16f. Infotrak LMS Records Management System

16f.1 Infotrak LRMS Records Management System Overview

Motorola's Law Records Management System (Infotrak LRMS) computerizes public safety record keeping functions. This technology allows records personnel and investigators to quickly and efficiently handle electronic storage of records, thus increasing efficiency and accuracy of data.

Infotrak LRMS is a new product offering that continues the success of our legacy LRMS 4.x system. Using the Infotrak Standard User Interface (Outlook-type tree view navigation), state-of-the-art database technology, enhanced functionality and architecture - Infotrak LRMS is well positioned for the future. Infotrak LRMS manages the recording, indexing and tracking of criminal and non-criminal related incidents administered by police departments. Reports are stored electronically, accelerating the retrieval and routing process and eliminating endless paper trails.

With Infotrak LRMS, agencies can generate monthly reports for transmission to the state. Motorola followed Federal Bureau of Investigation's reporting criteria guidelines in designing this system. Data elements within Infotrak LRMS comply with Uniform Crime Reporting (UCR) standards. National Incident Based Reporting System (NIBRS) requirements are tailored to the individual state receiving data.

Infotrak LRMS can function as a stand-alone product or be integrated with other Motorola public safety system solutions such as Premier CAD (computer aided dispatch), Premier MDC (mobile data computers), Offendertrak (jail management), and Imagetrak (electronic digital mugshots).

When interfaced with CAD, users select an incident transferred from CAD for report processing. Incident Reporting begins with entry of an event number, which can be entered from the keyboard or transferred from CAD using Motorola's own Universal Data Transfer software.

16f.2 System Modules

- Incident
- Arrest
- Warrant
- Citations
- Traffic Accident Reporting
- Inventory

- Pawn Ticket
- Gun Registration
- Field Interview
- "Other Events"
- Property/Evidence
- Administration
- Training
- Master Indices
    - Person
    - Vehicle
    - Business
    - Property
    - Address
- Personnel
- Workflow
- Civil Process
- Infotrak Investigative Query (IIQ)
- Attempt to Locate (ATL)
- Motorola's Infotrak LRMS is delivered in three major application structures that the user interacts with:
- Infotrak LRMS for data entry
- Infotrak Investigative Query (IIQ) for browsing
- Infotrak Decision Support System (DSS), for ad hoc reporting.

All three of the major structures together provide the functionality necessary to accomplish the tasks categorized as RMS.

16f.3 Incident Module

Infotrak is configurable to manage the varying requirements of UCR/IBR Reporting. Upon configuration, the system is set up to support the specific state the customer is operating in. Following set up, the users simply input the data into the system, while in the background, through code table values selected; the system is quietly gathering the required data. Following validation of the data, the system will generate the appropriate IBR reports and submit the file in the required format. UCR reports are generated in the hard copy form mandated by the state.

As incidents are entered into LRMS, IBR data is collected in the background. After completion of the incident, the user can validate the IBR data and is presented with the deficiencies in the incident for corrections prior to data submission. To facilitate data entry, the system can be set up to highlight the IBR related data fields to flag the user to fill in the appropriate data.

Currently the IBRS administrative application is where users will run their submission process. The IBRS administrator is a separate application. These are the menu options users will see after they have selected the IBRS administrative icon. The user will pick the first option 'Validate Incidents and Create Submission File'. This process (Validate Incidents and Create Submission File) is a wizard-driven process that steps the user through the whole process of creating a submission file.

Like IBR, UCR data is collected as incidents are entered. Based on the statute code, the system will recognize whether or not the incident is a UCR related incident. In the event the officer has selected an erroneous statute code, the records personnel can change the UCR code to the appropriate one in the incident during their QA of the records.

Again like IBR, UCR Data can be summarized and the required reports are generated. Using the UCR data entry screen, the user can select which reports are to be generated, run the reports accordingly. Within moments, what used to take hours by hand is generated for submission to the state.

Incident Reporting is normally the central focus of LRMS. Incidents can be initiated in one of three ways:

- Data comes from CAD
- Data comes from a field based reporting application
- Data is initiated from within RMS

As the largest application within Infotrak, the incident module contains virtually every possible data entry requirement. Starting with the Incident Coversheet, the user identifies all of the logistical information regarding the incident, where it happened, time/date, officer information, etc.

