Situational Awareness Management System (SAMS) & StarLight

Virtual Command Center
Incident Reporting
Event Management
Simulation Training

TransGlobal Business Systems, Inc.
Getting everyone on the same page has and, still is, a struggle. Countless systems have been developed and utilized on many platforms requiring the replacement of still viable legacy systems.

The Situational Awareness Management System (SAMS) and StarLight, web-based solution, were designed and developed by TransGlobal Business Systems, Inc. in Largo, MD and was created to bridge the agency and interagency gaps in communication through the establishment of a common operating platform. These applications were developed using state of the art open architecture which enables agencies to leverage their existing legacy data without application replacement. Commonly and confidently used agency legacy applications are easily integrated with SAMS and StarLight.

SAMS and StarLight can be used to provide our first responders with information on what kind of incidents occurred at a location in the past, the last known whereabouts of a suspect, and high-density areas of incident activity. Availability of this type of information gives command and communication officials and first responders the ability to adjust resources as necessary to safely address the situation at hand.

SAMS and StarLight allows the input of keywords for matching of current records and instant awareness of new messages meeting the user criteria. SAMS and StarLight’s versatility enables product expansion to Mobile Display Terminals (MDT) and Personal Digital Assistants (PDA). SAMS host agency capability allows expansion to numerous supporting agencies.

Another major strength of our products is the ability to capture real time actionable intelligence information directly from the field via the system “Field Observation” functionality. Submitting a field observation is as easy as a mouse click on the map that activates a pop up information window for members to complete (with the flexibility to integrate directly with their legacy record management system). Observations are categorized and prioritized by the reporting member and are geographically highlighted for visual awareness with an added audible alert tone to ensure timely situational awareness. Field observations are searchable with the ability to dynamically highlight classification type.
IMPLEMENTATION & MAINTENANCE – SINGLE SOURCE SOLUTION

All functionality, including trend analytics, performance reporting, metrics, collaboration, asset tracking and geo-spatial mapping are done within the same application.

OPEN ARCHITECTURE

Built on Microsoft software which is non-proprietary and data agnostic.

INTELLIGENCE ANALYSIS COLLABORATION

Tactical Exchange - ability to share and annotate maps on the fly allowing for further analysis and collaboration on intelligence analytics, hot spots and vulnerability assessments among analysts.

FULLY INTEGRATED BUSINESS PROCESS AND INTUITIVE DESIGN

Fully integrated product capturing business process logic and roles for public safety and event response; Every function can be facilitated within three mouse clicks.

VIRTUAL COMMAND CENTER

- Virtual Command Center on demand - Providing situational awareness and a common operating picture with bi-directional communications flow between the Command Center and Field based units. This facilitates risk-informed decision making.
- Real-time information sharing with images between the command center and field units using direct map annotations which can be viewed by all e.g. Suspicious Activity Reporting.
- Single point Event, Resource & Asset Management solution with direct annotation to the map for a common operating picture. Centralized vs. distributed management of activities.
- Multi-jurisdictional and intra-agency data sharing capabilities for data fusion and situational awareness.

EVENT MANAGEMENT & SIMULATION TRAINING

- Plan of Action capability for events and simulation training
- Ability to replay events and operations while tracking goals and objectives
- Simulation training ability prior to event using lessons learned from previous plans of action/events
- Knowledge retention of operation for re-use and archiving of reports
- Performance metrics of resources assigned to a particular event or action
- Running resume of events within a single timeline in real-time for a comprehensive line by line review of event performance

NON-INTRUSIVE LAYERING OF FUNCTIONALITY

- Does not replace existing legacy systems, acts as a complementary layer to pull data from any source for analytics, intelligence gathering and geo-spatial mapping
- Calls for Service functionality integrated with source feeds from in-house CAD systems or through built-in Incident Management module for more flexibility in strategic deployment and intelligence analytics
- Automated user defined priority cluster identification and mapping of incidents for real-time analytical notification of event trends based on Calls for Service source feeds and/or manually input Incident Management entries.
SECURITY FEATURES

Access to SAMS and StarLight requires three layers of authentication including:
- User ID
- Password
- Assigned jurisdiction based on user entitlements

User ID Administration is performed within a module separate from the core application module providing a separation of duties between the end-user staff and administration staff.

User roles are delineated and controlled from within the Administration module based on the business process of end-user

Security Audit Reports accessible from the Administrator module include the following:
- User logins over a set timeframe of the previous 60 days
- User ID creation, modification and deletions over the previous 60 days

REPORTING CAPABILITIES WITHIN SAMS

Generate user definable reports which can be easily exported to various formats for archival and/or dissemination

Incident Reporting – Time of Day and Day of Week: The ability to generate a report on incidents by Time of Day or Day of Week using the Threat Analysis tool.

