

# Operational **intelligence** Center

IDENTIFY  
ANALYZE  
ACT

## INTRODUCTION TO RISK 360

# TRAINING MANUAL



**Operational Intelligence Center**  
TRAINING MANUAL

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## INTRODUCTION TO RISK360

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**Version 11/2015**

The Simon Property Group Training Manual represents core training regarding the Introduction to RISK360 for each OIC professional, but by itself does not constitute complete and comprehensive training.

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# INTRODUCTION TO RISK360

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## Unit 1 – INTRODUCTION

**GOAL:** By the end of this unit, you'll have an introduction to the RISK360 incident management program.

**TOPICS:**

1. About this Document
2. Introduction to RISK360
3. Accessing RISK360

**OBJECTIVES:**

1. Understand what RISK360 is.
2. Know how to access RISK360.

### 1 – ABOUT THIS DOCUMENT

The document is intended to introduce RISK360, its main program features and uses within the OIC.

Following your review of this RISK360 introduction and overview, you will work with RISK360 in a series of “hands-on” exercises with an OIC trainer to learn to use RISK360 effectively.

This accompanying, practical instruction will consist of:

1. The OIC trainer operating RISK360 to demonstrate each function you will perform through RISK360 and to show you RISK360 in actual operational use.
2. Guide you as you perform each RISK360 function “hands-on.”
3. Monitor you as you begin operating RISK360 in actual operational use.

### 2 – INTRODUCTION TO RISK360

RISK360 is a browser-based incident management and computer aided dispatching program that is used by all Simon Property Group owned or managed accounts in the United States.

At the OIC, Risk360 is used to:

- Dispatch/assign personnel to security related incidents, activities and events.
- Record security related incidents, activities and event information.
- Analyze statistical data.
- Create Reports.

### 3 – ACCESSING RISK360

G4S recommends using Internet Explorer to access RISK360. To access RISK360, use this address:

<https://www.simonrisk360.com/R360/Login.aspx>

Your Supervisor will provide you with your username and password to access the program.

## Unit 2 – RISK360 MAIN FEATURES AND FUNCTIONS

**GOAL:** By the end of this unit, you will be familiar with the main features and functions of RISK360.

### TOPICS:

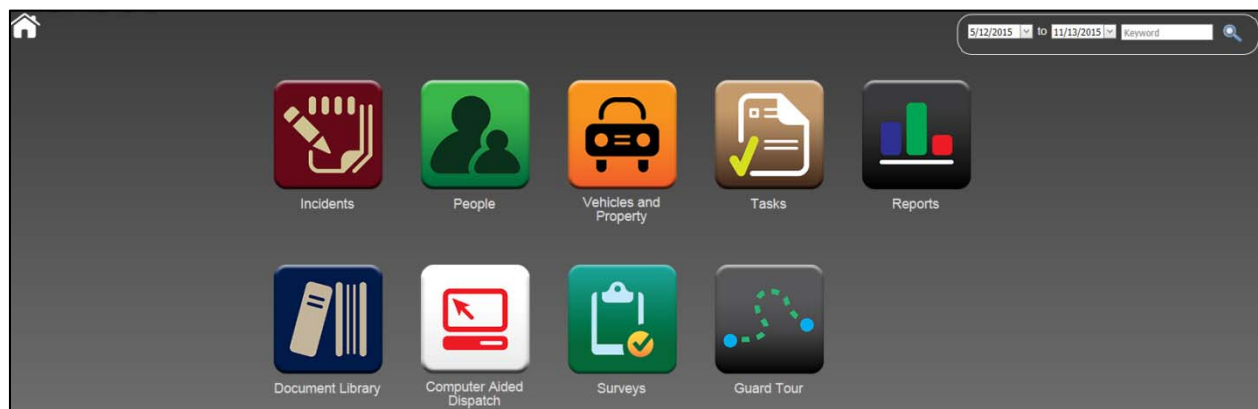
1. RISK360 Dashboard
2. Incidents
3. People
4. Vehicles and Property
5. Tasks
6. Reports
7. Document Library
8. Computer Aided Dispatching
9. Surveys
10. Guard Tools

### OBJECTIVES:

1. Understand how to navigate the Dashboard of RISK360.
2. Know how to use the Incidents feature of RISK360.
3. Be familiar with the People feature of RISK360.
4. Know how to use the Vehicles and Property feature of RISK360.
5. Understand how to use the Tasks feature of RISK360.
6. Know how to generate Reports.
7. Understand how to use the Document Library of RISK360.
8. Know how to use 360CAD.
9. Be familiar with the Surveys and Guard Tools features of RISK360.

### 1 – RISK360 DASHBOARD

Once you've logged into the system, you will be on the RISK360 Dashboard.



The RISK360 Dashboard consists of a search bar (top right corner of screen) and nine navigation buttons.

The search bar allows you to search the entire system for data that matches your query. You are able to customize your search further by selecting a date range.

The navigation buttons allow you to move between different features of the program.

The Navigation Buttons consist of the following categories:

- Incidents.
- People.
- Vehicles and Property.
- Tasks.
- Reports.
- Document Library.
- Computer Aided Dispatch.
- Surveys.
- Guard Tours.

