<u>GOAL</u>

To equip users with the necessary aid to enable them to optimally use the IRIS system, in order that information be correctly managed by the Crime Combatting Units (CCU) and National Head Office, Operational Response Services, Operations in conjunction with other user components.

THIS MANUAL AND FORMS REPLACES ALL PREVIOUS MANUALS AND FORMS ASSOCIATED WITH THE IRIS SYSTEM.

1. **PURPOSE OF THE TRAINING MANUAL**

   After successfully working through this manual, you should be able to:

1.1 have a sound working knowledge of the Incident Registration Information System (IRIS), which should equip you to manage the system in your specific unit;

1.2 request and print reports available on the system; and

1.3 do inquiries on an isolated incident or groupings of incidents.

2. **GENERAL REMARKS**

   This manual is compiled for the use of ALL IRIS users and has the mission of setting a general directive around the use of the IRIS. This manual incorporates all the facets on the IRIS and therefore only one manual is necessary. **USERS ARE WARNED THAT INFORMATION IN THIS MANUAL CAN BE ALTERED AT SHORT NOTICE.** This manual was updated on 2006-01-11..

   Users who are registered on the IRIS system must complete and sign the oath of secrecy **(ANNEXURE A)** and are warned that a breach of the oath of secrecy is punishable in terms of section 70 of the Police Service Act (Act 68 OF 1995).

2.1 **EQUIPMENT**

   Ensure that all equipment such as terminals, pc's, printers and servers are always plugged in, all cables are secured and that the equipment is kept clean.

   Due to the vast variation of equipment currently available in the South African Police Service, the various equipment types will not be discussed as this will merely lead to frustration on the users part. Should a user have a query in regard to the equipment at his/her disposal, it is advisable to contact your LOCAL INFORMATION TECHNOLOGY SERVICE CENTRE.

2.2 **FUNCTION KEYS**

   F1   List of function keys available on a page or in a programme.
   F2   No function
   F3   Previous screen - go back to the previous screen or menu or exit.
   F4   Enter a query
   F5   Go back to the main menu
   F6   Commit information on the screen (save)
   F7   Previous record
   F8   Next Record
   F9   Next page
   F10   Previous block - if the page consists of more than one block

F11   Next block - if the page consists of more than one block
F12   No function
F13   Show an error screen for Oracle errors
F14   Show help information
F15   List of values
F12 + F14   Create record
F12 + F17   Delete record
TAB   Move cursor forward to the next record
Shift TAB   Move cursor backward to the previous field
7689   Move cursor left, right, up or down to rectify typing mistakes
Delete   Delete a character above the cursor
End   Delete the whole field to the right of the cursor

2.3   REPORTING NETWORK PROBLEMS

Any user experiencing a problem with a terminal or communication with the mainframe, must contact the local State Information Technology Agency, centre of his/her station. The necessary service will then be provided to rectify the problems experienced.

If the local State Information Technology Agency, service centre is not available, the member on duty must write down the fault message (or make a print screen if possible) giving an exact description of the problem. (The screen prints are to be placed in a file for record keeping). During office hours contact your local SITA , Client Service Centre. After hours or if no help is available, contact SITA, Client Service Centre in Pretoria at 080 020 2627.

A complete **Occurrence Book** and **Fault Register** entry in this regard must also be made. The entry must contain complete details of the problem, the date and time reported, to whom reported, as well as the fault report number supplied by Information Technology Service Centre. The time the system came back on line, must also be recorded. The reason for this is to ensure that service is delivered timeously.

NB NO IRIS WILL BE REGISTERED BY MANAGEMENT SUPPORT CENTRE, PRETORIA WITHOUT THE FAULT NUMBER AS SUPPLIED BY INFORMATION TECHNOLOGY SERVICE CENTRE. Remember to supply the operator at Information Technology Service Centre office with the WEB no when reporting a fault.

2.4   GENERAL PROBLEMS EXPERIENCED / CAUSED BY THE USER

The user should never turn the terminal off or reboot it by pressing Ctrl, Alt + Delete while busy with a function in the IRIS. This will cause the terminal to hang in the mainframe, and the user will not be able to use the terminal for quite a while. This action will also cause the response time to other users to be seriously slowed down.

Should you experience a problem, e.g. not being able to make contact with the mainframe, or a clear screen is displayed with the message "PC line", "A", "4B", "576", "510" or any other related message, report the fault to your LOCAL INFORMATION TECHNOLOGY SERVICE CENTRE. When reporting faults, do not report that there is nothing on the screen. Report the exact words/signs displayed, as each symbol or character has a meaning

which could assist in resolving the problem.

Before reporting a dead screen (blank screen), ensure that the power is plugged in, the screen is switched on and that the brightness or colour of the screen has not been turned down.

3.   ## *INTRODUCTION TO IRIS*

The Incident Registration Information System or IRIS in brief, was initiated in the former South African Police in January 1992. The computer system has been functioning since then and has grown in stature. However various problems have been experienced, especially in regard to the manner in which incidents are captured and the integrity of the data. This has led to the compilation of the user manual, addressing various aspects of the system. The manual is to be used for training purposes as well as for continual reference purposes in Operational rooms of the various Crime Combatting units.

The system originated in the need to report incidents to Head Office as expediently and as accurately as possible, while replacing the existing hand system with a computer system. The main purpose of the IRIS system has been to instal a standardisation of information, which is easily understood and interpreted by all relevant parties.

