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Client Documentation

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**Client Background**

The client for this project is my current employer, the University of Minnesota Department of Public Safety (DPS). This project will create a crime data reporting tool that will automatically update hourly, utilizing the XML output from the CAD (Computer Aided Dispatch) system. DPS does not currently have such an automated system and in speaking with multiple interested parties there is clearly a desire for one.

**Client Interactions**

Speaking with many current members of the department, many have expressed a displeasure with having to wait until the end of shift or call the dispatch center to receive recent incident information. Some officers expressed confusion for the need to type up an email summary of the shifts incidents when the data is already available to the majority of the department through the CAD system. On many occasions, a report regarding an incident takes longer than the end of the shift to complete and information about this incident is not sent out until the end of the next shift.

**Client Goals & Implementation**

The purpose of such a project is twofold. The first and most obvious is that it will provide information to the public about local crime incidents they would need to be aware of. Current crime reporting laws require the University to send out ‘Timely Warnings’ via email for incidents that may be an immediate or short-term threat to the University community. However, many other incidents, all logged by our current systems, are of the type that this community would need to be aware of as well. Incidents such as thefts or frauds do not require such ‘Timely Warning’ emails but are nonetheless of public concern.

The second purpose would be to eliminate a daily task required of all Sergeants at the end of every shift. Currently each Sergeant must type up an email detailing the days incidents and send it to all recipients on the Public Safety internal email list. Occasionally some will forget to complete this task and some incidents may be forgotten during the writing process. The creation of this table would eliminate the need for each senior officer to complete this task and reduce the possibility an incident will be missed. Each member of Public Safety will now view the same information as the public and without any need to wait on an email at the end of the shift. This allows the existing DPS websites to expand its user network and increase overall public awareness of criminal activity.

To get to client closer to their goal, a simple XML template for the importation of data will be developed and styled into a web readable form. The CAD system can be programmed to output this information hourly and all interested parties can view this information from the same page that requires no logging in. XML is just on of multiple formats the CAD system can export but it is clearly the most logical for converting into a web based data table.