The sub-nodes within the incident further identify the basic data about the incident, itself. For example, all of the following are included: the statutes involved in the incident; the additional officers; any associated events (for example a traffic accident report referencing the crash after a police pursuit); the case notes for the incident; and the original dispatch information passed from CAD. The CAD data is viewed as read only to identify what was originally sent from CAD. In addition, CAD data populates the logistical information on the basic information screen; however, that data is editable to allow for updates to the information.

16f.3.1. Incident Coversheet

In addition, Infotrak captures Solvability factors for the incident. The factors are agency definable and carry a weighted score. The user will choose from a pick list the factors present in the incident (for example, "fingerprints taken"), and the solvability score will be added up. Using DSS, the agency can run a report of "all cases where the solvability factor is greater than 30." This tool help the agency determine which cases are the ones to be prioritized.

16f.3.2. Coversheet Sub-nodes

The deficiency sub-node provides the user an opportunity to view any items that failed to pass Infotrak validation. For example, an Incident must have a victim (even if the victim is society). If the user attempts to complete the incident without one, the deficiency tab will contain a note verifying that this information is required. In the 5.1 release, IBR validation failures will also be tracked here so that the user will know what IBR data is missing.

16f.3.3. Incident Person

Prior to adding a person record within Infotrak, the system prompts the authorized user to perform a search of the master person records to minimize the possibility of creating a duplicate record. If no record is found, the system offers the user the opportunity to populate the General Information Screen with the search criteria to minimize data entry. The search can be bypassed, if so desired.

16f.4 Arrest Module

As common throughout the application the "General Information" form within Arrest captures the logistical information about the arrest, where it happened, when it happened, officer involved, arrest type, arrestee armed with, disposition, etc.

The sub-nodes within the arrest record further identify the basic data about the arrest, itself. For example, all of the following are included: additional officers, any associated events (for example, a traffic accident report referencing the crash after a police pursuit), and any attachments the officer wishes to reference.

In addition, Infotrak tracks the address associated with the arrest record. Association is also recorded so that the user viewing the record easily understands why this address is associated with the arrest. First the user searches for an existing address, if none is found, he/she will be allowed to add a new address and then verify it against the GGM data to validate it is a good address. This provides Infotrak with the Map X/Y coordinates which are required if the user wants to do pin mapping reports to analyze their data.

Prior to adding a person record within Infotrak, the system prompts the authorized user to perform a search of the master person records to minimize the possibility of creating a duplicate record. If no record is found, the system offers the user the opportunity to populate the General Information Screen with the search criteria to minimize data entry. The search can be bypassed, if so desired.

This screen captures the logistical information about the person. Who are they, were do they live, their height, weight, identification, etc. This robust set of information is further augmented by several other forms, which are provided to capture as much information about this person as possible.

16f.5 Warrants Module

Warrants can be entered directly into Infotrak as a separate module, or through an arrest. Starting with the Warrant Coversheet, the user identifies all of the basic information regarding the Warrant, Judge issuing, court, warrant received by, served by, etc.

The sub-nodes within the warrant further identify the basic data about the warrant, itself.

For example, all of the following are included: the offenses involved for the warrant; any associated events (for example a traffic accident report referencing the crash after a police pursuit); any attached referenced documents.

Note: The nodes within the Warrant Module are identical to those within the Incident Module. Rather than repeat this same information here, refer to the Incident Module for more detail on those nodes. What is documented here is the delta information for the Warrant-specific Functionality.

In addition, the warrant module tracks the service attempts for the warrant, for example, which attempted the service and, if completed, the person served. However, this is not all that is maintained by the system, Infotrak also calculates the fees for the service attempt, if any. The user can input the number of miles, the rate per mile, and the system will do the calculation. In addition, the system will calculate two other fees and then do a grand total.

Once an active warrant is associated with a person, that person's record if automatically flagged in Red. The next time a user searches for that person record, they will see their name shaded in Red. This will immediately alert the person doing the search that there is an open warrant on this person's record.