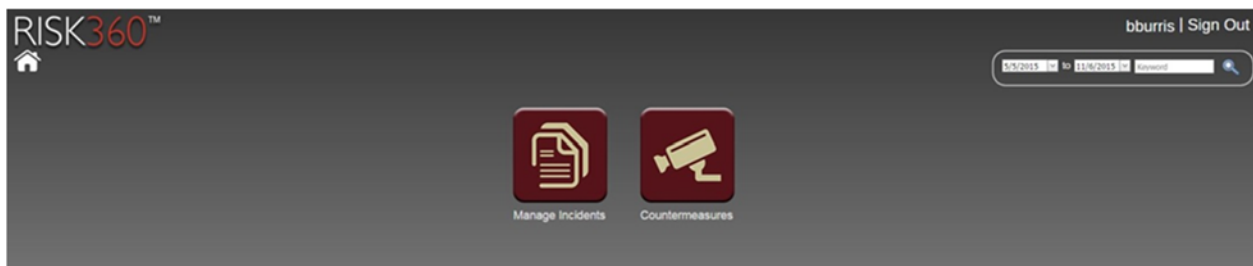
When you navigate the system, you'll find that many of the features listed above have additional sub-categories on the Features Dashboard.

The following sections of the training will introduce you to the purpose and function of each of the navigation buttons and explain how and when they are used at the OIC.

## 2 – INCIDENTS

The Incidents feature is divided into two sub-categories:

- **Manage Incidents** – This feature gives the user the ability to create, view or search security related incidents, activities and events.
- **Countermeasures** – This feature gives the user the ability to create, view and search for specific types of countermeasures that are being deployed/enacted to prevent, deter or mitigate the negative effects of a perceived and/or detected threat. The Countermeasure feature is not being used at this time by personnel in the field.



### Manage Incidents

When adding a new incident to the system, the user selects from a predetermined hierarchy of incident classifications, categories and subcategories.

At the highest level, these categories include:

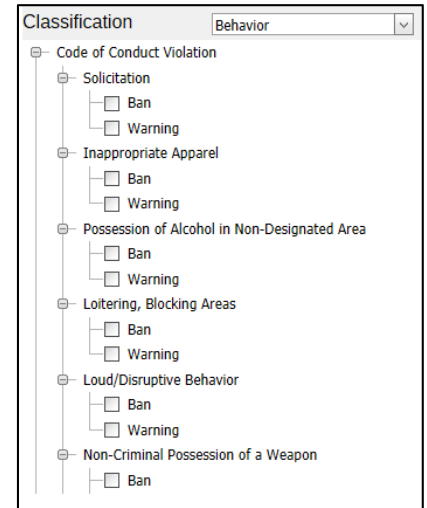
- Behavior.
- Criminal.
- Dispatch.
- Dispatch–Final.
- Dispatch – Initial.

- Facilities and Maintenance.
- IDV Generated.
- Safety.
- Security.

Once the user selects a classification for the incident, the user must then select from the list of subcategories.

This allows for an in depth analysis of the types of activities occurring at the property, enabling the Client and Security Manager to:

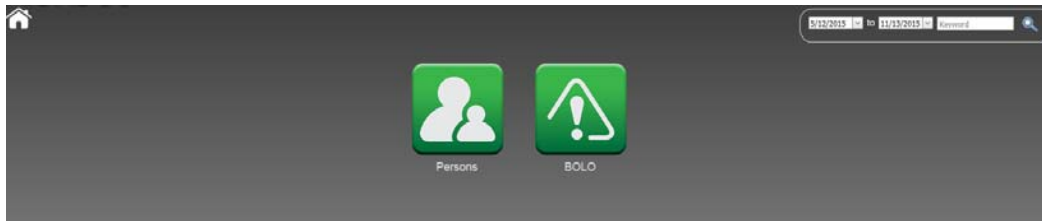
- Determine how security resources should be used – where, when and how many officers should patrol.
- Determine if enough security resources are available to meet the security needs of the property.
- Prepare strategies to address specific types of activity such as crime or youth conduct issues.
- Address hazards such as safety and maintenance issues.



### 3 – PEOPLE

The People Feature is divided into two subcategories.

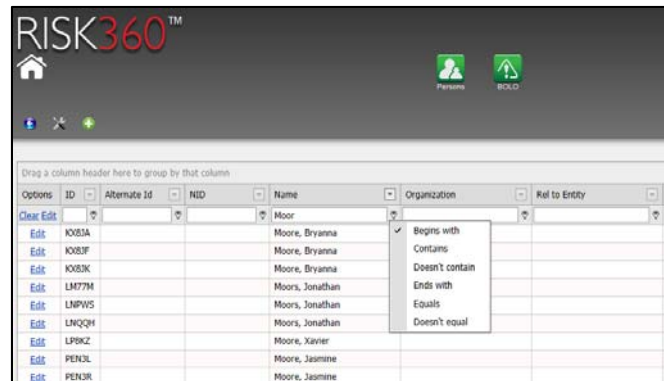
- Persons.
- BOLO.



#### Persons Feature

The Persons feature enables the user to add a new person to the system or to view or search for anyone who has already been entered into the program. This includes complainants, subjects, witnesses, security officers, etc. When the Persons feature is selected, a pivot table will appear that can be sorted or searched as needed.

At the top of each column of the table, there is a search field where you can enter your query.



You can also select sorting criteria, such as the item being searched for **Begins with** a specific word or letter, from the drop down menu located next to the search field in each column.

