



January 2011

Points of Interest:

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- Rave Reviews for SW Civil
- Exciting Options for ShieldWare® Mobile
- Dates to Remember

*PUBLIC SAFETY
Software Professionals*

SHIELD TECHNOLOGY CORPORATION

DISPATCH

New Additions to the Shield Team

Thandeka Cummings

Thandeka joined Shield Technology in November of 2010. Before coming to Shield she worked as the Systems Manager/IT Manager for the Winchester, Virginia Police Department.

Thandeka's responsibilities at Shield will be focused on level 1 client support, on-site support and product updates in Virginia. She will also be working on

the website and maintain the ShieldWare documentation.

What she enjoys most about working at Shield is "being part of a team whose goal is to provide every customer with an efficient and effective product."

Nancy Smith, COO of Shield said, "We are excited to have Thandeka and Allen – with their experience and skills - as part of the



Shield team. This will allow Shield to expand our presence on the East Coast and to better serve our clients there."

Allen Bober

Allen joined Shield in September 2010. He has an extensive background in E911 Communication. He brings with him knowledge and experience in many aspects of coordinating, planning and

participating in Emergency Services (Fire, EMS, Telecommunications, Emergency Management, and Law Enforcement).

At Shield he joins the team as the East Coast Sales Representative.

Allen says he appreciates how the entire staff puts the customer first. "We are proud of our products and stand behind everything that we provide."

In his free time, he enjoys golf, scuba diving, fishing, and hunting.



At Shield, we pride ourselves in providing customers with a level of service that is unparalleled in the industry! Our clients get an immediate response when they need it—24 hours a day, 365 days a year—from the Shield Support Team. Every member an expert in our software applications.

We exercise a strict "Work to Completion" policy. This special policy defines Shield's commitment to support our clients' mission critical public safety solution. If a system problem arises and is reported to our Help Desk, we stay with them until the problem is resolved to their satisfaction.

Customer Services

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ShieldWare®

Shield's Expanded Civil Processing Solution Receives Rave Reviews

Shield has been working with Sheriff Gary Anderson at Appanoose County, Iowa and his staff to develop a complete civil processing solution addressing the key requirements of the Civil Division and field deputies from issuance to service to resolution. ShieldWare® Civil streamlines the task of processing civil service documents and their daily management through tracking, reporting and accounting functions.

Building on the basic ShieldWare Civil application, the expanded civil processing application is designed to efficiently process and track civil matters from the simple to the complex. ShieldWare Civil provides access to information needed in the form most helpful, either online for instant access or in reports as required by the court. As a solution, ShieldWare Civil integrates with ShieldWare RMS including the Master Name Index and all the other Master Indexes. Sheriff Anderson says "One thing we really like about the new ShieldWare Civil, is the complete integration with the other Shield applications. This does not only benefit the Civil division, but all personnel including its use for intelligence purposes."

The accounting functions in SWCivil are easy to use and ensure efficient handling of all financial transactions: fees, payments, disbursements, etc. "This software has made our accounting life much easier", says Sheriff Anderson.

"The ShieldWare Civil software is very user friendly," says Shanna Balukoff of the Carroll County, Iowa

Sheriff's Office. "They did the civil employees a great service by taking on this challenge. The way things all work together makes it easy to train others." That is the opinion of the Fayette County, Iowa Sheriff's Office as well. They like the SWCivil program very much and find it is a unified user friendly system where everything works together.



Referring to the development collaboration with Shield, Sheriff Anderson said "it was nice having input into the design and we found the Shield staff responsiveness incredible."

The Clayton County Sheriff's Office has been a Shield customer for over 8 years and uses everything from ShieldWare CAD to ShieldWare Mobile. With the addition of ShieldWare Civil January 1st, they have completed their circle of combining information that the

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Integrated Public Safety Solutions

Latest SWMobile Offers Exciting New Options

The latest SWMobile release offers two exciting new options for the ShieldWare® Mobile product.

The first, **AVL/GPS**, will now allow SWMobile to act as the transmission medium sending GPS position, direction and speed back to the communications center databases and plot the information on the dispatchers SWMAP software. Any GPS unit that transmits data in NMEA 0183 standard formatting on a COM port connection can be used. GPS data is only transmitted if the SWMobile Unit is logged in. And the program features a marker button for future retrieval. This feature allows agencies to have AVL data for live or replay purposes, which assists in officer safety, incident reconstruction, proximity dispatching, and many other benefits. Shield's AVL/GPS does not have the large overhead costs typically associated with radio based AVL systems.

The second new option within Shield's SWMobile facilitates **Two-Factor Authentication** compliance. The new FBI CJIS Security Policy recently clarified Two-Factor Authentication. New agencies requesting access with mobile devices must have Two-Factor Authentication in place and functioning before security officers will allow NCIC traffic. For agencies that already have mobile devices deployed, their systems must come into compliance by Sept 30, 2013.

Two-Factor Authentication is a security process in which the user provides two means of identification. The two components of two factor authentication are:

- Something you know
- Something you have

Traditional authentication schemes used username and password pairs. This provides minimal security, because many user passwords are very easy to guess. Two-Factor Authentication still utilizes the password as *something you know*. Shield's SWMobile employs one of several industry standard methods to implement the *something you have* component.



Shield has incorporated an OTP (One Time Password) method as an option for the SWMobile login process. When engaged, this method uses the ShieldWare® Communication Suite to send a unique 4-character OTP to the officer requesting the login via pager or mobile phone (something he has). Agencies also have the option to let the dispatch center pass the OTP on to the officers over the radio (something he has). The implementation of OTP does not require any additional hardware or server/VPN software to meet the policy requirements. This ShieldWare® method cost effectively addresses the Two-Factor Authentication requirement.

If you are interested in more information on these new options, please contact Shield at sales@shieldware.com

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**Public Safety
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2011 Dates to Remember

February 21	President's Day	Office closed
April 22	Good Friday	Office closed
May 30	Memorial Day	Office closed
July 4	Independence Day	Office closed
September 5	Labor Day	Office closed
November 24/25	Thanksgiving	Office closed
December 23 and 26	Christmas	Office closed

Conferences

March 23/24	Iowa APCO/NENA
April 18-21	ISSDA Civil School
April 20-21	Virginia Sheriff's Association
May 10-12	LECC
August 28 –Sept 1	North Carolina NENA/APCO
September 12-16	ISSDA Jail School
September 11-13	Virginia Sheriff's Association
September 25-28	Virginia IACP
October 25-28	Virginia NENA/APCO.SEIC
December 5-8	ISSDA Winter School

May 3-5 Shield User Meeting

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deputies, dispatch and now their civil deputy use. "With ShieldWare Civil we not only stream lined our process but we have obtained added benefits we didn't have such as printing weapons permits, being able to access our name database in RMS to use in civil process, and to top it all off it is much more user friendly than our old program." Said Chief Deputy Ryan Johnson. "We have never worked with a software company that has provided the level of support and training that ShieldWare does. We recommend them to everyone that asks."

Shanna Balukoff echoes that feeling. "You'd be hard pressed

to find a better support group. They are very friendly, knowledgeable and always willing to take input. They always listen to suggestions and try to implement the ones that benefit the majority. I want to extend a huge THANK YOU to them for what they have accomplished. This was a huge task and I for one am very thankful."

Barb and Rose from the Cherokee County Sheriff's Office sum up their feelings for the new SWCivil application in two words – LOVE IT!

Ever notice, the older we get, the more we're like computers? We start out with lots of memory and drive, then we eventually become outdated, crash at odd moments, acquire errors in our systems, and have to have our parts replaced.

