Airpoint Service Description – MPS2

Distribution

Name	Job title
	G Cloud 10

Document control

Version	Status	Release date	Reason for change
1.0.0	Final Draft		

1. Airpoint Company Profile

Airpoint is a UK-based company, headquartered in Leicestershire, with a dedicated development centre in Glasgow specialising in providing secure mobile solutions for public sector organisations and in particular for Police Forces. The solutions are secure and easy-to-use, making mobile computing a practical reality in both public and private sectors.

Airpoint's mobility solutions have already transformed customer organisations. They increase staff time to deliver a more responsive and better quality service. Our customers in both public and private sector organisations have saved money and improved efficiency as a direct result of Airpoint investment.

Airpoint is driven by the needs of its customers and exists to bridge the gap between mobile technologies and business requirements. Airpoint has a comprehensive product set that continues to increase in scope as more customers realise the benefits and cost savings that an Airpoint partnership delivers. Much of the functionality developed for Policing is transferrable to other public sector organisations that have similar requirements around federated search, evidential data capture and simplification of complex processes for mobile users.

From single applications that achieve simple improvements to a comprehensive strategic partnership that transforms an organisation, Airpoint has the technical knowledge, business knowledge and people focus to deliver against your objectives.

Airpoint recognises the budget pressures that are demanding radical changes in organisations and is responding to support our customers with innovative solutions and creative commercial models. Airpoint's partnership approach has consistently delivered best value.

2. Summary of Service

Airpoint's Mobile Policing Suite 2 (MPS2) provides front line officers with a range of information services that cover the key operational processes of their role. The solution is available across different device platforms including desktops, Windows laptops or Mobile Data Terminals in vehicles, tablets or handheld devices including Apple, BlackBerry, Android and Windows devices.

3. Benefits of this solution

All of Airpoint's solutions focus on delivering a vision of "better ways of working". They aim to improve officer safety as well as the safety of those in the communities being served. Each module contributes processes to allow officers to remain in the community, delivering more visible hours and requiring less support from back office personnel. They contribute to reduction in crime and an increase in the detection of crime. They contribute to a more cost effective delivery model for law

enforcement services.

For example, Electronic Witness Statement improves the service to and engagement of, the public by enabling a force to deal with an incident in one visit. Anecdotal feedback from forces confirms that fast and professional operating processes increases citizens' engagement.

Mobile data needs to be seen as a core enabling technology that is linked to force change programmes as well as other strategies such as estates rationalisation. It needs to be treated as a target for continuous improvement and the Cloud Service models supports this.

4. Product Descriptions

Modular Structure

The MPS2 solution consists of a number of modules that groups individual services together in a logical set to support operational processes. Modules can be procured individually or as the complete MPS2 solution.

Core Services

Core service's is a term we use to cover the modules in MPS2 relating to people, vehicles and locations. They sit at the heart of the system and are accessible from other modules in the MPS2 suite. E.g. within an incident, an officer may want to find out more about an address.

Person Search

Person search delivers a consolidated view of local and national information about a person. Simple single sign on means officers have all the information they need, including PNC data and custody images, from a single application. Airpoint also provide Schengen information through the extension on PNC, allowing the person search to include data on foreign nationals.

> Fingerprint capture through the camera within the application us currently being prepared for trial within a UK police force. This will allow to user to complete a federated search of a person using their fingerprint against IDENT1, IABS, PNC and relevant RMS without the use of any external fingerprint capture device.

Vehicle Search

Vehicle search provides PNC and local information about a vehicle. Keeper details link through to Person search so officers can quickly identify and obtain all relevant keeper information. Airpoint also provide Schengen information through the extension on PNC, allowing the vehicle search to include data on any foreign vehicles in the UK.

Airpoint are currently in the process of integration the ANPR functionality into the core mobile application. This will allow the user to capture a number plate image which will complete a federated search against the National BOF, PNC and Niche RMS/Athena.

Driver licence search

The driver licence search is standalone or linked to the keeper details in the Vehicle search. Using PNC data the driver's details can be quickly checked without reference to the control room.

Address Search

The address search returns information about addresses including linked incidents / occurrences and people. Officers can then drill down and search the occurrence or person from within the application.

Occurrence/Crime Search/Investigation – (Athena, Niche, in-house)

Airpoint's occurrence/crime search is directly integrated to local Case & Custody systems. The module allows the officer the ability to search for particular occurrences or crimes within the local system. Within Occurrence/Crime search the officer is able to view the details, view any Persons and Address information that is linked. The officer is also able to view and update any logs that are available. Having all this information available on the street is extremely beneficial to the officers. This allows officers the ability to have all the necessary information so that they can be better informed and equipped to make the correct decision in a given situation.

