAD and SWCAD related workshops**

**Tuesday, May 1<sup>st</sup> – 1:15 – 4:00 p.m.**  
**SWRMS and SWRMS related workshops**  
Property Fast Entry/Audit, Officer entry/supervisor review, URL, Combining Arrests, Roundtable

**Wednesday, May 2<sup>nd</sup> – 9:00 a.m. – 4:00 p.m.**  
**SWCAD System Manager Training – Part 1 of 2**  
Using the ShieldWare Computer Aided Dispatch Administrator's Guide, Daryl will be spending two days explaining the ins and outs of setting up, maintaining and using the ShieldWare CAD (SWCAD) application. Training will include setting up and maintaining the geographic master tables, configuration options, code tables and their use, SWCAD master tables and their interaction. Call taker and dispatch functions will be addressed. The training will also include configuring the SWCAD options – focusing on paging, faxing, texting, email.

**Wednesday, May 2<sup>nd</sup> – 9:00 – Noon**  
**SWCivil workshop**  
Weapon Permits, Checkbook, Reports, Roundtable

**Wednesday, May 2<sup>nd</sup> – 1:15 – 4:00 p.m.**  
**SWJail workshop**  
Medical record – (questions, meds), Signatures, Jail Log

**Thursday, May 3<sup>rd</sup> – 9:00 a.m. – 4:00 p.m.**  
**SWCAD System Manager Training – Part 2 of 2**  
Completion of Wednesday's workshop



### ShieldWare Jail Management

- Fast-Streamlined booking procedure
- Accurate-Inmate, activity, visitation, and moves
- Comprehensive-Homeland Security support
- Integrated-National fingerprint matching
- Compliant-Meets or exceeds local, state and federal audit reporting requirements

# Shield Technology Corporation

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**PublicSafety  
Software Professionals**

## 2012 Dates to Remember

May 1-3, 2012

Shield User Meeting  
Des Moines, IA

### Holidays

April 6	Good Friday	Office closed
May 28	Memorial Day	Office closed
July 4	Independence Day	Office closed
September 3	Labor Day	Office closed
November 22/23	Thanksgiving	Office closed
December 24/25	Christmas	Office closed

### Conferences

April 3-4	Iowa APCO/NENA
April 22-24	ISSDA Civil School
May 30-June 1	LEEC Conference
August 12-15	Virginia Chief of Police
September 9-11	Virginia Sheriff's Association
September 16-19	ISSDA Jail School
October 22-26	Virginia NENA/APCO/SEIC
December 2012	ISSDA Winter School

## Welcome Aboard!

Shield wishes to welcome the following agencies who have recently joined the Shield Technology family. Many of the agencies below have gone through extensive conversions to preserve existing historical data, which helps to eliminate the need to operate dual systems.

### Hancock County Sheriff's Office, IA

Sheriff Scott Dodd  
ShieldWare® NCIC

### Dyersville Police Department, IA

Chief Brent Schroeder  
ShieldWare® Records Management

### Worth County Sheriff's Office, IA

Sheriff Jay Langenbau  
ShieldWare® CAD  
ShieldWare® Records Management  
ShieldWare® Jail Management  
ShieldWare® Civil  
ShieldWare® Mobile

### Monona Police Department, IA

Chief Jane Scott Quandahl  
ShieldWare® Records Management  
ShieldWare® Mobile

### Osage Police Department, IA

Chief Russ Slight  
ShieldWare® Records Management

### O'Brien County Sheriff's Office, IA

Sheriff Michael Anderson  
ShieldWare® CAD  
ShieldWare® Records Management  
ShieldWare® Jail Management  
ShieldWare® Civil  
ShieldWare® Mobile

## PRESS RELEASE — SWNCIC Software Enhancements

**LOVETTESVILLE, VA** — Shield Technology will begin updating customers with several significant changes to the Iowa System. In late December the Department of Transportation started sending driver's license photos when specifically requested. In March Shield will begin updating customers with the newest version of SWNCIC. There are three major improvements users will see.

**Image capability** - For years the vehicle and article formats have had the ability to request images. Until recently there was no way to actually receive them. This update will now include ways to request images on people. The Iowa Department of Transportation and Iowa Corrections have images available upon request. Images are also available from some NLETS agencies that are ready . The QQ, QWI, DQ, KQ, and QD formats will now include the Image Indicator option.

