SelFridge & Co, SOC operations

Selfriedge's SOC requires a web and mobile interface to log their

- Incidents
- Handovers
- Faults

To manage their security operations more effectively.

The SOC or Security Operation Center is engaged on a daily basis with multiple type of incidents, requests and faults logs, The SOC management team needs to effectively manage their request, follow ups etc. First first step to automate that process is to bring all the SOC operators and other stakeholders on one platform. The following document proposes a web and mobile based user interface and application that will facilitate the first and crucial items which is capturing the first line of incident into the system.

List of stakeholders

SOC Admin: This is the user who will ensure all the agents, and other stakeholders accounts are set up properly.
SOC operators: These are the SOC agents who will be operating the system
SOC Manager: This the manager of all the SOC operations and needs to have a consolidated view.
Reporter: These are the people who would be reporting the issues
Owner/Lessee: These are the people who own the shops or lease them out, they need to be notified and ask to fill in the form etc.

SOC Admin:

This will be the basic user who will login first in the system and will set up all the operators & Owners. This user will have it's own login details
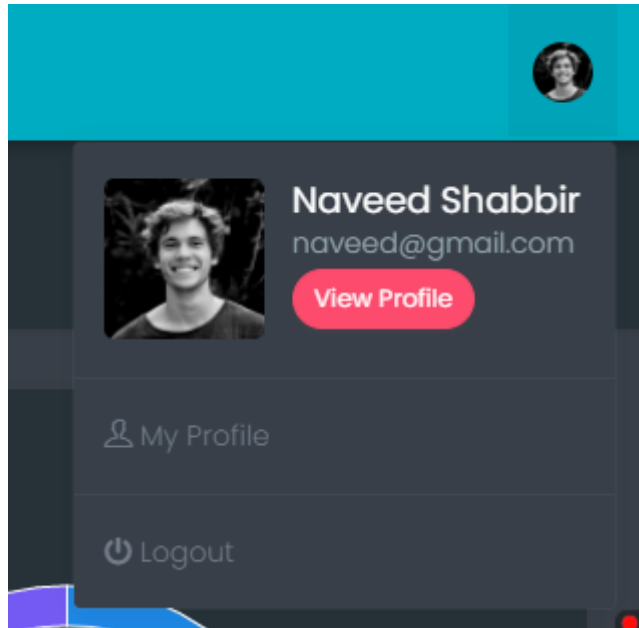
SOC Operators:

These are the primary users who will be using the system on daily basis, they will use the username and password setup by the SOC Admin
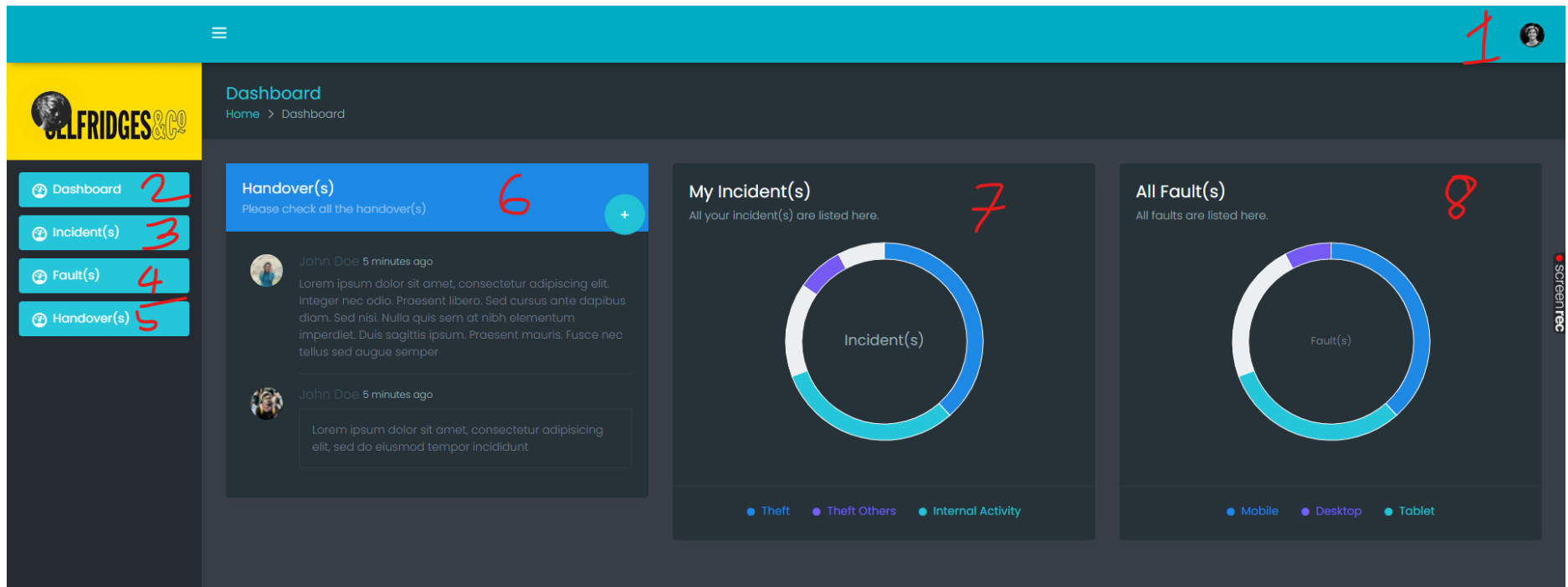
Once they login to the system typically in the beginning of their shift, they will see the above dashboard screen