Originally the system existed in the form of a back up procedure. This procedure consisted of the completion of an IRIS form by each respective unit, which was then faxed to ISD Head office. The information of the incidents were then entered into the IRIS system. During 1994, the necessary computers/terminals were received at the respective units. The units themselves then started registering the incidents on the IRIS system. This implies that the various units are now the main users of the system and are responsible for data integrity of incidents which is registered on the IRIS system. The Management Support Centre : Head Office only plays a supportive role in the data integrity.

One of the main problems which have been experienced on the IRIS system, is and was with the quality of the information which is entered into the IRIS system. Unit controllers and users alike, have ignored their duty and responsibility. This manual will provide the user and controller alike, with guidelines as to how to correctly complete the IRIS form, as well as to register the incident on the system.

The IRIS system has undergone changes to accommodate the needs of the South African Police Service and the needs of the respective units in regards to user friendliness and data integrity. The system can accommodate the current needs of the users and will serve the user excellently in this regard.

MANAGEMENT, CONTROLLERS AND USERS MUST HOWEVER REMEMBER THAT THE IRIS SYSTEM IS NOT A MAGICAL SYSTEM. WITHOUT INSERTING THE CORRECT INFORMATION (DATA), AN ACCURATE AND CONCISE PICTURE WILL NOT BE OBTAINED.

The IRIS forms (backup procedure) must be filed chronologically according to the daily sitrep registers (situation report). Instructions pertaining to the notification of assemblies and operational plans are also to be complied with.

4. **PURPOSE OF THE SYSTEM**

The original project team compiled the following mission for the IRIS system:

"TO CREATE A USER-FRIENDLY COMPUTER SYSTEM WHICH WILL OPERATE ON-LINE IN REAL TIME ON A DECENTRALISED BASIS IN SUCH A WAY THAT THE CORRECT INFORMATION WILL BE ACCESSIBLE AT THE RIGHT TIME TO ALL LEVELS OF MANAGEMENT."

The IRIS system is not merely a system for collecting statistical information, but must be seen as a databank for information about incidents, both historic and future orientated. This databank can be used by all members of CRIME COMBATTING UNITS, from the Information Manager, to the DIVISIONAL COMMISSIONER, OPERATIONAL RESPONSE SERVICES , as well as external organisations. The system offers a wide variety of facilities to the user. For instance the registration of Operational Plans for Crowd Management (Peaceful) tasks, to the registration of successes in regards to arrests and confiscations of firearms by Crime Combatting Units.

The system is not only used by OPERATIONAL RESPONSE SERVICES, but also by other divisions and units of the South African Police Service.

The quality of the statistics which are obtained from the system is wholly dependant on the quality of the information which is entered into the system. The obtaining of statistics can be obtained form the IRIS system report query functions, as well as the IRIS Management Information System. This management information system, draws/combines statistics from the IRIS system in a user friendly format consisting of graphs and charts. This is not always a true reflection of what is occurring in an area, because the information of incidents are not captured correctly or not captured at all.
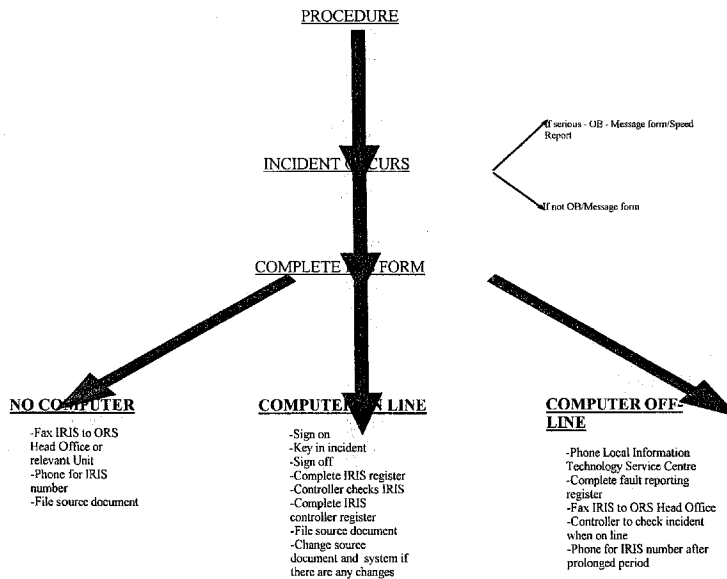
USERS AND MANAGEMENT ARE TO REMEMBER, THAT THE IRIS SYSTEM IS NOT A YARD STICK TO DETERMINE WORK DONE.

5. **HOW SHOULD THE IRIS SYSTEM FUNCTION ?**

The IRIS system was designed in order that information about incidents should become available to all users as soon as possible. The iris operator/user is a person of an Crime Combatting Unit who is working in the Ops room. The usual Operational Room procedures when an incident occurs will be followed, e.g the making of OB entries, compiling log sheets etc. Included in these procedures is the completion of the IRIS form and the capturing of the data in the IRIS system. The IRIS controller is a person who is appointed to manage the information which is fed into the IRIS system. The IRIS controller who amongst many other tasks, must control the data which has been fed into the computer **AND** ensure that it is a true reflection of facts. A duty sheet for the controllers has been attached as per **ANNEXURE B** to assist with the daily running of the system. **(The duties as described on the duty sheet must be incorporated in the Job description of the controllers).** It is the IRIS operators duty to feed in all incidents, which comes to his attention. The operators are usually placed on rotating shifts, which results in a need for a

vast amount of trained operational room members. It is for this purpose that the IRIS controllers have been given a further training function, at each unit.