Event Operations & Resource Management – Plan of Action and Event Timeline: The ability to generate the entire performance of a Plan of Action with a single click of a button and to view a running resume of all activity during an operation.
- Report by Unit: Generate a report during/after an operation by unit performance.
- Report by Timestamp: Generate a report by performance of an operation. Timestamp allows you to understand how long open action items took to get resolved for better practice in the future.
- Report Labor by District: Generate a report based on the number of incidents, and completion time by district during an operation
- Report by Unit/Event Type: Generate a performance report based on individual unit. The report indicates how many events the unit was assigned to, as well as how long it took to close out the open action items.

Field Based Reporting – Suspicious Activity Report Date/Time and Activity Type: The ability to generate suspicious activity reports by specific dates and time of day, and by activity type.

SECURITY PROTOCOLS FOR SAMS AND STARLIGHT

Applications operate on a uniform security platform

TransGlobal applications operate with 100% interoperability between all TransGlobal’s applications. An important recognition for any application provider is to “know their place”, to understand the responsibility required for a) fitting into and extending the existing secure network environment of the enterprise, and b) providing the complete control over information access. The design philosophy includes:
- A solution which is database and storage independent. As such, these ‘back-end’ storage devices will typically only have one system level, process to process, encrypted, and secure user. This allows all storage devices (databases and document storage alike) to exist behind secure applications servers
- Access Control System (ACS) provides extensive management over access to application and data resources – and can audit every access, entry, modification, and deletion
- Configuration options to ensure security and data integrity are at three distinct levels: 1) Network Level (controlling overall access to the application servers), 2) Application Level (workspace, group and user), and 3) Organizational Level (isolation function and information by organizational unit within the agency)
The nation's objective is to be prepared to prevent, protect, respond to, and recover from any type of catastrophe. The MPD quickly recognized that the ability to host SAMS was quite possibly the key to the inter-agency communications gap. The ability to host SAMS is an instant win for all agencies since it is a solution that doesn't require a huge IT investment. SAMS can be hosted and managed by one agency with data-driven revenue subscription support from the participating agencies. Smaller agencies without automated CAD can use the existing incident management module of SAMS to capture and manage their daily communications data with the same SAMS functionalities as other agencies. The benefit is the common operating view of near real time incidents/events occurring in and around each agency. SAMS also offers built-in digital signage and text and e-mail messaging resources to broadcast messages locally, regionally and beyond.

Our solution has been deployed in response to a number of high profile events within the National Capital Region. This system facilitated the MPD response and preparation for the protests and demonstrations during World Bank meetings. The system facilitates the planning of tours of duty and manpower deployment; it allows real-time situational awareness and a common operations picture between the Joint Operations Command Center and the officers in the field through its field reporting functionality.

The system graphically depicted the locations and facilities of high profile dignitaries and their assigned special operations division representatives. The Situational Awareness Management System (SAMS) is used to coordinate, plan, manage and document the incidents and deployment strategies related to the following events such as:

- Presidential Inauguration (January 2009)
- Presidential State of the Union Address (January 2010)
- IMF Protests (October 2008)
- G20 Summit (November 2008)
- All Hands on Deck (October 2008 through July 2009)
- Holocaust Shooting (June 2009)
- WMATA Metro Train Accident (June 2009)
- Right to life demonstrations (2009 - 2010)

**SAMS® AT NATIONAL HARBOR**

National Harbor is a multibillion dollar development facility that includes offices, residences, shopping, the Gaylord International Hotel, and Disney properties. Organized as a city, National Harbor is the venue for an average of 20,000 visitors per event such as Fourth of July celebrations, Inaugural balls and biweekly conferences and festivities.

National Harbor uses our solution for real-time performance reports to show trends and response times for specific types of service requests and the employees who perform them. This gives supervisors a powerful tool to assign work crews, allocate equipment, and monitor performance. Additionally, the solution provides vital management data on the timeliness of service delivery, allowing the establishment of performance benchmarks and specific outcomes.
TransGlobal is a woman-owned, minority business enterprise (MDOT & Prince George's County, MBE, SWAM), and was incorporated in 1992. TransGlobal provides innovative, cost-effective Information Management solutions and consulting for Public Safety and Law Enforcement.

The firm specializes in consulting, software system development and design within the public safety and law enforcement industry segment. We also are systems integrators for various technologies that support first responder and law enforcement officer safety. TransGlobal Business Systems is located in National Capitol Region (Washington, D.C.) and has experience dealing with several law enforcement government agencies at the local, state and federal levels.

Our management philosophy is client centric and solutions driven as it relates to law enforcement, public safety and emergency management response. By focusing on our customers’ specific needs, we provide consulting solutions that are tailored toward ease of use, compliance with their business practices, and integration with their desired information technology architecture.

TransGlobal’s clients range from local, state and federal law enforcement agencies to colleges to hotels and resorts. Some of our clients include the following:

- Metropolitan Police Department
- Prince George’s County Police Department
- U.S. Supreme Court
- U.S. Secret Service
- National Harbor
- WMATA (Washington Metropolitan Area Transit Authority)
- University of Maryland, College Park

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