

Administrative Investigations Management Web User Guide

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Introduction

Overview

The Administrative Investigations Management (AIM) system provides agencies with a dynamic tool to collect, manage, track, analyze and report on a wide range of data including Internal Affairs, Use of Force, Pursuits, Accidents, Awards, Time/Attendance and other data related to employee professionalism, performance and productivity.

The software application is a highly configurable commercial off-the-shelf program that allows a great deal of flexibility for the end user while reducing the cost and timeline associated with installing a custom solution.

The AIM program enables the agency to document, track, and report on administrative investigations. In order to reduce the amount of data entry, the system relies a great deal on customizable lists from which to select from. This also enables a uniform and consistent format to document investigations. The database design enables the agency to quickly access investigation information and compile data for reports.

Major Functions

Provides a quick view history of employees with links to related investigations

Investigators are able to pull up the history on any employee and view any of investigations that the employee was involved in. A hyperlink allows the user to access those investigations directly from the history screen.

Provides a quick view history of all persons related to investigations

Investigators are able to pull up the history on any subject, complainant, witness, etc. and view any of investigations that the person was involved in. A hyperlink allows the user to access those investigations directly from the history screen.

Document complainant/witness information

The program enables the agency to document and update information on all persons, both employees and non-employees. This information can include personal data as well as their involvement in investigations.

Auto generates case numbers

When an investigation is first opened, the user simply clicks a button and the program will automatically assign a sequential case number and letter identifying the type of investigation. For example, the first formal investigation would be assigned the following case number: 2013-F-0001

Navigation

The AIM application is divided into several main areas.

The Investigation module is generally used to handle cases that involve allegations against an agency employee. Examples of these types of cases include Citizen Complaints, Internal and Formal Investigations.

The Incident Reporting Module is used to document and review day to day events such as Use of Force/Response to Resistance, Vehicle Pursuits and On Duty Accidents. The system is flexible enough to allow for various other case types to be tracked. Examples include Background Checks, Drug Testing, Awards and Commendations and Sick Leave tracking.

The Early Intervention Module is where a user can manage alerts that have been triggered based on employees exceeding the agency established thresholds.

It is important to note that as a web application, the user will need to save the information that they are working on in various sections. To accomplish this, the user will need to select the 'Save' or 'Save and Close' buttons. The 'Save and Close' option will close the case file and return the user to the main screen.

In addition, while using AIM Web, users should not use their browser 'Back' or 'Forward' buttons as data may be lost.

Permission Driven

The AIM application is security driven via permissions which are established by the system administrator. Depending on your current job responsibilities, you may or may not have access to all areas or even specific case types within the application. Should you have any questions regarding accessing specific areas of the application, please contact your local AIM administrator.

Automated Features

Several automated features are included within the AIM system. Notes (narrative) fields are automatically saved at preset intervals (default is 2 ½ minutes). Web sessions maintain active connections to your data and are preset for a 2 hour time limit. User and date/time created are automatically recorded when a new case, incident or intervention is added. These automated features ensure your case data is saved and protected during normal web operations.

Support

On Target Performance Systems provides a support area on the corporate web site which can be located via the following link: <http://www.otps.com>. Please contact our office if you need technical assistance by phone at (850)894-6877 or by e-mail at support@otps.com.

You can also obtain support from your agency's local AIM system administrator.

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