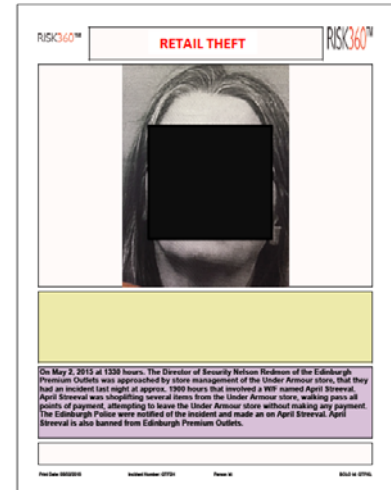
### BOLO Feature

The BOLO feature enables the user to add, view or search BOLO (Be On the Lookout For) information. There are no specific criteria for what information should be released as a BOLO.

BOLOs can range from information about a specific incident or event, like description of subjects involved in a recent Retail Theft Incident, to an Amber Alert.

BOLO information is typically generated at the site level, but there may be situations in the feature where OIC personnel would generate new BOLOs.

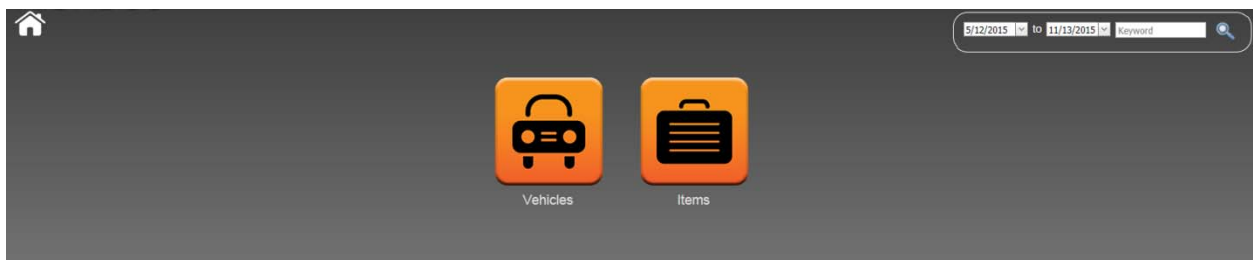
BOLOs are reviewed at the beginning of each shift by the Intel Analyst.



## 4 – VEHICLES AND PROPERTY

The Vehicles and Property Feature is divided into two subcategories:

- Vehicles.
- Items.



### Vehicles

The Vehicles feature enables the user to add new vehicles or to edit, view or search for any vehicle that has been entered into the system. Searches are completed using one or more filters such as *Plate Number, Make, Model, etc.*

When the Vehicles feature is selected, a pivot table will appear that can be sorted or searched as needed. At the top of each column of the table, there is a search field where you can enter your query.

You can also select sorting criteria, such as the item being searched for **Begins with** a specific word or letter, from the drop down menu located next to the search field in each column.



Options	Plate Number	Issuing State	Permit Number	Style	Make	Model	Color
Edit	A835982	IL		4-door	Saab	9-7X	White
Edit	DCW1771	TX		2-door	Ford	F-250 Pickup	Red
Edit	JTW7732	PA		4-door	Hyundai		White
Edit	JKM9452	PA		4-door	Volkswagen	Jetta	White
Edit	DBM9690	TX		SUV	Lexus	RX 300	Silver
Edit	GKY 6518	OH			Ford	Taurus	Silver
Edit	OKU6976	WI		Mini Truck/Utility	Ford	Transit Connect	White
Edit	PSA 7388	OH		Van/Mini Van	Chrysler	Town & Country	Red
Edit	BGY2656	TX		4-door	Chevrolet	Tahoe	White
Edit	A745790	OH			Honda	Accord	Silver
Edit	AG8-8178	TX		Van/Mini Van	Chevrolet	Express	White
Edit	R65-8865	IL			Toyota	Yaris	Silver
Edit	223-XDX	AE		4-door	Mercedes-Benz	190	Bronze
Edit	4KXJ323	CA		4-door	Kia	Sportage	Dark Green
Edit	7JEC866	CA			Audi	A4	Gray
Edit	V865576	IL			Ford	Escape	White
Edit	R196575	IL			Ford	Escape	White

To add a new vehicle to the system, press the plus icon on the top left of the screen. You'll then complete the information fields.

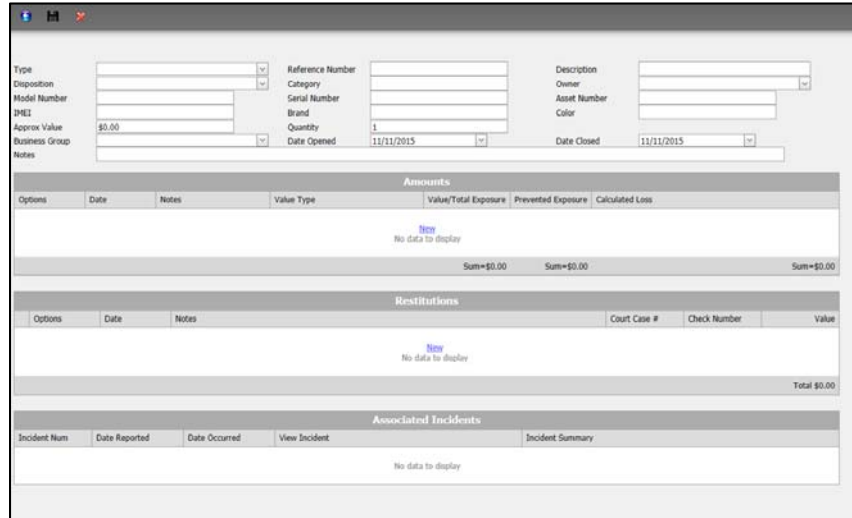
**Items**

The Items feature enables the user to add items/property (lost and found items) or to edit, view or search for any found property that has been entered into the program.

