



Security
Surveillance
Software
Solutions



Case Study | Education | University of Otago



Andrew Ferguson, Deputy Proctor,
University of Otago.

Technology at work for you

Document Control & Governance

The University of Otago, founded in 1869 by an ordinance of the Otago Provincial Council, is New Zealand's oldest university.

Since 1961, when its roll was about 3,000, the University has expanded considerably (in 2010 there were over 21,000 students enrolled) and has broadened its range of qualifications to include undergraduate programmes in Surveying, Pharmacy, Medical Laboratory Science, Education, Physiotherapy, Applied Science, Dental Technology, Medical Radiation Therapy, Dental Hygiene and Dental Therapy (now combined in an Oral Health programme), and Biomedical Sciences, as well as specialised postgraduate programmes in a variety of disciplines.

The University's main campus is in Dunedin on New Zealand's South Island, with Health Sciences campuses in Christchurch (University of Otago, Christchurch) and Wellington (University of Otago, Wellington), Invercargill (University of Otago Southland) and an information and teaching centre in central Auckland.

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Dunedin is a true university town with a rich history, diverse geographic environment and exceptional cultural and entertainment options that broaden the student's overall education experience.

International students flock to the university for its renowned study abroad programs and, with local students, reside amongst the many housing options

in and around the campus. Most students, regardless of their origin, live within a two kilometer radius of the campus. Given the dense student population in and around the University, Dunedin's police force and the University's Campus Watch staff work together to provide a safe and secure living and campus environment by promoting responsible student behaviour.

The Proctor's Office is tasked with the overall University Student Safety and Discipline, Building Security and Emergency Management. Andrew Ferguson, the University of Otago's Deputy Proctor, is responsible for overseeing the security functions across all Campuses (Auckland, Wellington, Christchurch, Dunedin and Invercargill). As Deputy Proctor, Mr. Ferguson's mandate is to oversee the management of 40 Campus Watch staff who carry out campus escorts, patrols, safety and security functions campus wide and around the student residential areas as well as having a pivotal role in Emergency Management.

The Business Challenge

With multiple areas of security operations, the Proctor's Office was managing three separate systems to capture incident and related information. The first one was dedicated to building security related issues; the second system was for students disciplined by the Proctor's Office and the third was designated for incidents attended by staff. As a result, managing and reporting on all security related events was disparate, disorganized and difficult. For this reason, Ferguson realised a need to collect all data intelligence under one unified platform, but he was not aware of a system that could meet his hybrid requirements based on policing and education.

Compounding the day to day traditional safety and security challenges of a University is the open nature of the multi campus environment at Otago itself which is very difficult to manage from a security perspective i.e. facilities that are very hard to lock down and control, visitors that come and go in classrooms; parents, and other family members that visit students, managing contractors as well as staff members. Add security staff turnover to this environment and it becomes very difficult to monitor and keep everyone informed as to individuals' business and involvement on each campus.

Even with the addition of well-trained Campus Watch officers and local police force participation at the University, incidents ranging from offensive behaviour to theft to property damage often require additional documentation and even police involvement. When these events occur, it is important that the situation is handled properly; key individuals are notified and appropriate best practices are followed and documented. It is just as important to ensure that an incident is reported and that involved parties' histories have been tracked and documented. This allows for post event analysis of how the event unfolded as well as the provision of all potentially related information leading up to the event. By doing so, detailed statistics reports can be run allowing the Campus Watch management team to identify areas and individuals of high risk and re-allocate staff or add other preventative measures to reduce potential future occurrences. This also ensures that Campus Watch staff has access to historical information on known persons of interests that have caused, or are likely to cause, future situations.



The Solution

Flexible solutions for higher education

Serendipitously, Mr. Ferguson spoke to a past colleague who had transitioned to the gaming and entertainment industry. This colleague informed him that their casino was using an incident reporting software solution that was capable of amalgamating and streamlining multiple reporting systems. This new platform had enabled casino staff to respond, escalate and report on any incidents or tasks effectively and efficiently.