16f.6 Citations Module

Citations in Infotrak can occur multiple ways. Within modules, the citations are attached to a person, so that within an incident multiple people can be entered, but they do not all have to be included on the citation. When entering a citation, the system requires a valid citation number to be entered. The system will then validate that this is a valid citation number (Agencies who do not want to track citation numbers can simply create a range of numbers from 1 to 999,999 so that all numbers in between will be recognized as valid). The officer name is defaulted to the officer assigned to that particular citation book, however this, too, can be changed. Information on the court date/time and the officer's notes are also recorded on the citation record.

The Citation Module is designed to track citations given to a person or persons. If there are multiple citations given at a single time, the logistical data need only be collected one time, and then the data unique to each citation (Person Cited, Citation Number, Court Date/Time) can be referenced individually.

Navigation within the graphical user interface (GUI) for the Citation module, like all modules within Infotrak product, is presented as a tree view, similar in look and feel to MS Outlook. It is a proven user-friendly design that enables new users to intuitively grasp the navigation concepts designed into the graphical interface. The ability to navigate via the traditional application menu bar or menu bar icon is available also.

Depending on the individual's security configuration, the user may Browse or Maintain existing Citation events, or Enter a new one from the Citation tree view node.

Users may also access existing Citations via the workflow module, provided the event exists in a workflow queue the user has been configured to access. Here, the user 'novac' is access their personal To Be Entered queue to select and modify an existing Citation that has yet to be completed and approved.

The Citation tree-view contains sub-nodes for the Coversheet (Information related to the Citation event itself), Persons, Vehicles, Property, Businesses, Narratives, Documents, Queue Entries (Where this event exists in Workflow), and Lock/Seal. Those nodes with a '+' preceding it, contain additional sub-nodes related to that node.

The Citation coversheet contains general information related to the event. Citations are entered and viewed on the 'Other Event' window, as are Gun Registration, Pawn Tickets and any other type of event a jurisdiction may want to capture and track. The pick list values for 'Other Event Type' are configured by the user. Subordinate nodes of the Coversheet Officers, Associated Events, and Attachments.

Citations in Infotrak can occur multiple ways. Within modules, the citations are attached to a person, so that within an incident multiple people can be entered, but they do not all have to be included on the citation. When entering a citation, the system requires a valid citation number to be entered. The system will then validate that this is a valid citation number (Agencies who do not want to track citation numbers can simply create a range of numbers from 1 to 999,999 so that all numbers in between will be recognized as valid). The officer name is defaulted to the officer assigned to that particular citation book, however this, too, can be changed. Information on the court date/time and the officer's notes are also recorded on the citation record.

16f.7 Traffic Accident Reporting

Traffic Reports are captured within Infotrak in their own module. This module is closely tied to Infotrak's Master Person, and Master Vehicle Module. Information entered into the Traffic Module is also added into the Vehicle and/or Person Module to ensure efficient tracking and minimization of data entry.

Navigation within the graphical user interface (GUI) for the Traffic Reporting module, like all modules within Infotrak product, is presented as a tree view, similar in look and feel to MS Outlook. It is a proven user-friendly design that enables new users to intuitively grasp the navigation concepts designed into the graphical interface. The ability to navigate via the traditional application menu bar or menu bar icon is available also.

Depending on the individual's security configuration, the user may Browse existing Traffic Reports, Maintain existing reports, or Enter New Reports into the Infotrak system

Traffic Reports can be initiated in one of three ways:

- Data comes from CAD
- Data comes from a field based reporting application
- Data is initiated from within RMS

Once the Traffic Report is initiated, the records clerk completes the required information pertinent to that agency.

16f.8 Pawn Tickets

Pawn Tickets are captured within the Infotrak front end as 'Other Events' with a unique other event type of 'Pawn Ticket'. This module is closely tied to Infotrak's Master Property module, in that registered guns entered into this module are also added to the master property table, so cohesive tracking of weapons across the application's modules in achieved.

Navigation within the graphical user interface (GUI) for the Pawn Ticket module, like all modules within Infotrak product, is presented as a tree view, similar in look and feel to MS Outlook. It is a proven user-friendly design that enables new users to intuitively grasp the navigation concepts designed into the graphical interface. The ability to navigate via the traditional application menu bar or menu bar icon is available also.