When the Items feature is selected, a pivot table will appear that can be sorted or searched as needed.

Options	Item Type	Item Number	Serial Number	Name
Edit Select	Apparel	005		American Eagle bag with 2 girls jeans
Edit Select	Apparel	006		Crazy 8 Bag with childs jeans
Edit Select	Apparel	011		size 10-12 blue and grey hoodies
Edit Select	Apparel	014		Dark grey beanie with white stripes
Edit Select	Apparel	016		Pac Sun bag with 2 shirts in bag
Edit Select	Apparel	018		black and pink aeropostle hoodie
Edit Select	Apparel	025		Pink beanie toddler hat
Edit Select	Apparel	027		childs pink winter coat
Edit Select	Apparel	028		pink womans cap with pink heart
Edit Select	Apparel	039		Old Navy bag with 1 pair of pants
Edit Select	Apparel	040		Old navy bag with multiple items. See Notes.
Edit Select	Apparel	042		Skechers bag, old kid shoes in it and sweater
Edit Select	Apparel	043		Toddler addidas shoes blue with white stripes
Edit Select	Apparel	044		Blue Osh Kosh hooded sweater

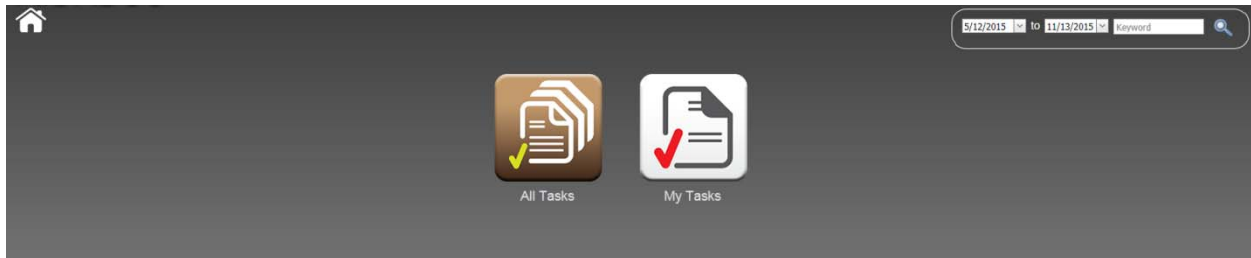
To add a new item to the system press the plus icon on the top left of the screen. You'll then complete the information fields.



## 5 – TASKS

The Tasks Feature is divided into two subcategories:

- All Tasks.
- My Tasks.



The Tasks feature allows you to see specific tasks that have been assigned to you or your workgroup by your Supervisor.

Your Supervisor is able to track the completion of assigned tasks using this feature.



Currently, this feature is not being used at the OIC but may be used in the future.

## 6 – REPORTS

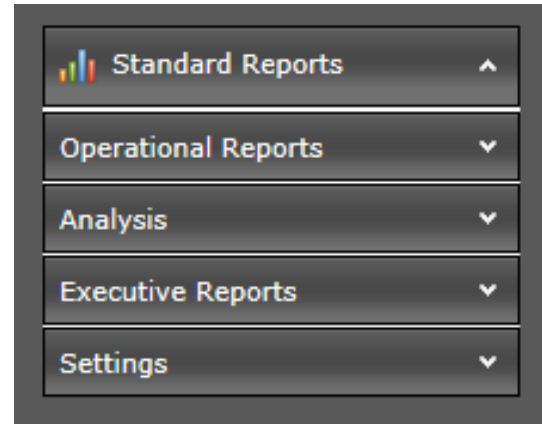
The Reports feature allows the user to generate statistical data in reference to security related incidents and activities for all of the malls the user has access to.

OIC operators will typically have access to five malls.

The program generates standard reports (often referred to as Canned Reports) that are preformatted to collect and track specific data value sets. The program also generates customized reports generated by the user selecting from a series of data filters and layout options.

Users have the options of generating four different report classification categories.

- Standard Reports.
- Operational Reports.
- Analysis.
- Executive Reports.



### Standard Reports

The Standard Reports feature allows the user to select from a series of filters in order to generate statistical data.

The data pulled by the system then populates a series of charts, graphs and tables on the dashboard that can then be reviewed and analyzed by the user.

The Standard Reports basic filters are:

- Category.
- Location.
- Guard Tour.
- Persons.
- Dispatch Activity.
- Leverage Law Enforcement.



Standard Reports can be saved as either an image or pdf file or they can be printed.

### Operational Reports

The Operational Reports feature allows the user to select from 10 different reporting sets. These include:

- Incidents.
- Persons.
- Vehicles.
- Properties (Items).
- Organizations.
- Item Cost – Recovery.
- Dispatch Activity – Shift Detail.
- Surveys.
- Guard Tour Summary.
- Guard Tour Details.

Reports generated for these reporting sets are searchable pivot tables. The reports can be saved as either spreadsheets or pdfs or they can be printed.

