:RESOLVER

PERSPECTIVE GLOSSARY

Version 5.0

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Glossary

TERM	DEFINITION
Activity	An event or series of events with which security personnel may become involved. In Perspective, activities are created, scheduled, and assigned to officers or organizations with the help of the Perspective DispatchLog module or through Dispatch, the separate application. Both DispatchLog and Dispatch transfer closed activity data into Perspective as an activity record in the Data Forms, where it can be further described, investigated and analyzed.
Administrator	With Perspective you have the option to provide your users with different administrative access depending on your needs. You can provide a user with access to one or all of the administrative options within the system via Role or User Privileges. The Administrator Right grants access to workgroups, system privileges, roles, and users. Any access to other administration options is managed through additional privilege options, either through System Privileges or via individual Role/User Privileges.
Averted loss	In Incident and Case records, a loss that's associated with an involved entity and is avoided during an incident as a result of a preventative action.
Call Category	A rollup that describes an activity according to its type specifications: Level 1, Level 2 and Level 3. Call Category rollups are hierarchical, meaning that the option selected in the first level of the hierarchy, Level 1, determines what options are available in the second level of the hierarchy, Level 2, and so forth.
Case	A grouping of incidents related by person, item, location, class, or other commonality, generally requiring further investigation.
Chain of Custody	The complete and thorough documentation of an evidence piece's seizure or collection, possession, control, transfer, and disposition. When the process is carried out correctly, documented chain of custody verifies that a piece of evidence is authentic, that the evidence is indeed connected to a particular incident or involved person or organization, and that the evidence has not been tampered with, compromised or misplaced at any point from its initial collection to its appearance in court.
Child data	Child data refers to the data that are recorded on Perspective's sub-forms or that could potentially correspond to more than one referent.

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Child node	A node that can only be accessed when its associated parent node has been expanded.
Class rollup	A rollup that described an incident according to its Class, Category, Subcategory, and/or Type. Class Rollups are hierarchical, meaning that the option selected in the first level of the hierarchy, Class, determines what options are available in the second level of the hierarchy, Category, and so forth.
Dashboard	Within Perspective, the dashboard is similar to a homepage or main screen that displays charts summarizing incident information as well as messages and assignments. Dashboard may also refer to the separate application that can be accessed on the Perspective launch screen (depending on your licensing). The separate application allows you add to widgets that display data from Perspective, such as KPI and charting information, as well a web widget that displays website content.
Dispatch	The separately managed Dispatch application that allows you to complete important dispatch tasks, including dispatching officers and organizations, assigning tasks, reviewing standard operating procedures, bringing officers on and off duty, scheduling dispatches, adding person, vehicle, organization, or item involvements, logging notes, and more. Dispatch has the core functionality of DispatchLog, but offers more features.
DispatchLog	The integrated module of Perspective that allows you to record activities, dispatch officers, take notes, and complete other dispatch-related tasks.
e-Incident	An electronic incident report. e-Incident reports can be created through one of Perspective's optional modules, such e-Reporting, or through the Import Manager tool.
e-Reporting	An optional module for Perspective, enabling any employee, onsite or in a distant location, to report an incident or suspicious activity as soon as it occurs through the webpage set up specifically for their workgroup. Once an electronic report has been submitted from a workgroup's e-Reporting page, it lands in the Perspective Gateway where it is assessed to determine whether or not it should be accepted as a valid Incident record.
Electronic report	An incident, item, person, organization, or vehicle report submitted electronically to the Gateway. Electronic reports may arrive from a number of sources. If your organization uses Perspective e-Reporting (optional module

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	for Perspective), Incident reports may be submitted from a workgroup's e-Reporting Web page. Incident reports, as well as Item, Person, Organization or Vehicle reports, may be imported using Perspective's Import Manager tool. Once an electronic report reaches the Gateway, it is assessed to determine whether or not it should be accepted as a valid record.
Exposure	The amount of potential monetary loss associated with in incident and case records.
Focal Point	An optional module for the Premium Edition of Perspective, offering instant access to incident, investigation and case data summarized in a series of dynamic charts and graphs. Users can analyze their data to see the big picture or drill down to review specific details, getting the facts they need, while, at the same time, uncovering areas of concern and sudden trends.
Fuzziness	A configuration setting in the Quick Find tool which determines how broadly the search terms will be applied. The higher the Fuzziness setting (from 0 to 10), the broader the search results will be.
Gateway	The Gateway serves as an inbox for all electronic reports generated using one of Perspective's optional modules (e.g., Perspective e-Reporting) or imported via Perspective's Import Manager tool. Once an electronic report lands in the Gateway, the Gateway Administrator and/or Gateway Approver are responsible for assessing it and determining whether or not the report should be accepted into Perspective as a valid Incident, Item, Person, Organization or Vehicle record.
Gateway Administrator	The user who initially reviews all new electronic incident reports (e-Incidents) submitted to the Gateway. The Gateway Administrator can edit e-Incidents, including customizing their security controls, and can either assign them to a Gateway Approver for follow-up or delete them from the system. For all other imported reports (item, person, organization, or vehicle), the Gateway Administrator may make them available within Perspective for authorized users to add to the main database or delete them from the system.
Gateway Approver	The user is responsible for following up on all e-Incidents he or she has been assigned by the Gateway Administrator. The Gateway Approver can edit e-Incidents, and can either accept them into Perspective as valid Incident records or send them back to the Gateway Administrator for re-assignment. If an e-Incident contains insufficient information to accept or reject it, the Approver can store the e-Incident in a