Below is a schematic illustration of the path an incident follows for further clarification:

PROCEDURE

INCIDENT OCCURS

If serious - OB - Message form/Speed Report

If not OB/Message form

COMPLETE FORM

NO COMPUTER
-Fax IRIS to ORS Head Office or relevant Unit
-Phone for IRIS number
-File source document

COMPUTER ON LINE
-Sign on
-Key in incident
-Sign off
-Complete IRIS register
-Controller checks IRIS
-Complete IRIS controller register
-File source document
-Change source document and system if there are any changes

COMPUTER OFF-LINE
-Phone Local Information Technology Service Centre
-Complete fault reporting register
-Fax IRIS to ORS Head Office
-Controller to check incident when on line
-Phone for IRIS number after prolonged period

As the above diagram is self explanatory, only the procedure when the computer is on, will be briefly discussed later.

6. **WHEN IS AN IRIS REPORT OPENED ?**

The question of when an IRIS is registered is perhaps the one which is asked the most.

Firstly all primary tasks of Crime Combatting Unit are registered. The primary tasks refer to all events pertaining to the management of crowds. It would further be best to say that an IRIS is to be opened for every incident which takes place. An Incident could be any incident where the public order is affected or could possibly be affected.

Events / incidents which are to be registered, include :

> -All gatherings/demonstrations whether Crime Combatting Units was there or not.
> -All events where there is some sort of unrest, including taxi violence, gang violence, tribal conflict etc. whether Crime Combatting Units was there or not.
> -All strikes, stay away actions, sit ins etc. whether Crime Combatting Units was there or not.
> -All successes which Crime Combatting Units attained by way of arrests, seizures etc, either by taking part in Crime Operations or normal day to day patrols. (Secondary functions)
> -All other relevant events which are newsworthy and sensational to a specific unit or area and which could have local or national implications.

Attached is the definitions of some of the terms used in the code tables for the IRIS system. **ANNEXURE C.**

7. NEWSWORTHY INCIDENTS / ACTIONS

When information is received of any newsworthy or sensational incident, eg when a large group of people are killed / injured (eg taxi violence, faction fighting, disasters etc) or where South African Police Service members intervene (take action), an **"INFORMATION PERTAINING TO INTERVENTION REPORT"** must be completed and faxed to the Management Support Centre, Operational Response Services. This form is self explanatory, but instructions in regard to it must be complied with. See **ANNEXURE D.**

USERS MUST TAKE NOTE THAT THIS FORM IS ONLY USED TO INFORM MANAGEMENT AND OTHER RELEVANT PARTIES. THIS REPORT DOES NOT EXEMPT THE UNIT FROM COMPLETING THE IRIS FORM AND REGISTERING THE INCIDENT ON THE IRIS SYSTEM

8. UNDERSTANDING AND COMPLETING THE IRIS FORMS

INTRODUCTION

An IRIS form is an official source document and therefore care has to be taken that each form is completed neatly and as concisely as possible. The IRIS form consists of a fax cover sheet and nine (9) incident report pages.(See **ANNEXURE E** for an example of such an IRIS form). This form must be completed in Black ink and be printed. The person compiling the report must take care that his/her handwriting is legible and that the facts contained in the report are as true as possible. Time is always of importance and therefore it is important that this form be completed, as soon as possible and as accurately as possible after an incident takes place. Thereafter it must be registered on the IRIS system. (Procedures as set out in this manual concerning whether computers are on or off line are to be followed).

Whenever a number appears below a field it indicates that a choice is to be made from the code tables concerning a list of values. One merely has to peruse the list and find the

corresponding number on the code tables and make the choice. An example is as follows :

SOORT SPRINGSTOF/PLOFTOESTEL TYPE EXPLOSIVE/EXPLOSIVE DEVICE 8	AANTAL NUMBER	AANWENDING UTILIZATION 7

The number 8 written underneath the words: **types of explosive/explosive devices**, indicates that one must look at the Code Tables at code 8 and make a choice between the words which are in that table. The same applies to the Utilization, one must look at the code table number 7 and make a choice for the word which best suits the utilisation.

The choices which are given on the code tables are the only words which can be chosen. No other words can be inserted and it is very important that one spells the words correctly. If it occurs that you, as the user, comes across a word which you feel should be inserted into the code table(s), you are welcome to send a fax to Operational Response Services, Head Office, for attention Captain Louwrens, Captain Stroh.
These code tables are attached as per **ANNEXURE F.**

If there is insufficient space to complete all the information which is required for the IRIS report, it can be written on FORM 2(A) or on a separate page (A4) and attached to the IRIS form.

When completing the form a new line must be started for each piece of new information that is given in each of the various code tables.

