

Incident Management from Every Angle.

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**In Fall 2005, PPM will release a new Incident, Investigation and Case Management Solution, Perspective™ by PPM 2000.** Our mandate was to develop the “best-in-class Incident Management System available.” We wanted to build on the successes of IRIMS® and IXO™ while taking advantage of leading edge technology to introduce a new generation of Incident Management to our clients. We’ve done that... and the result of over three years of research and development is now only a couple of months away.

## A High Level Overview

Perspective offers enterprise-wide Incident, Investigation and Case Management. Its core component enables users to enter and interactively manage incidents and investigations from beginning to end, including a complete sign off and work flow process. It provides both on-demand and custom reports and a high level of analytical analysis.

Perspective is an end-to-end, total solution package that encompasses:

- > Incident Management, Investigation Management and Case Management;
- > Workflow Process and Task Management (Integrated with Microsoft® Outlook Tasks);
- > Performance Measurement, Risk Management and Analytical Reporting;
- > Collaboration and Productivity; and
- > Mobility.

Within Perspective, we have incorporated the analytical and reporting power of IRIMS and added:

- > Notification;
- > Workflow; and
- > Flexible Deployment Options.

For customizability, Perspective goes a step further than IRIMS. In addition to defining the information you want tracked and what you want to call it, you can also define your data entry process according to what’s important and relevant to your organization and to minimize changeover issues when switching from your current incident tracking methodology.

## **System Design**

Perspective by PPM 2000 includes a core system with add-on modules.

The initial release of Perspective will include:

- > Incident Management and Investigation Management
- > Case Management
- > An Interactive User Dashboard
- > The Data Entry Wizard
- > The Analysis Expert
- > Pre-designed Reports
- > Custom Reporting

And, future modules will be available for:

- > Performance Measurement
- > Visual Analytics
- > Dispatching
- > Civil Recovery
- > Risk Assessment & Security Audit
- > Crime Data Reporting
- > Access Control

### **Basic Set-Up: Incidents, Investigations & Cases**

Perspective captures complete incident, investigation and case information. The components of each section include:

Incident Management:

- > Details
- > Persons
- > Organizations
- > Vehicles
- > Items
- > Attachments
- > Narrative
- > Links (to related incidents and cases)
- > Supervisor Review/Incident Control Settings

Investigation Management:

- > Administrative Controls (Details)
- > Investigation Log
- > Interview/Statement Log
- > Evidence/Property Log
- > Investigation Follow-Ups

Case Management:

- > Each incident is connected with its corresponding investigation.
- > But... when multiple investigations are related and need to be combined into a single, large scale investigation, a "case" is created. The primary goal of Perspective's case management component is to effectively organize and present consolidated investigation data.

## Highlights

Perspective by PPM 2000 offers everything your standard Incident Management Software system can do... and more. Some of the most exciting and innovative aspects of Perspective include:

### Messaging & Notification:

- > Manage performance with interactive and customizable User Dashboards. Take advantage of:
  - An “Auto Notification” process for:
    1. The active assignment of personnel to investigations and investigative tasks.
    2. Incident/investigation follow-up; and
  - Integration with Microsoft® Outlook.

### Workflow:

- > Emphasize procedural consistency with an incident and investigation workflow process built into the system, including:
  - Supervisor approval and sign off;
  - Report review and task tracking;
  - Review date tracking; and
  - Investigation status tracking.
- > Integrate with Tasks from Microsoft® Outlook 2003.