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	Pending folder for review at a later date. For all other imported reports (item, person, organization or vehicle), like the Gateway Administrator, the Gateway Approver may make them available within Perspective for authorized users to add to the main database or delete them from the system.
Hierarchy	A hierarchy is organized into successive levels or layers with each level subject to the preceding levels in the hierarchy. For example, the Class Rollup is divided into four fields ordered hierarchically (Class, Category, Subcategory and Type); a selection made in the Class field determines what options are available in the Category field and so forth.
Import Manager	A built-in module of Perspective, Import Manager allows electronic incident, item, person, organization, or vehicle reports to be imported into Perspective's Gateway from a number of sources: a computer, website, PDA, mobile phone or any electronic medium that is able to create and send files in XML format, including access control systems, CRM applications and guard tour devices.
Incident	An unusual action or situation affecting persons or property, either accidental or purposeful, which requires notice or follow-up by a security or human resources department.
Integration Services	A Web Service Application Programming Interface (API) that is designed as a tool for communicating with Perspective data across multiple external interfaces or systems. Integration Services enables secure creation, reading, updating, deleting, and querying of Perspective data across the supported systems.
Investigation	A follow-up or close examination of an incident (or of a case linked to one or more incidents) in order to gather facts and learn more about the incident's causes, sequence of events, involvements, etc.
Language	A language refers to a set of field labels. Custom languages with unique field labels can be created and assigned to particular users. The default language, or label set, in Perspective is System English.
Link	A connection to a specific file, form, or program level.
Link chart	In Perspective Visual Analysis (an optional module for the Premium Edition of Perspective), visually represents the involvements and associations between related incident, case, item, person, organization, and vehicle records. Icons

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	signify the record entities and colored lines identify the nature of their relationships.
Logic formula	Expresses the reasoning Perspective will use when applying search criteria. It uses letter symbols to represent each set of search criteria and applies AND/OR operators and parentheses to define the relationship of search criteria to each other. For example, the simple logic formula (A) AND B shows that Perspective will only search for results that meet both criteria A and B; in order to include results that meet criterion A or criterion B, the logic formula would need to be modified.
Narrative	The story, explanation, or summary of an event in Perspective.
Net Loss	The value determined by subtracting the Total Recovered amount (if any) from the Total Loss amount in incident and case records.
No Impact Loss	In incident and case records, any loss that has been associated with an incident that has either been prevented or remains a potential loss and, hence, does not impact the Net Loss amount.
Node	A point of intersection in a tree that allows users to navigate through the tree to access increasingly specific levels of data or program function. A node can be identified by the small square box to the left of its position in the tree. Clicking the box when it has a plus (+) symbol inside will expand the entity and display all its sub-entities underneath. Clicking the box when it has a minus (-) sign inside will collapse all the sub-entities and hide them under the main entity. When a sub-entity also has a small square box to its left, it is known as a child node.
Officer	An officer is a security personnel representative who can be dispatched and responds to activities created in Perspective DispatchLog or Dispatch.
Officer Alert	A setting that determines amount of time a dispatched officer has to respond to a dispatch once he or she reaches a certain status (e.g., On Route, On Scene, etc.), location and/or priority. Once activated, the Officer Alert will show a timer in the **Officers** panel that displays the amount of left to respond or the amount of time that has passed since the Officer Alert time ran out. Officer alerts can be created in DispatchLog and Dispatch.
Operator	An operator is used to create a more refined search. Like the calculation symbols used in mathematical formulae, where operators define the relationship between the formula's parts (e.g., A is equal to B), operators in