9.   **PROCEDURE WHEN THE COMPUTER IS ON**

9.1   The procedure is to be followed when the computer is on and can be summarised as follows:

A)   Complete the IRIS form accurately with the help of code tables
B)   Member signs on to the computer.
C)   Incident is keyed into the computer.
D)   Member signs off.
E)   IRIS Register is completed. (See **ANNEXURE G**)
F)   Controller is to confirm the information on the IRIS system and form.
G)   IRIS controller is to complete the IRIS controllers register. (See **ANNEXURE H**)
H)   The message facilities must be used if there are any problems which are to be brought to the attention of the IRIS users.
I)   Should any queries or corrections be indicated by Management Support Centre : Pretoria or the controller, these queries are to be corrected.

J) The source document (IRIS form) as well as the information on the system must be changed if there were any amendments.

K) The source document must be filed according to operational rooms procedures.

HOW TO COMPLETE
THE IRIS FORM

10. **INCIDENT FAX COVER SHEET**
The incident fax cover sheet is completed once the incident report is finished. The incident fax cover sheet is only completed when the incident report is to be faxed to MANAGEMENT SUPPORT CENTRE, OPERATIONAL RESPONSE SERVICES, Head Office (computer off-line) or to other components of the SOUTH AFRICAN POLICE SERVICE as requested (locally). If the incident report is not to be faxed, the incident fax cover sheet is not to be completed. See **ANNEXURE E**.

10.1 **IRIS NUMBER**
This is a number which is allocated by the computer once it is keyed in. This is left open and completed once a number is allocated.

10.2 **FAULT REPORT NO.**
The number is only completed if the computer is off line and has been allocated by LOCAL INFORMATION TECHNOLOGY SERVICE CENTRE, where the report has been given that the computer is off line. The fault reporting register must be completed when Local Information Technology Service Centre is phoned. See **ANNEXURE J**

10.3 **TO**
This is the specific unit or Management Support Centre, ORS, Head Office where the IRIS is sent to.

10.4 **FAX NO.**
This is the fax number of where the IRIS is being sent to.

10.5 **NO. OF PAGES**
This is the number of pages that are completed and sent. This must be written in figures and must include the fax cover sheet.

10.6 **TELEPHONE NO. SENDER**
The telephone number as well as the area code of the sender must be completed.

10.7 **NAME OF UNIT**
This is the name of the unit that completed the IRIS i.e. PORT ELIZABETH CRIME COMBATTING UNIT.

10.8 **INCIDENT NO.**
This number represents the following information
* The number of the particular unit.
* The daily serial no. of the unit awarded to the incident (each new day starts at the no. 1 at 00:01)
* The day
* The month
* The year (eg 1997- the year must be written full-out)

10.8.1 **AN EXAMPLE OF THE INCIDENT NO, THEREFORE IS AS FOLLOWS**
 D13 / 001 / 03 / 06 / 1997

10.9 **PARTICULARS OF SENDER**
These details relate to the member who completed the incident fax covering sheet for transmission.

10.10 **DATE AND TIME**
This is the exact time at which the relevant incident report fax covering sheet was completed.

11. *INCIDENT REPORT PAGE 1*

11.1 Users are to note that two options for registering an incident/event are available. The definitions for the two are given as follows:

11.1.1 **Function 2.1.1 (REGISTRATION OF AN INCIDENT : OCCURRED)**
This option is only accessed to register an incident once it has taken place or is currently occurring for any incident classification. By this is meant that the incident's starting time is already in the past and has already materialised/started to materialise.

11.1.2 **Function 2.1.4 (REGISTRATION OF AN INCIDENT : PLANNED)**
This option is only accessed to **register future planned events** (primary tasks) for the incident classification : **Crowd Management (Peaceful)**, for which an operational plan has been compiled. The procedure differs for this type of registration due to the fact that at the end of the IRIS, complete information will be available concerning an event, beginning with the Notification of the event, followed by the Operational plan as compiled by the Operational Commander of the respective Crime Combatting Unit, thereafter followed by the actual events which took place. This will give a complete overview of planned/occurred events, as well as assist in the final analysis of Operational Response Services, actions.

11.1.3   Users are to note that the two function fields (2.1.1 and 2.1.4) are essentially the same. The only differences between the two on this option are the following:

Function 2.1.4 (REGISTRATION OF AN INCIDENT : PLANNED)

11.1.3.1   The **IRIS has to registered timeously**, for as soon as the incident time becomes equal to the time of the computer (top right of the screen), access to the operational plan will be denied and no further access will be allowed. By registering the event timeously, is meant that it is advisable for all users to register the event as soon as the information becomes available, or at least one day prior to the event, in order to assist users who capture information slower than others.

11.1.3.2   The Incident Classification may only be **Crowd Management (Peaceful)**. Should any other incident classification be chosen, no operational proforma will be obtained.

11.1.3.3   The Heading of the event must indicate that it is a planned event which is to take place, eg **"PLANNED SOCCER MATCH : WORLD CUP - FNB STADIUM, JHB"**

11.1.3.4   The incident status is **"B" - planned** and cannot be changed on this field. It is essential that the status be a **"B"**, otherwise, the operational plan proforma will not be obtained.

11.1.3.5   The **beginning date/time of the incident has to be in the future (see 11.1.2 above)**, and must be registered in the following format : 1998-04-11, 12:00. No deviation will be accepted by the computer.

11.1.3.6   The end date and time is registered in the exact same fashion as the beginning date/time, except for the fact that this date/time will be the expected date/time when the event will end.

11.1.3.7   The date/time received will be the date/time when the information of the proposed event reached the SOUTH AFRICAN POLICE SERVICE.

