

Chapter

9

Chapter Nine. I/Informer Interface

This chapter introduces the I/CAD Interface I/Informer. This interface is used to query various Local, State and Federal databases for information regarding people, vehicles, articles, guns and locations. I/Informer can be run on a workstation with or without I/CAD.

For many Agencies, I/Informer will become the link into the Local History and Warrant database, the State Law Enforcement Network and the National Crime Information Center (NCIC). Typically the forms used to query the various data will be common across Agencies, but the results returned will vary from Agency to Agency.

This chapter is provided as a reference to the general operation and functionality of I/Informer, but for specific Agency operations within I/Informer, users should always consult their Law Enforcement Network representative.

GETTING STARTED

STARTING I/INFORMER

Purpose

Before anything can be done in I/Informer, the application must be started.

Procedure

- 1) From the taskbar on your workstation, select **Start -> Programs -> Intergraph Public Safety -> Informer Client** <OR>
- 2) State Radio will have the **Informer Client** start automatically when I/CAD starts. <OR>

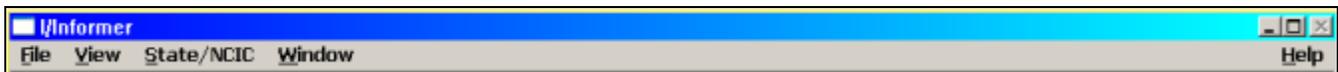
- 3) Double-click the icon on your desktop.



SCREEN LAYOUT

Purpose

The purpose of this section is provide a brief introduction to the screen layout of a typical I/Informer client. The screen is divided up into a menu toolbar and a status/prompt bar. The menu toolbar is at the top portion of the application window and the status/prompt bar is found across the bottom of the application window.



Menu Toolbar (above) | Status/Prompt bar (below)



Vehicle Registration (RQ)
Specify either LIC or VIN for NLETS queries
Specify LIC for CONTACTS queries

Requested by: NLETS: CONTACTS:

STATE:

LIC:

LIY: *For LIC queries, LIY will default to current year if left empty*

LIT: *Required for NLETS LIC queries*

VIN:

VMA: *Optional for NLETS VIN queries*

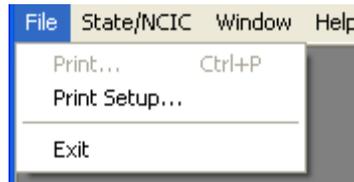
VYR: *Optional for NLETS VIN queries*

Menu Toolbar

The Menu Toolbar provides quick access to most of the I/Informer commands. The choices are **File**, **View**, **State/NCIC**, **Window**, and **Help**.

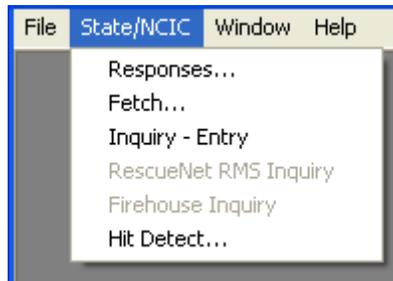
1) File

Provides access to Administrative commands (Sign Off, Print, etc.)



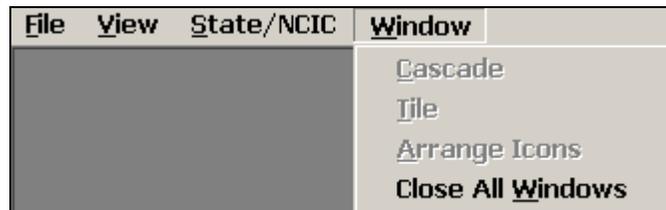
2) State/NCIC

Provides access to the Responses window, Fetch record command, Inquiry-Entry window, and the ability to turn on/off Hit Detect.



3) Window

Provides the ability to arrange the I/Informer windows by Cascading them, Tiling them or you can Arrange them as desired. If the user wishes to close them all at once, Close All Windows allows the windows to be closed quickly.



4) Help

Provides access to Online Help.

ADMINISTRATIVE COMMANDS

Purpose

The File menu provides the following Administrative commands: **Sign On, Sign Off, Change Password, Print, Print Setup**, and **Exit**. *Note: If user authentication is integrated with I/CAD, **Sign On, Sign Off, and Change Password** may not be in the File menu.*

Sign Off Procedure

The **Sign Off** command allows the user to log off but keep I/Informer running for another user to sign on.