Command & Control – (Storm)

Airpoint provide incident data from the force command & control system, allowing the control room to push incidents out to the officer's device. The data that can be viewed from the incident include, incident type/tag, address (allowing the officer to re-use the address information to push into the force mapping/sat-nav), caller details, people involved, related incidents, Storm log. The storm log allows live time updates from the control room and from the field, keeping the officer up to date on any information they might need prior to attending the incident.

Airpoint's Enhanced Command + Control mobilises the officers incident notepad along with other features that allow the officer to gain access and update further information relating to a particular incident.

Tasking

Airpoint's tasking modules allows officers to view their assigned tasks from Niche/Athena. Officers can view information on the task such as – Status, Due Date, Subject, Assignment and Occurrences/Crime. The officer is able to start a task or assign the task to another officer, when the

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task is complete, the office can select a 'complete' button to update relevant systems. Officers are also able to view any assigned incidents from Command + Control within the tasking module.

Electronic Pocket Notebook

Airpoint's popular Electronic Pocket Notebook is a favourite amongst Frontline Officers. The PNB module records system activity and also allows officers to enter notes whilst out on their Frontline Duties. Information captured in Notes such as Person, Vehicle or general Note information can be Re-Used to populate other processes such as a Search or completing an Intelligent Report. The PNB has a unique Data Re-use model which captures information and processes that the officer has completed and stores this information within the PNB. This information can be accessed offline at a later time and re-used in relevant processes. Officers are also able to recall previous PNB entries as all entries are synchronised to the server database. Pocket notebook entries can be linked to a particular crime.

Record Investigation

As part of the Record Investigation module, Airpoint will allow officers the ability for direct entry to update relevant back end systems.

Officers will be able to view "My Investigations". This will show any investigations that the officer is linked to. Within an investigation the officer will be able to do the following:

- Resolve Entities – All the POLE (person, objects, location, events) entities
- Resolve Relationships – All the relationships between POLE entities e.g. (person to person) father, (person to vehicle) front seat passenger, (person to property) owner, (person to investigation)victim
- Record Initial Assessment – *(Officer's initial thoughts about the investigation).*
- Record Investigative Note – *(Officer's note taking during the investigation via their ePNB).*
- Finalise Investigation – *(Guidance for Officer for completing investigation and submitting for review – guidance e.g. Investigation must have a victim, all persons involved must be master records)*
- Transfer OIC – *(Allow Investigation to be transferred to another Officer)*

Crime Recording & Direct Entry

The Airpoint MPS2 Crime Recording module uses some of Airpoint's Direct Entry functions, which allows officers to complete processes without returning to a station to access a desktop application. These functions include:

- Creation of Persons & Addresses
- Linking Persons & Addresses to an Occurrence/Crime/Investigation
- Editing existing Links within an Occurrence/Crime/Investigation
- Insert Telephone and Email address details

When viewing an Occurrence/Crime/Investigation, the officer can access the Direct Entry functions to edit, link and add entities. The entities may or may not exist in local systems but the data re-use model in MPS2 allows search result information (from local or national systems) to be re-used. For example, if someone is on PNC but not on the local case & custody system, the officer can add them and link them to an occurrence/crime/investigation with the relevant reason.

When an officer, or the force control centre, creates an occurrence/crime/investigation it will start as an unclassified crime. If the crime needs to be classified, it needs to be recorded and classified in line with the Home Office statistics framework.

Traditionally this has meant sending the information to a force support team, often referred to as a crime recording bureau. This is an unnecessary administrative overhead that can be removed by giving the officer the ability to record and classify the crime immediately after they have dealt with it.

The Crime Recording module provides the decision support to achieve accurate classifications. A key word search function surfaces relevant Home Office codes and their PNLD definitions. e.g. the officer might input burglary and weapon to filter the codes to aggravated burglary, burglary.

To record a crime there are mandatory items that must be recorded prior to classification. These include the aggrieved, the location of the crime and the statistical classifications. Using Airpoint MPS2 Direct Entry features, the officer can link a person to the occurrence/crime with the reason "aggrieved". The location can also be linked to the occurrence/crime. The classification process ensures the accurate code is allocated and then the process is complete, all without the need to use the crime & intelligence application on the desktop.

Summary:

- Classify an unclassified Occurrence/Crime/Investigation within the application.
- Decision Helper with keyword search to assist selecting the correct Crime.
- PNLD definitions provide reference information to further support officer decisions
- Mandatory linking to the occurrence of the aggrieved and the location
- Process can be completed within the Airpoint MPS2 application
- No need to return to a station to complete the process
- No need to use an alternative device to complete the process

Stop & Search – Person & Vehicle

The Airpoint Stop and Search process is designed to make the encounter as easy as possible whilst meeting force and home officer requirements. It is integrated with the Core Services to provide the necessary reporting of Stops with the minimum of input from the officer, re-using data to pre-populate fields within the form on the device. Also included in the stops process on the device is access to a map to record the location and the eastings and northings of where the stop has taken place. (Eastings & northings built in to meet home office requirement).