Depending on the individual's security configuration, the user may Browse or Enter existing Pawn Ticket events from the Pawn Ticket tree view node. Once a gun has been registered in Infotrak, the registration remains in effect forever. It cannot be deleted, however, owner information and registration information can be changed.

16f.9 Gun Registration

Gun Registrations are captured within the Infotrak front end as 'Other Events' with a unique other event type of 'Gun Registration'. This module is closely tied to Infotrak's Master Property module, in that registered guns entered into this module are also added to the master property table, so cohesive tracking of weapons across the application's modules in achieved.

The Gun Registration module will require the user to initially identify the person registering the gun, whether the person is someone who already exists in the master person table or a new addition to Infotrak's master persons. Once identified, the person's name and address information are auto-populated onto the registration entry window.

Selecting the Gun Information node launches a master property search for guns that exist in the Infotrak master table. The user may select a gun from the search, or enter a new gun, which is added to the master property table when entered in relation to the registration.

The Property screen captures important descriptive information about the gun. All of these captured fields can be used as search criteria when searching the application for a particular gun at either the master property level or searching for events in which this gun is listed as property.

16f.10 Field Interviews

Navigation within the graphical user interface (GUI) for the Field Interview module, like all modules within Infotrak product, is presented as a tree view, similar in look and feel to MS Outlook. It is a proven user-friendly design that enables new users to intuitively grasp the navigation concepts designed into the graphical interface. The ability to navigate via the traditional application menu bar or menu bar icon is available also.

Depending on the individual's security configuration, the user may Browse or Maintain existing Field Interview events, or Enter a new one from the Field Interview tree view node.

Users may also access existing Field Interviews via the workflow module, provided the event exists in a workflow queue the user has been configured to access. Here, the user 'novac' is access their personal To Be Entered queue to select and modify an existing Field Interview that has yet to be completed and approved.

The Field Interview tree-view contains sub-nodes for the Coversheet (Information related to the Field Interview event itself), Persons, Vehicles, Property, Businesses, Narratives, Documents, Queue Entries (Where this event exists in Workflow), and Lock/Seal. Those nodes with a '+' preceding it, contain additional sub-nodes related to that node. Again navigation may also be accomplished via the menu bar options and icons.

The Field Interview (FI) Module is designed to capture Field Interview information on either vehicles or persons. More than one person can be captured on a Field Interview. Used in conjunction with Premier MDC Field Based Reporting, this information can be captured in the field and then electronically sent to Infotrak LRMS.

The Field Interview Coversheet page contains general information related to the FI. Field Interviews are entered and viewed on the 'Other Event' window, as are Gun Registration, Pawn Tickets and any other type of event a jurisdiction may want to capture and track. The pick list values for 'Other Event Type' are configured by the user. Subordinate nodes of the Coversheet include Addresses, Officers, Associated Events, and Attachments.

16f.11 Property Room Management

The Property room management module tracks all evidence and otherwise stored property from initial data entry until time of disposition. When the user first launches Property Room Management Module they are offered the choice to search for evidence only, non evidence only or both. They are also prompted for a robust set of query fields, such as

- Evidence #
- Evidence Type
- Custody #
- Current Custody Status
- Submitted
- Registered
- Checked In
- Movement
- Checked Out
- Disposed
- Any – default
- Current Storage Locations – 5 levels of custom code picklists
- Submitted By – picklist of employees
- Submission Date – date only

- Registered By – picklist of employees with property room mgmt permissions
- Registered Date – date only
- Disposal data is active only if Current Custody Status = Disposed or All
- Disposed By - picklist of employees with property room mgmt permissions
- Disposal Date – date only
- Disposal Authorized By – picklist of employees
- Disposal Reason – custom code picklist
- Disposal Method

The Submission window has 'Submitted To', followed by two dropdown options: 'Person' and 'Location'. This allows an officer to submit property to the Property Room by giving it to someone, or placing it in a temporary storage location. Only one of the two options may be selected. Throughout all changes in the evidence's status, the system tracks who made the change, who had ownership of the property at all times, and who disposed of the property. The property's chain of custody is visible within the Incident specific to the property. There is no natural limit to the number of property items that can be registered as evidence for a particular Incident.