- 1) Select **File -> Sign Off**

Print Procedure

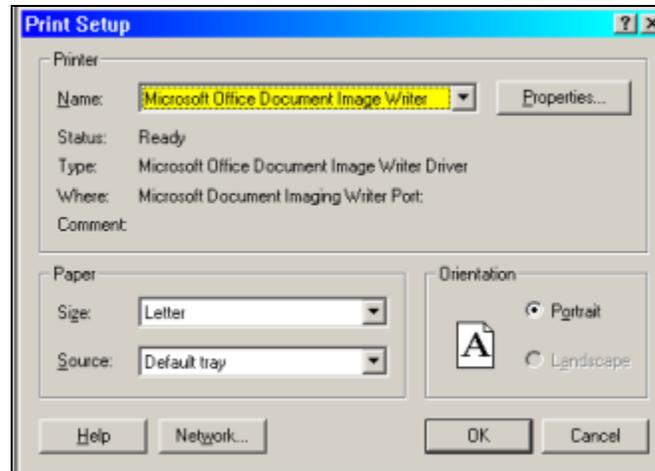
The **Print** command allows the user to print a response. This command presents a **Print** dialog box, where the user may specify the range of pages or selected text to be printed, the number of copies, the destination printer, and other printer setup options.

- 1) Select **File -> Print** <or>
Press **CTRL+P** on the keyboard <or>
Right-click in the Response Window and Left-click on **Print**.
- 2) Click **Print**.

Print Setup Procedure

The **Print Setup** command allows the user to select which printer they wish to use. The dialog also allows modification of the paper orientation, paper size, paper source and other advanced printer options.

- 1) Select **File -> Print Setup**



Exit Procedure

The **Exit** command allows the user to end the I/Informer session but does not log the user off I/Dispatcher or I/.

- 1) Select **File** -> **Exit**

QUERIES AND RESPONSES

STATE/NCIC MENU

Purpose

The State/NCIC menu allows the user to initiate a query, view responses, or fetch a previous response. A query may be State/NCIC, This menu also provides a Hit Detect command for responses associated with the user's terminal.



Inquiry – Entry

Use the Inquiry – Entry command to send queries to the various data sources (State/NCIC).

Select **State/NCIC -> Inquiry – Entry** <OR>

Some configurations have the query options in a column on the left side of the screen, others have the options in a row found at the top of the screen. To switch between the forms, **left-click** on the line item or the button. Examples of both are shown below:

MVR/DLD
Vehicle Reg
Stolen Vehicle
Wanted Person
Driver Reg
Driver History
Gun
Boat
Message
Canada OLN
Canada Vehicle
CVIS Carrier Status
CVIS Vehicle Status
ORION Query
Hit Confirmation Request

Above: Vertical listing of query forms

- 1) This provides a general overview of how the forms work – most agencies have custom forms created for inquiries and individual locale requirements mandate the design of those forms. Typically the form has some indication of required fields – the screenshots below of a generic layout has the required field identified with **red text**.

WANTED Query

NCIC Wanted Person (QW)
Specify NAME info and either DOB or OLN
If DOB is used, SEX and RACE may be specified but are not required

Requested by:

STATE

Last Name First Name Middle Name

DOB SEX RACE

OLN

VEHICLE Query

NCIC Stolen Vehicle (QV)
Specify either LIC or VIN for QV query

Requested by:

STATE: North Dakota (ND)

LIC:

VIN:

VMA: *Optional*

DRIVER Query

DRIVER REGISTRATION (DQ)
Specify either OLN or NAME/DOB/SEX for NLETS queries
Specify NAME for CONTACTS queries

Requested by: NLETS: CONTACTS:

STATE: North Dakota (ND)

Last Name: First Name: Middle Name:

DOB: SEX:

OLN:

MVR/DLD Query

MVR/DLD

- Vehicle Reg
- Stolen Vehicle
- Wanted Person
- Driver Reg
- Driver History
- Gun
- Boat
- Message
- Canada OLN
- Canada Vehicle
- CVIS Carrier Status
- CVIS Vehicle Status
- ORION Query
- Hit Confirmation Request

Motor Vehicle / Driver License (MVR/DLD)

Requested by: MVL: DLD:

Last Name First Name Middle Name

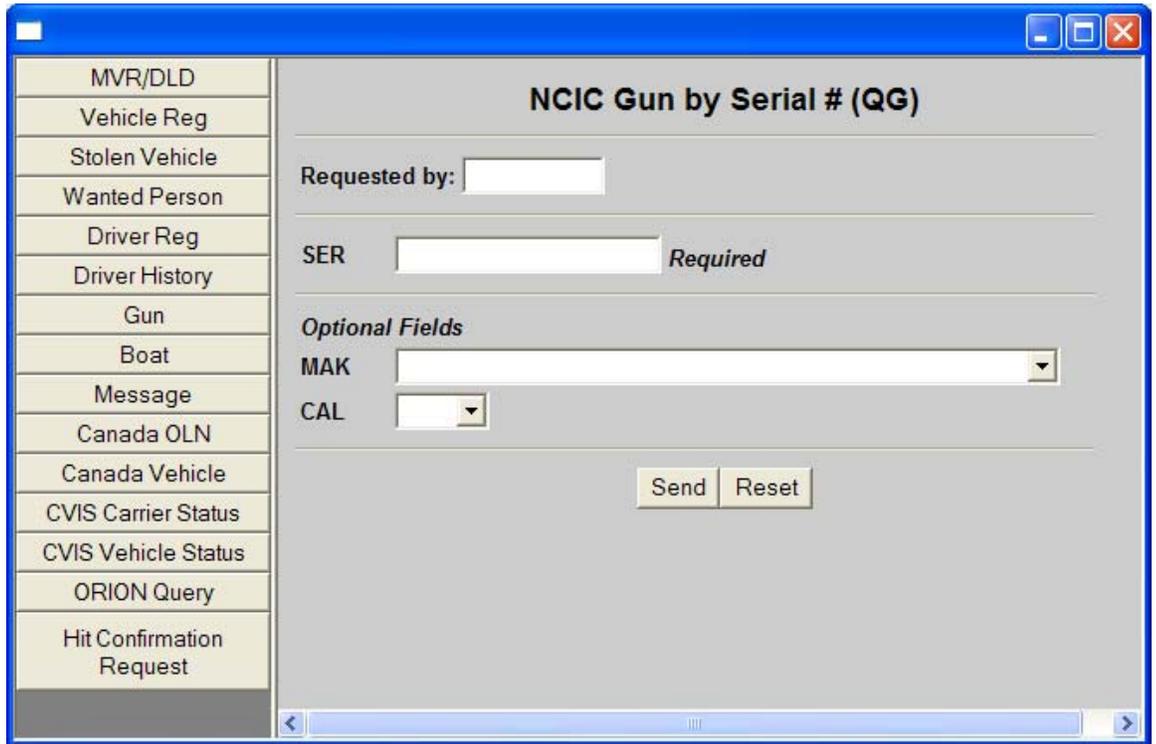
DOB SEX

TITLE

LIC

OLN

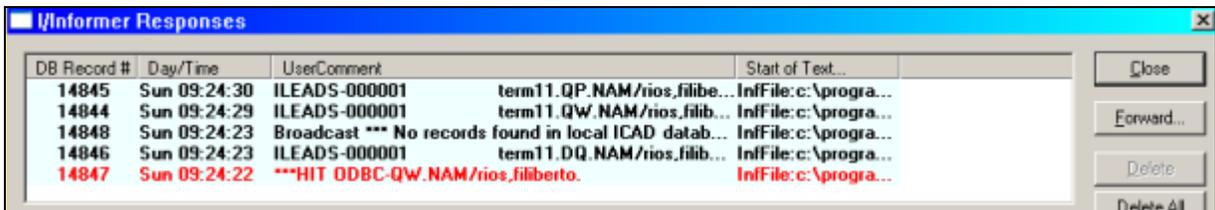
GUN Query



Responses

Most times, the Responses Window will appear when I/Informer is started. If the Responses window is not visible, use the **State/NCIC -> Responses** command to review query responses or messages from outside databases (i.e. Administrative Broadcast message). **Responses** can also be used to attach a response to an existing event in CAD.

- 1) Select **State/NCIC -> Responses...**



The **Responses** dialog displays a list of all query responses and other messages received at the workstation since the last sign on. Each row in the list includes:

DB Record # - this is the record number in the CAD database for the response. This number is used to fetch the record at a later time or if another user needs to access the record, this would be the reference point.

Day/Time – Day and Time that the message was received.

Comments – a portion of the text from the response message. This is configured for each agency.

Start of Text – the first line of the response message text.

The **Responses** dialog allows the user to perform various commands which will be discussed in more detail below.



Close – command to close the Responses Window.

Forward – command to forward a response.