#	Incident Number	Incident Date	Incident Time	Site	Location	Classification	Category	Incident Age (Days)	Status	Person of Contact	Summary
Ⓜ	OUTH1N	10/12/2015	12:10 AM	Seminole Towne Center	Interior Zone 2	Security	Policy Violation	31	Closed	Ryan Mundell	Hollister stayed late.
Ⓜ	0USAZL	10/12/2015	12:10 AM	St. Louis Premium Outlets		Security	Security Reporting	31	Closed	David Kendrick	All tenant doors locked and secured properly.
Ⓜ	0US2ZC	10/12/2015	12:10 AM	Santa Rosa Plaza	Interior Zone 3	Security	Security Observation	31	Closed	Abel Gutierrez	Unlocked door: back hallway Apple door
Ⓜ	0US546	10/12/2015	12:10 AM	Newport Centre	Interior Zone 2	Security	Security Assistance	31	Closed	A Davis	UNKNOWN INCIDENT
Ⓜ	0USLYG	10/12/2015	12:10 AM	The Shops at Riverside	Interior Zone 9	Safety	Unsafe Condition	31	Closed	Christopher Leuffgen	Chairs blocking emergency exit
Ⓜ	0USEPG	10/12/2015	12:10 AM	Santa Rosa Plaza	Interior Zone 2	Security	Security Observation	31	Closed	Abel Gutierrez	Unlocked door: Male and female Lower restrooms
Ⓜ	0USF3G	10/12/2015	12:10 AM	Santa Rosa Plaza	Interior Zone 2	Security	Security Reporting	31	Closed	Abel Gutierrez	Information only: escalator powered on

### Analysis

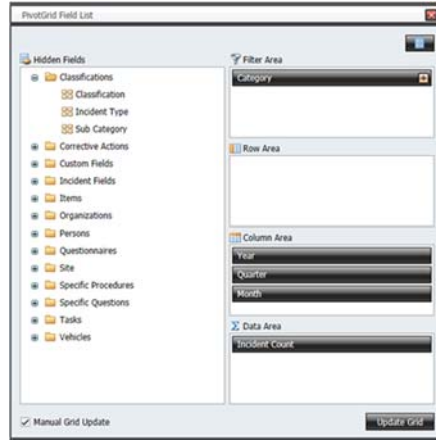
The Analysis Reports feature allows the user to generated fully customized reports. The user is able to select from three different types of reports. These are:

- Incidents.
- Dispatches.
- Guard Tours.

Drop Row Fields Here	November	October	Q4 Total
Incident Count Total	175	267	442

The user can then use the PivotGrid Field List to select the type and location of the data they want to populate their report. The report can be saved in the system so that it can be generated again without

having to rebuild it using the filters. The report can be saved or exported as an Excel document and can also be printed.

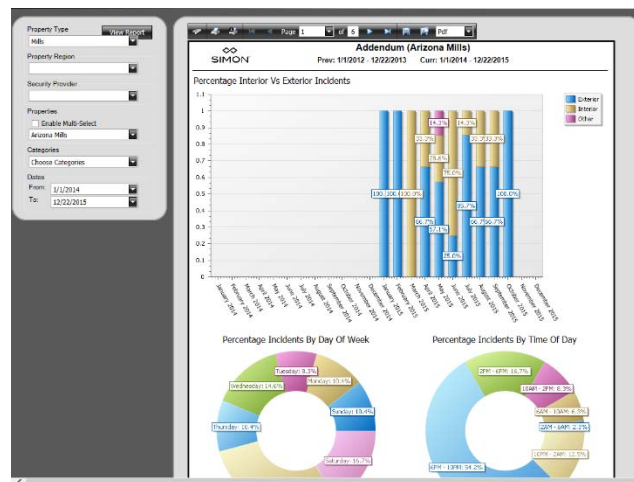
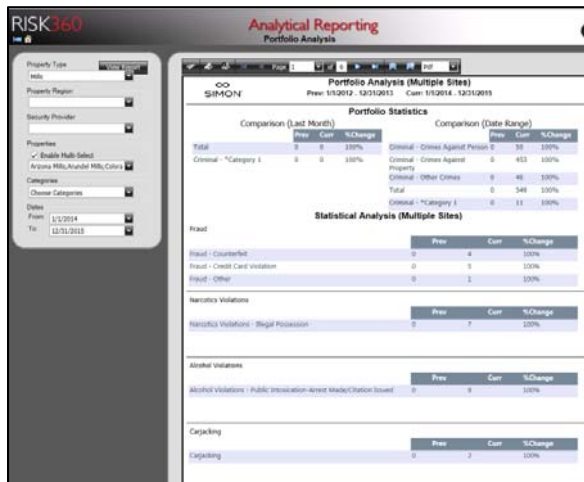


### Executive Reports

The Executive Reports feature allows the user to select from 4 different reporting sets. These include:

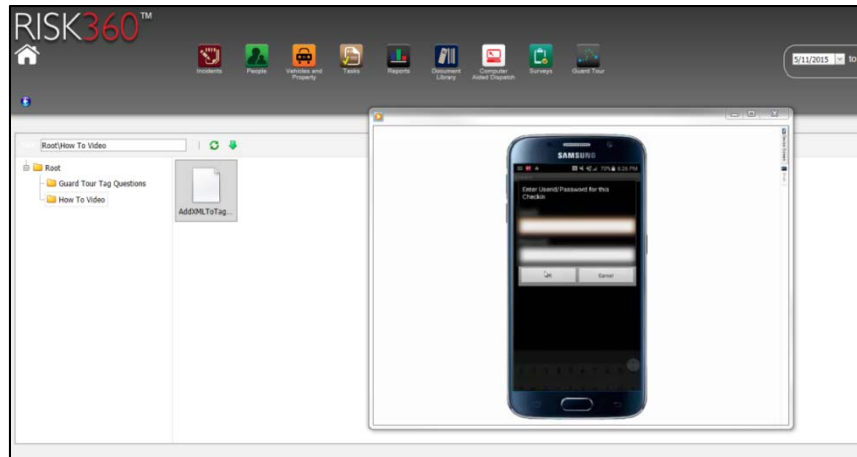
- Property Snapshot
- Monthly Incident Comparison.
- Portfolio Analysis.
- Addendum.