The user is able to highlight single or multiple items from the Property Room Mgmt Custody Summary window and print receipts for those selections. All items selected from the Summary window appear on the receipt. This function is also able to produce multiple paged receipts. The format of the receipt includes the data on the Summary (Property or Vehicle) window for the items listed on the receipt.

- Infotrak LRMS has the ability to track property movements either within the confines of the property room, or outside the control of the property room
- Infotrak LRMS tracks the movement of property in and out of the property room. Each transaction (in or out) creates an additional chain of custody record for the property item in question.
- Within each incident, one or more items can be selected for movement in or out of the property room. An item that is currently checked out must be checked back in prior to being checked out and vice versa.

Once authorized, property may be disposed of within the property management module. Infotrak tracks numerous fields regarding the authorization and release of the property to be disposed, including: Property tracking # (free text), Disposition (evidence disposition code table), Disposition date (MM/DD/YYYY), Disposition time (HHMM 24 hr format), Disposal Method (evidence disposal method code table), Disposed date (MM/DD/YYYY), Disposed

time (HHMM 24 hr format), Disposed by employee 1 (LRMS employees table), Disposed by employee 2 (LRMS employees table), Disposal authorized by (LRMS employees table), Disposal reason (evidence check out reason code table), Disposed to (free text), Drug weight (numeric), Drug weight units (quantity unit of measure code table), Reason for variance (custody drug variance reason code table), and Remarks. The user may select multiple items to be disposed of simultaneously.

The LRMS system provides an exception report to the user describing inventory discrepancies of the following types:

- Item scanned during inventory is in incorrect location.
- Item scanned during inventory does not exist in LRMS.
- Location scanned during inventory is not valid.
- Item scanned during inventory is currently checked out.
- Item scanned during inventory is currently disposed of.
- Item was not scanned during inventory.

Given this information, the user can research the problem areas and make corrections as needed.

16f.12 Master Indices

Users can view all of the data associated with the Master Indices by initiating the "Browse" capability. While browsing a master entity, the user can see all the relevant events, associations to all the other master entities (i.e. associations between business and people, people and people, property and business, etc.). When viewing the list of associations or events, the user can double click on a single item and view that record as well.

Data related to the master entities can be updated using the maintain function. For details on the type of data stored within Infotrak, see also the Incident chapter. Although the data is updated, it does not retroactively change past instances of the master entities. For example a change in a hair color today will not impact a record of that person from 5 years ago.

The Names Screen is utilized to capture other names known to be used by the person. There is no natural limit to the number of names a person record can store. The user simply types in the names then can hit the "Insert" key on his/her keyboard to automatically add a second name, if necessary. The goal here is rapid data entry. No requirement for the use of the mouse is present.

Infotrak captures an unlimited number of addresses associated with a person record. Address type is also recorded so that the user viewing the record easily understands which is a primary address versus a secondary known residence. As records are added the system will display the number of records total plus the number of the record the user is currently viewing, i.e., "Record 2 of 2." By using the arrow keys the user can navigate quickly through the records without forcing the need for the mouse.

Prior to adding a vehicle record within Infotrak, the system prompts the authorized user to perform a search of the master vehicle records to minimize the possibility of creating a duplicate record. If no record is found, the system automatically populates the General Information Screen with the search criteria to minimize data entry. The search can be bypassed, if so desired.

Prior to adding a property record within Infotrak, the system prompts the authorized user to perform a search of the master property records to minimize the possibility of creating a duplicate record. If no record is found, the system automatically populates the General Information Screen with the search criteria to minimize data entry. The search can be bypassed, if so desired.

Prior to adding a Business record within Infotrak, the system prompts the authorized user to perform a search of the master business records to minimize the possibility of creating a duplicate record. If no record is found, the system automatically populates the General Information Screen with the search criteria to minimize data entry. The search can be bypassed, if so desired.