1. This is where they can update their profile and other information

2. Dashboard: This is the link to dashboard, if they go to any other page, by this navigation they can come back to the dashboard
3. Incidents(s): Navigation to All the incident pages, once the click on that it will take them to the List of all the incidents reported by them and they can also record a new incident
4. Fault(s): This is the list of all the faults that has been recorded by them, they can record a new fault from here from the dashboard
5. Handovers: This will list all their handovers, they can record a new handover or edit their handovers.
6. Handovers on dashboard: This will show them all the handovers given by other agents, before their shift has ended up. The Handover will be visible till the next shift gets over. Then it will take the new handovers.

7. My Incidents: this will show the total incidents recorded by the operator for that day. Upon mouse over they can see all the % wise incidents

8. All faults: This will show all the faults recorded by every operator.

Incidents

When the SOC Operator goes to the Incident page, he gets to see all the incidents logged by him for that day. The operator can create a new Incident or view the existing incident.
The grid will have the following columns
- URN: Auto generated report
- Date & Time: Date & time of the logged in incident
- Call Category: This will list the category of the call
- Reported By: Name of the person who has reported the incident
- Department Number: Number of the department store
- Value: If there is any value associated with the incident, otherwise it will be £0.00

New Incident:

Report New Incident

| URN Number: | SOC-NS-160522001 | | Date & Time: | 16/05/2022 16:05 |

Incident Info

Nature of call: Theft
Select the nature of this call.

Reported By: [_____]
Enter the name of the caller.

Contact Number: [_____]
Enter the phone number of the caller.

Floor: Floor 1
Select the floor.

Department Number: 11
Select the department number.

Department Name: The Kooples Sport

Division: Menswear

Dept Type: Concession

Details:

Incident Details: [_____]
Enter all the details of the incident.

NSV/Value: £0.00
Enter the value, leave it blank if it is NSV

Submit   Cancel

The new incident will have a form with the following information

Report New Incident

URN Number: SOC-NS-160522001

Date & Time: 16/05/2022 16:05

URN Number: This will be auto populated with the following format
    SOC: This is hard wired
    NS - This is the name of the agent who is recording the incident
    160522 - This the current date
    001 - Is the daily auto generated sequential number.

Date & Time: Will be the current date and time of the incident being recorded.'

Incident Info

Nature of call: Theft

Select the nature of this call.

Reported By: [ ]

Enter the name of the caller.

Contact Number: [ ]

Enter the phone number of the caller.

Floor: Floor 1

Select the floor.

Department Number: 11

Select the department number.

Department Name: The Kooples Sport

Division: Menswear

Dept Type: Concession

Nature of call: This will be a drop down with all the type of calls that SOC gets, following are the list of calls

Theft	Fire alarm	Protests
Detained	Emergency services required or call out.	Car park
Recovery	Costumer relation	Loading bay
Stand out	Missing person	External activity
Banned person	Harassment	Internal activity
Security response required	Anti social behaviour	CCTV Monitoring request
Theft other	Aggressive costumer	Staff incident
First aid	Intoxicated Person	Footage request
Pre alarm	Events	

Once a nature of call is selected, the agent will go on to fill in the information such as:

Report by: This will be the name of the person who is making the call
Contact Number: this is the phone number of the caller.
Floor: This will be a drop down list with numbers like Floor 1, Floor G, Floor 2, Floor 3 & Floor 4
Departner Number: This will be auto fill in, once the floor is selected it will list all the department numbers listed for that floor.