The solution also allows the officer the ability to carry out a Vehicle Stop & Search. This process utilises the ability to reuse Vehicle information stored within the Pocket Notebook. Vehicle Stop & Search is also linked to relevant back end systems with the completed process updating appropriate occurrences/crime/investigations.

Both processes have taken into consideration any national guidelines in capturing and linking to crime/intel systems.

Key Features:

- Create a Stop & Search Report
- Ability to select from a Choice List
- Identify and duplicate data field classifications
- Identify an duplicate searching officers/Officers present for a multiple Stop and Search occurrence
- Unique Stop & Search Reference
- Linked to an Occurrence/Crime/Investigation
- Compliant with National Guidelines
- Complete a Vehicle Stop & Search

Witness Statement

Airpoint's Digital Witness Statement (DWS) solution not only allows an officer to take a statement on a mobile device, it now gives officers the ability to link a Witness Statement to a particular Occurrence/Crime/Investigation and Person. The application will search for the Occurrence/Crime/Investigation within the local crime & intelligence system and then find the specific Person that is on the statement. If a match is found then the completed statement will be linked to both the Occurrence/Crime/Investigation and Person. An Occurrence/Crime/Investigation enquiry will then show the statement as a linked report. This function also extends out to officer statements (including photos), victim personal statements, and any other MG forms that can be added into the solution.

Summary:

- Local system integration.
- Link MG11 forms to an Occurrence/Crime/Investigation and Person.
- Automated Occurrence/Crime/Investigation and Person search.
- Offline capability.

DASH

Frontline Officers are also able to complete a DASH process from within the Airpoint policing suite. From reusing information already captured and stored within the PNB the officer is able to start the process of identifying who the Victim is and what Occurrence to link the DASH to.

Key features:

- Ability to create an occurrence specifically for the Incident
- Complete a Risk Assessment and obtain a Risk Assessment Score
- Task any interested parties e.g. if there is Safeguarding then a task will be sent to that team.

Officers are also able to capture vital information such as Children/Dependents, Abusers, DV History and also what the current situation is. All of this information is collated and stored against the Occurrence/Crime/Investigation.

Property Recording

The Airpoint Property Recording forms part of the overall Property Process within the Airpoint solution. Officers are able to complete a stolen / missing Property Input form which will updates backend systems. Officers are also able to search for Property within the Airpoint application.

Key Features:

- Search for an item of Property
- Create new items of Property
- Edit the links to a property
- Link an existing items of Property to an Occurrence/Crime/Investigation
- Add a new Property

Intel Reporting

Airpoint's Intelligence Reporting module allows Frontline Officers to complete Intelligence Reports through their handheld devices. Airpoint has incorporated the new changes to Intelligence Reporting changing from the previous 5x5x5 classification to now following the new classification. Officers will also be able re-use information that has already been captured and stored within their Pocket Notebooks to pre-populate and complete Risk Assessments. The user has the ability to trigger a workflow within the Intel process completion which will then initiate a follow-on task.

Process

Airpoint's approach of end to end process completion is key to mobile transformation within a force. By taking advantage of the data retrieval and re-use of information, the Airpoint application will pull data into a process form which then can be completed, once the from is complete and submitted, the application will submit the information into the back office system, all this information will be submitted directly into individual fields within the back office system as if you were keying the data directly into the back office. The data will be linked to any records that have been populated within the form and then the application will then be linked to that record in the back office.

Missing Persons

The Airpoint solution allows Frontline Officers to search for Missing Person's information. The solution also enables Officers the ability to capture images and also additional information as per the Missing Persons template.

Key Features:

- Search for a Missing Person
- Capture a Photograph of Missing Person
- Ability to capture information as per the Missing Persons template

Forms

As well as integrated processes, Airpoint can provide simple forms such as:

- Cannabis warnings,
- Traffic offence
- Collision Report
- Sudden Death
- Use of Force
- Hate Crime
- Victim Details

At the request of the force, these will be fixed forms sitting within the application that can be completed and submitted to Niche/Athena/Force Intelligence System. The forms will then be stored as a PDF document within the occurrence/crime or in the preferred location of the customer.

Briefings & GIS Platform

The Airpoint Briefing module provides a new generation of digital policing for frontline officers. The application dynamically pin points where the officer is on the map, recognises what beat area the officer is located in and automatically delivers all information relevant to that beat area without a single click from the officer.