If the user would like to see any attached images for the subject they are inquiring about, they place a Y in the Image Indicator field before sending the request.

When any return comes back to the terminal that has an image, a blue camera icon will appear in the Message Tool Bar. Clicking on the Image Icon will open the image in a pop-up window. Printing the record by itself will display the image on the printed page.

TERMINAL INFO  
Reference (REF)  Originating Agency Number (ORI) **IASTC0000**

OPTION 1  
Name (NAM) **DOUGLASS, DARYL** Date of Birth (DOB) **18261225** Sex (SEX)   
State (DLS)  Expanded NAM search (ENS)  Expanded DOB search (EBS)

ADDITIONAL OPTIONS FOR CHECKS  
Image Indicator (IND) **Y**

STC1.

\*\*\*PRIVATE\*\*\*  
DLN/007800309 SOC/101001100  
NAME/DOUGLASS, DARYL EDWARD EAGLE, IA 12345  
RES/1001 GOLDEN AVE EAGLE, IA 52345  
MAIL/1001 GOLDEN AVE EAGLE, IA 52345  
DOB/1826-12-25 WHITE MALE 509 050 EYE/Hazel

PENDING ACT/ CDL STATUS/ NCID STATUS/  
CLASS/C ENDORSE/ RES TR/  
ISS/2011-01-06 EXP/2016-02-25 ADD IT/AAJA

PREV DL/AZ SOC123456 PREV SOC/  
PREV DL/IA SOC123456 PREV SOC/

DATE TYR DATE/FILE JUR EXPLANATION  
2000-01-23 CDR 2000-08-08 IA SPEED 1000 MPH SW 35-55 MPH  
2000-01-05 ACC 223456 IA

REQUIREMENTS TO BE SATISFIED:  
[LEGIBLE TO APPLY] YES  
\*\*\*\*\* END OF RECORD\*\*\*\*\*  
PHOTO AVAILABLE: YES FORMAT: IMAGE/JPEG  
IMPACT/FILE INCLUDES FORMAT: DRIVER LICENSE PHOTOGRAPH

.1812610433.201305140433  
STC1 22  
MESSAGE FROM DLR  
128633

DMR0022 STC1 6.279 114 Pw

Agencies utilizing the SWMobile software are also able to request and receive the photos.

IM P2  
Mail  
NCIC  
Utilities  
Status  
CAD  
HOC 01

Print Show Pic

DLN/007800309 SOC/101001100 CD/BENTON  
NAME/DOUGLASS, DARYL EDWARD EAGLE, IA 12345  
RES/1001 GOLDEN AVE EAGLE, IA 52345  
MAIL/1001 GOLDEN AVE EAGLE, IA 52345  
DOB/1826-12-25 WHITE MALE 509 050 EYE/Hazel LEGAL PRES/W

PENDING ACT/ CDL STATUS/ NCID STATUS/  
CLASS/C ENDORSE/ RES TR/  
ISS/2011-01-06 EXP/2016-02-25 ADD IT/AAJA

PREV DL/AZ SOC123456 PREV SOC/  
PREV DL/IA SOC123456 PREV SOC/

Communication Successful 11.24.30 # of Messages Formatted 0 Ver 2.1.1.0 DCS0012 11.24.30

### Running inquiries for other agencies - Many agencies

were flagged during the recent FBI audit over the requirement to change the ORI when running inquiries for other agencies. The specific rule states - "Agencies making inquiries for another agency must use the ORI of the other agency unless they maintain transaction logs or CAD entries which document for which agency the inquiry was made. This documentation must be retained for six years. Criminal history inquiries must be made using the ORI of the inquiring agency." By default, the local terminal address and ORI are used for inquiries. When this first surfaced several years ago, it was determined that putting the UNIT ID into the REF field would satisfy this requirement, as long as that ID could be researched to determine what officer and agency had done the request. The actual log of the event has become the focus of the audit. Since the default record retention for inquiries in the ShieldWare database is set at 1 year, it was becoming a requirement to keep a separate log for every inquiry that matched these specs. The need to change the ORI for every inquiry was going to become the responsibility of the user. In March Shield Beta tested a release with an added CODE TABLE for UNIT. SWNCIC system managers can add the UNITID's for their agencies and the associated ORI that should be used. When an officer requests an inquiry, the user will put the UNITID into the REF (reference) field. Most ShieldWare agencies are already doing something very similar to this step. The program looked to see if the data entered into the REF field matched a code from the UNIT code, if it did the ORI would be changed to that UNIT's