16f.13 Commonwealth Service Request (CSR)

16f.13.1. Personnel Module

The Infotrak Personnel module allows access to four distinct sections of related information (Employees, Training, Teams, Payrolls). Users configured for Personnel module access may access existing employee records via the tree view nodes or selecting an employee from the displayed list. Employees cannot be added or deleted from this module. That functionality is in the domain of the Administrative module.

The Personnel/Employee tree-view contains sub-nodes for storing and maintaining information related to employee Phones, Emergency Contacts, Medical Information and Conditions, Actions, Teams, Payroll, Certifications, Classes and Inventory. Some sub-nodes may contain multiple entries, and the number of entries contained in those sub-nodes is displayed on the tree view.

- Training Agencies Access
- Training Agency Tree View
- Training Agency General Information
- Certifications List
- Personnel/Teams
- Personnel/Payrolls

16f.13.2. Civil Processing

Infotrak's Civil Process module provides law enforcement agencies responsible for the service of court ordered papers with the ability to enter, maintain and track all pertinent information related to any Civil Process. All entities associated to a specific Civil Process event (persons, property, vehicles, businesses, narratives, documents) can also be entered, maintained, and tracked. When entering Civil Process entities associated to Infotrak master entities (persons, businesses, addresses, property, vehicles), the user is provided the ability to search for the entity in the Infotrak master tables. If that entity does indeed exist within the application, the user may select it for auto-population into the Civil Process. If the entity does not yet exist in the application's master tables, the user may enter that entity to the Civil Process event, and Infotrak will automatically add that entity to the appropriate master table as well. This module also provides for the entry and tracking of fees associated to Civil Process service attempts. A billing report feature allows the user to produce online and hardcopy billing reports related to each individual Civil Process event by a variety of different formats.

Navigation within the graphical user interface (GUI) for the Civil Process module, like all modules within Infotrak product, is presented as a tree view, similar in look and feel to MS Outlook. It is a proven user-friendly design that enables new users to intuitively grasp the navigation concepts designed into the graphical interface. The ability to navigate via the traditional application menu bar or menu bar icon is available also.

The Service Attempt node allows for the recording of information related to each attempt to serve the civil papers. Any number of service attempts may be recorded for a single civil process event, with a 'Completed' checkbox denoting a successful attempt. The 'Served To', 'Served Address' and 'Billable To' fields present the user with drop down pick lists of the persons and addresses that have been already added to the Civil process event via the Person node.

Each attempt allows for fees to be charged for that service. The module allows fees for the actual service itself, mileage fees incurred in the service attempt, and an 'Other Fees' field with a companion description field to identify the types of other fees involved. The module will keep a total of fees due for each service attempt, whether billable or not.

The Mail Merge functionality allows for the creation and storage of Microsoft Word Documents within the Civil Process module. An agency performing civil process paper maintenance and service deals with numerous forms pertaining to the actions within the realm of civil process paperwork. Some of these actions include:

- Creation of notification and service of divorce papers
- Creation of notification and service of restraining orders
- Creation of notification and service of subpoenas (orders to appear)

By automating the mail merge process Infotrak ensures the ability of the user to perform the act of creating civil process notifications and paperwork

With interest in the creation of letters and notifications, the user may populate many pre-written forms with the changing information regarding the persons involved and the (possible) charges involved. In a non-automated, paper-based system of civil process, the user would retrieve a pre-typed form and fill out the appropriate fields of data upon that form to create this letter/notification.

16f.13.3. Infotrak Investigative Query (IIQ)

Infotrak Investigative Query (IIQ) is a powerful Web-based query application that allows users to search the data collected in Infotrak LRMS. While Infotrak LRMS is designed primarily for the entry of records data, IIQ is designed to allow investigators, officers and even civilians to query the records database in an easy-to-use, familiar format. IIQ makes use of common Web-based navigation and search techniques, making it user friendly and easy to learn.

IIQ maintains the user security roles assigned within Infotrak LRMS. This reduces demand on your System Administrator eliminates the possibility of unauthorized access to records data.

The general method for finding information is using menus, searches, and hypertext links to display increasingly specific information until the information you seek is located. This action is often referred to as drilling. This technique is very common in database applications and is intrinsic to IIQ. The term drilling is derived from data warehousing and database mining principles. The three (3) forms of information drilling are described in the following paragraphs.

