



NEIGHBOURHOOD ALERT: POLICE FORCE IMPLEMENTATION OVERVIEW

This document covers all the key steps that will be required prior to the launch of the Neighbourhood Alert system in <FORCE NAME> force area.

SYSTEM MODULES

Based on the proposal you will have received; it would be great to get an understanding of which system modules you would like to be in place from the start of the license period. If you need any further clarification regarding any of the modules, please do not hesitate to ask.

PURCHASE ORDER

Please arrange for a purchase order to be raised and sent to Rob Nelson, our FD at rob@visav.co.uk. Please include as much information as possible including the number of years you would like the initial license for and your preferred billing schedule. For example, if you are opting for a three-year license to be billed annually (or the full amount upfront). Rob will then raise the relevant invoice and documentation relating to the Alert license.

IMPLEMENTATION SCHEDULE

Here is a link to the [Implementation Plan](#) that we will be working through, detailing all the steps that we will need to complete during the onboarding process.

BRANDING

We will need details relating to the brand name you have chosen for your Alert system, along with a logo and colour pallet. This will enable us to purchase the relevant domain and begin work on your front-end website. If you need any assistance or suggestions, please just ask.

DOMAINS

There are two options available when it comes to domains:

Option 1 (the preferred option with most of our force partners): We purchase and host the respective domains on your behalf.

Option 2: You purchase the domains and ask your hosting provider to point them to our servers.

FRONT END WEBSITE

The initial set-up includes a front-end, public-facing website. There are two options for this, you can either supply your own artwork, or we can design the site for you, which is the option that pretty much all the forces we work with opt for, as it is one less thing for you to worry. Here are some examples of sites that we have built recently for new forces as they have adopted the Alert system:

<https://warwickshireconnected.com/>

<https://www.northwalescommunityalert.co.uk/>

<https://mycommunityvoicekent.co.uk/>
<https://www.northumbriacconnected.co.uk/>

If you would us to design the site for you along a similar line all we would need from you is 3-4 up-to-date images that you would like to incorporate. As you will see from the existing sites, we have incorporated full width images for additional impact. If you would like to adopt a similar look, we would need images that are 1920px wide and ideally no taller than 700px.

ADMIN SITE

Your admin site will be where everyone within the force who needs access to the system goes to for any system related tasks, whether they be office based using a desktop/laptop, or community based accessing Rapport (the mobile version of Alert) using a handheld device. Initially we will need the details of whoever you would like setting up as “System Admin” (or “Super Users” as we refer to them). Super Users have access to all facets of the system, so I would advise restricting this to those who are going to be involved in the initial and ongoing set-up of the system.

PERMISSION SETS

The core permission sets that exist within the system, along with the specific functionality available to each role, is outlined below. Depending on which modules you are opting for, we can also set up bespoke permission sets if required.

	Read Only	Send Messages	User Tasks (Add/Edit)	Reporting	NW Tools	System Admin					Surveys			Users	
						Manage Admins	Site Config	Area Planning	Global Settings	Save Message Templates	Create & Delete	Send	View Results	Delete	Export
System Admin		YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES	YES
Data Analyst	YES			YES									YES		YES
Police Officer		YES	YES	YES	YES							YES	YES	YES	
PCSO		YES	YES	YES	YES							YES	YES	YES	
Police Staff		YES	YES	YES	YES							YES	YES	YES	
NW Data Analyst	YES		YES	YES	YES										
MSA		YES	YES	YES	YES									YES	
OPCC		YES	YES	YES										YES	
Custom Role	YES/NO	YES/NO	YES/NO	YES/NO	YES/NO	YES/NO	YES/NO	YES/NO	YES/NO	YES/NO	YES/NO	YES/NO	YES/NO	YES/NO	YES/NO

TEAM STRUCTURE

Set up will include the creation of a “team” structure. This enables teams to communicate between themselves using the chat function in Rapport and assign message replies to the team or individual colleagues within the team. Most forces tend to use their community policing team structure, plus additional teams for office-based staff i.e Corporate Comms etc. If each team has a generic email address, this will assist with assigning replies.

KML FILES

We will need to upload your KML area structure into the system. [Here is a link](#) that will give you some more information. I will invite Nick to our Teams meeting as he will be able to explain in more detail exactly what we need.

DEMOS AND TRAINING

We have a full [Teams based training suite](#) available to ensure that everyone has the opportunity to attend the training that is relevant to them. The time commitment is minimal (45-60 mins per person approximately) to ensure there is minimum impact on day-to-day roles. I have attached a training overview document that highlights the key sessions involved.

The demo session for key stakeholders is entirely optional. It will arm the Neighbourhood Inspectors, and anyone else instrumental in implementing the system, with the information they need to cascade down to their teams in terms of using the system and ensuring everyone has requested their accounts and attended the required training when the time comes. If you will be relying on help from the Inspectors to assist with the system roll-out I would recommend that we schedule this session, let's discuss more when we speak.

All the training sessions (except the key stakeholder demo) are general sessions available to all forces, so you may find colleagues from other forces joining the sessions as well.

NEIGHBOURHOOD WATCH TOOLS

Cheryl Spruce from the Neighbourhood Watch Central Support Team will be responsible for training the MSA's in your area to ensure they are actively using the system.

SUB INFORMATION PROVIDERS

Sub Information Provider licenses are available for other organisations within your force area. These include the OPCC, Fire & Rescue, Local Authorities etc. If any other organisations within your force area would be interested in adopting Alert within their respective business, we would be delighted to talk to them.

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