GROUP G

Capstone Project

TICKET ONE: UNDERSTANDING DOMAIN

PRESENTED BY
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Project Description

Our project aims to develop software that uses AI to review emergency medical dispatch calls for the Norman Police Department.

The goal is to compare *transcribed call recordings* against **required emergency medical dispatch (EMD) questions** all within in a secure environment that protects **Personal Identifying Information (PII)**, while also meeting the **Health Insurance Portability and Accountability Act (HIPAA)** and the **Criminal Justice Information Services (CJIS)** standards.

# Our Team

CLIENT
John Stege
Will meet with our client every week to get feedback, make sure we're meeting their needs, and adjust our work to the functionaility needed based on real-world use

MENTOR
Bobby O'Brien
Helps with communication with our client, and helps guide our technical decisions. He will be overseeing our planning, implementations, and project direction
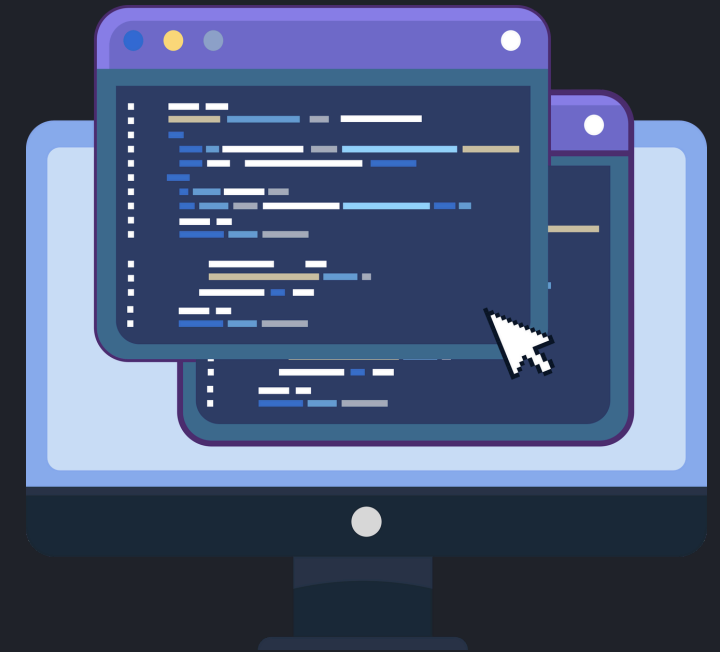
PRODUCT OWNER
Camden Laskie
Oversees the project's direction, manages the backlog, prioritizes tasks, and ensures the product aligns with the client's needs and mentors directions.

SPRINT MASTERS
Kevin An Thai Nguyen - SM1
Jaiden Sizemore - SM2
Natalie Roman - SM3
Each Sprint Master leads one of our three sprints. They help plan what gets done that sprint, run our team check-ins, and make sure everyone stays on schedule.

Domain Research Insights

There are five key areas to better understand the problem at hand and our client needs

Dispatchers follow strict protocols from the Norman PD Policy Manual. They must quickly determine if a call is an emergency, and gather where, what, when, and who details to prioritize the response.

DISPATCHER PROTOCOLS

DISPATCHER CHALLENGES

KEY STAKEHOLDERS

SECURITY & PRIVACY

CRITICAL CALL INFORMATION

Domain Research Insights

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Dispatchers face audio issues, high-stress callers, and multitasking demands. Unexpected or unscripted answers, background noise, or language barriers that can make calls hard to process accurately.

DISPATCHER PROTOCOLS — **DISPATCHER CHALLENGES** — **KEY STAKEHOLDERS** — **SECURITY & PRIVACY** — **CRITICAL CALL INFORMATION**

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The system will assist dispatchers, supervisors, EMTs, and IT admins.

Dispatchers (Communication Officers) and supervisors (Communication Managers) use it for quality assurance and training,

EMTs use it to get accurate info fast, and admins handle compliance.

DISPATCHER PROTOCOLS	DISPATCHER CHALLENGES	KEY STAKEHOLDERS	SECURITY & PRIVACY	CRITICAL CALL INFORMATION

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911 call data includes names, addresses, medical and/or criminal info, so we must comply with HIPAA and CJIS.

We can secure it with encryption, audit logs, and access controls, only authorized users like dispatchers, supervisors, and IT staff can view protected info

DISPATCHER PROTOCOLS — **DISPATCHER CHALLENGES** — **KEY STAKEHOLDERS** — **SECURITY & PRIVACY** — **CRITICAL CALL INFORMATION**

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The most important data are call type, location, and victim condition. These should be prioritized in the UI to help our client receive accurate and consistent information, allowing EMDs to respond faster and more appropriately.

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