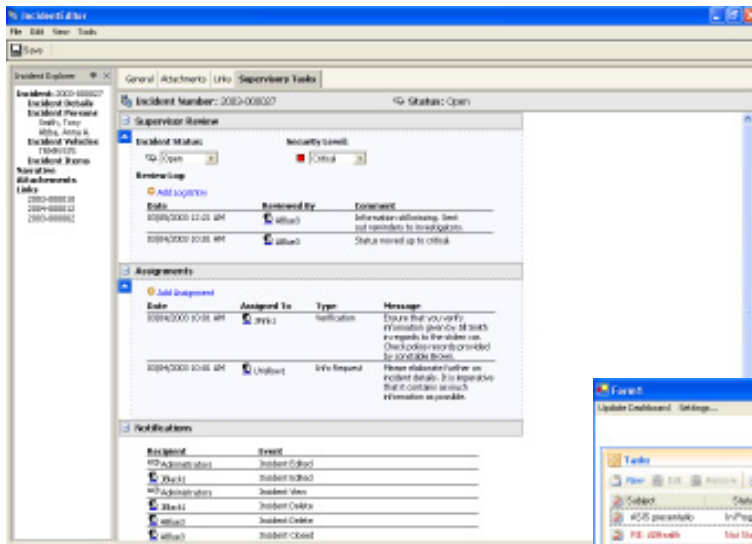


Diagram 1: Workflow—Supervisor Review Page and Tier 1 Communication Panel

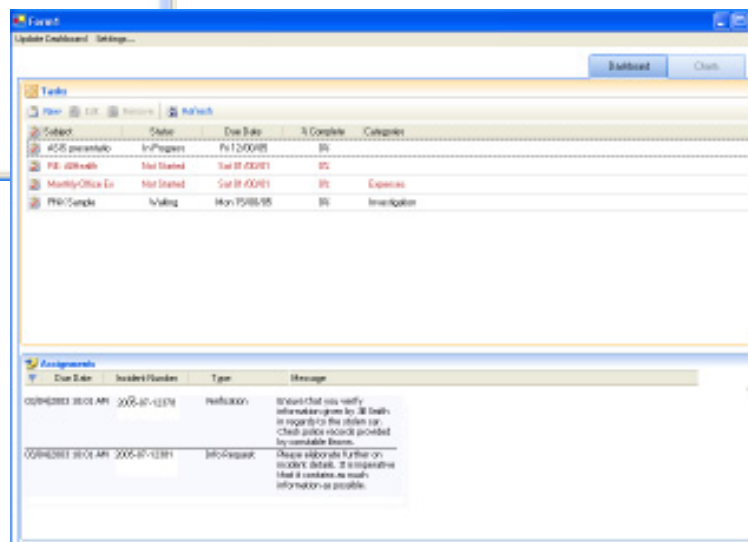


Diagram 2: Integration with Microsoft® Outlook—Task Management Pane

#### Management:

- > Manage multiple ongoing investigations.
- > Cross reference investigative data and incidents using “links.”
- > Create custom narratives, including locked narratives and custom templates for narrative sections (witness statements, follow ups, interview forms).
- > Track investigations... step-by-step (interviews, investigation logs, property and evidence tracking).
- > Collaborate by sharing information to foster teamwork and improve productivity for small or large scale investigations.

#### Reporting:

- > Experience on-demand reporting, including:
  - Performance measurement; and
  - Risk management charting.
- > Customize reports to meet your specific needs.

#### Set-Up:

- > Establish multilevel information access and restrictions (information containment).
  - Set up customized User Profiles and User Accounts.
  - Strictly define which incidents or investigations a user can read, edit or delete. The divisions can be made by almost any definable criteria including department, location and/or title. The combinations are endless.
- > Customize your user interface with ultimate flexibility.
  - Within each of your “workgroups,” create different sets of field labels, lookup lists, logos and incident and case numbers.
  - Accommodate international implementations by establishing workgroups in different languages.
- > Implement multilevel location tracking for incidents and investigations.

#### Information Rights Management:

- > Protect sensitive documents by using Perspective integrated with Microsoft® Office Professional Edition 2003, and applying information rights management (IRM) to all documents and e-mails.
  - IRM protects digital information from unauthorized use using file level protection technology. By assigning strict permissions to any file, this allows documents to be shared while maintaining control over who is able to view, edit or control the document or file. Because IRM protection goes with the file, usage restrictions are persistently enforced.

### **Technology**

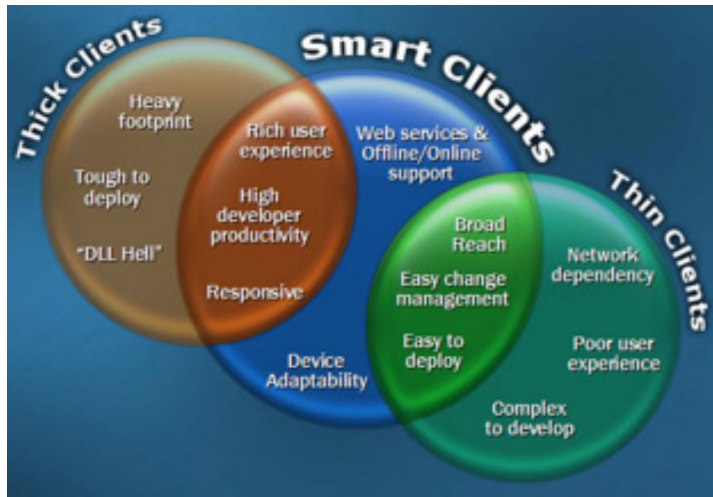
As a Certified Partner, PPM has direct access to Microsoft’s leading experts. We worked with them to determine the best technology to use for Perspective and, after much discussion and research, chose to develop Perspective as a smart client application based on .NET technology.

#### **Smart Client**

As a smart client application, Perspective combines the rich user experience and responsive of a traditional desktop application with the broad reach and convenience of a web-based solution. Smart client technology offers “the best of both worlds”:

- > Connectivity—Connecting applications to each other and the Internet.
- > Functionality—Paralleling traditional client applications.

- > Flexibility & Ease—Paralleling web-based applications.
- > Ease-of-Use—With an extremely easy-to-follow user interface.
- > Mobility—“Plug and Play” capability along with Tablet PC mobility functions including digital ink and OneNote™ technology.



Users want rich, responsive functionality from an application. With thick and smart client applications, this is not a problem, but it is for a thin client.

Users want access to an application, regardless of whether it is connected to the network. That's possible for thick and smart client applications... but impossible for a thin client.