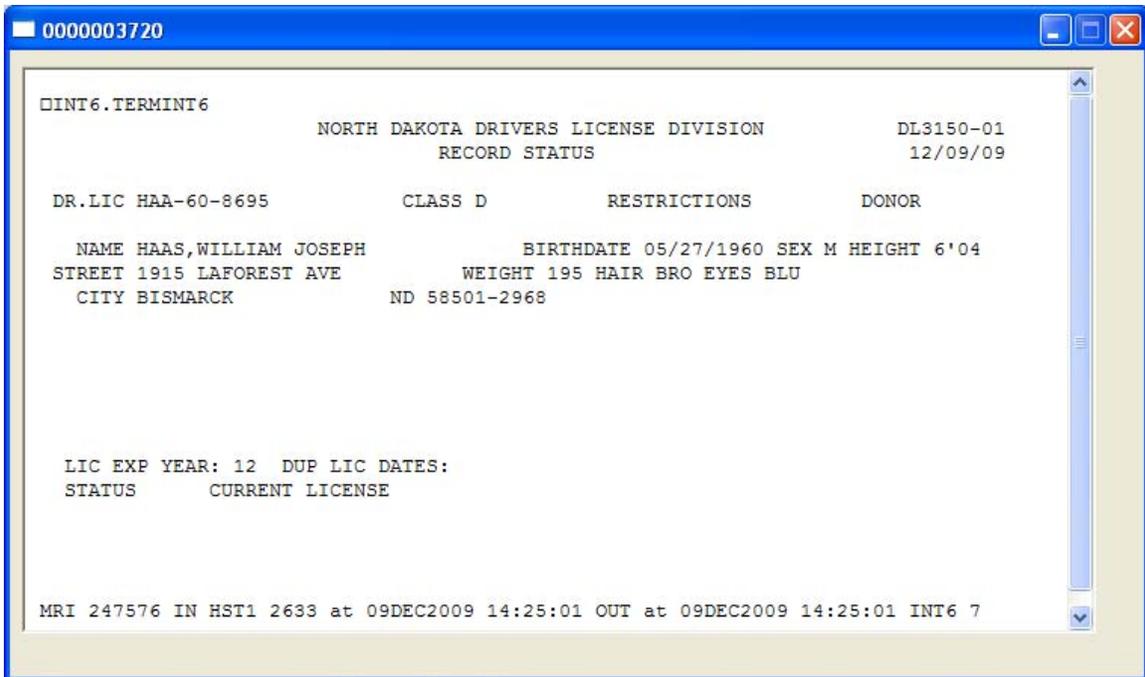
Delete and **Delete All** – commands to delete responses.

Prev and **Next** – commands to navigate the responses, from the highlighted response in the list, **Prev** will highlight the prior response and **Next** will highlight the response next in the list.

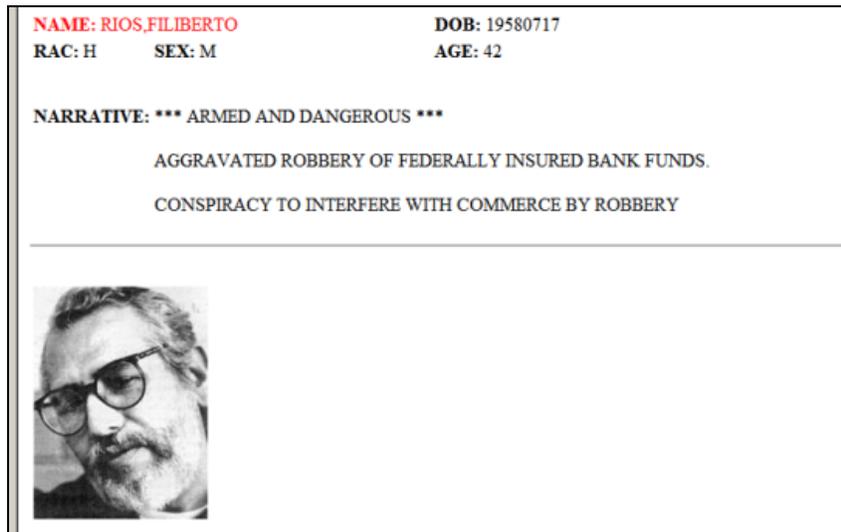
Attach – command to attach the I/Informer response to a CAD Event, Unit ID or Employee ID.

Responses - Viewing

- 1) To view a response, **double-click** the **left mouse button** on the row of the response in which the user wishes to view. A new window will appear with the response message.