Once a Department Number is selected the system will fetch the details and fill in the following information

Department Name: Name of the department filled in
Division of the department: Such as Menswear etc
Department Type: This will be either Concession or Own Bought

Finally, the agent will also fill in the Incident details
If the incident has any value the user will fill in or else it will leave the NSV value to £0.00

New Fault:

When the agent gets a call about a fault, he can log the fault in a new section, the fault module will have 2 options

Type of fault: A drop down list of all the likelihood of the faults
Fault Details: This will let the agent fill in the details.

While selecting the type of incidents, depending on the type of the incidents different options will be captured

Common Fields that will be visible for every type of incidents		
Field Name	**Field data type**	**Field Input Type**
Reported By	Name of the person	Text box
Contact Number	Phone number of the caller	Text box (Phone)
Departner Number	Number of the store	Text box (number)
Department Name	Name of the store	Text box
Please note: If the user enters either dept number or name it should search for the department details		
Nature of call	All type of call categories	Drop down list of predefined categories
Theft		
Rename Details to Comment	Comments	Text box
NSV	To Indicate specifically if the NSV or not	Checkbox
Confirm Footage	Confirm if the CCTV footage is found	Drop down with options • Confirm Footage & Saved • No footage saved, footage inconclusive

Value	£ value of the stolen goods	Text box (Amount)
CAD Number		
Missing Product		
Last Seen Time	Time	Time Selection
Stock lost Request	Yes/No	Checkbox
Confirm Footage	Confirm if the CCTV footage is found	Drop down with options ● Confirm Footage & Saved ● No footage saved, footage inconclusive
Value	£ value of the stolen goods	Text box (Amount)
Status	Awaiting Stock Lost Request Stock Lost Received Approve/Rejected	
CAD Number		
Detained		
Time of selection	When was the goods picked up	Time selection
Time of concealment	When was the goods concealed	Time selection
Confirm non payment	Yes or no	Checkbox
Time of leave the building	When did the culprit left the building	Time select
Roue of exit	Which exit was taken	Text box

Time of detention	When was the culprit detained	Time selection
Time brought back to the holding room.	When was he brought up to the holding room	Time selection
Time of goods produced.	When was the goods recovered from the person	Time selection
Value of goods	What is the actual value of the goods stolen	Text box (amount)
Police called?	Has the police been called	Checkbox (yes/no)
Time of call	When was the police called	Time selection
Ref Number	Internal ref number	Text box
CAD Number		
MG-11 statement provided	Yes/no	checkbox
Footage provided as evidence	Yes/no	checkbox
Recovery & Stand out		
Time of selection	Yes/No (Indicates whether time of selection has been identified)	Checkbox
Comments for TOS	Comment	Text Area
Time of concealment	Yes/No, indicate if the time of concealment has been identified	Checkbox
Comment for TOC	Comment	Text area
Time of observation	Yes/No, indicate if the time of observation has been identified	Checkbox

Comment for TOO	Comment	Text area
Is Suspect Known	Yes/No	Checkbox
Is Suspect banned	Yes/No	Checkbox
Recovery Value (if any)	Value of the goods recovered	Text box
Suspect escorted out	Yes/No	checkbox
Comments about Recovery & Escort	Comments	Text box
Confirm Footage	Confirm if the CCTV footage is found	Drop down with options ● Confirm Footage & Saved ● No footage saved, footage inconclusive
Banned Person		
Name of suspect	Name	Text box
Offence of suspect	List of offence	Drop down (SOC will provide a list)
Confirm verbal banned	Yes/No	Checkbox
Confirm Written banned	Yes/No	Checkbox
Date of banning	Date time	Date time
CAD Reference		
Method of escort	List of escort	Drop down (SOC will provide a list)