11.2   **IRIS NO.**
This is the number which is allocated by the computer and is only obtained and filled in, once the 2.1.1 or 2.1.4 function field is accessed on the computer. The users are to note that they **do not allocate** the number, the computer allocates the number.

11.3   **RELATING INCIDENT**
Should the incident be related to another incident, the option Yes must be ticked and the relevant IRIS number of the relating incident is to be inserted on the right-hand side of the form. Remember to first register the related IRIS to obtain the number or insert the Sitrep number for reference.

11.4   INCIDENT CLASSIFICATION

11.4.1   Choose the correct incident classification from the code Tables (1) and indicate
               your choice in the square. **(Remember if the 2.1.4 option is chosen, only Crowd
               Management (Peaceful) may be chosen).**

11.4.2   Only one of these words can be used and no other.

11.4.3   A brief explanation of terms is given as follows:

11.4.3.1   **SUPPORT:** (Secondary function of ACCU) is when assistance is rendered
                   to other components of the SOUTH AFRICAN POLICE SERVICE, i.e.
                   Search and Seizure of Dagga during operation with SANAB.(only if
                   successes are achieved). See **ANNEXURE K** for a further detailed
                   explanation.

11.4.3.2   **CRIME PREVENTION:** (Secondary function of ACCU) is when
                   arrests/confiscations are made by members of ACCU during their day to day
                   crime prevention activities i.e. 2 B/M arrested by ACCU for theft of
                   m/vehicle at 43 Soap Street, Framesby, P.E. See **ANNEXURE K** for a
                   further detailed explanation.

11.4.3.3   **UNREST INCIDENT (OTHER):** (Secondary function of ACCU) this is
                   when incidents of violence occurred and cannot be classified as crowd
                   management tasks. These include taxi violence, gang violence etc. an
                   example would be : 4 B/M shot and killed at Rietgat taxi rank : Soshanguve,
                   Pretoria. See **ANNEXURE K** for a further detailed explanation.

11.4.3.4   **CROWD MANAGEMENT (PEACEFUL):** (Primary task of ACCU) This
                   includes when no notice was given provided the event remains peaceful i.e.
                   NEHAWU March for salary increase in Main Street, CBD, P.E. See
                   ANNEXURE K for a further detailed explanation.

11.4.3.5   **CROWD MANAGEMENT (UNREST):** (Primary task of ACCU) this is
                   when an event occurs and there is public disorder i.e. Stone throwing by 50
                   NEHAWU protestors in Main Street, CBD, P.E.
                   See **ANNEXURE K** for a further detailed explanation.

11.5   INCIDENT NO.
          This is the same as para 10.8 supra

11.6   HEADING
          The heading must be a short and concise description of the incident. One must be able to
          answer the following 3 questions when reading the heading:
                   -WHAT happened?
          -       With WHOM did it happen or WHO was involved in the incident?
          -       WHERE did the incident occur? (It must be mentioned in which city / town the
                  incident took place. If space allows, the address may also be inserted).
                  (For e.g. Stone throw at SOUTH AFRICAN POLICE SERVICE by 50 residents,
                  Mamelodi , Pretoria)

It is important that one can establish what kind of incident took place by glancing at the heading. It is important to establish whether taxi's/gangs/prison unrest took place and these words should therefore be contained in the heading. The closest prominent town/city/magisterial districts must also be mentioned in the heading. Members must take note that logical abbreviations can be used eg 2 b/m shot/killed Fredville, Inchanga. When events are planned, make mention of this in the heading.

11.7 TYPE OF INCIDENT

11.7.1   Choose the correct type of incident from the code Table and indicate your choice in the square.

11.7.2   These code tables are linked to Code Table: 1 and only those which are APPLICABLE ARE SHOWN here. I.e. only certain types of incidents can be used for crowd management (peaceful) e.g. demonstration.

11.8 DATE AND TIME STARTED
This is the date and time when the incident began. It is written as follows : 1997-02-12 and time 01:06. (See 11.1.3.5 for additional information)

11.9 DATE AND TIME ENDED
This is the date and time that the incident ended. The date and time ended must be greater than the date and time started. These times are important and great care must be taken when they are completed. (See 11.1.3.6 for additional information)

11.10 DATE AND TIME RECEIVED
This is the date and time when the report was received. (See 11.1.3.7 for additional information)

11.11 PARTICULARS OF RECEIVER
This is the particulars of the person who received the report.

11.12 RADIO CALL SIGNAL OF REPORTER
This is the call sign of the person who reported the incident.

11.13 NAME OF RESIDENTIAL AREA
This is the name of the residential area where the incident took place. Users are to note that each unit has been allocated to certain residential areas. Residential areas registered against other units will not be able to be registered.

11.14 STATUS OF THE INCIDENT
This is the status of the incident. The choice that is available for function 2.1.1 is:
P - The incident has occurred.

For the function 2.1.1 the incident status is and remains "P" and cannot be altered in any way. For planned events (status "B") which were registered on the function 2.1.4, the incident status can be changed either to a "P" or a "C" - cancelled, on the 2.1.2 function - Updating of an incident.
The status "C" means - the incident was planned for by the SOUTH AFRICAN POLICE SERVICE but did not materialise due to e.g. adverse weather conditions or

was cancelled due to negotiations or some other valid reason.

11.15 **TERRITORY**
The choice is to be made from the code tables. A default of RSA has been inserted on the IRIS system.