These reports are formatted like an Executive Summary. The information is displayed on the reports as a series of tables, graphs or charts.



### 7 – DOCUMENT LIBRARY

The Document Library feature allows the user access to program reference documents and “How To Videos”. This feature is still under development. The library currently hosts test documents and videos.

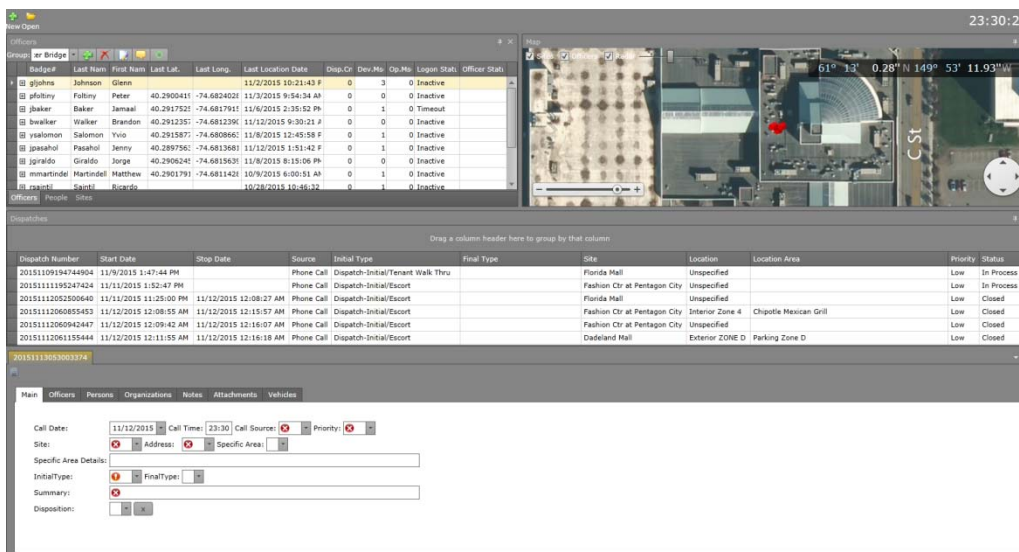


This feature is not being used at this time at the OIC.

### 8 – COMPUTER AIDED DISPATCHING

Computer Aided Dispatching is referred to as 360CAD.

The 360CAD feature allows the operator to assign personnel in the field to respond to security related activity at their mall.



The Computer Aided Dispatching Dashboard consists of four main sections. These are:

- Operational.
- Map.
- Dispatch History.
- New Dispatch.

### Operational Section

In the Operational section of the dashboard, the operator can view the list of on-duty Security Officers and review their location and logon status to determine who should be dispatched to a call. You are also able to add new people and sites in this section. These features are currently not being used at the OIC.

Badge#	Last Nam	First Nam	Last Lat.	Last Long.	Last Location Date	Disp. Cr.	Dev. Ms.	Op. Ms.	Logon Statu	Officer Statu
gjohns	Johnson	Glenn			11/2/2015 10:21:43 F	0	3	0	Inactive	
pfoltiny	Foltiny	Peter	40.2900415	-74.6824028	11/3/2015 9:54:34 AM	0	0	0	Inactive	
jbaker	Baker	Jamaal	40.2917525	-74.6817915	11/6/2015 2:35:52 PM	0	1	0	Timeout	
bwalker	Walker	Brandon	40.2912357	-74.6812390	11/12/2015 9:30:21 A	0	0	0	Inactive	
ysalomon	Salomon	Yvio	40.2915877	-74.6808665	11/8/2015 12:45:58 F	0	1	0	Inactive	
jpasahol	Pasahol	Jenny	40.2897565	-74.6813681	11/12/2015 1:51:42 F	0	1	0	Inactive	
ggiraldo	Giraldo	Jorge	40.2906245	-74.6815635	11/8/2015 8:15:06 PM	0	0	0	Inactive	
mmartindel	Martindel	Matthew	40.2901791	-74.6811428	10/9/2015 6:00:51 AM	0	1	0	Inactive	
rsaintil	Saintil	Ricardo			10/28/2015 10:46:32	0	1	0	Inactive	

The Operational section of the dashboard has several other important features.

These include:

- **Adding/Removing Groups** - This feature allows you to add (green plus icon), delete (red x icon) or edit (paper and pencil icon) groups of officers. This feature is used to assigned officers at the same location to a drop down menu that allows the operator to rapidly select personnel from the correct site when dispatching calls. This is important because OIC operators can dispatch for as many as five malls simultaneously.
- **Text Messages** - This feature allows the operator to generate or receive text messages from individual or groups of security personnel.
- **Group GPS Updates** - This feature allows the operator to manually prompt the system to update the officer's locations on the Google Earth Maps using the GPS signal from their handheld units.

