

SHIELD TECHNOLOGY CORPORATION

DISPATCH

March 2010

Points of Interest:

- Featured Client
Brunswick County Sheriff's Office
- IBR Corner
- 2010 Spring User Conference & Training
- Dates to Remember

Featured Client — Brunswick County Sheriff's Office, Virginia

Guy Short is the Systems Manager / Network Administrator / IT Support for Brunswick County Sheriff's Office. If it has a keyboard associated with it, he is responsible for it! Around the Sheriff's Office he is known as 'The Computer Guy.' Guy has worked in Brunswick County since 2003 and they have been with Shield since 2000.

What is the scope or size of your agency?
Brunswick County



Sheriff's Office is a full-service sheriff's office with 55 full-time employees. Our Comm Center

dispatches for four law enforcement agencies, seven fire agencies, and three rescue agencies.

During 2009 our Comm Center answered 11,328 calls for service (Police: 7438, Fire: 1183, Rescue: 2707). We average 650 arrests, 4700 citations, and 7050 civil papers yearly. We booked in 1004 inmates in 2009 with an average daily inmate population of 55.

Brunswick County is a rural county located in Southside Virginia along the North Carolina border about 80 miles south of Richmond. It is the ninth largest county in Virginia covering 587 square miles with a population of over 18,000.

What ShieldWare products does Brunswick County currently use?

SWRMS with Booking
SWCAD with Mapping
SWCAD Interfaces: E911, NCIC, Faxing, Paging/Texting,

swCADAdm
SWMobile
SWCad Remote Status Monitor
SWNET
SWMail

How do Shield's programs assist in meeting your agencies goals?

RMS helps us to keep all of our records in one location...from IBR to Arrests to Booking to Citations and more; they are all housed in one easy to use program that is accessible from every workstation in the department. We also have the ability to remotely access these records through SWNET or our RAS, both via the internet. The reporting process for IBR and LIDS to the state is very quick and painless. The Booking portion assists our jailors in tracking our inmate population and their medical, property, accounts, etc.

CAD makes easy work for

(Continued on page 2)

Is Your Agency Prepared?

CLAYTON COUNTY, IA—Officers responded to a 911 call of an overturned bus on 100% ice and snow covered road on February 12, 2010. Clayton County Sheriff's Department was assisted by the Garnavillo Fire Department and EMS, the Guttenberg Ambulance Service, and the IOWA Department of Natural Resources.

ShieldWare® Mobile can assist your agency in responding quickly and efficiently to time sensitive calls in demanding environments. ShieldWare® Mobile – a mobile data system that empowers and protects your field officers through secure and instant access to vital



information from local, state and national database queries, along with the delivery of silent dispatches, instant messages, and automatic vehicle location. This functionality can be integrated to work with the rest of the ShieldWare® product suite.

PUBLIC SAFETY
Software Professionals

Customer Services

Phone: 800.476.5264

Fax: 641.526.8779

email: support@shieldware.com

Website: www.shieldware.com

ShieldWare®

Featured Client — Brunswick County Sheriff's Office (Continued from page 1)

our dispatchers to track emergency calls coming into the Comm Center. Additionally, they can see at a glance what police, fire, & rescue resources are available. The software is Cellular Phase II compliant and with the popularity of cell phones today, we see many calls come in via cellular 911 and SWCAD will display these calls on the maps making it easier for the dispatcher to get the calls



dispatched. We are able to send text message alerts of the call to the responders. Additionally, we can email the call information as well as fax a snapshot of the call area to the responders. With everything pre-setup dispatchers do not have to waste time looking up correct agencies or how many units to dispatch, CAD will automatically suggest the appropriate agency and units so the call can get dispatched in a timely manner...which is a goal that is monitored routinely. The alert feature has proven beneficial in providing additional location specific information to the dispatcher

who can relay it on to the responders. By having both SWCAD and SWRMS, the Call For Service from CAD is merged into the Call Reporting portion of RMS so workstations that do not have CAD can see the pertinent call information as well.

