



SHIELD TECHNOLOGY CORPORATION

DISPATCH

August 2011

Points of Interest:

- **Featured Client Clayton County Sheriff's Office**
- **Featured Product SWCAD ProQA**
- **Shield News—Retired Product**
- **Fall Users Meeting**
- **Dates to Remember**

Featured Client — Clayton County Sheriff's Office

Clayton County Sheriff's Office of Clayton County Iowa has been a client of Shield's for the past seven years. They use ShieldWare® SWCad, SWMobile, SWCivil, SWJMS, SWRMS.

Chief Deputy, Ryan Johnson, oversees the dispatch, jail and department vehicle fleet including all in-car computers. Shield values all of his hard work at Clayton County Sheriff's Office; we find him to be a vital partner in that organization.



Ryan Johnson
Chief Deputy
Jail/Dispatch Administrator
Public Information Officer
Clayton County Sheriffs Office

receive a call in dispatch, through the booking and to the end of the officers report in SWRMS. ShieldWare® generates nice clean reports and forms. Also it has nice features for end-of-year statistics or stats whenever you want them. ShieldWare® has made the officers life easier when doing reports and helps to streamline paperwork through all divisions of the sheriffs office.

Is there one particular program that is your "favorite" ?

As a dispatch supervisor, I think the best thing about Shield is that they listen to what the clients want. For example in SWCAD we can take a 911 call, populate it

added to the call. All of this with two simple easy to use programs. Like any department there are members here who love computers and some who hate them. The ones that hate computers have found ShieldWare® simple and easy to use.

What do you see as Shield's strengths?

Shield's strengths come in the fact that their software is easy to use. Their support, if you do have a problem, is EXCELLENT. Never once have I had a problem with speaking with support about any issue, even if the issue was my fault! The support team knows their products inside and out and are quick to respond and fix any issue you may have.



One of Mr. Johnson's best decisions was to add SWMobile, he recalled... in the last two years the sheriffs office added SWMobile. Although, the local police departments were offered the opportunity to jump on board with us at the same time and they decided not to. They didn't think it was something the officers could use or would like. Now two of the five PD's in the county are using SWMobile with a third one working on getting funding to add SWMobile to their department. It just goes to show that Shield has products that the officers can use and want to use. Products that make their job so much easier.

What is the scope or size of your agency?

The Clayton County Sheriff's Office has 12 Certified Deputies and 10 reserve deputies. We cover 792 sq miles of area with almost 1100 miles of roadway.

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

Shield can handle all our paperwork from the time we

into the call taker, which verifies the address and tells the dispatcher whose fire, EMS, or law enforcement district the call is coming from. Then the call can be dispatched to the officers. They receive the call using SWMobile in the cars and can read the remarks field, arrive themselves on scene, clear themselves from the call, add remarks, run drivers licenses and vehicle plates They are automatically

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ShieldWare®

ShieldWare® SWCAD gets Gold Level Certification with Priority Dispatch.

July 2011 - The Lumberton Communications Center of Lumberton North Carolina — a long time user of Priority Dispatches Emergency Medical Dispatch (EMD) Card system — successfully upgraded to ProQA. The Priority Dispatch software runs on the same workstation as ShieldWare® SWCAD and enables the dispatchers or call takers to streamline the EMD / SWCAD Calls for Service flow of information.

CFS via SWE911 import, verifying the address and phone number. With single click action on the Start Meds button, SWCAD opens the ProQA software and initiates a new ProQA incident. The address and phone number are passed into the ProQA incident creation form.

Call takers are queued through the standard medical questioner filling information into the associated fields. After

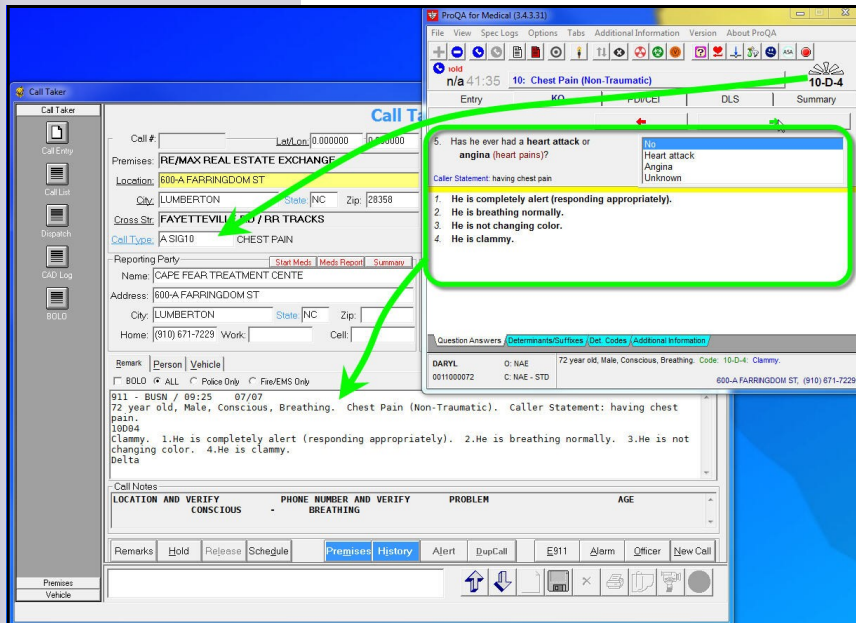
SWCAD call taker record.