Drill Down – the process of starting at a top-level menu, directory, or Web page and passing through several intermediate menus or linked pages, until the information being sought is reached. Information becomes more specific as the drilling down continues. In drilling down, you move from general information to specific information.

Drill Up – the process of moving from specific information through links until more general information is reached. Information becomes less specific as the drilling up continues. In drilling up, you move from specific information to general information. This is ideal when attempting to establish associations between individuals, events, etc.

Drill Across – the process of moving from one menu or page to another with the same level of specificity.

IIQ uses the following page types for information drilling:

- Search criteria pages
- Search result pages
- Detail pages

Information that is entered into Infotrak is usually a result of an event occurrence. Events such as a robbery, involve one or more persons, an address, an M.O., and other data entered after the incident. When investigating a case you want to find information in Infotrak LRMS that is associated in some way with the information that you currently have in your possession. For example, if the M.O. is known, and a description of the suspect is given, you may want to find all persons that match the description and the M.O. You can query the Infotrak database for that information using IIQ.

Use Event searches to search for incidents, citations, field interviews, and all associations to those events. The associations can be other events or entities.

Two types of FOI searches are possible: person searches and address searches. Both search types are done using the same steps. The only difference is selecting the search type in the FOI Person Search menu.

The FOI Person Search page is the default FOI record search page. All FOI searches begin with this page. Both the FOI Person Search page and the FOI Address Search pages have the same general information. Each page has fields to enter and search criteria and run the search.

Use Full-Text Searches to find any whole word or set of words that resides in the database tables. Search results are ranked by highest probability.

Three types of Full-Text Searches can be performed:

- Word Searches – Enter a single word. An example is the word compressor. Infotrak searches for all exact matches on the word.
- Set of words – Enter a set or words. An example is the words compressors spray paint painting. Infotrak searches for all exact matches of any of the words in the list.
- Text Strings – Enter a string of text that is enclosed in quotes. An example is the string “watch and ring”. Infotrak searches for any test string with an exact match. Infotrak also displays matches for the word watch and the word ring.

Infotrak Investigative Query allows you to save common queries as either personal or public queries. Personal queries appear only in your IIQ session while public queries are available to any authorized user. You can save queries as public or private from most search pages after selecting the search criteria.

Many agencies want to customize IIQ with their own logos and color schemes. To make this possible, IIQ has built-in features for modifying these schemes.

16f.13.4. Intelligence Module

Often within Infotrak, users desire the ability to segregate data on specific businesses, gangs, persons, or addresses from the master entities inclusion. This is done using the Intel Module.

Intel allows the authorized user to identify any of the four items listed above, enter data about them, AND determine which specific user or groups of users are able to view this information.

Within the Business component of Intel, the user can add information related to the address and type of business; the Owner's name, address and phone; and the Corporate name, address, and phone number. In addition the user can also add a narrative with unlimited text with a spellchecker available to catch any typos. The system also provides for an unlimited number of officers for the corporation to be added. These names are not tied into the Master Name index.

If there is a need to associate a person to this business, the user is provided with a drop down list of all the Intel Persons, (persons entered within the Intel module, not the master name index). If there is a need to associate an address to the business, again, the user is provided with a drop down list of all the Intel Addresses (addresses entered within the Intel module that are not in the master address index).

Lastly security is controlled within the individual business records. The user can identify from a pick list of the other users who is authorized to view this Intel record. This works similar to the "lock/seal" functionality within Incident, however, unlike "lock/seal" these data files are maintained in a separate part of the database.

Within the Group component of Intel, the user can add information related to the address and type of group; address and phone; and whether or not there is gang involvement within this group. In addition the user can also add a narrative with unlimited text with a spellchecker available to catch any typos.

If there is a need to associate a person to this group, the user is provided with a drop down list of all the Intel Persons, (persons entered within the Intel module, not the master name index). If there is a need to associate an address to the group, again, the user is provided with a drop down list of all the Intel Addresses (addresses entered within the Intel module that are not in the master address index).