



Higher Education Campuses



Security Response

SureView provides a simple-to-use interface for coordinating responses to real-time security events across any campus. All key information about location, the system generating the alert, the procedures that need to be followed, the notifications and reports that must be sent out, is all available in this one, normalized view.



KEY BENEFITS

- Single operational interface for coordinating security response
- Simple action plans enforce policies and procedures
- Audited response – everything the operator *saw, said and did* is tracked in multimedia audit trail
- Coordinate guard dispatch through simple-to-use Mobile App
- Largest library of integrations to leading video, access control, alarm, audio, risk alerts, and mass notification systems
- Integration with Google Maps or ESRI for situational awareness
- Powerful management reporting provides *Insights* to improve response performance



Industry Overview

Securing a university or school campus provides a unique set of operational challenges. The campus is generally open to the public, many buildings are open late at night, and there are a wide variety of different types of facilities ranging from lecture halls, labs, medical facilities, libraries, and parking garages to IT facilities, sporting and entertainment venues, open spaces, dorms, and off-site student housing.

It's typical for larger universities and school campuses to have a central security command center where they organize the response to security events and coordinate the dispatch of campus officers.

Command Center Goals

The goal of campus security is principally to protect the students, faculty, and visitors to the campuses. The command center performs the central function of coordinating the timely response to security events, criminal activity, and requests for assistance.

Command Center operators must be able to, at a minimum, complete these basic actions when responding to an event:

1. Identify the nature of the threat or request for help
2. Follow standard security policies
3. Coordinate the dispatching of field officers and staff
4. Record the actions taken in response
5. Send notifications to relevant stakeholders and affected third parties
6. Write post event action reports

The Challenge

For operators in the command center, consistently adhering to these set of minimum actions can be

overwhelming, especially as the volume of events increases and the nature of any one of these events becomes critical. Years of training are often required before an operator can handle the variety of events and the associated stress that comes with central coordination of response.



Command centers are faced with challenges that include streamlining and enforcing policies and procedures at the same time as efficiently accessing and connecting with data stored in multiple systems. At a time when seconds matter, any one of these processes or systems can impact a timely response.

Take the simple action of accessing a camera system. Operators need to be able to quickly view any camera on campus. Yet, often, not every campus has a single camera system. Over time it's not unusual for buildings, departments and projects to have installed different camera systems, forcing command center operators to jump back and forth between them. Additionally, operators have to be experts in each system, which can take substantial training and experience.

This is just one example of how a type of system can impact response time. Typically, a campus command center will have multiple different types of security platforms including access control, alarm and fire panels, mass notification, building management, emergency calls, panic buttons, blue light emergency phones, etc. This is before the operator factors in the multiple third parties that need to be kept informed during any event. Each system and action adds to the complexity of delivering a timely response even as the operator attempts to follow standard policies and procedures.

The Solution

SureView provides a single, simple-to-use, interface for coordinating responses to real-time security events. The interface provides security managers with the ability to enforce response policies while automating many of the time-consuming manual processes common in many command centers. The platform integrates with leading video, access control, alarm, mass notification, risk alerting, case management, and mapping platforms.

not available in the integration library the SureView API provides a standard approach for quickly developing a new integration.

In addition to normalizing and hence, speeding up the response interface, SureView also automates and enforces policies. Take Standard Operating Procedures (SOPs) as an example. It's not uncommon for organizations to have complex SOPs in place indicating how they want their team to respond to any given event. Often the problem with these SOPs is not only are they

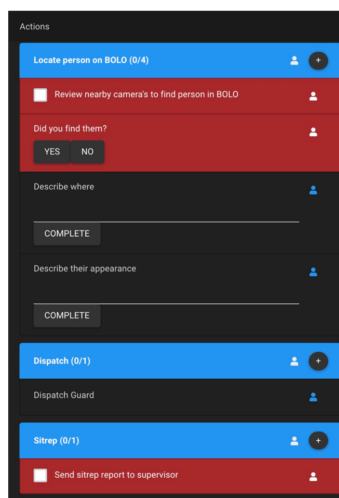


Behind this user interface (UI), the platform is designed using integration plugins that connect to the various disparate systems and—in the case of the video example above—normalizes these streams. From an operator's perspective all video now looks and performs the same, regardless of what system it originates from. This simple interface eliminates a major response bottleneck, providing operators with a quick and efficient way to access the video that is closest to an evolving threat. This same normalization occurs with all systems that SureView integrates: fire alarms, building management alarms, and any request for assistance all come into a single alarm queue and look the same.

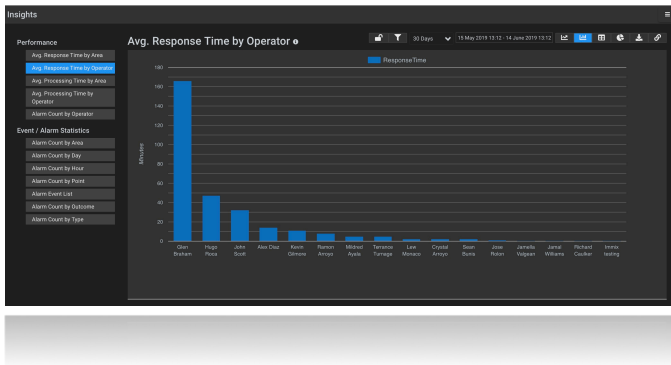
From the operator's perspective they have only a single response interface to learn and there's never any need to jump back and forth between subsystems—saving precious minutes and seconds.

SureView has one of the largest integration plugin libraries in the market, and for many projects already-available integrations can be deployed without the need for new plugin development. If there is a system that is

complex but they're also inaccessible (i.e. binder under a workstation) or not easily enforced. SureView simplifies these SOPs into instant, on-screen action lists or checklists that provide operators with an easy way to consistently and immediately respond to events. This ensures that every time an operator processes an event the response is the same and no time is wasted hunting around for procedural lists or instructions.



SureView also can be used to automate many of the manual actions of the command center. This can include automatically recording nearby cameras on alarm, creating post action reports, dispatching guards or sending out notifications.



One simple example of this is what is called a *SitRep Report*. This report is used by operators to send key stakeholders, management, and third parties a “Situation Update” of an evolving event. A common scenario is when an event is escalating quickly. Operators need to update key stakeholders of the situation but can’t afford to take time out from focusing on the situation in hand. This is where the *SitRep Report* comes in. With a click of a button the system automatically generates a detailed report of all the actions that have happened (SureView audits every action – everything the operator *saw, said, and did*) including maps and a quick summary from the operators’ perspective. This is instantly available for distribution.

The operator hasn't taken their focus off the response because SureView has given the key stakeholders the information they need.

SureView provides a single, simple interface for responding to events. All the key information about the location, the system generating the alert, the policies that need to be followed, the notifications and updates that must be sent out, is all available in this one, normalized view.

These are just a few of the ways that SureView integrates, automates and simplifies the security response in a command center. For more information on the full set of features please visit www.SureViewSystems.com

