SmartGuard Features List [Detailed]

	Feature	Viewed By	USL Comments	S4B Comments
1.	HUMAN RESOURCES OFFICE			
a)	Capture guard data	- HR Management - HR Clerk(s)	Includes full names, personal details (e.g., education, contacts etc), date of recruitment, date of employment, date of appointment letter, date of employment letter, uniform issue (itemized including date of issue), vetting form (includes guard's personal details)/ LC letters / Standing Orders / Reference letters, Finger prints, guard passport photograph, remuneration (guard rate per day), disciplinary folder	- Form capturing data already done (without items in red) - Uniform issue will be done by the Inventory (Store) manager. A reminder will appear on the store manager's dashboard when a new guard is registered informing him/her to issue a uniform (shirt, trousers, rain coat, belts, shoes etc) to the guard. The item issues will be recorded separately. However, the uniform the guard has will also be seen in the guard's record. **Under INVENTORY** - Vetting form, LC letter, standing order and reference letter(s) will be referenced with their IDs in the guard's folder. - Purchase of a finger print reader and digital camera should be done ASAP if we are to implement and test capturing and recording guard's passport photograph and finger print.
b)	Record guard's disciplinary records in a disciplinary folder.	- HR Management - HR Clerks - Operations Clerks (control room)		- The system will capture guard's discipline records in an organized format in a virtual "Disciplinary Folder". One should be able to add warning letters to the folder, details of incidents in which a guard is involved, appraisal letters, suspension letters, certificate of release, etc - **Under OPERATIONS**
c)	Expired guard's contracts should	- HR Management		

	automatically be brought to the notice of the HR manager by the system posting a reminder on her dashboard.	- HR Clerks		
d)	Register and schedule guard leave	- HR Management - HR Clerks - Operations Management - Operations Clerks - Finance Management - Finance Clerks - GM	Leave can be scheduled or not. Scheduled leave includes (Annual leave, Maternity leave) and un-scheduled leave includes (pass leave, sick leave)	- **Under OPERATIONS**
e)	Register and track guard loans		Loan requests are submitted by the Guard, they are forwarded to the GM for approval. The GM decides repayment installments for the loan along with the approval.	- Form to submit loan request - Approval section with only the GM and admin having access - **Under FINANCE**
f)	Bonus Appraisals		HR Should be able to get a report of appraisals leading to a bonus for a selected guard.	- Registering the bonus appraisal should be done by the Operations Manager - Approval should be done by Finance Manager - **Under Operations**
g)	Promotions		HR Should be able to get a report of appraisals leading to a bonus for a selected guard.	- HR should be able to change the job title of the guard by updating his record
h)	Reports on monthly establishment and guards data		These include Number of guards, sick guards, guards on leave, overtime for the month, late coming guards, salary	

			changes, newly employed guards, guards who left (absconded, disserted, terminated, went on leave and never came back etc)	
i)	Reports on stock in the inventory		Include items ordered, items delivered, orders pending, actual stock balance, weekly stock movement report (which items were issued, returned, new items, obsolete items etc for the week), Monthly report (i.e., stock movement report for the month), items returned report (for the guards only)	
2.	INVENTORY			
a)	Items (vehicle, radio, baton, fire arms) issues/returns		Should be able to record item issues and returns	
b)	Track location of items			Shows where an item is and who is currently using it.
c)	Record item purchases			- Item purchase form includes: item purchased, cost, conditions, supplier, department, status, who approved the purchase etc - Report generated based on supplier, item type, department
3.	FINANCE			
a)	Prepare monthly pay slips		- The pay slip should include the following details: ID of guard, Name of Guard, Date of employment, Gross salary, Additions (in a separate field, show the break down of the reasons e.g.,	- A payroll will be a list of employees and the summaries of the amounts they are to be paid for the month. A link will be included to allow the user to generate a pay slip depending on employee.

