

Trialling Viseum IMC

Integrated with your CCTV control room

The Viseum Support Team will provide you with the following trial services along with your initial purchase of your first Viseum IMC products.

Objectives

To see how Viseum IMCs can help your CCTV schemes clear up and stamp out more crimes and anti-social behaviour, by understanding the following:

- How more high quality evidence can be collected from your moving camera installations automatically.
- What areas currently unprotected by CCTV can benefit from Viseum IMCs now that they are available.
- How the long term deterrent can be sustained for all areas under an organisations management, by having some installations driven by Viseum IMCs.
- Once Viseum IMC functionality is understood and how it benefits your particular operations - Viseum IMCs can help your operators' proactive surveillance.
- How many of your current installations that are monitored over costly fibre optics would benefit from Viseum IMC standalone operation.

The Viseum team has spent a great deal of time, sitting, talking, watching and learning how operators do their work. Many of Viseum's Virtual Operator Assistant software algorithms have been produced in this way to mimic the basic responsibilities of your operators in a routine fashion.

The seasoned operator will always develop what we call “the sixth sense” which enables your staff to focus their vigilance full time on the primary security issues of the day. Viseum's IMCs are part of the team effort necessary to ensure that this ability is enhanced where possible, particularly when each operator is expected to be on top of a constantly growing number of cameras.

Crime and anti-social behaviour statistics for the periods before, during and after your trial will help quantify the benefits of your Viseum IMC installation.

Trial Preparations

As part of your Viseum IMC trial process we would like to learn how your operators' scouting camera control and viewing attention is currently managed, and what are the deciding factors for this. We will need to learn how your operators' attention is currently managed for your proactive and reactive surveillance cameras.

Asset Value Statistics

1. How does your organisation work out Performance Indicators for your CCTV operations?
2. What is the annual cost of running your CCTV scheme?
3. What is the number of crimes cleared up using CCTV evidence in a year?
4. What is the number of crimes reported in the year?
5. How many non-revenue generating cameras do you have in your CCTV scheme?

Operational Management

1. Are all or some of your moving PTZ cameras left either at their favourite positions or on preset tours?
2. How many or what % of your cameras get your operators' scouting control and viewing attention?
3. To understand the level of attention each camera receives on your video wall, how many cameras are split or cycled on how many screens?
4. How many or what % of your cameras are left to be managed for reactive monitoring only?

Note that some or all of these questions could be answered during trial preparations when meeting with your control room staff.

Choosing your first Viseum IMC installation

Any one of your lower priority camera installations will obviously benefit from intelligent automation. Please contact the Viseum support team for help choosing your first Viseum IMC installation. Many factors are taken into consideration to understand how the Viseum IMC product range can help your needs.

The trial would preferably be based upon a 'like-for-like' comparison with a manned operator or any other advanced camera (e.g. side by side with one of your existing manned cameras). We can then understand how the particular site and your general infrastructure is currently managed with operator and video wall resources. This will also give us excellent local knowledge of where and what particular activity to look for and at what times of the day or week.

To measure success criteria and hence the value of your Viseum IMC, it is advised to trial it in isolation to any other special crime reduction initiatives although we understand this may not always be practical.

Site installation Preparations

1. What types of event to look for and what times of the day or week to look for them?
2. What types of object(s) to target (zoom into and follow).
3. Zooming – when to zoom in close, when to zoom closer for court ID and to what level, and when to zoom out.
4. Control room manual override – control room override is always immediate, and how long to wait until Viseum automation should resume after no control room activity.
5. How long to closely watch each event and when to switch to another event if one is taking place at the same time – the system will be watching all events all the time so we need to tell it how to manage multiple events at the same time should they occur.
6. Which areas under surveillance should take priority e.g. if you are targeting specific activities such as fly-tipping.
7. What types of activity should be ignored (on occasions where no interesting activity is happening, depending on how general the surveillance profile is, it may look at irrelevant activity of, say, rubbish blowing in the wind – we can filter this activity subject to understanding the overheads of this filtration).

Online Viseum IMC Introduction Management

To ensure that your first Viseum IMC installation is introduced to your organisation in the most efficient manner, making online Internet access available to allow the Viseum support services direct access to the Viseum IMC system, will be a noticeable aid. This functionality will help the Viseum support team work directly with you, to ensure your instructions/requirements are inputted into your Viseum IMC. This will also provide your team with the ability to learn how the digital management of the IMC system could benefit your organisation further. This can be achieved using a dedicated broadband service (ADSL, Cable, or 3G), or through your existing office network.

Suggested Trial Schedule (Success criteria to be agreed ahead of trial).

- Day 1: Observe Viseum system behaviour on standard surveillance profile, and familiarise with manual keyboard override control if integrated into control room (if applicable).
- Day 2: Viseum modifies surveillance profile(s) to meet customer environment and local knowledge feedback, to include scheduling of profiles for different times of the day and week.
- Day 3: Customer uses and observes behaviour, collecting data on its performance.
- Day 5: Customer provides evaluation report, which compares performance of the Viseum system against success criteria.