

# :RESOLVER

## PERSPECTIVE GLOSSARY

Version 5.5

August 2018

## **Perspective by Resolver Inc.™**

Version 5.5

Distributed August 2018.

## **Notices and Intellectual Property Information**

### **Notice**

The materials contained in this publication are owned or provided by Resolver Inc. and are the property of Resolver or its licensors, and are protected by copyright, trademark, and other intellectual property laws. No trademark or copyright notice in this publication may be removed or altered in any way.

### **Copyright**

Copyright ©2019 Resolver Inc. All rights reserved. All materials contained in this publication are protected by Canadian, the United States, and international copyright laws and no part of this publication may be reproduced, modified, displayed, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written consent of Resolver, 111 Peter Street, Suite 804, Toronto, Ontario M5V 2H1, Canada or, in the case of materials in this publication owned by third parties, without such third party's consent. Notwithstanding the foregoing, to the extent any material in this publication is reproduced or modified in any way (including derivative works and transformative works), by you or on your behalf, then such reproduced or modified materials shall be automatically assigned to without any further act and you agree on behalf of yourself and your successors, assigns, heirs, beneficiaries, and executors, to promptly do all things and sign all documents to confirm the transfer of such reproduced or modified materials to Resolver.

### **Trademarks**

Protect What Matters, RiskVision and/or other products or marks referenced herein are either registered trademarks or trademarks of Resolver Inc. in Canada, the United States and/ / or other countries. The names of actual companies, trademarks, trade names, service marks, images and/or products mentioned herein may be the trademarks of their respective owners. Any rights not expressly granted herein are reserved.

### **Changes**

Companies, names, and data used in the examples herein are fictitious unless otherwise noted.

Although every precaution has been taken in preparation of this document, Resolver Inc. assumes no responsibility for errors or omissions. Neither is any liability assumed for damages resulting from the use of the information contained herein.

Permission to modify and distribute this document strictly for the purpose of internal user training is hereby granted, provided that it is made evident the document has been modified, and that all copies contain all proprietary notices set forth in or on the original version. Resolver Inc. assumes no responsibility for errors or omissions resulting from the modification of this document. Resolver Inc. expressly waives all liability assumed for damages resulting from the modification of the information contained herein. Notwithstanding the permission granted herein, no part of this document may otherwise be reproduced, transmitted, disseminated or distributed, in any form or by any means, electronic or mechanical, for any other purpose, without the express written permission of Resolver Inc.

# Glossary

TERM	DEFINITION
<b>Activity</b>	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.
<b>Administrator</b>	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.
<b>Attachment</b>	A file or photo saved to a record, including activity, incident, or case records.
<b>Averted loss</b>	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.
<b>Business Unit</b>	The department, division, or unit of a company that was impacted by an activity or incident.
<b>Call Category</b>	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.

TERM	DEFINITION
<b>Case</b>	A grouping of incidents related by person, item, location, or class that generally require further investigation.
<b>Chain of Custody</b>	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.
<b>Charts</b>	Pre-set diagrams on the Dashboard and Analyze and Report components that provide summaries and display trends in the data you have access to.
<b>Child data</b>	Child data refers to the data that are recorded on Perspective's sub-forms or that could potentially correspond to more than one referent.
<b>Child node</b>	A node that can only be accessed when its associated parent node has been expanded.
<b>Class rollup</b>	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.
<b>Command Line</b>	A feature in Dispatch that allows dispatchers to perform basic functions (such as creating a new dispatch, assigning tasks, or dispatching an officer) by entering commands on their keyboards.
<b>Connect</b>	A tool developed by Resolver that allows you to integrate third-party security systems to send event data to Dispatch. Depending on the settings, the events can automatically create new records in Dispatch, acknowledge in the

TERM	DEFINITION
	source system that an event occurred, or close the event in the source system.
<b>Dashboard</b>	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.
<b>Dispatch</b>	A companion application to Perspective that allows you to complete important dispatch tasks. Dispatch has the core functionality of DispatchLog, but is separately managed and offers more features.
<b>DispatchLog</b>	The integrated module of Perspective that allows you to record activities, dispatch officers, take notes, and complete other dispatch-related tasks.
<b>e-Incident</b>	An electronic incident report. e-Incident reports can be created through the Web Portal. Once an e-Incident has been submitted, it lands in the Perspective Gateway where it is assessed to determine whether or not it should be accepted as a valid Incident record
<b>Exposure</b>	The amount of potential monetary loss associated with in incident and case records.
<b>Field</b>	An element within record that allows you to enter or access a specific piece of information related to the record type (e.g. the First Name field on the Person record).
<b>Focal Point</b>	An optional module 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

TERM	DEFINITION
	review specific details, getting the facts they need, while, at the same time, uncovering areas of concern and sudden trends.
<b>Fuzziness</b>	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.
<b>Gateway</b>	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.
<b>Gateway Administrator</b>	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.
<b>Gateway Approver</b>	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 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

TERM	DEFINITION
	authorized users to add to the main database or delete them from the system.
<b>Hierarchy</b>	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.
<b>ID</b>	Short for “identifier,” ID can refer to a number of fields designed to identify various records, items, and users related to an activity or incident.
<b>Import Manager</b>	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.
<b>Incident</b>	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.
<b>Integration Services</b>	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.
<b>Item</b>	Objects that may be involved in activities, incidents, cases, or investigations (e.g. a weapon or stolen purse).