		performance bonus, claims refund, medical refund, overtime, etc), subtractions (in a separate field, show the breakdown of the reasons e.g., NSSF, PAYE, advance, staff debt, uniform savings, other deductions, etc), Company Name, Date of month. - Note that when the guard is suspended, they get half pay of the normal guard rate. - They get no pay for indefinite suspension (e.g., dismissal, termination, desertion, etc)	
b)	Generate Profoma Invoice for client	- Should be able to generate for all clients even those who don't pay - In the invoice, a breakdown of the payments should be included i.e., alarm assignments and/or guarding assignments.	
c)	Register accounting records	- Record transaction details (inflow and outflow) for all bank transactions e.g., cash, cheque, RTGS, T.T etc - Record ledger transactions (outflow) - Generate general ledger reports (daily, weekly and monthly)	
d)	Generate PAYE schedule		
e)	Generate NSSF schedule		
4.	OPERATIONS		

a)	Deployment schedule		- The format of 6-1 (i.e., 6 days of work and 1 day of rest /week) will be used in scheduling. Guards will be automatically attached to an assignment(s) for 1 month. The guard's deployment will be modified on a daily basis. - The deployment should show the ID number and name of guard, sick leave, pass leave, annual leave, suspension, police custody, absenteeism (AWOL)	
b)	Register guard's performance appraisal		One should be able to generate a report on the guard's performance status	
c)	Registration of guard's overtime		- Automatic computation of overtime stats against the assignments for that period. - **Overtime should be approved before added to the guard's payment.** Approved by Operations Manager	- It was noted that it is hard to know whether the guard really did overtime. **After scrutiny of all the possible solutions to this problem, putting a tracer in the guard's ID that will show the guard's location all the time was realized as the best potential solution to the problem.** This will done by the operator recording the location (assignment the guard is working on) and the time they report and leave (recording in SmartGuard) by observing the location of the tracer on the ID using a software that will be installed in the control room. When the guard claims overtime, the Operations Manager can easily look at the guard's location for that period and determine whether they really did overtime or not. Such a system also has other advantages and smooth operation of such a system means there is no requirement for supervisors.

				- S4B will do investigation and find out the best and most cost effective tracer software on the market to do this.
d)	Record Inspection results		Should be able to record assignments inspection results daily.	- A form to enter an assignment inspection report - One should be able to generate a report on the assignment inspection results for a given period or a day.
e)	Record alarms serviced			- A user should be able to view the alarms serviced in a day or a specified period
f)	Record inspectors on duty and assignments inspected			- The inspectors are selected from the guard's list - At the end of the day, a form is filled with the inspector's report. - A report can be generated on inspector's comments for a given period.
g)	Register new client details			- A reminder should automatically appear on the Operations Clerk's dashboard to register an assignment for the new client.
h)	Generate assignment reports		Reports include: list of guarding assignments, list of alarm assignments, closed assignments, deployment roster, mileage verification forms (these check the driver's mileage forms against the system recorded mileage from the call-ins), All assignments with radios and guns	- A check box tagged "Approved" is added to the current mileage verification forms to show that they are either approved or not. An approved mileage form is that which has the mileage figures matching. - All users should be able to see these reports - Assignment form should have the following: Client Name, Code/Call Sign, Location (actual location in words and not code), contact person (name, tel, email, fax), emergency no, type of service (day, night, panic, intruder),

			physical address, equipment required (when assignment is new, a reminder appears on the Inventory manager's screen informing him/her to issue the equipment for the given assignment), date of commission, date of contract.
i)	Record customer complaints/suggestions			- Form to record customer complaints/suggestions - Generate reports on customer complaints/suggestions for a selected period used during decision making
j)	Record guard complaints			- Form to record guard complaints - Generate reports on guard complaints for a selected period used during decision making
k)	Record guard incidents		Should also be able to generate incidents in a selected period (e.g., a month)	-
l)	Record weekly assessment of car commanders, drivers and inspectors		Should also be able to generate a report at the end of the month	-
m)	Record sitrep checks		Whenever a radio sitrep check is done, it will be recorded in a form. Should also be able to generate a report on the sitrep checks made in a selected period.	-
n)	Alarm activation reports			- Form to record alarm activation and reason(s) - Report on the alarms activated in a selected period, by region, by client