We have been using mobile data computing for about four years now and the technology has proven to be a beneficial resource for car-to-car as well as dispatch-to-car communication...keeping everyone in the loop. We recently decided to migrate to Shield's SWMobile product. This move has extended more data to our officers in the field. They are able to see the entire call as seen in CAD; additionally, they have access to call history as well as alert information for call locations. We have the ability to communicate 'silently' from dispatch to car and the deputies can run their own NCIC information, if an officer gets a 'hit' then all of the officers using mobile will be alerted. They also have access to the entire CAD Status Monitor as well. With the CAD Remote Status Monitor, our Administrative staff can take a look at what's happening in CAD at their desks. We also have this running on a webpage as well so that it may be viewed remotely.

Shield has also written many interface programs for us to make our job duties a bit easier. Commissary import/export, Livescan, MEDS, & VINE to

name a few. These have made sharing data between two separate systems easier. Brunswick County Sheriff's Office has been named the lead agency for 23 area law-enforcement agencies in the Hampton Roads LINX project. This is an initiative to share RMS data statewide to help deter crime. As this project further develops, the data will be shared nationwide.

Guy Short sees many of the Shield products at work, he especially appreciates the importance of the CAD software. He shares, "I guess my favorite program would have to be CAD. It has so many options. Data is shared in many different ways...it is imported to RMS, sent to responders by text/fax, goes out to our mobile clients, imported to APCO MEDS and back to CAD." He has enjoyed working with Shield's staff members when they are onsite and getting to know them on a personal level as well as business associates. Guy states Shields strengths as a "solid and well demonstrated commitment to customer satisfaction. They follow through on support requests. They also are very receptive to customer feedback to possibly better their products."

The feeling is mutual. Shield's featured Client—Brunswick County and IT Manager, Guy Short are excellent to work with and we respect and support their commitment to serving their community with excellence.

*PUBLIC SAFETY
Software Professionals*

Integrated Public Safety Solutions

Spring User Conference & Training

April 27 – 29, 2010

The term **training** refers to the acquisition of knowledge, skills and competencies – to make proficient with specialized instruction and practice. This has always been the goal of Shield's Training Workshops, and the Spring 2010 Training is no exception.

Tuesday, April 27th – 9:00 a.m. – 4:00 p.m.

ShieldWare[®] CAD System Manager Training - Part 1 of 2 – Daryl Douglass

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. Bring a notebook computer to the workshop and we'll set it up for hands-on training.

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. Configuring the ShieldWare[®] CAD options – focusing on paging, faxing, texting, email.

Wednesday, April 28th – 9:00 a.m. – 4:00 p.m.

ShieldWare[®] CAD System Manager Training – Part 2 of 2 – Daryl Douglass

Continuation of Tuesday's workshop. The last hour of the workshop will focus on how to install SWCAD on a new workstation or reload an existing workstation. It will also cover installation of interface workstations.

Wednesday, April 28th – 9:00 a.m. – 4:00 p.m.

ShieldWare[®] RMS Basic User Training – Sandy Olsthoorn

Designed for **newer** System Managers and Users, Sandy will train on entering arrests and incidents, the importance of code tables, SWRMS security, IBR submission and the ShieldWare[®] TraCS interface. There will be time for questions and answers.

Thursday, April 29th – 9:00 a.m. – 3:00 p.m.

ShieldWare[®] RMS System Manager Training – Sandy Olsthoorn & Nancy Smith

The ShieldWare[®] RMS System Manager Workshop will begin with a session on how to install SWRMS on a new workstation or reload an existing workstation.

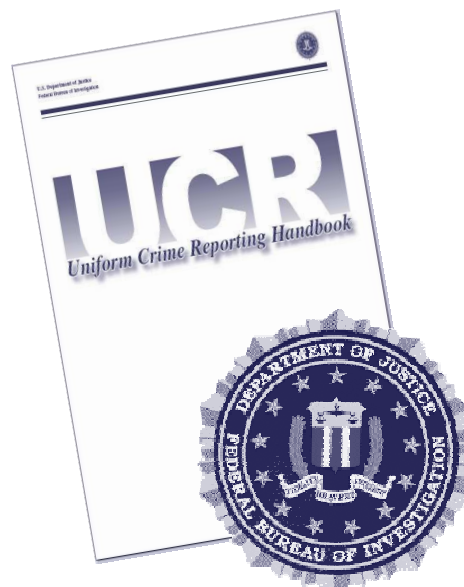
ShieldWare[®] RMS Version 7.0 will be reviewed in detail including the new Search methodology and features, combo boxes for code tables, addition of new user defined fields, user requested enhancements and distribution plans for SWRMS Version 7.