The information pushed to the officer includes various "items of interest" such as recent incidents, vulnerable people and repeat offenders. This can be defined by the force to which data they wish to be shared with the officer, all that needs to be available is a postcode or location. Information that is sent to the officer can be user and role defined to meet specific employee needs and workload. The solution can also be controlled by the user allowing filtering of information within the application so they can concentrate on specific criteria.

Another key feature of the briefings solution is when a briefing or other task related notification is selected; the application will automatically proceed to run searches in the background to pull any relevant information associated with that particular incident/briefing. This takes the responsibility of searching and finding information away from the officer and provides it automatically making it much

more efficient. This collection of data can be linked to national systems such as PNC and local systems such as Niche RMS and Connect.

When the information has been pulled back onto the device, the application can take advantage of device features such as text to speech which is key for officers based in a vehicle. This allows all the information to be spoken through the device allowing the officer to listen to the briefing when en route to the location.

Operations

The Airpoint operations solution is designed to manage teams of officers assigned to a wide range of operations. These can be intelligence led operations, covert operations or community orientated operations. The solution leverages the GIS platform in the Airpoint product and provides visibility of officers alongside operational boundaries, geo-fences and geo located intelligence. Linked with Briefings the operations solution provides a collaborative platform for managing specific activities.

Biometrics

The Airpoint biometrics module allows for two forms of fingerprint capture:

1. Contact Based Capture
2. Contactless Capture

Contact Based:

This solution will rely upon an external fingerprint capture device, whether it be wired or wireless. The solution will then extract the captured prints and then process for submission to IDENT1 and IABS. Where a CRO is available from the PNC Gateway, the solution will also do a search against PNC if required.

Contactless Based:

Contactless fingerprint capture using the device camera can be integrated with the national AFIS. As like the contact-based solution this will then drive an automatic search against IDENT1 and IABS along with PNC if required. This solution heavily relies/utilises the device camera and does not require an external fingerprint device. If there is an external fingerprint device available, then the contact based capture will be offered if there is not a successful capture through the camera.

Airpoint are currently awaiting Home Office approval on the contactless solution.

Nearby Officers

Frontline Officers will be able to view any nearby Officers to them.

Enhanced Audit

Metric Information - Metric information records how the Airpoint application is used. This records which screens and sub screens have been viewed. Metrics does not record sensitive information such as Officer Details, Geo Locations and Nominal Details.

Management Information - Management Information records application usage for users and also devices. We also periodically record geolocation data however this does not capture entity record data (e.g. Person, Vehicle, etc).

As an option, Airpoint can provide its Enhanced Audit module. This module provides more low level audit capabilities such as:

- Management Information
- Records all date send and received by the client
- Records entity ID and associated backed for:
    - Requests and Responses
    - Screen Views
    - Sub Screen Views
- All this information can be stored to a different database than Metrics and MI.
- Airpoint can also provide a number of stored procedures that will aid force analysis.
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MO Recording

Frontline Officer will be able to create M.O. of an Occurrence, View the M.O. options that are relevant to the crime type and Update the M.O of an Occurrence/Crime within the Airpoint solution.

5. Support

APS – Airpoint Support

Airpoint Support provides customers with the following:

- Telephone / Email Support - Business Hours (Monday – Friday, 09:00 – 17:00)
- Access to Airpoint's online logging facility – Redmine
- Unlimited Support Logs
- Bug Fixes

APS Plus – Airpoint Support Plus

Airpoint Support Plus provides customers with the following:

- Telephone / Email Support - Business Hours (Monday – Friday, 09:00 – 17:00)
- Access to Airpoint's online logging facility – Redmine
- Unlimited Support Logs
- Bug Fixes
- Dedicated Technical Contact

- Free System Updates – Includes Police National Computer, Niche RMS, Northgate Athena, STORM.
- 4 x Software Health Checks. Airpoint will provide remote technical Health Check to ensure software is running efficiently. This will be followed with an Onsite workshop.

APS Premium – Airpoint Support Premium

Airpoint Support Premium provides customers with the following:

- Telephone / Email Support - Business Hours (Monday – Friday, 09:00 – 17:00)
- Access to Airpoint's online logging facility – Redmine
- Unlimited Support Logs
- Bug Fixes
- Dedicated Technical Contact
- Free System Updates – Includes Police National Computer, Niche RMS, Northgate Athena, STORM.
- 4 x Software Health Checks. Airpoint will provide remote technical Health Check to ensure software is running efficiently. This will be followed with an Onsite workshop.
- 25 Professional Service (Development Days)

*Development Days can be used towards Product Enhancement, New Functionality Development & Consultation.