Introduction to CARD

About this lesson

Overview	This lesson provides participants with an overview of the CARD screen and the various windows that make up the screen.
Learning objectives	At the end of this session, participants will be able to: • demonstrate signing on and off the system • demonstrate changing operator • recognise the difference between live and training databases • demonstrate the process for switching databases • describe the functions of the fields in CARD.
Assessment	Formative assessment will take place during the course as and when the functions are used in practical sessions.
Resources	• CARD workstations • Trainers Practical Guide.
Trainers practical guide	The trainers' practical guide includes information about the functionality and processes for the various computer systems and programmes used in the Comms Centres. Where applicable, a reference to the practical guide is included in the lesson plan.
Duration	2 hours and 30 minutes
Delivery strategy and lesson stages	Explain, demonstrate and practice.

Trainer's notes   Ensure that the CARD terminals are set to the training database.

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Introduction

Welcome   Welcome participants to the lesson and introduce the topic.

Revision and   Refer back to the previous lesson – communicator role. We have been
entry level   discussing what the role of the communicator is…..

Lesson   CARD stands for Communication and Resources Deployment system. It is an
overview   integrated system that includes a number of applications. It is the key computer
                     system that is used in the communications centre. You will use CARD everyday in
                     your work both now as a trainee, as a communicator, and as a dispatcher. The more
                     comfortable you are with using this system, the more you will be able to help your
                     caller.

Stage 1 – CARD Security

Introduction to CARD security
The police computer systems have access to information about members of the public and organisations. Police have an obligation to treat this information as confidential and to only use it for the purpose of law enforcement or to ensure the safety of individuals. As a member of Police, it is very important that you play your part in maintaining the security of all our computer systems. The most important and the easiest way to do this in CARD, is to change operator whenever you leave the desk. We will look in to the access and use of all our systems at a later stage of the course. Let's look at how we keep CARD secure.

Resources
CARD training terminals.

Duration
30 minutes.

Unauthorised connection of electronics
It is vital that learners are aware they must not plug any external devices into the CARD terminal, such as USB sticks or phones, even for the purposes of charging. This is to prevent the possible introduction of viruses which have the potential to crash the system.

Log in
Have the terminals sitting ready at the grey "change operator" screen. Have participants log in (follow the steps on page 4 of the practical guide). Check that all participants are now logged into CARD.

Change operator
Have participants change operator (follow the steps on page 9 of the practical guide). Discuss examples of when you would use change operator, eg everytime you leave the desk.

Log off
Have participants completely log off (follow the steps on page 8 of the practical guide).
Discuss examples of when you would log off, eg reboot, system switch.

Practice
Repeat the process as necessary to ensure that all participants practice.

Recap
Discuss the difference between sign off and change operator and the need for control and security over our system.

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Stage 2 – Switching databases between live and training

Introduction to the lesson

CARD has two main types of database:
- the live system is used on the operational floor for entering events for attendance or information
- the training database is used for training purposes.

There is a training database for each centre and it replicates the live system. It is here that we can learn and practice safely. We are always going to use the training database but there may be times when the terminals are used for overflow communicators overnight. We must always check that they have been left in training for us, and if not, we must know how to change them back.

Resources

CARD training terminals.

Duration

30 minutes.

Training database

Explain how to differentiate between the training and live databases.
- Show the "training triangle" on the change operator screen.
- Show the "training database" warning between the two triangles located above the agency control box on the main screen.

Switch database demonstration

Explain the process for changing databases. Follow the steps in the table below.

Step	Action
1	At the log on screen, click 'cancel'.
2	Go into the 'workstation' drop down menu and click "signoff" and then 'exit' – to ensure a full blue screen.
3	Go to the bottom of the screen and go to 'start', 'programs', and click on 'system switch'.
4	Select 'Police' in the agency box and then select' 'training (Auckland, Wellington, or Christchurch).
5	Click 'OK'. Note: If switching to the live database, Select 'Police', 'Live' and then also click the box at the bottom left of the system switch box.
6	Wait while system changes. There will be a blue process box showing while it does this.
7	Once the blue box has gone, Go to 'start', 'shutdown' 'restart' and click on 'OK'.
8	Wait until the police access box appears. Hold down 'ctrl', 'alt' and 'delete' keys simultaneously.
9	When warning box appears, hold 'shift' key down while clicking 'OK' or pushing 'enter'.
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12	Wait until the log on screen appears. It should show the triangle with the exclamation mark and 'training' written along the bottom.

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Switch database practice

Have the participants switch the database from training to live and then back again.

Repeat the process as necessary to ensure that all participants practice.

Recap

Ask participants how to differentiate between the two databases and the importance of recognising which database the terminal is in.

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Stage 3 – CARD Functionality

Introduction to the lesson

The CARD GUI (graphic user interface) is how the screen looks to us. It is made up of a number of windows and menus and to get the best from the system, you need to know your way around. There are usually several ways to complete the various tasks and there is sometimes a specific order for completing the tasks as well. We will focus on one way during the course to avoid any confusion. Let's run through the different parts of the screen.

Resources

CARD training terminals.

Duration

1 hour 30 minutes.

Log on

Have participants log on to the CARD system (revision of stage 1).

Explain that CARD runs over the two screens. The left hand screen contains the event information screen and the pending events monitor. The right hand screen contains the map and we will look at that later.

I/CAD menu

Explain the I/CAD menu options (follow the steps on page 6 of the practical guide). Include an explanation of change password and refresh CAD.

Explain that some of the alternative ways to complete tasks can be found here.

Command menu/options bar

Step the participants through the command menu/options bar on the left hand screen, discussing each button (follow the steps on page 12 of the practical guide).

Icons and buttons

Discuss the functionality of the system information icons and buttons (follow the steps on page 16-18 of the practical guide).

Agency control box

Discuss the agency control box (follow the steps on page 15 of the practical guide).

12-May-16

Pending events monitor tabs	Bring the participants attention to the pending event monitor tabs.
	Explain the meaning of all the tabs (follow the steps on page 19 of the practical guide).
Pending event monitor columns	Explain the pending events monitor columns (follow the steps on page 20 of the practical guide).
Recap	Remember it is a screen made up of a number of windows. As with most windows-based applications, there is usually more than one way to complete a task

Conclusion

Review

Today we have looked at:
- Logging on, logging off and changing operator.
- Switching databases between live and training.
- The functionality on the left hand screen – the event information and pending events monitor windows.

Summary

CARD is the main system in the communication centre. You will use CARD everyday in your work. The more comfortable you are with using CARD, the more you will be able to help your caller. It is everyone's responsibility to maintain the security of the system

Look forward

Explain the next lesson include:
- topic title (maps lesson)
- who the trainer is
- where the lesson will take place
- what time the lesson will start.

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