11.16 **POPULATION OF THE AREA**
The choice of the population group must be entered of the population group which is in the majority of the specific area.

11.17 **ENVIRONMENT OF INCIDENT**
This is the environment in which the incident occurred. The choice is to be made from the code tables.

11.18 **NAME OF BUILDING OR STRUCTURE**
This is the name of the building or structure where the incident took place. It is not the physical street address.

12. *INCIDENT REPORT PAGE 2*

12.1 **STREET ADDRESS/PHYSICAL LOCATION OF INCIDENT**
This is the actual address of where the incident occurred. It is of utmost importance that full details are supplied, together with the name of the town/city where the incident occurred.
E.g. 142 Paul Kruger Street, Arcadia, CBD, Pretoria.

12.2 **PARTICULARS OF THE REPORTER**
These are the particulars of the person who reported the incident. The persal number, rank, initials and surname must be completed.

12.3 **NAME OF THE UNIT**
This is the name of the unit in whose area the incident occurred.

12.4 **DESCRIPTION OF THE INCIDENT**
This must be a very clear, concise and in detail description of what actually happened. All details must be checked and corrected if necessary as more information becomes available. The following information must most definitely be contained in the description:
> -WHO?
> -WHAT?
> -WHERE?
> -WHY?
> -WHEN?
> -HOW?

It is also very important to start the description with : On 1997-08-29 at 08:30 a ....

Any and all additional information which could be of importance should be completed here. For e.g. if firearms where recovered and the serial numbers were filed off, such details are to be completed in the description of the incident. All the names of the victims and injured must be entered here.

All details pertaining to Act 205 of 1993 should also be entered here for further use by the information officers at the respective units. Users should also make use of this option to record the details of witnesses, as well as the allegations made by them, especially in regard to politically motivated incidents. In short, any and all information which is available concerning an incident, must be recorded in the description, not only on the form, but on the IRIS system as well.

12.5   PARTICULARS OF THE COMPILER

12.5.1   The details of the person who compiled the iris must be completed here. The person is to sign and complete their Persal no., rank, initials and surname. The date and time that this particular page was completed must be completed as follows: 1997-08-29 08:30

12.5.2   Should the space be insufficient to recount the incident, use must be made of Page 2(a) : **DESCRIPTION OF INCIDENT.**

13.   INCIDENT REPORT - PAGE 3

13.1   AMMUNITION INVOLVED (2.2.1)
This represents the ammunition which was used by the **perpetrators** and victims. Take note this is **not the ammunition used by the Security Forces.** Empty cartridges do not fall under this specific field.

13.1.1   TYPE OF AMMUNITION
The choice of the types of ammunition involved must be entered. This includes the number of unused rounds found on the scene as well as spent cartridges.

13.1.2   Number
This is the number of rounds that was used/allegedly used in the incident.

13.1.3   UTILIZATION
This is how the ammunition was involved. A choice is to be made from the code table.

13.2   EXPLOSIVE AND EXPLOSIVE DEVICES (2.2.2)

13.2.1   TYPE OF EXPLOSIVE/EXPLOSIVE DEVICE
A choice must be entered from the code table. Petrol and fire bombs are not registered here.

13.2.2   NUMBER
This is the no. of explosive/explosive devices that were used. Only the figure of the no. involved are entered here.

13.2.3   UTILIZATION
How the explosive device was involved must be selected and entered here.

13.3 **FIREARMS INVOLVED (2.2.3)**

This block represents the identified firearms that were involved. This block may only be used for the firearms used by the attackers and victims, not those of the security forces. It is important that the Calibre/Fabricate and type of firearm correspond. See **ANNEXURE L** for an additional guideline for users.

13.3.1 CALIBRE

A choice must be made from the code tables on the calibre of the firearm that was involved.

13.3.2 FABRICATE

A choice must be made from the code tables on the fabricate of the firearm.

13.3.3 TYPE OF FIREARM

A choice must be made from the code tables on the type of firearm that was used.

13.3.4 NUMBER

This is the amount of firearms that were involved in the incident.

13.3.5 UTILIZATION

A choice must be made from the code tables on the utilization of the firearm involved. Firearms are said to be in "possession" when they are seen during a march being held by the participants. **Firearms are said to be "found" when they have been confiscated or actually found lying somewhere.**

13.4 **SERIAL NUMBERS (2.2.4)**

This block represents the details of the firearms which were found or confiscated.

13.4.1 CALIBRE/FABRICATE/TYPE

See para. 13.3 and must be completed for the firearms which were found or confiscated.

13.4.2 SERIAL NUMBER

This is the serial numbers of the firearms which were found or confiscated. If the serial number has been filed off, it must be registered here as **"filed off"**. A HOMEMADE FIREARM DOES NOT HAVE A SERIAL NUMBER AND MUST BE ENDORSED ACCORDINGLY.

13.4.3 COMPLETION OF FIELD:

An additional data verification channel has been instituted in order to assist with data integrity. In the event that a user only has the serial number and the fabricate of firearm and is uncertain of the calibre, then the user only inserts the fabricate followed by the serial number. Thereafter the user presses PF12 + PF15 and an automatic update is done against the Central Firearm Register.

When a homemade firearm is registered, a user only needs to complete the calibre, fabricate and type of firearm and the system will automatically insert that there is no

serial number on the firearm. Alternatively and preferably insert Homemade.