TERM	DEFINITION
<b>Investigation</b>	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.
<b>Investigator</b>	A person assigned to work on the investigation of an incident (or of a case linked to one or more incidents). In Perspective, users designated as investigators are permitted access to investigation forms, tabs and functions.
<b>Involvements</b>	Records of the persons, organizations, vehicles, or items involved in an activity, incident, or case.
<b>Language</b>	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.
<b>Link</b>	A connection between records in Perspective (e.g. linking an Incident to a Case or a Person to an Organization).
<b>Link chart</b>	In Perspective Visual Analysis, a link chart visually represents the involvements and associations between related incident, case, item, person, organization, and vehicle records. Icons signify the record entities and colored lines identify the nature of their relationships.
<b>Location</b>	The locale of an incident or activity (also known as "Sites" in Perspective) or the address of a person or organization. In DispatchLog and Dispatch, locations refer to the whereabouts of a dispatch, dispatch-related task, or an officer's last known location.
<b>Logic formula</b>	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



TERM	DEFINITION
	and B; in order to include results that meet criterion A or criterion B, the logic formula would need to be modified.
<b>Loss</b>	The quantity or monetary value lost during an activity or incident.
<b>Narrative</b>	The story, explanation, or summary of an event in Perspective.
<b>Net Loss</b>	The value determined by subtracting the Total Recovered amount (if any) from the Total Loss amount in incident and case records.
<b>No Impact Loss</b>	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.
<b>Node</b>	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.
<b>Officer</b>	Security personnel that can be dispatched and respond to activities created in DispatchLog or Dispatch.
<b>Officer Alert</b>	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 <b>Officers</b> 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.

TERM	DEFINITION
<b>Organization</b>	An agency, company, or group. An organization may also refer to any company or agency that may be involved in or work with activities, incidents, cases, or investigations.
<b>Operator</b>	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 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.
<b>Owner</b>	The person or workgroup that created a record and/or is responsible for a record.
<b>Person</b>	Any person who may be involved in or work with activities, incidents, cases, or investigations.
<b>Perspective</b>	Incident reporting and investigation management software that allows you to document, analyze, investigate, and manage incidents as they occur within an organization.
<b>Phonetic</b>	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).
<b>Pick List</b>	A pick list requires users to select an incident, item, person, organization or vehicle from a range of records displayed in a separate window (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

TERM	DEFINITION
	<p>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.</p>
<p><b>Priority</b></p>	<p>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.</p>
<p><b>Privileges</b></p>	<p>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).</p>
<p><b>Query</b></p>	<p>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.</p>
<p><b>Quick Find</b></p>	<p>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.</p>
<p><b>Record</b></p>	<p>Details of an activity, incident, or case or of any related person, item, vehicle, or organization related to an incident or activity.</p>
<p><b>Record view</b></p>	<p>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 Data Forms component, allowing them to better organize and manage the records they need to view on an ongoing basis.</p>

TERM	DEFINITION
<b>Recovery</b>	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.
<b>Regulated Time to Act (RTA)</b>	<p>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.</p> <p>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.</p>
<b>Report</b>	A summary of data from a larger data set. Reporting may also refer to the process of collecting and sharing information. A variety of reports are available in Perspective, including those in the Analyze and Report component and the printable reports in the Data Forms.
<b>Role</b>	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.
<b>Rollup</b>	A rollup is also known as a multi-tier or hierarchical lookup list and 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.
<b>Sigma (<math>\Sigma</math>)</b>	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.

TERM	DEFINITION
<p><b>Single Sign-on (SSO)</b></p>	<p>Login authentication that, if configured by a Perspective administrator, allows you to enter one set of credentials to access multiple Resolver desktop applications (Dispatch, Perspective, and/or Dashboard) without re-entering those credentials, as long as your session token (a temporary file that stores your credentials) remains active. The amount of time the session token is active is based on the settings of the SSO provider selected by your administrator, however, logging out of one Resolver application will end the session with all applications (e.g. if you click Logout in Dispatch, you will need to re-enter your login credentials to log into Perspective). Clicking the X at the top right of an application will keep your session token among the applications active. For Perspective iOS and Officer Mobile, you can't share your login credentials across apps, however, you don't have to re-enter your credentials while you have an active session token. Note that closing or navigating away from the app does not end your SSO session. To end your session, you must logout.</p>
<p><b>Site</b></p>	<p>The location of an incident or activity. In Perspective, these locations are populated based on the site rollups. In DispatchLog and Dispatch, new activities are assigned locations, which are separate from sites, but these locations can be linked with the Perspective site rollups.</p>
<p><b>Standard Operating Procedure (SOP)</b></p>	<p>Provides guidance on steps to take 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 subsequently feature in activity records that correspond to specified settings in DispatchLog or Dispatch.</p>
<p><b>Supervisor</b></p>	<p>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.</p>

TERM	DEFINITION
<b>Total Loss</b>	In Incident and Case records, the sum value of all Loss amounts associated with an incident that corresponds to losses that actually took place.
<b>User</b>	A person who works in Perspective. A user may also refer to administrators, sub-administrators, supervisors, and investigators.
<b>User Defined Field (UDF)</b>	A unique field created by an organization to appear in Perspective.
<b>Vehicle</b>	A vehicle that may be involved in activities, incidents, cases, or investigations.
<b>Visual Analysis</b>	An optional module 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.
<b>Workflow</b>	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.
<b>Workgroup</b>	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.

# Contact Information

## Technical Support

**Toll Free:** 1-877-776-2995  
**Phone:** (780) 448-0616  
**Email:** [support@resolver.com](mailto:support@resolver.com)  
**Website:** <https://support.resolver.com>

## Resolver Inc.

**Toll Free:** 1-888-776-9776  
**Phone:** (780) 448-0616  
**Fax:** (780) 448-0618  
**Email:** [information@resolver.com](mailto:information@resolver.com)  
**Website:** <http://www.resolver.com>