

# ShotSpotter Investigate™

## Product FAQ

### **What is ShotSpotter Investigate?**

ShotSpotter Investigate is a leading case management solution that helps law enforcement agencies achieve higher clearance rates\*, especially for violent crimes. The cloud-based system enables agencies to better capture, track, analyze and collaborate on investigations enabling them to be more efficient and effective. The system creates a single, secure digital case folder for each case and can be used from the office or the field. (\*a measure of cases solved by police)

### **How can ShotSpotter Investigate benefit a police department?**

- Improve clearance rates to reduce crime and apprehend repeat offenders
- Enhance communications with crime victims and witnesses to better serve and protect
- Strengthen collaboration among the investigative team for better efficiency
- Create transparency that builds trust with the community
- Optimize caseload management to improve detective performance and job satisfaction
- Ensure Tips and Leads receive proper follow-up and never slip through the cracks
- Enable management insight into investigations and improve organizational intelligence

### **What are the key components available in Investigate?**

The system centers around 4 key components:

- Incidents – provides for field-based reporting of events, field intelligence, tips, complaints and management of property and evidence associated with those incidents.
- Investigations – includes all the functionality and workflow to follow-up on crime related incidents with in-depth investigations.
- Intelligence – allows agencies to collect and disseminate intelligence, monitor criminal enterprises and groups such as narcotics rings, domestic terror groups, crime gangs, and manage confidential informants – all in conformance with national standards.
- Interactions – provides integrated Citizens Portal web pages that work with an agency's existing website to keep the community better informed and allow citizens to submit complaints, tips, and leads.

### **Does Investigate offer additional optional modules?**

- Yes, the Integrity module provides for use of force reporting, tracking and investigation, secure internal affairs investigations, as well as robust management of personnel, organizational hierarchy structures, and oversight of department issued equipment.

### **What type of reporting does Investigate have?**

The system includes a robust suite of reports including:

- Dashboard reports quickly inform users through display of graphs, charts, and pin maps

- Operational reports provide detailed lists of incidents and events and allow the user to drill into the details
- Report widgets can be easily added to the interface to provide snippets of information and keep key indicators front and center

### **If I already have a Records Management System (RMS) why do I need Investigate?**

When it comes to case management, RMS systems don't measure up to what an effective detective squad needs to efficiently handle complex, confidential investigations in an organized and automated manner.

Most agencies are not aware of the significant advancements in case management tools available today. ShotSpotter Investigate is designed as a fully automated solution including collaboration, correlations of tip and witness clues, case status, management of confidential informant information and gang data, as well as streamlining the workflow itself to ensure the most efficient and effective process for solving a case.

### **Is ShotSpotter Investigate only for gunshot incidents?**

While ShotSpotter is best known for its gunshot detection service, this new system helps manage investigations for all crime types.

### **What measures have been taken to address security in the product?**

ShotSpotter takes security very seriously and includes the following best practices:

- The service is run on AWS GovCloud, which is CJIS, FedRAMP, ISO 27001, SOC2, SOC3, and DoD SRG certified
- Multi-factor authorization (MFA) is mandated for all users
- Compliant with CFR 28 Part 23

### **How much control does an administrator have over which users have access to what components?**

Agencies can configure the system to meet their organization's needs. Components can be enabled or disabled by agency administrators and they also control role-based permissions to define the functionality and data each end user may access.

Components can be restricted to particular users and groups ensuring confidential information always stays secure and cannot be viewed or disseminated by unauthorized users.

### **Can Investigate notify someone that an action needs to be performed on a case?**

Investigate has robust alerting and notification features.

- Each user has a system inbox to send and receive messages and alerts
- The system can also alert users via text and email about new assignments and pending or overdue action items
- Supervisors can perform case reviews and automatically trigger notifications about case status and any new tasks

- The system automatically notifies the investigative team when new tips or leads are added to a case
- Detectives can publish wanted posters, and even offer rewards, on the Citizen Portal website and get automatic notifications when a citizen submits a tip related to their case.

### **How does Investigate help prosecutors?**

Investigate can publish case folders and create a complete file, including all digital assets and attachments related to the case, for easy dissemination to prosecutors.

### **Does Investigate offer any access to third party information tools?**

Investigate offers easy integrated access to a growing list of third-party tools that are popular with law enforcement investigators including Whooster (locate and identify persons of interest) and FirstTwo (visual, map-based intelligence gathering including social media).

Although the subscriptions to the third-party services are not part of the Investigate subscription, the access to these systems is built into the main Investigate application without need of bringing up (or even logging in depending on the service) a separate tab or window.

### **How long does it take to deploy Investigate?**

It is a relatively straightforward and streamlined deployment process that can be completed with just a few steps. A ShotSpotter representative will setup your agency's account in our secure cloud environment and then work with your system administrator to complete the initial configuration to meet your requirements. The system can be up and running for end users to begin casework the same day. Following initial configuration, your agency administrator and any secondary admins you appoint will have full capability to manage the highly configurable system and support your end users. Meanwhile ShotSpotter's support team remains ready to assist whenever needed.

### **How much does Investigate cost?**

There is a tiered annual subscription fee based on the size of the agency that includes 24x7x365 customer support and best practices consulting assistance. There is also a one-time set up fee that includes provisioning the account, agency data integrations if needed and training, etc.