13.5   **FIREARM ACCESSORIES (2.2.5)**
This is the firearm accessories of the perpetrators and not the security forces.

13.5.1   TYPE OF ACCESSORIES
A choice must be made from the code tables as to the type of accessories that were involved in the incident.

13.5.2   NUMBER
This is the number of firearm accessories that were involved.

13.5.3   UTILIZATION
From the code tables, a choice of how the accessories had been involved, must be made and entered here.

14.   *INCIDENT REPORT - PAGE 4*

14.1   **INSTRUMENTS INVOLVED (2.2.6)**
This is the type of instruments or objects that were involved in the incident. Users are to note that when ammunition was fired by perpetrators in an incident, that the ammunition is not an instrument and must be registered under the correct field.

14.1.1   TYPE OF INSTRUMENT
A choice is to be made from the code tables.

14.1.2   UTILIZATION
A choice is to be made from the code tables as to how the instrument was used.

14.2   **VEHICLES INVOLVED (2.2.7)**

This is a new functionality to the system and is completed for all vehicles which are involved in the incident. This includes vehicles which have been damaged, found etc. The user inserts one of the three (3) options namely registration number, engine number or chassis number. Press then PF 6 and the correct details from the NATIS system is then displayed.

The first screen that will be displayed will either be blank or display details of the case docket in the event that the vehicle has been stolen etc. Thereafter by pressing PF6 to confirm the details, the vehicles details will be inserted into the fields. The user then inserts the vehicles application by using the PF15 function on the application field.

14.2.1   REGISTRATION NUMBER
The registration number of the vehicle involved must be completed, e.g. BRN741GP. Ensure that there are no spaces left in-between letters and numbers..

14.2.2   ENGINE NUMBER
            The engine number must be completed if available, or chosen as per above method.

14.2.3   CHASSIS NUMBER
            The chassis number must be completed if available, or chosen as per above method.

14.3   **TARGET AREA (2.3.1)**
            A choice is to be made from the code tables. This is the area that the incident is targeted at. i.e. If a group of school children are marching because they are dissatisfied with the fact that they have to pay school-fees, then the target area would be education.

14.4   **TARGET GROUP (2.3.2)**
            A choice is to be made from the code tables. This is the group that the incident is targeted at. As in the example in para. 14.2 the target group would then be high schools.

14.5   **TARGET TERRAIN (2.3.3)**
            A choice is to be made from the code tables. This is the terrain that the incident is targeted at.

14.6   **REASON/MOTIVE (2.3.4)**
            A choice is to be made from the code table. This is the reason or motive behind the incident. Care must be taken here that the correct choice is made concerning the reason or motive. The reason or motive - forcing of demands is used too quickly and should as far as possible be avoided. Users must attempt to find the corresponding word for the motive or reason behind the incident. More than one motive or reason can be completed.

14.7   **METHOD USED (2.3.5)**
            A choice is to be made from the code tables. This is the method used to commit the incident.

14.8   **RELATING INCIDENT (2.3.6)**
            This is when secondary incidents took place from one primary incident, for example when an incident of stone throwing occurs sporadically during a crowd management event. The IRIS number of the relating incident is to be inserted here.

14.9   **TYPE OF OFFENCE/CRIME (2.3.7) (DEACTIVATED 2004-03-05)**

14.10 **ORGANIZATIONS INVOLVED (2.4.2)**
            These are the types of organizations that were involved in the event

14.10.1   ORGANIZATION
            This is the name of the organisation that was involved. A choice is to be made from the code tables.

14.10.2   INVOLVEMENT
            This is how the organization was involved in the incident. A choice is to be made from the code tables.

15. *INCIDENT REPORT - PAGE 5*

15.1 SOURCE OF INFORMATION (2.4.2)
This is the details of where the information was obtained from. This applies mostly to instances when a registered informer supplied the information. The informant no., value and confirmation must be supplied. A choice from the code tables is to be made concerning the type of informant. The date that the information was received must be completed as well as the person that received the information.

15.2 VICTIMS (2.5.1)
These are the victims of the incident and do not include victims as a result of security force actions.
Take note these are only the victims of the perpetrators. It must also be noted that if a police person is injured during the incident by the perpetrator/participant, then it is completed here.

15.2.1 TYPE OF VICTIM
A choice is to be made from the code table for the type of victim.

15.2.2 DEGREE OF INJURY
A choice is to be made from the code tables as to the degree of injury of the victim.

15.2.3 INJURED BY WHOM
A choice is to be made from the code tables as to by whom the victim was injured.

15.2.4 HOW INJURED
A choice is to be made from the code tables as to how the victim was injured.

15.2.5 POPULATION GROUP
A choice is to be made from the code tables as to the population group of the victims.

15.2.6 AGE
The age of the victims can only be entered as follows:
<18 = younger than 18 years old.
>18 = 18 years and older.

15.2.7 NUMBER OF MEN
This is the number of men that were victims of the incident and is written in figures.

15.2.8 NUMBER OF WOMEN
This is the number of women that were victims of the incident and is written in figures.

15.3 PARTICULARS OF OFFENDERS (2.5.2)

15.3.1 INVOLVEMENT
A choice is to be made from the code tables as to the involvement of the offenders.

15.3.2 POPULATION GROUP

A choice is to be made from the code tables.