Both end users and IT professionals want to reuse existing enterprise data seamlessly (for example, reading and writing to a database from the desktop). For thick and thin clients, you'll need significant funds to accomplish that, but there's no problem with smart clients.

IT professionals want to easily deploy, update and maintain an application throughout the enterprise and across multiple sites. That requires money and time for thick clients but is easy for thin and smart client applications.

### Web Services

Web services, while related to other web technologies such as HTML, deliver a newer generation of technology that is designed specifically to enable applications to more easily exchange information. The primary advantage of smart client is to expose web services which:

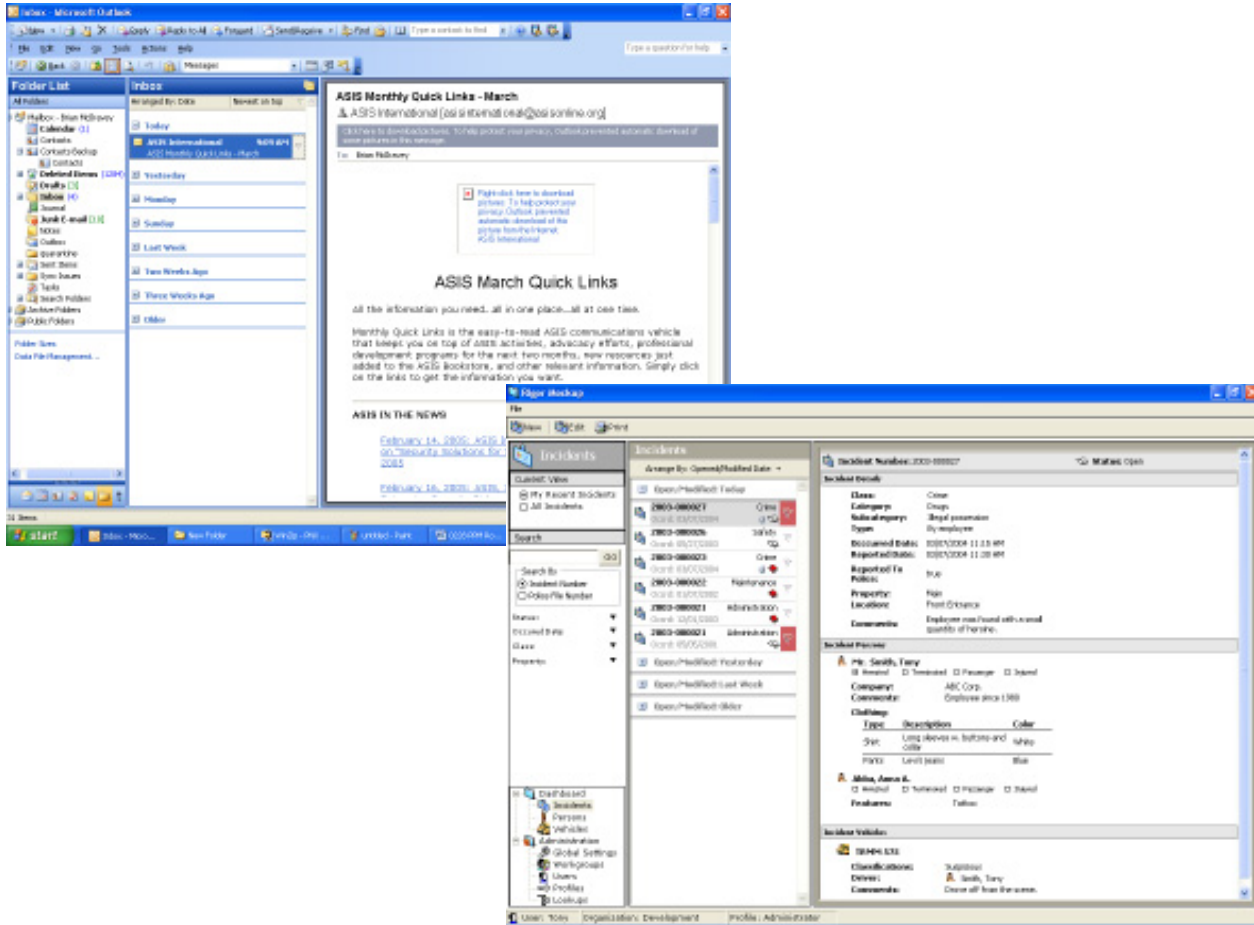
- > Are based on XML instead of HTML.
- > Are designed specifically to enable applications to exchange information.
- > Can operate among different platforms or programming languages.
- > Focus on connecting applications and data directly with each other.
- > Address the compelling business need for flexibility and collaboration.

With web services, you can easily connect new systems with old, break down barriers of communication and information sharing and unite data from different systems.

### Microsoft .NET

Smart client applications are built in Microsoft .NET.

Here's what MS Outlook 2003 looks like as a .NET smart client application:



And, here's Perspective's Incident Module as a .NET smart client application.

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