Oracle® Public Safety
Program Documentation

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ORACLE®

Contents

About This Content

1   Program Documentation

About This Content

This document contains the program documentation for Oracle® Public Safety products.

Audience

This document is intended for law enforcement agencies and their information technology team who are familiar with law enforcement terminology, 911 dispatch, and standards for records management.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

Conventions

The following text conventions are used in this document.

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
italic	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
`monospace`	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

1
Program Documentation

Program Documentation

Program Documentation informs customers of features for Oracle® Public Safety products.

Personal Communications System

Personal Communications System

The **Personal Communications System** includes a mobile application that runs on an approved Agency phone to facilitate dispatch and field-based interactions between first responders using the Dispatch Command Center System.

Vehicle License Plate Scan: Local Vehicle Search

- Initiates camera-based scanning from phone to allow capture of Vehicle License Plate to initiate a local records search.

Driver's License Scan: Local Person Search

- Initiates camera-based scanning from phone to allow capture of Driver's License Number to initiate a local records search.

Records Search for Persons and Vehicles: Manual Input

- Local Records search (input of search criteria on phone keyboard) for Persons and Vehicles

Case Reporting: Main Information View & Adding Field Attachments

- Viewing Main Information
- Addition of Case Report Attachments

Dispatch Command Center System

Dispatch Command Center System

The **Dispatch Command Center System** is a cloud service that is utilized by 911 operators, call-takers, and dispatchers to prioritize and manage incident records, identify the status and location of first responders in the field, and dispatch responders to the event.

Call-Handling/Incident Creation
Dispatch Command Center System can initiate an incident for both emergency and non-emergency types of call.

Call-center 911- operators can:

- Receive ANI/ALI spill from an incoming 911 call and be auto populated into the caller info
- Collect the caller information for transfer and non-911 call
- Classify the incident type and its priority

- Geo-verifies the incident location using customer's map data for dispatchable locations improving ability to appropriately assign first responders for timely response
- Evaluate the Incident Location and agency's parameters to determine for duplicates
- Cautionary alert for premise and person warning information

Dispatching
Recommended resources are assigned based and unit capability with regard to skills and equipment required for the incident, unit availability, and the proximity of resources.

- Assign units to an incident
- Clear them from an incident
- Assign the primary resource to an incident
- Manage resources assigned to incidents

Incident Management
Manage Incident lifecycle and monitor its respective status.

- Monitor incident status using timers and notifications
- Check for duplicate potential incident with each incoming call
- Merge/Append incident to any an existing incident
- Link/Associate related incidents
- Dispose Incident
- View Incident History

Resources/Unit Management
Manage resource includes the personnel, vehicles, and equipment of the agency:

- Assign/reassign resource necessary to an incident
- Manage appropriate resources such as placing a unit on duty
- Assign the personnel and vehicles to a unit
- Make unit status changes
- Take units off duty at the end of their shift

Dispatch Command Center System Map
The map displays in the **Dispatch Command Center System** shows the location and status of incidents and units and includes other basic map features.

Records Management System

Records Management System

The **Records Management System** is a cloud service that is used by first responders, investigators, supervisors, and records personnel for the management of all public safety records for an Agency.

This includes, but is not limited to, entry, storage, retrieval, viewing, and archiving of crime reports, property and evidence, and investigative data.

Case Creation
The **Records Management System** offers the ability to create and manage case reports associated with a crime.

Users can:

- Add Basic Case Data

- Add Locations

- Add Offenses

- Add Involved Personnel

- Add Involved Subjects—Persons and Organizations

Integration to Dispatch Command Center System, Vehicle Communications System and Personal Communications System
The **Records Management System** is fully integrated with the Dispatch Command Center System, the Vehicle Communications System and the Personal Communications System.

- Cases are auto generated from Dispatch Command Center Systems' Calls for service based on Incident Type

- Case Number and the Incident Number from the Dispatch Command Center System are linked at Case Creation

- Dispatch Command Center System Incident Data flows into the Case Report to eliminate duplicate data entry. The following data will auto-populate to the Case Report:

  - Incident Number

  - Incident Type

  - Dispatch Date/Time

  - Caller Name, Location, Phone Number

  - Incident Location

  - Involved Personnel

  - Reporting Agency

  - Involved Subjects (Victim, Suspect, Others)

The **Records Management System** is fully integrated with Mobile Case Reporting displayed in the Vehicle Communications System.

- Cases that are generated and written on the Vehicle Communications System are immediately visible in the Records Management System real-time allowing users in the vehicle or in the station to monitor cases in progress.

- As cases change status from Draft to Submitted to Approved, all statuses are visible to users of both products.

Case Workflow Management
Cases can be managed via the Cases Queue as follows:

- Cases can be searched/filtered by:

  - Status

  - Primary Reporting Officer

  - Dates/Times

  - Involved Subjects

- Incident Location

- A Case Preview is presented to the user so that the most important case details are summarized for Supervisors and Records Staff that will be reviewing the cases for accuracy.

- Cases can be approved or rejected after review of all case details.

Vehicle Communications System

Vehicle Communications System

Vehicle Communications System includes a mobile application that runs on a tablet located in a Vehicle to facilitate dispatch and field-based interactions between first responders using the Dispatch Command Center System.

Respond to Incident Dispatch

- Ability to review summary incident information, address warnings, involvements and other information supplied by Dispatch Services.

- Ability to confirm en route, and upon arrival at scene indicate On Scene status either automatically or manually.

Self-Assignment

- Ability to self-assign to an existing incident to assist with an incident.

Turn by Turn Driving Directions

- After dispatch, the ability to view turn by turn driving directions with voice if desired.

- Ability to configure both the display of turn-by-turn driving directions, and voice to on or off per tablet using the settings.

Incident Queues

- Viewing basic status updates of other team members (within Unit Detail Page accessible from Map).