(Continued from page 5)

ORI. This would satisfy the requirement of running the agencies requests with their ORI and eliminate the need for users to manually change the ORI and or to keep records for 6 years. If the data entered into the REF doesn't match anything in the UNIT table, the text will be kept in the REF field and the default ORI will be used on the inquiry. During the BETA period we discovered a flaw in the process. An existing issue with the switch and how NLETS traffic is returned caused any traffic coming back from NLETS to be delivered to the primary terminal. If you ran an out of state DL from position 3, the actual DL would come back to position 1. If the user didn't change the ORI and used the default ORI on the workstation, all the traffic would return to where is was run.

On March 28th, Shieldware temporarily suspended the update process and began working on a solution with Iowa Field Services. On April 3rd Mike Poortinga from Iowa Field Services met with representatives from the FBI and secured a working compromise. Instead of changing the ORI itself, the requesting units ORI will be added to the Summary field of the message. This allows the workstations ORI to be used for the actual inquiry and all inquiry results will be returned to the original terminal. The governing rule is now :

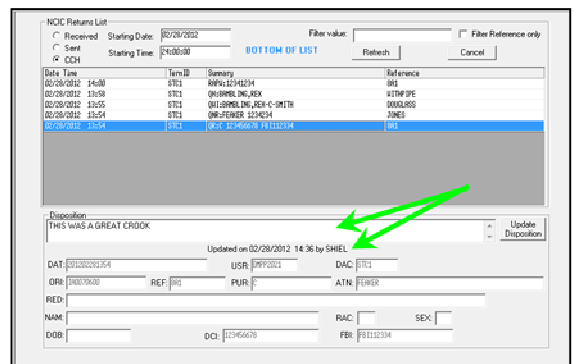
*“servicing agencies may use their own ORI to perform inquiry transactions on behalf of a requesting agency when both agency procedure and software capability results in the ORI of the requesting agency appearing within the summary field of the transaction header, which is then logged by the IOWA System Switch and provides the necessary audit trail.”*

The summary field will now contain <SUM>ON BEHALF OF (UNITS ORI) – QQ:DOGBREATH,JOHN</SUM> When there is a corresponding ORI for the UNIT listed in the REF field. Ensure your agency has a written procedure regarding the use of the REF field and the requesting Units ID, when that unit is not associated with your default ORI. This change does NOT affect running CCH for other agencies, you MUST continue changing the ORI field for any CCH inquiry.

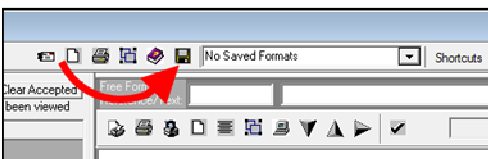
**Improved criminal history logging** - We have enhanced the SWNCIC program to include an actual Criminal History Log that can handle after-inquiry updates and record retention. CCH records that are re-disseminated must have logs that are kept for one year. Some of the Shieldware agencies only keep their last 90 days of NCIC traffic to better manage large volumes of traffic. This required the Terminal Agency Coordinator (TAC) to run a report once a month and export to PDF to keep a valid log of CCH traffic that was run.

SWNCIC now has a separate table that adds any CCH request and has additional fields for adding disposition text, UserID and date/time last modified. This table data remains until a customer manually archives the data. Reports can still be run against the CCH requests, in addition to allowing users to add follow-up information to each request.

**Save format programming change** - A programming change has been made to the routines that store a format. Some customers were



receiving errors when they returned to open the saved list. We have also moved the button to illuminate confusion between the Send button and the Save button. The save button now sits just to the left of the open saved formats box.



**Printing routines updated** - The printing engines have been updated within the program. Users will now find that the Windows Default printer will be used when the program first opens. The program will automatically use the Windows default printer until its changed using the Select Printer button. The user will no longer have to answer which printer after printing the first message each time the program starts. The select printer window has been updated with current windows settings and displays only printers currently available in the Windows Users Printer settings.