Confirm Footage	Confirm if the CCTV footage is found	Drop down with options ● Confirm Footage & Saved ● No footage saved, footage inconclusive
Security Response Required		
Security Response has many sub categories, following are the Subcategories that will be available to select		
First Aid		
Time of first aid	When was the first aid provided	Time selection
Person receiving the aid	To whom it was provided, name of the person	Text box
Person administering first aid	Who has provided, name of the person	Text box
Ref Number		
Comments	Comments	Text box
Theft Others		
Time of theft	When did the theft occurred	Time Selection
Officer attending theft	Name of the person attending the matter	Text box
Nature of theft	Type of theft	Drop down (SOC will provide the list)
Location of theft	Description of the location where theft happen	Text box
Description of suspect	Details of the person	Text box

Time of selection	Yes/No (Indicates whether time of selection has been identified)	Checkbox
Comments for TOS	Comment	Text Area
Time of concealment	Yes/No, indicate if the time of concealment has been identified	Checkbox
Comment for TOC	Comment	Text area
Ref Number		
CAD number		
Time of observation	Yes/No, indicate if the time of observation has been identified	Checkbox
Confirm Footage	Confirm if the CCTV footage is found	Drop down with options ● Confirm Footage & Saved ● No footage saved, footage inconclusive
Pre-Alarm		
Time of Pre-alarm	When did the alarm rang	Time selection
Call point number	From where the call originated	Text box
Location of pre-alarm	Exact location of the alarm	Text box
Officer attending	Name of the person	Text box
Property Service Attendants	Name of the person	Text box
Time cleared	When was the alarm reset/cleared	Time selection

Ref Number		
Reason of pre-alarm	Comment	Text box
Confirm Footage	Confirm if the CCTV footage is found	Drop down with options ● Confirm Footage & Saved ● No footage saved, footage inconclusive
Fire-Alarm		
Time of Pre-alarm	When did the alarm rang	Time selection
Call point number	From where the call originated	Text box
Location of pre-alarm	Exact location of the alarm	Text box
Officer attending	Name of the person	Text box
Property Service Attendants	Name of the person	Text box
Time cleared	When was the alarm reset/cleared	Time selection
Reason of pre-alarm	Comment	Text box
Location Evacuated	Comment	Text box
Emergency Services Requires	Yes/No	checkbox
Ref Number		
CAD Number		

ESR Comment	Comment	Text box
Confirm Footage	Confirm if the CCTV footage is found	Drop down with options ● Confirm Footage & Saved ● No footage saved, footage inconclusive
Customer Relation		
Customer complain	comment	Text box
Customer escort	comment	Text box
Personal Attending	Name of the person	Text box
Confirm Footage	Confirm if the CCTV footage is found	Drop down with options ● Confirm Footage & Saved ● No footage saved, footage inconclusive
Customer Lift Entrapment		
Time of incident	When did it happend	Time Selection
Person Attending	Name of the person	Text box
Property Services Attending	Name of the person	Text box
Time cleared	When was the incident cleared	Time selection
Ref Number		
Further Action Required	Comment	Text box

Confirm Footage	Confirm if the CCTV footage is found	Drop down with options ● Confirm Footage & Saved ● No footage saved, footage inconclusive
Missing Person		
Time of reporting	When the reporting happend	Time selection
Description of missing person	Comment	Text box
Last seen	When was the person seen	Time selection
Last seen location	Where was the person seen	Text box
Person attending	Name of the person	Text box
Additional Comments	Comment	Text box
Ref Number		
CAD Number		
Confirm Footage	Confirm if the CCTV footage is found	Drop down with options ● Confirm Footage & Saved ● No footage saved, footage inconclusive
Harassment & Anti Social Behaviour		
Time of reporting	When the reporting happened	Time selection
Personal attending	Name of the person	Text box

Nature of harassment	List of harassment/behaviour	Drop down (SOC will provide)
Victim Name	Who was harassed	Text box
Description of suspect	Person detail	Text box
Location of incident	Comment	Text box
Reported to emergency service	Yes/No	Checkbox
Ref Number		
CAD number	Internal information	Text box
Further actions required	Comment	Text box
Banning notice issued?	Yes/No	checkbox
Confirm Footage	Confirm if the CCTV footage is found	Drop down with options ● Confirm Footage & Saved ● No footage saved, footage inconclusive
Aggressive Customer		
Time of reporting	When the reporting happened	Time selection
Personal attending	Name of the person	Text box
Nature of aggression	List of aggression	Drop down (SOC will provide)
Level of aggression	Comment	Text box

