

ShotSpotter:

A Standards-Based Approach to Integration with RMS



– Introduction

Currently, most record management systems (RMS) are designed primarily for reporting incidents at the patrol level, and they lack the analytical capabilities and task management for cases that have greater complexity. For investigators managing cases, it is extremely important to document every detail in a highly organized software solution that facilitates easy collaboration with a variety of stakeholders who may also be contributing documentation. This is where a comprehensive case management system like ShotSpotter Investigate, which can either function as a supplemental integration within an existing RMS or as a standalone platform, can be incredibly useful.





Ease of Integration

– Ease of Integration

An RMS is where law enforcement stores a massive amount of information (including incidents, arrests, accidents, citations, and warrants) and, as such, can be quite unwieldy for managing complex investigations and supplemental information.

Out of all the data that is stored, there is a subset that is valuable for initiating cases in ShotSpotter Investigate, and it is anything associated with incidents and/or arrests. An RMS is designed to capture summary data to submit to a National Incident-Based Reporting System (NIBRS)¹. As the FBI's National Data Exchange Model (N-DEx)² data sharing initiative has progressed, agencies have embraced collaborating and sharing detailed crime data associated with people, places, and things. Consequently, a lot of RMS systems now create an output to N-DEx in an industry-standard data format. With ShotSpotter, we can consume the N-DEx data exports via an automated integration, bypassing the need to manually re-enter RMS data between systems. Additionally, we can also provide updates back to the RMS when there's been a case clearance—and we can integrate with any RMS. ShotSpotter's integration hub can feed into ShotSpotter Investigate, ShotSpotter Connect™, and COPLINK X.





The Argument for Separating Investigative Data from RMS Data

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Inevitably during an investigation, new information will be discovered and gathered and it's beneficial to separate that data from all the other data in an RMS. It's also important to firewall that sensitive data and allocate privacy permissions on a need-to-know basis. ShotSpotter Investigate offers four levels of security clearance: Unclassified, Restricted, Classified and Sensitive. We isolate the Investigative data, and we provide strict controls, including login access by user permissions, as well as an audit trail.

While an RMS on its own may be sufficient for documenting investigations at the patrol level, they do a poor job at managing and organizing workflow activities, which become so critical when managing a more complex case. Details are critical in an initial incident report, including the who, what, where, and when. Investigate compiles this information and facilitates the ability to manage and organize all follow-up activities, which is why, for more complex investigations, it is such an indispensable tool.





Standards of Data Exchange

– Standards of Data Exchange

ShotSpotter Investigate is uniquely qualified to meet stringent requirements and expectations. For instance, ShotSpotter Investigate's integration strategy utilizes the Standards and Best Practices as set forth by the International Association of Chiefs of Police (IACP)³ and International Justice Information Systems (IJIS)⁴ and the FBI's N-DEx using Information Exchange Package Documentation (IEPD 4.0)⁵ and National Information Exchange Model (NIEM)⁶. We recognize and embrace those standards.

Shotspotter recognizes that utilizing a standards-based approach to acquiring incident information is the preferred best practice. Utilizing an approach based on standards developed by IACP, IJIS, and NIEM allows for the ability to easily develop and deploy a standard API within any RMS application. An open architecture and standards approach provides security, stability, and a repeatable solution for any Investigate customer.

ShotSpotter recommends utilizing the latest IEPD standard which allows criminal justice data submitters to build information exchanges and submit data to N-DEx and to investigate with a common specification. As such, leveraging the N-DEx IEPD 4.0 standard supports creation of a case within Investigate with key details upon report approval. ShotSpotter delivers a standardized and repeatable integration to directly consume near-real-time RMS data. A query of RMS information from the Investigate platform is accomplished utilizing our partner solution providers.



A Repeatable Solution for Ease of Integration

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ShotSpotter’s approach to integration with RMS applications is based upon industry standards and principles. ShotSpotter recognizes that key integration points are typically deemed necessary—from a legacy records management system to an investigative case management system such as Investigate—and that includes the following:

1. Consume

Incident and Crime Report data that necessitates a formal investigation.

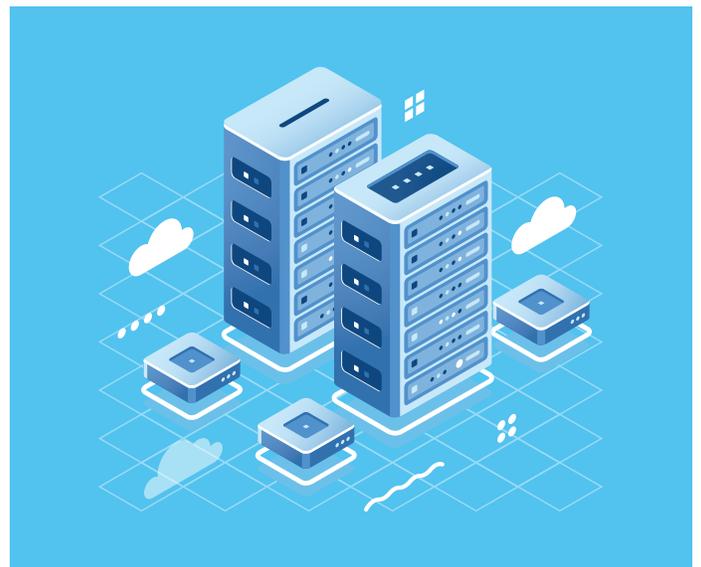
2. Query

Provides the ability to query against existing content, data, entities and historical records from the case management system to the records management platform.