Additional functionality enables the ProQA to change the call's type if further questioning determines it needs to be changed. Priority messages are pushed from ProQA and auto-populate into a SWCAD new remark window, automatically selecting the Urgent Remark flag. Urgent remarks can exploit newly developed SWCAD features to flag pending or active CFS, which need to be reviewed by the dispatcher handling them.

initial questions are completed ProQA will populate the information into the Remarks field of the SWCAD Call. At this point the option to assign a CallType and create a Call to dispatch is available. If the call taker

Why switch from the EMD Card system? As technology infuses itself into the public safety arena, the value of information becomes greater. Typically a call taker will only enter brief answers for the questions asked. With SWMeds, the remarks field is auto-generated and includes both the question and the answer, removing any doubt what the meaning of the text is. An agency deploying the full complement of ShieldWare® Software can pass critical medical information from ProQA straight to an EMS responder's SWMobile or text within seconds giving them needed information prior to arriving on the scene. With pre-arrival information, an EMT can prepare and determine if mutual aid response is required, saving precious time for the patient.

ShieldWare® SWMeds is also capable of interfacing to the APCO EMD software.



Shield Technology received Gold Certification (the highest level) from Priority Dispatch Software for the ShieldWare® SWMeds/ ProQA interface because of its full functionality and bi-directional interaction.

The SWMeds interface is designed to allow independent operation by both systems as needed, but follows the flow of information gathered during a medical 911 call. Dispatchers initiate a new

continues with ProQA they will be given specific medical card questions to ask. Each question answered will help the ProQA software determine the priority and type of response needed. Call takers then push the questions and answers along with the SWCAD CALLTYPE - that was determined using a preloaded configuration table between ProQA responses and CALLTYPES— into the

PUBLIC SAFETY
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Fall Users Meeting

September 20-22

Shield's Fall Users Meeting will be held in Virginia Beach, Virginia at the newly renovated Ramada on the Beach. The Shield User's Meetings are an excellent way to stay up to speed on utilizing the ShieldWare® software to it's and your agency's full potential as well as receive timely information, re-connecting with colleagues and focusing on important skills training. [Register on-line at www.shieldware.com](http://www.shieldware.com) <<http://www.shieldware.com>> Hope to see you there!

September 20th – 9:00 a.m. – 4:00 p.m.

ShieldWare® RMS System Manager Training –Thandeka Cummings & Sandy Olsthoorn

The ShieldWare® RMS Workshop will begin with a session on SWRMS Version 7. The new features will be reviewed in detail including the new Search methodology and features, combo boxes for code tables, the new property fast entry and audit feature, addition of new user defined fields, user requested enhancements and distribution plans for SWRMS Version 7.

There will be a workshop for SWRMS Administrators on the code tables, ini, and myt files to assist with gaining a better understanding of how SWRMS works.

September 21st – 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.

September 22nd – 9:00 a.m. – 4:00 p.m.

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

Continuation of Tuesday's workshop.

SWNET Software Retired

Lovettsville, VA. — Shield Technology Corporation announces the retirement of web-based ShieldWare® SWNET.

SWNET was added to ShieldWare® in 2006 for web-based remote database viewing. SWNET helped agencies view their SWRMS databases from remote locations using the internet. Due to high implementation and maintenance costs associated with internet security and infrastructure, SWNET has not been broadly adopted. However, SWNET did make significant impact on Shield customers through shared technology with a related product, SWLink, which enabled agencies to view other agencies data on the same network without compromising the settings of each others' SWRMS security. SWLink functionality has been incorporated into SWRMS Version 7.



SWNET's code relies heavily on the Microsoft technology stack, including Microsoft Internet Information Services (IIS). This dependency requires extensive code rework with every new version of IIS. Getting full SWRMS access to remote locations through SWNET ultimately proved to be less efficient and more expensive than by alternate means.

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Software Professionals**

2011 Dates to Remember

September 5	Labor Day	Office closed
November 24/25	Thanksgiving	Office closed
December 23 and 26	Christmas	Office closed

Conferences

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

September 20-22	Shield User Meeting Virginia Beach, VA
May 1-3, 2012	Shield User Meeting Des Moines, IA

Murphy's Laws of Computing

- When computing, whatever happens, behave as though you meant it to happen.
- When you get to the point where you really understand your computer, it's probably obsolete.
- The first place to look for information is in the section of the manual where you least expect to find it.
- When the going gets tough, upgrade.
- For every action, there is an equal and opposite malfunction.
- To err is human . . . to blame your computer for your mistakes is even more human, it is downright natural.
- He who laughs last probably made a backup.
- If at first you do not succeed, blame your computer.
- A complex system that does not work is invariably found to have evolved from a simpler system that worked just fine.
- The number one cause of computer problems is computer solutions.
- A computer program will always do what you tell it to do, but rarely what you want it to do.