- 2) The format for the Response Message will vary from Agency to Agency due to locale requirements and State information upon the return. Your Agency's Law Enforcement Network Representative should be able to answer questions related to the format of the return.
- 3) Some returns may include images of the person, vehicle or article being queried. To view the image, if it is not automatically in the return, click on the **View Image** button.

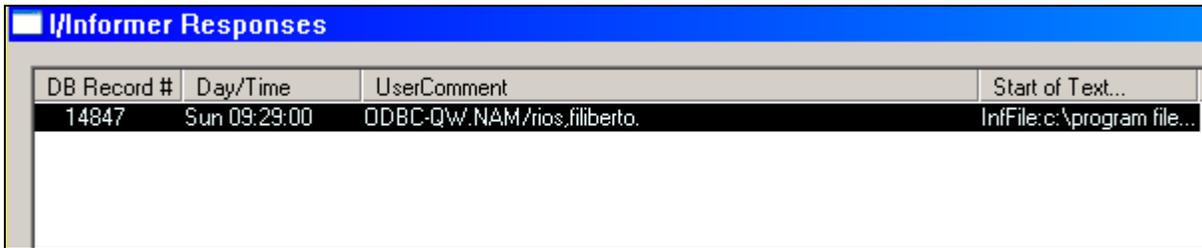


- 4) When you are finished reviewing the Response Message, the window can be closed by **left-clicking** the (X) in the upper right corner of the response message window.

Responses – Attaching to an Event, Unit or Employee ID

Sometimes a query will need to be executed prior to an event being created or knowledge of which Unit needs the response information so the I/Informer client will be used rather than running the query through Supplemental Information within I/CAD. If at any point the response becomes related to an Event, Unit or Employee from I/CAD, the user can attach the Response to an Event Number, Unit ID or Employee ID.

- 1) Highlight the response in the Responses Window by **left-clicking** on the response once.



- 2) On the lower right corner of the Responses Window, there is a field in which you can key-in a CAD Event Number, Unit ID or Employee ID. After you key-in the desired information, **left-click** on the **Attach** button.



- 3) Upon the system successfully attaching the I/Informer record to the CAD record, a confirmation dialog will appear that states DB Number XXX attached to (Unit ID, Event Number or Employee ID). **Left-click** on the **OK** button to close the confirmation dialog.

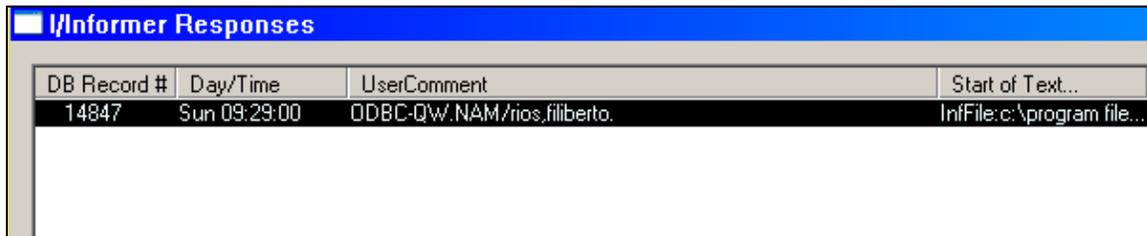


<i>Event Number</i>	Attach the response to a specific CAD Event. NOTE: If no Event Number, Unit ID or Employee ID is populated in the field prior to pressing the Attach button, the response will be attached to the currently displayed event in I/CAD.
<i>Unit ID</i>	Attach the response to the unit's assigned event and/or write the response to the unit history table. The unit history record shows the attaching unit, the record number of the query and the query itself. If you enter the unit ID even though the unit is not assigned to an event, a record is written to the unit

	history table.
<i>Employee ID</i>	Attach the response to the currently assigned event for the employee's unit.

Responses – Deleting

- 1) Users can delete individual responses or all of the responses in the list at the same time.
- 2) To delete a single response, highlight the response in the Responses Window by **left-clicking** on the response once.



- 3) On the right side of the Responses Window, there is a **Delete** and **Delete All** button. **Left-click** on the **Delete** button to remove the single response.
- 4) To delete all of the responses in the Response Window, **left-click** on the **Delete All** button.



Responses – Forward and Attaching to an Event, Unit or Employee ID

Responses can be forwarded to other users and terminals on the I/CAD System. Agency policy mandates who is permitted to receive I/Informer responses. The Law Enforcement Network coordinator should be able to provide that permission list as needed.

