



Control Room Operation

Basic training



Introduction

This document will help you get a better understanding of how a control room monitoring security guards can function. It shows the basic operations of a control room. Note that this is not the only way. There are many options available and the control room doesn't need to run this way. Remember also that you need to follow your company's protocol.

What do security guards do?

Security guards can perform many different functions on a site. These functions can also be combined for one guard or multiple guards.

The stationary post.

The guard stays in one place and observes. The guard is usually required to stay awake but this is not necessarily the case. The guard can sometimes also be in charge of access control (like a main gate) or can monitor what goods enter or leave the site.



The patrol route.

The guard is required to patrol a wide area. This can include remaining stationary at certain points for a period of time and might require inspections of equipment along the way.

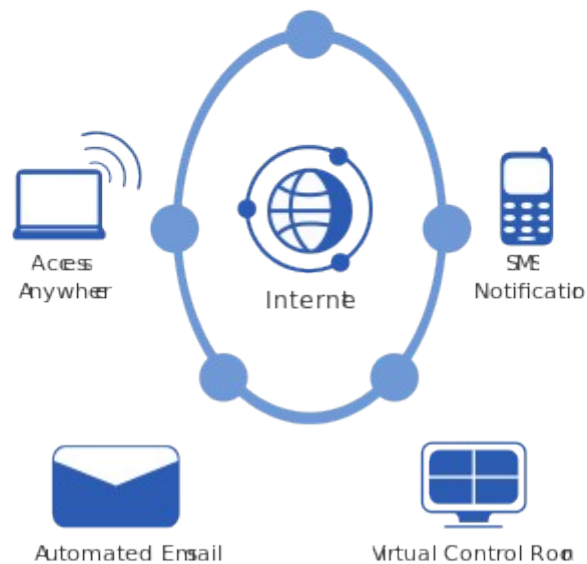
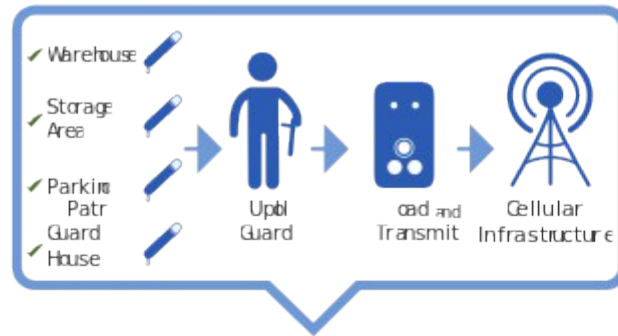
What happens without a Monitoring system?

There would be no control room staff. In most cases everything would run smoothly. Guards would do their work and clients are happy. This is also a cheaper business model.

However, when things go wrong, the guard is usually the first person to be blamed and told that he was not doing his work. He may even lose his job. How does he prove that he was doing his job properly?



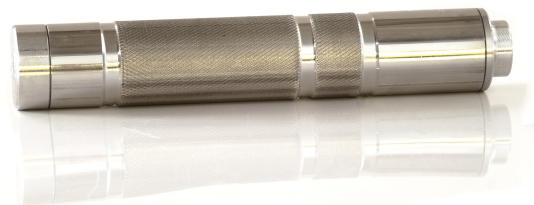
How the guard monitoring system operates



On site you have several pieces of equipment.

The ID point

The patrol baton



The online unit

The guards uses the baton and clock points that have been set up along a route. When they get back to the guard house the baton information is uploaded.

Signals received from the system and what they mean.

Note not all signals are available on all units.

Tamper

This could be for one or all of the following reasons.

- The unit has been opened
- The unit has been wet
- The unit has been damaged

Check if a technician is on site, if not, a supervisor needs to be sent to site to investigate immediately (depending on the situation). A technician might have to look at the unit to make sure nothing has gone wrong.

Mains fail

The unit is now running on battery power.

Has the unit been unplugged, if so why?

Has mains power been cut?

This can be the precursor to something bigger if nothing is done about it.

Mains restore

No longer running on battery, same questions should be asked as with the mains fail.

Power up

The unit has been powered up (switched on). This is not the same as 'mains restored'. It means the the unit was physically switched off and has now been physically switched back on.

Why was it powered down anyway? Could the unit have been tampered with when it was unpowered?

Power down

The unit has been powered down. Why?

This should be resolved as quickly as possible. While the unit is powered down, the site is not been monitored.

Inactivity timeout

The unit is unresponsive (no activity received from the unit for some time). You will get this after a power down.

This could be because the unit has been powered down or damaged. Investigate what might be wrong as the site is not being monitored.

Call button (Panic)

The button at the bottom of the unit has been pressed. This can be used in many ways.

Failed patrol

The guard has not come back from patrol in the allotted time, or they have come back but have clocked less than half the points.

Is the guard sleeping?

Has something happened to the guard on route?

Was the guard delayed in some way?

Missed point

The guard has missed one or more points.

Are some of the points damaged?

Is the guard not clocking points correctly?

Is the guard purposely missing the points furthest away?

Incomplete patrol

The guard has come back to the unit with points missing from the patrol. The guard has however been notified of this and might have enough time to correct it. (this might need to be filtered in a big control room)

Patrol OK

The patrol was done ok. (this might need to be filtered in a big control room)

Patrol too fast

The patrol was done too fast. Patrols are normally done over a fixed period. If the guard runs the patrol so as to have more time to rest in the guard house you would get this message.

Eg 10 points need to be clocked in one hour. Normally you would want the points to be done over the whole hour and not all in the first 5 mins.

Patrol irregular

The point times were irregular. Most sites require points to be clocked at regular intervals if the guard runs and clocks the first 9 points in the first 5 mins and then waits 50 mins to clock the last one you would get this signal.

Common faults and how to check and correct them.

No signals

If you have not received any signals from sites your computer might have frozen or lost connection to the internet. It is also possible there just were no signals from any sites. How can you tell?

On the top right of your screen is a ! in a yellow triangle. If you click this it will allow you to do some tests. You can see how slow your computer is as well as when the last signal received was.

Conflicting reports

Lets say the system tell you that there is a missing point or that the guard has failed to patrol, but when you contact site the guard says everything is fine. Clearly everything is not fine, something is wrong. There are several reasons for this problem. Either the guard is lying, they do not know how to use the system properly or there is a fault in the system/system setup. Firstly the system setup should be checked by sending a knowledgeable person to site to test it. There might also be discrepancy's in what the guard was told to do and what they can do. Extra guard training might also be required.