

SYSTEM REQUIREMENT – INCIDENT REPORTING

PROBLEM STATEMENT

While it is currently mandatory for each of the 200+ private security companies in Uganda to send incident reports to the Uganda Police Force (UPF), the majority do not do so. Ongoing failure could result in the suspension of their operating licences but this is not generally enforced as there exists no automated system to facilitate these reports.

SOLUTION OUTLINE

With the active support of the UPF, Masterlinks and its partners will design, develop and implement an incident recording and reporting system for each private security company. The solution will comprise three components:

- Data collection at source and transmission to UPF.
In cooperation with the UPF the categories of incidents to be reported will be defined. Details of each incident will be recorded in a software application to be supplied by the UPF. Categories to be reported may include the discharge of weapons, any injuries or deaths while on duty, including any injuries caused by guard dogs, thefts reported, and other incidents to be defined.
- Receive and collate daily updates from each company.
Each company will capture and generate a daily report of incidents experienced within a 24-hour period according to parameters defined by the UPF. Such reports will be transmitted daily to a computer system located at the UPF. Sanctions may apply to companies that fail to adhere to these requirements.
- Data reporting and analysis.
The UPF will host a computer system to collect reports in a defined format from each company and to transfer these reports to a database. Information from that database will be extracted for a standard set of reports with summary information automatically transmitted to senior UPF officers in the form of pre-defined analytics.

TECHNOLOGY REQUIREMENTS

Each security company will need to allocate a computer, laptop or tablet on which the application will be loaded, to capture each incident. The resulting daily file will be transmitted using - as a minimum, a simple modem or dongle, to a named computer address at UPF headquarters.

At Police HQ a computer or laptop will be allocated to the system on which is loaded the custom-designed software application. This application will receive data from each security company and load that data into a database. This function could be automated or it could be a manual process. A flexible reporting and analysis capability will be provided to the UPF with the option to automatically send specific reports to named recipients.

Therefore the new items required are only a basic computer or laptop with a modem at each security company plus one computer or laptop at Police HQ. Each company will be expected

to fund these purchases themselves. The software application will be developed by Masterlinks and partners and sold (or leased) to the UPF.

ESTIMATED BUDGET

It is suggested that the UPF issue an instruction to each security company to allocate or acquire a single computer and modem for this purpose. Each company could also be charged a small fee for the ongoing use of the system, should UPF wish to do so. Also, at UPF HQ a single computer (with a back-up) with modem could be allocated for this task. The cost of software development will depend on the final user specifications, which will be determined by Masterlinks in consultation with the UPF.

Once the specification is agreed it will be distributed to potential partners and suppliers for them to provide a quotation.

MARKET FOR THE SYSTEM

While the initial target for this system is the more than 200 private security companies in Uganda, the system could also be designed as a reporting and analysis system for the UPF itself. In this case we would recommend one of the applications from the SAP portfolio of solutions for police and security forces, as this can start as a small and / or simple system but can be designed to become more sophisticated as user needs with the UPF develop.

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