IBR Corner:

What do I do if my IBR incident record is rejected by the state?

If an incident record is rejected by the state, that incident needs to be corrected and resent. Read the rejection reason and correct the incident. If you do not know how to correct the record, please contact Shield support for assistance. Once the correction is made, the Accepted Field in the Incident Record must be changed from Y to N. Then save the incident record and click the Verify button to make sure it verifies.

The corrected incident record will then be included in the verification month's IBR submission file, i.e. if you verified it in March, it will be included in the March IBR submission file.



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**Public Safety
Software Professionals**

2010 - Dates to Remember

January 1	New Year's Holiday	- Office Closed
February 15	President's Day	- Office Closed
March 23-24	IOWA APCO/NENA Conference	
April 2	Good Friday Holiday	- Office Closed
April 13-14	IACP & PO Conference	
April 18-21	ISSDA Civil School	
April 27-28	Spring User Meeting in Des Moines	
May 21	Iowa All Participants Conference in Ankeny	
May 31	Memorial Day	- Office Closed
July 5	July 4 th Holiday	- Office Closed
August 8-11	VA Chiefs Summer Conference	
September 6	Labor Day	- Office Closed
September 12-16	ISSDA Jail School	
September 19-21	VA Sheriff's Conference	
October 19-22	IPSTA - NENA/APCO Conference	
November 2-5	VA APCO/NENA Fall Conference	
November 25-26	Thanksgiving	- Office Closed
December 5-8	ISSDA Winter School	
December 24	Christmas Holiday	- Office Closed
December 31	New Year's Holiday	- Office Closed

TOP TEN REASONS TO ATTEND SHIELD SPRING TRAINING

#10 - KNOWLEDGE - Find out about all the current and future enhancements to Shield's software products. What's new? What's coming? What's all the hubbub about interoperability, integration, connectivity? Come, participate and gain the knowledge.

#9 - FREEBIES - Prizes and giveaways.

#8 - TECHNOLOGY - Stay abreast with information on changes and trends in computer technology. Thinking about upgrading to Windows 7? Well, OK! But we need to talk.

#7 - DISCOVERY - Whether you're a new user or a long time user, are you using all the features and capabilities of the ShieldWare® products, or will you say - "I didn't know that!"

#6 - Q&A - Ever wanted to personally meet Shield personnel in an informal setting? This is a great time and place to do this. What's on your mind?

#5 - PRODUCTIVITY - Information Rules. How to free all that data from the confines of the computer.

#4 - OPPORTUNITY - This is your time to provide your input and get feedback into ShieldWare® software design and functionality. Got a special need or idea? Won't happen unless you let us know about it.

#3 - PLANNING - Discuss plans for hardware expansion, upgrades and replacement. What new applications and options would benefit your agency? Be prepared when budget time comes.

#2 - NETWORKING - As public safety professionals you have a chance to meet and rub elbows with your peers, to express and share your ideas, and to see just what the other guy is doing. Glean some of those gems of ideas you won't be able to get otherwise. You'll go back to your agency ready to change the world. "Now only if the Boss will listen!"

And the #1 Reason to attend Shield Training Conferences - TRAINING - Receive ShieldWare® application training, FREE. Can't beat a deal like that. The Spring 2010 User Training is focused on TRAINING.



Public Safety
Software
Professionals

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

APRIL 27TH, 28TH, AND 29TH

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. Shield hotel rate is \$82.00 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	April 27 th	9-4	ShieldWare® CAD System Manager Training— Part 1 of 2
_____	Wednesday	April 28 th	9-4	ShieldWare® CAD System Manager Training— Part 2 of 2
_____			9-4	ShieldWare® RMS Basic Users Training
_____	Thursday	April 29 th	9-3	ShieldWare® RMS System Manager Training

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