Based on his colleague's recommendation, Ferguson took upon the task to source new software to meet the University's needs. "I contacted iView Systems and the initial demonstrations of the product were extremely professional and easily followed using WebEx, and I soon realized that there was nothing that was likely to meet our needs like the iTrak Incident Reporting and Risk management Platform. iView could relate to the issues we faced as they had clearly provided this product to institutions with similar needs as ourselves. Our biggest concern initially was the fact that we were over on one side of the world and the iView staff was over the other."

"Ultimately distance was never an issue and the implementation went smoothly and any IT related issues were easily resolved to our satisfaction. The on-going support from iView has been amazing and greatly appreciated", explains Ferguson.

The result was that the iTrak platform was able to combine all three separate databases into one seamless subject centric platform where the University could retrieve data specific to any particular area such as student discipline. This greatly increased their operational efficiency and reduced data administration effort.

Ferguson adds, "our role as Campus security is unique in a way that it not only mandates our engagement in ensuring students safety and security, but also entails enforcing student discipline (we can discipline students on and off campus for misconduct) and we occasionally need to implement corrective actions on students. These actions yield an additional level of due diligence required to support our decisions related to students' fines, prosecutions, litigation or ultimate discipline.

We require extensive daily log and document control options, based on roles and permissions specific to individual users and properties, where we can keep track of each action of individual system users and cross reference it to a specific event. iTrak, with its extensive user roles and permissions, customization, and detailed document log, fully addresses this requirement".

"Developing and implementing relevant performance metrics where we report and measure efficiency of our staff is easy. We run a wide variety of performance reports and statistics for measuring operational efficiencies indicating staff's personal engagement in a particular security case; number of incidents, corrective measures; daily logs; escalations, etc. iTrak enables us to cross reference all Campus Watch staff to specific events and involvements, pool the averages and other relevant information and identify stellar and poor performers".

"The security community is very close knit and I do not hesitate to recommend iView Systems to my colleagues."



"From conduct issues to medical concerns, iTrak has helped us to become proactive, productive and streamlined in our approach."

The Benefits

Holistically, by looking at the challenge of securing the university environment, campuses' can protect assets, reduce costs and enforce conduct by managing a well documented chain of information and supporting evidence for expulsion or prosecution.

"The ease of operation of iTrak has been a huge benefit for our staff. Entering information and generating reports is simple, and takes very little time. Incidents are effortlessly escalated to Management and all relevant information is easily entered. We also use iDispatch which enables us to effectively dispatch and manage our staff throughout their shifts while running detailed performance reporting. Additionally, we also use the Lost and Found module which enables us to effectively manage lost and found items during off hours".

"Since implementing and converging all our daily security and safety reporting data into the iTrak Incident Reporting and Risk Management Platform, the University has been able to reduce the amount of time our staff spend on recording incidents, as well as decreasing the time to extract the information and compile performance, incident statistics and trend analysis reports for reporting to our Director", concludes Ferguson.

"The iTrak platform has become such a useful tool, allowing our university to organize and track incidents on and off campus. From conduct issues to medical concerns, iTrak has helped us to become proactive, productive and has completely streamlined our security reporting approach."

Since the initial iTrak Incident Reporting and Risk Management deployment, the system has been fully upgraded to include the iDispatch Security Dispatch, Lost and Found and advanced Ad Hoc Reporting Modules. By converging the entire security and safety reporting platform beyond basic integration the iTrak platform seamlessly merges reporting, personnel, student and campus security management within a single integrated solution.

Having iView's unified suite of products installed across all campuses, the University of Otago has achieved its main objective: securing its students, staff and employees educational future.

Products Installed at the University of Otago, New Zealand:

iTrak :
Incident Reporting &
Risk Management Platform

iDispatch:
Security Dispatch Module

Lost and Found:
Lost & Found Management Module

Incident Reporting | Risk Management | Identification Solutions
Visitor Management | Responsible Gaming



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