Victim Name	Who was harassed	Text box
Description of suspect	Person detail	Text box
Location of incident	Comment	Text box
Reported to emergency service	Yes/No	Checkbox
Ref Number		
CAD ref number	Internal information	Text box
Further actions required	Comment	Text box
Banning notice issued?	Yes/No	checkbox
Confirm Footage	Confirm if the CCTV footage is found	Drop down with options ● Confirm Footage & Saved ● No footage saved, footage inconclusive
Intoxicated Customer		
Time of reporting	When the reporting happened	Time selection
Personal attending	Name of the person	Text box
Description of suspect	Person detail	Text box
Type of intoxication	List of intoxication	Drop down (SOC will provide)
Reported to emergency service	Yes/No	Checkbox

Ref Number		
CAD ref number	Internal information	Text box
Further actions required	Comment	Text box
Banning notice issued?	Yes/No	checkbox
Confirm Footage	Confirm if the CCTV footage is found	Drop down with options ● Confirm Footage & Saved ● No footage saved, footage inconclusive
Car Park / Loading Bay		
Time of reporting	When the reporting happened	Time selection
Personal attending	Name of the person	Text box
Description of incident	Comment	Text box
Reported to other service	Yes/No	Checkbox
Reported to emergency service	Yes/No	Checkbox
Ref Number		
CAD ref number	Internal information	Text box
Further actions required	Comment	Text box
Banning notice issued?	Yes/No	checkbox

Confirm Footage	Confirm if the CCTV footage is found	Drop down with options ● Confirm Footage & Saved ● No footage saved, footage inconclusive
External Activity / Internal Activity		
Time of reporting	When the reporting happened	Time selection
Personal attending	Name of the person	Text box
Description of incident	Comment	Text box
Reported to other service	Yes/No	Checkbox
Reported to emergency service	Yes/No	Checkbox
Ref Number		
CAD ref number	Internal information	Text box
Further actions required	Comment	Text box
Banning notice issued?	Yes/No	checkbox
Confirm Footage	Confirm if the CCTV footage is found	Drop down with options ● Confirm Footage & Saved ● No footage saved, footage inconclusive
This ends the nature of calls for service response required type		
Emergency Required or Call Out		

Time of reporting	When the reporting happened	Time selection
Type of Emergency Service	List of ES	Drop down (SOC will provide)
Personal Detail	Comment	Text box
Reason for calling ES	Comment	Text box
Time ES responded	When was the response sent	Time selection
Action Taken	Comment	Text box
Further actions required	Comment	Text box
Ref Number		
CAD Number		
Events / Protest		
Time of event	When the event is going to happen	Date & Time selection
Nature of event	List of all type of events or protest	Drop down (SOC will provide)
CCTV monitoring required	Yes/No	Checkbox
Contact details of organiser	Comment	Text box
Ref Number		
CAD Number		
Actions required from SOC	Comment	Text box

CCTV Monitoring Live Requested		
Nature of monitoring	Comments	Text box
Time from	From when the monitoring is required	Date & Time selection
Time To	Upto when the monitoring required	Date & Time selection
Additional Comments	Comment	Text box
CAD Number		
Ref Number		
Approved by	Name of the person	Text box
Staff Incident		
Nature of incident	Comment	Text box
Name of the staff1	Name	Text box
Name of the staff2	Name	Text box
Name of the staff3	Name	Text box
Name of the staff4	Name	Text box
Name of the staff5	Name	Text box
Time of incident	When the incident happen	Date & Time selection
Action Taken	Comment	Text box

Further actions required	Comment	Text box
Emergency service required	Yes/No	Checkbox
Emergency services contact	Yes/No	Checkbox
Ref Number		
CAD number	Internal ref number	Text box
Outcome of the incident	Comment	Text box
Approved by	Name of the person	Text box
Footage Requested (Past)		
Nature of request	Comment	Text box
Date of footage request	Which date the footage needs to be seen	Date selection
Time to	From what time	Time selection
Time from	Upto what time	Time selection
Footage saved	Yes/No	Checkbox
Further actions required	Comment	Text box
Additional Comments	Comment	Text box
Ref Number		
CAD Number		