### Map Section

In the Map section of the dashboard the operator can see an image generated by Google Earth of all of the shopping centers the operator is dispatching personnel for. The hand held units carried by the Security Officers reports the officer's position to the system, and their location is displayed on the map as a yellow icon.



### Dispatch History

In the Dispatch History section of the dashboard, the operator can view, review and edit dispatch assignments.

Dispatch Number	Start Date	Stop Date	Source	Initial Type	Final Type	Site	Location	Location Area	Priority	Status
20151024191226785	10/24/2015 2:12:26 PM	10/24/2015 2:15:51 PM	Radio	Dispatch-Initial/Escort	Dispatch-Final/Tenant Walk Thru	The Mills at Jersey Gardens	Interior Zone 1	ESCALATOR, CENTER COURT	Low	In Process
20151018130759409	10/18/2015 8:07:59 AM	10/18/2015 8:12:54 AM	Alarm	Dispatch-Initial/Tenant Walk Thru	Dispatch-Final/Tenant Walk Thru	The Mills at Jersey Gardens	Exterior Zone F	PARKING LOT, SOUTHEAST, LOWER LEVEL APPLEBEES	Low	In Process
20151020153223009	10/25/2015 11:51:23 AM	10/25/2015 11:00:00 AM	Radio	Dispatch-Initial/Escort					Low	In Process
20151028143017232	10/21/2015 12:55:17 PM	10/21/2015 1:08:26 PM	Radio	Dispatch-Initial/Escort					Low	In Process
20151028140209826	10/20/2015 12:47:09 PM	10/20/2015 1:00:00 PM	Radio	Dispatch-Initial/Escort					Low	In Process
2015113041738432	11/12/2015 10:17:38 PM	11/12/2015 10:28:52 PM	Phone Call	Dispatch-Initial/Escort		Quaker Bridge Mall	Unspecified		Low	Closed

### New Dispatch

In the New Dispatch section, the operator enters the information required to add a new dispatch to the system. To assist the operator, the system adds red x's and explanation points to the fields that must be completed. These fields include:

- Call Time.
- Call Source.
- Priority.
- Site.
- Address.
- Initial Type.
- Summary.

Main Officers Persons Organizations Notes Attachments Vehicles

Call Date: 11/13/2015 Call Time: 00:16 Call Source:  Priority:

Site:  Address:  Specific Area:

Specific Area Details:

InitialType:  FinalType:

Summary:

Disposition:

Once this information is entered, the operator can enter information into the remaining tabs to assign an officer to respond to the dispatch and to add any additional information such as Notes or Vehicle information

### Assigning a Dispatch

As described above, when the OIC operator receives a request for service, they enter the details of the request into the system and then assign an officer to respond.

When the operator issues the assignment, a notification is sent to the security officer's Galaxy 5 hand held unit. The security officer then acknowledges the assignment using their hand held unit.



The operator then tracks the progress and disposition of each assignment. Although the operator created the assignment, it is the responsibility of the responding security officer to add their arrival and departure times to the assignment using their hand held device.

Arrived	Cleared
10/24/2015 2:28 PM	10/24/2015 2:29 PM

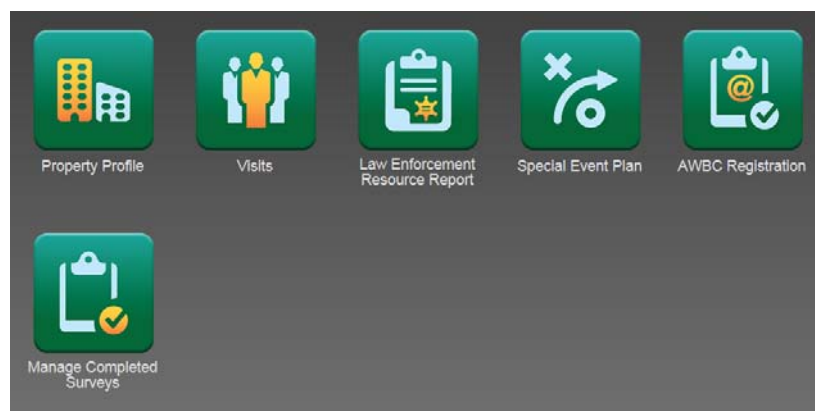
If the officer fails to close the assignment, their Supervisor should be notified.

## 9 – SURVEYS

The Surveys feature enables the user to complete five types of property specific surveys.

The survey types include:

- **Property Profile.** This is a survey that records physical and security related information about the location.
- **Visits.** This feature consists of three types of surveys:
  - **Property Visits** – Completed by visiting Simon personnel.
  - **Tenant Visits** – Completed in order to record a specific interactions with Tenants.
  - **Property Site Inspection** – Completed by the Regional Manager of the property to document the operation’s compliance with client and company standards and expectations.
- **Law Enforcement Resource Report** – This is a survey that documents police related patrols and resources used at the mall that were provided by law enforcement at no cost to the mall.
- **Special Event Plans** – The survey is completed before any Special Event that is scheduled at a Simon shopping center.
- **AWBC Registration** – AWBC (Automatic Balancing Wheeled Conveyances) Registrations are completed when a mall customer wishes to use a mobility device, such as a Segway, in the shopping center due to a medical condition. (Review Simon Field Operation Policy 2054 for additional information on this topic).