3. RMS Case Updates

Optional support for case closure updates to the legacy records management system to update crime incidents and the clearance of offenses.

ShotSpotter recommends utilizing a formatted integration that leverages a subset of N-DEx data to securely capture offense and incident data. Cases indicated within the RMS system that require investigative follow-up will trigger the ingestion of offense crime data into the Investigate platform. Those records will be imported as crime reports that require the review by a case manager or supervisor for further investigation.



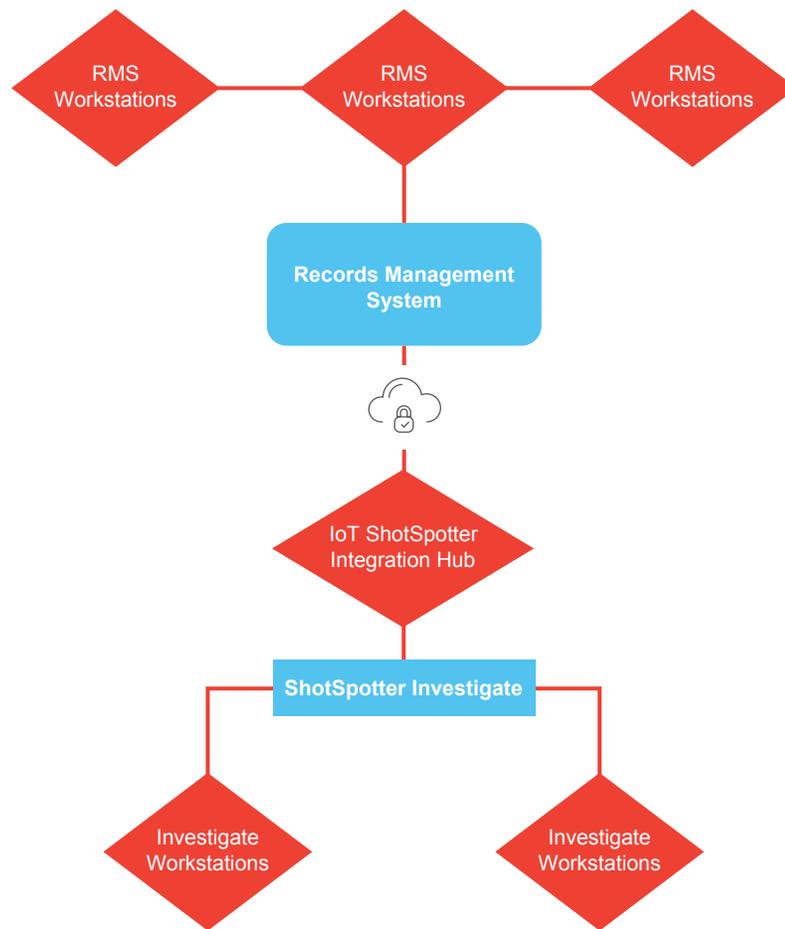


Hassle-free Integration with the ShotSpotter Integration Hub

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To date, ShotSpotter has processed over 850 million records over the course of 1,000+ RMS integrations with more than 300 different RMS applications.

Here is how we do it:



Contact [ShotSpotter](#) to learn more about your hassle-free RMS integration today.



Conclusion

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Law enforcement agencies are battling an uptick in violent crime with fewer resources than ever before. Enter ShotSpotter Investigate—an innovative solution for special investigative units. Investigate integrates with RMS to eliminate the redundant manual entry of information that is collected on an initial incident report. As just one example, homicide investigators and investigators working in other specialized departments dealing with a variety of violent crimes will be gathering extremely sensitive data as they prepare their case reports. Investigate provides a dedicated, separate workflow management system for the initial entry of this sensitive data compared to a typical RMS.

Documenting a complex case and working in tandem with a variety of collaborative stakeholders is no easy feat. ShotSpotter Investigate is a valuable tool that empowers all investigative units to do their jobs more accurately, efficiently, and successfully.

– REFERENCES

¹[National Incident Based Reporting System \(NIBRS\)](#)

²[FBI's N-DEx System](#)

³International Association of Chiefs of Police:

[National Data Exchange \(N-DEx\) \(theiacp.org\)](#)

⁴[JIS Institute](#)

⁵Bureau of Justice Statistics Standards:

[NISS IEPD and Justice Standards Clearinghouse |
Bureau of Justice Assistance \(ojp.gov\)](#)

⁶NIEM Government Standard:

[IEPD Change Control and Version Management \(niem.gov\)](#)

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