

Photo Records In Incident Files Help Security React To Repeat Offenders

New software lets companies search records against names, physical features.

Developments in incident-management software are letting security departments attach video and still-photo records to offender files, helping them act more swiftly if the offender returns or targets another company site.

One such Windows-based software package, called iTrak, is marketed by **iView Systems**/Burlington, Ontario. In general terms, here's how it works: Assume a security officer has just apprehended a suspect or is subsequently creating an incident report. Once you type that suspect's name into the database, the software automatically pulls up a subject report for that person, if one has been previously created. That file can include CCTV video and still-photo attachments and/or a written description of the offender's physical features.

The iView software also can be used in the opposite direction. If a security officer watching the surveillance camera monitor becomes suspicious of someone, he can type in a description of physical features, and the software will link to subject reports on offenders with similar features. If those files contain video or still-photo attachments, then the officer can positively identify repeat offenders.

Retail, banking and casinos are just three of the sectors with big enough repeat-offender problems to make such

an incident-management system potentially valuable.

Timothy Bohr, surveillance director at **Mashantucket Pequot Tribe Nation, Foxwoods Resort and Casino**/Mashantucket, Conn., started using the iTrak software six months ago. "The tracking abilities are tremendous," he said. Previously, his security department attached offenders' photos to handwritten incident reports, which made it more cumbersome to link one person to multiple incidents over time.

Modules Let You Choose Features

The iView software is created in modules, so that a user can add only the desired features to the base platform, Bohr said. He hopes to add a facial recognition module within a few months that will let him interface the system with camera feeds on a real-time basis. In some vendors' applications, such an interface requires an additional, off-the-shelf server; in others, no additional equipment is needed.

Doug Casper, executive director of security and surveillance for **Saskatchewan Gaming Corp.**/Regina, Saskatchewan, which runs two casinos, has been using the iTrak system since May. He worked with the vendor to tailor special modules. For example, his company needed to create special file entries for people who were

banned from its casinos, and in some jurisdictions it needed to add additional information to justify the banning. Also, it needed a way to record \$10,000-plus transactions to meet legal requirements to police money laundering.

iView says its customers in the banking industry use the iTrak software to keep track of repeat credit fraud offenders and people who present bad checks at bank branches. It also has customers in the retail industry whose security departments use the software to track shoplifters, who often work in packs and strike at the same store more than once.

The iView software also includes a Web home page for a desktop computer that lets security departments be alerted to any newly entered incident reports or other pertinent information and events. For example, a security manager might call up the home page and be told that he has been assigned the follow-up investigator on a certain incident report, explained **James Moore**, iView's VP of sales and marketing. The home page would show a link to the new report, any history of incidents involving that suspect and the subject file with physical description, photos and video clips. ☛

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