Surveys are completed by personnel at the malls. OIC personnel use the surveys to enhance their situational knowledge of the property.

### Manage Completed Surveys

You are able to edit or search completed surveys by using the Manage Completed Surveys feature. Searches are completed using one or more filters.

When Manage Completed Surveys is selected, a pivot table will appear that can be sorted or searched as needed.

At the top of each column of the table, there is a search field where you can enter your query.

You can also select sorting criteria, such as the item being searched for **Begins with** a specific word or letter, from the drop down menu located next to the search field in each column.

Drag a column header here to group by that column

Options	Id	Name	Officer Name	Date Completed	Date Updated	Entity Name	Status
Copy	274160	Tenant-Visit	✓ Begins with	2015/11/12 06:43:00	2015/11/12 06:43:00	Town Center at Boca Raton	Complete
Copy	274155	Tenant-Visit	Contains	2015/11/12 06:42:00	2015/11/12 06:42:00	Town Center at Boca Raton	Complete
Copy	274152	Tenant-Visit	Doesn't contain	2015/11/12 06:41:00	2015/11/12 06:41:00	Town Center at Boca Raton	Complete
Copy	274150	Tenant-Visit	Ends with	2015/11/12 06:41:00	2015/11/12 06:41:00	Orlando Prem Outlets Vineland	Complete
Copy	274149	Tenant-Visit	Equals	2015/11/12 06:40:00	2015/11/12 06:40:00	Town Center at Boca Raton	Complete
Copy	274147	Tenant-Visit	Doesn't equal	2015/11/12 06:39:00	2015/11/12 06:39:00	Town Center at Boca Raton	Complete
Copy	274145	Tenant-Visit	jtsih	2015/11/12 06:38:00	2015/11/12 06:38:00	Orlando Prem Outlets Vineland	Complete
Copy	274142	Tenant-Visit	alfranco	2015/11/12 06:38:00	2015/11/12 06:38:00	Town Center at Boca Raton	Complete
Copy	274139	Tenant-Visit	alfranco	2015/11/12 06:37:00	2015/11/12 06:37:00	Town Center at Boca Raton	Complete
Copy	274137	Tenant-Visit	jtsih	2015/11/12 06:36:00	2015/11/12 06:36:00	Orlando Prem Outlets Vineland	Complete
Copy	274132	Tenant-Visit	alfranco	2015/11/12 06:35:00	2015/11/12 06:35:00	Town Center at Boca Raton	Complete
Copy	274131	Tenant-Visit	jtsih	2015/11/12 06:35:00	2015/11/12 06:35:00	Orlando Prem Outlets Vineland	Complete
Copy	274129	Tenant-Visit	alfranco	2015/11/12 06:34:00	2015/11/12 06:34:00	Town Center at Boca Raton	Complete
Copy	274128	Tenant-Visit	alfranco	2015/11/12 06:33:00	2015/11/12 06:33:00	Town Center at Boca Raton	Complete
Copy	274127	Tenant-Visit	jtsih	2015/11/12 06:32:00	2015/11/12 06:32:00	Orlando Prem Outlets Vineland	Complete
Copy	274125	Tenant-Visit	alfranco	2015/11/12 06:30:00	2015/11/12 06:30:00	Town Center at Boca Raton	Complete
Copy	274124	Property-Site-Inspection	rsliqer	2015/11/12 06:29:00	2015/11/12 06:29:00	Forest Mall	Complete
Copy	274123	Tenant-Visit	alfranco	2015/11/12 06:29:00	2015/11/12 06:29:00	Town Center at Boca Raton	Complete
Copy	274121	Law-Enforcement-Resource-Report	karp	2015/11/12 06:28:00	2015/11/12 06:28:00	Great Lakes Mall	Complete
Copy	274120	Tenant-Visit	alfranco	2015/11/12 06:28:00	2015/11/12 06:28:00	Town Center at Boca Raton	Complete

## 10 – GUARD TOURS

The Guard Tour feature of the application is used exclusively at the malls. This feature gives the Supervisor or the Security Manager the ability to schedule specific patrol routes to their personnel.

OIC personnel do not assign Tours nor should they make change to them without being specially requested to do so by their Supervisor. OIC can use this feature to confirm if specific personnel are working on a shift to determine where an officer is scheduled to be throughout their shift.

Guard Tour Scheduling Interface

Start	End	Officer	Station
10:00	10:30	Officer [X]	Station [X]
10:30	11:00	Officer [X]	Station [X]
11:00	11:30	Officer [X]	Station [X]
11:30	12:00	Officer [X]	Station [X]
12:00	12:30	Officer [X]	Station [X]
12:30	13:00	Officer [X]	Station [X]
13:00	13:30	Officer [X]	Station [X]
13:30	14:00	Officer [X]	Station [X]
14:00	14:30	Officer [X]	Station [X]
14:30	15:00	Officer [X]	Station [X]
15:00	15:30	Officer [X]	Station [X]
15:30	16:00	Officer [X]	Station [X]
16:00	16:30	Officer [X]	Station [X]
16:30	17:00	Officer [X]	Station [X]
17:00	17:30	Officer [X]	Station [X]
17:30	18:00	Officer [X]	Station [X]

Operational  
**intelligence**  
Center

IDENTIFY  
ANALYZE  
ACT