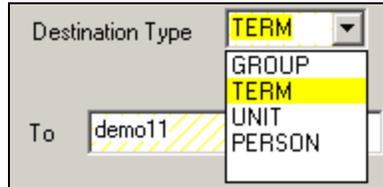
- 1) To forward a response, first highlight the selected response by **left-clicking** on the response once.

I/Informer Responses			
DB Record #	Day/Time	UserComment	Start of Text...
14847	Sun 09:29:00	ODBC-QW.NAM/rios.fillberto.	InfFile:c:\program file...

- On the right side of the Responses Window, there is a **Forward** button. **Left-click** on the **Forward** button.



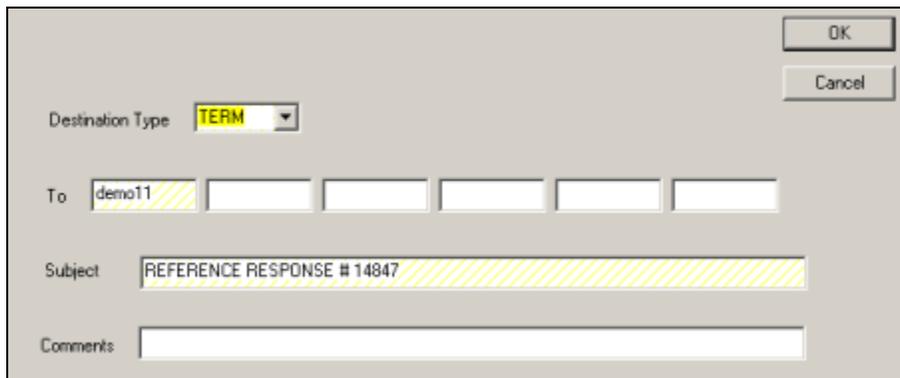
- Choose which **Destination** type. *TERM* would be a specific terminal name, regardless of the user currently signed onto that terminal. *GROUP* would be a group of I/CAD Users, for example to send the response to all of the I/Dispatcher terminals, you would chose **GROUP** and then key-in **disp** in the **To** field. *Unit* would be a specific Unit ID. If the unit is signed onto I/Mobile, the message will be delivered to the Unit's MDT, otherwise the message will be forwarded to the Dispatcher covering that Unit's dispatch area. *Person* would be a specific employee ID.



- Based upon the Destination Type, key-in the appropriate information in the **To** field(s). One destination is required, but by default, the form allows up to six destinations of the same type to be keyed-in.



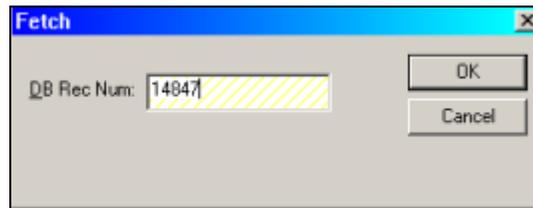
- You can type a **Subject** and any **Comments** before **left-clicking** the **OK** button.



Fetch Record

I/Informer allows users to fetch records from the database of responses that have already been returned from a query.

- 1) Select **State/NCIC -> Fetch** to invoke the Fetch dialog.



- 2) In the **Fetch** dialog, key-in the DB Rec Num (Database Record Number). The DB Rec Num is available from the I/Informer Response Window or the CAD Receive Message dialog.

DB Record #	Day/Time	UserComment	ten
14845	Sun 09:24:30	ILEADS-000001	ten
14844	Sun 09:24:29	ILEADS-000001	ten
14848	Sun 09:24:23	Broadcast *** No records fou	
14846	Sun 09:24:23	ILEADS-000001	ten
14847	Sun 09:24:22	**HIT ODBC-QW NAM/ro	

- 3) Once the Response is retrieved from the Database, it will appear in the Response Window.

Hit Detect

If configured for your Agency, I/Informer allows a user to turn on the Hit Detect feature which will notify the user when a possible hit is returned. If enabled, upon a Response being returned, the Hit Detect feature will scan through the response text and check for specific terms – for example: WANTED, MISSING, STOLEN, etc. Depending upon the configured options, a CAD Message will be sent to the I/Dispatcher client. Contact your System Administrator for more details regarding your Agency’s configuration.

- 1) Select **State/NCIC -> Hit Detect** to invoke the Hit Detect dialog.



- 2) To turn on Hit Detect at your terminal, **left-click** the circle beside **Enable Hit Detect**. To turn off Hit Detect, **left-click** the circle beside **Disable Hit Detect**.