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	Perspective express the relationship of the field to the value when setting search criteria. For example, if the Class field is selected and Criminal is the chosen value, an operator of "equal to" would stipulate that any records appearing in your search results would have a Class equal to Criminal. Examples of other operators include not equal to, less than, contains, starts with and like.
Phonetic	A configuration option in the Quick Find tool that includes results which "sound like" the search term. Useful for finding variations of names (Aaron-Erin, Smith-Smyth).
Pick List	A pick list requires users to select an incident, item, person, organization or vehicle from a range of records displayed in a separate window. (In the Premium Edition, case pick lists are also available.) If the desired entity does not appear in the pick list, some pick lists allow users to create a new entity record for selection. A pick list effectively links data entered in a field to an entity record. Click on the green Add icon on the right side of a pick list field to display a window containing a list of records for selection. Once a record is selected, the window will close and the pick list field will automatically populate with the record's name.
Priority	The level of importance assigned to an incident, activity, email message (e.g., High, Low or Normal). The list of available priority levels can be set in the Administration component of Perspective.
Privileges	In Role or User Privileges in the Administration tree, you can provide users with visibility to access Auditing, Flags, General Settings (Account Policies, Currencies, General), Language, License Management, Lookups, Officers (for Dispatching and Activities), SOPs (for Dispatching), and Visual Alerts (for Dispatching).
Query	A request for information. In Analysis Expert, when the Execute button is clicked, the program sends a message to the database where all information is stored, requesting results matching the query's specified criteria.
Quick Find	A tool that allows users to easily locate records containing a particular text string. Quick Find searches text fields across the Perspective database (such as summaries, narratives and text attachments) for the word or phrase specified, and returns a comprehensive list of records for review
Record view	A particular list of records that a user is permitted to access. In Perspective, users are able to create and save their own customized record views in the

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	Data Forms component, allowing them to better organize and manage the records they need to view on an ongoing basis.
Recovery	In Incident and Case records, an entity that corresponds to a loss amount associated with an incident that has been restored or regained as a result of an action that had been implemented after the incident took place.
Regulated Time to Act (RTA)	Known as RTA for short, a Regulated Time to Act alert determines the amount of time a dispatcher has to react to and modify an activity when the officer reaches a certain status (e.g. On Route, On Scene, etc.), location and/or priority. Once activated, the RTA will display a timer in the RTA column of the Dispatches panel that displays the amount of time left to respond to the activity or the amount of time that has passed since time ran out. RTAs can be created for both DispatchLog and Dispatch.
Role	Every user is assigned to a role, which determines how much access the user has to Perspective's functions and features, and what he or she uses the program for. Examples of roles include Administrator, Investigator or General User.
Rollup	A rollup is also known as a multi-tier or hierarchical lookup list. Rollups are used to streamline the options and functions available to users making selections from related lookup lists. Each rollup has up to four tiers. The first tier is known as the Root; the option selected in this first tier determines what options are available in the second tier and so forth. A higher tier in the hierarchy is known as a Parent field and a lower tier is known as a Child field. Any Child fields that are on the same tier of the hierarchy are called Sibling fields.
Sigma (Σ)	The Greek symbol for "sum." In Analysis Expert, the sigma symbol appears on the heading of a column when Group By is clicked, indicating that the data in the column can be added together.
Standard Operating Procedure (SOP)	Provides guidance on the course of actions in case of an activity with a specific Call Category, Location and/or Status. The Standard Operating Procedures can be described in the Administration component of Perspective with the help of a brief description, a standardized checklist of actions to be performed under the specified activity conditions, additional attachments, hyperlinks and automated notifications. The created SOP rule will

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	subsequently feature in activity records that correspond to specified settings in DispatchLog or Dispatch.
Supervisor	A user who is permitted to access the Controls tab on all records. Among other things, this allows the supervisor to change the workgroups, organizational rollups and access levels of records at will. In Dispatching, the Supervisor Right provides you with the ability to see all active dispatches regardless of workgroup.
Total Loss	In Incident and Case records, the sum value of all Loss amounts associated with an incident that corresponds to losses that actually took place.
User Defined Field (UDF)	A unique field created by an organization to appear in Perspective.
Visual Analysis	An optional module for the Premium Edition of Perspective, allowing data relationships between Incident, Case, Item, Person, Organization or Vehicle records to be rendered into powerful visual link charts. These visual elements can easily be analyzed and interpreted, bringing clarity to complex investigations and scenarios.
Workflow	An optional module that acts as a business activity monitoring application that works behind the scenes to help users stay on top of Perspective's reported incidents, ongoing investigations and current assignments. It monitors and auto-responds to critical, time-sensitive data, automatically notifying the necessary personnel and guiding team members through the proper processes and protocols.
Workgroup	A workgroup, in Perspective, segregates users by department, division, corporate level, region or any other criteria an organization wishes to use, and allows an organization to limit users' access to data. Users can only access records assigned to their respective workgroups.

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