15.3.3   **AGE**
Same as para. 15.2.6.

15.3.4   **NUMBER OF MEN AND WOMEN**
The number of men and women that were the offenders and is written in figures inside the corresponding blocks.

15.4   **ARRESTS MADE (2.5.3)**
These are the arrests made by the security forces. Please ensure that the names of the people that were arrested are written in the description of the incident (screen 2.8.1.) along with the relevant register numbers eg SAP 14.

15.4.1   **TYPE OF FORCE/SERVICE**
A choice is to be made from the code tables as to who effected the arrest i.e. from which security force/service are they.

15.4.2   **DATE : YEAR/MONTH/DAY**
This is the date that the arrest was effected. E.g. **1997-08-29.**

15.4.3   **TIME : HOUR/MINUTES**
This is the time of the arrest. E.g. **08:30.**

15.4.4   **POPULATION GROUP**
A choice is to be made from the code tables.

15.4.5   **AGE**
Same as paragraph 15.2.6

15.4.6   **NUMBER OF MEN AND WOMEN**
This is the number of men and women that were arrested. The figure must be written in the corresponding blocks.

16.   *INCIDENT REPORT - PAGE 6.*

16.1   **DAMAGE CAUSED (2.6.1)**
This is the damage caused by the perpetrators during an incident.

16.1.1   **TYPE OF PROPERTY DAMAGED**
This is the type of property that was damaged during the incident. A choice must be made from the code tables.

16.1.2   **HOW DAMAGED**
This is how the property was actually damaged. A choice must be made from the code tables. The most serious method used is chosen.

16.1.3   **BY WHOM DAMAGED**

This is by whom the property was damaged. A choice must be made from the code tables.

16.1.4   OWNERSHIP
This is who the owner of the damaged property is. A choice must be made from the code tables.

16.1.5   NUMBER
This is the amount of the particular property that was damaged. A figure is to be filled in here.

16.1.6   AMOUNT OF DAMAGE (RAND VALUE)
This is the estimated amount in Rands that the damage amounts to. There must always be a value filled in here, e.g. 250 (Members to take note that the R sign is not to be inserted on the IRIS system.)

16.2   **CASE DOCKETS REGISTERED (2.6.2)**
This is the details about any case dockets which are registered as a result of the incident. It must be remembered that Act 205 of 1993 is very important here. Where a gathering is held and no notice is given a case docket **MUST BE** registered. The CAS/CR number must be filled in, and not the CAS/MAS prefix.

16.2.1   TYPE OF OFFENCE / CRIME
A choice is to be made from the code tables as to the type of offence/crime that was committed during the incident. Users must ensure that the correct offence is chosen, as the system checks the details on the CAS system, in order to promote data integrity.

16.2.2   NAME OF STATION
This is the name of the station where the case docket was registered.

16.2.3   CAS/CR NO.
This is the CAS/CR number which was allocated to the case docket. This number is only obtained after it has been registered on the CAS/CR system. The CAS no. is written as follows : 565/08/1997. Only when a station where the case was registered, does not possess CAS functionality, will the prefix CR or MR be placed on the 2 spaces before where the docket number is inserted. Please take note that the CAS prefix is not inserted. The month must be inserted with two figures and that the year number must be written in full with the century in full. Take note that where the number of the CAS/CR is concerned, that zero's are not needed to proceed the number eg 0034/05/1997. It can be written as 34/05/1997. Only where the number is from 1-9, is it advisable to insert a zero before, eg 08/05/1997.

16.3   **VISUAL REFERENCES (2.6.3)**
This is all the references that can be referred to at a later date and can include references such as OB no's, video's, sketches, SAP 14 no's etc.

16.3.1   TYPE OF REFERENCE
This is the type of reference which is referred to. It must be indicated whether or

not use was made of such references.

16.3.2   REFERENCE NUMBER
This is the reference number that was allocated.

16.3.3   COMPONENT AND SUB-COMPONENT WHERE HELD
These blocks represent the place where the visual material is obtainable. Each station area throughout South Africa is allocated a COMPONENT and SUB-COMPONENT code. These are usually freely available, but can also be accessed from the system.

16.4   **ROUTE FOLLOWED (2.6.4)**
There is a choice to be made from the code tables. These only appear when a unit has registered certain routes that they know the protestors usually use. These specified routes are only obtainable if they have been registered by head office for that specific unit.

16.5   **CIVIL SUITS INFORMATION (2.6.5)**
This field is usually not completed until after the IRIS was completed and keyed in. Civil suits information is usually only available at a much later date.

16.5.1   NATURE OF CLAIM
The nature of the claim must be entered here.

16.5.2   AMOUNT OF THE CLAIM
This is the amount in figures that is being claimed by the claimant.

16.5.3   AMOUNT NEGOTIATED
This is the amount that was negotiated.

16.5.4   DATE INSTITUTED
This is the date that the claim was instituted and is written as follows: 1997-08-01.

16.5.5   DATE FINALIZED
This is the date that the civil claim was finalized and is written the same as in paragraph 16.5.4.

16.5.6   CR/CAS NUMBER
This is the CR or CAS number for the case docket that was registered for the civil claim and is written the same as in para. 16.2.1.

16.5.7   POLICE STATION
This is the police station where the case docket was registered.

17.   *INCIDENT REPORT - PAGE 7*

17.1   **NOTIFICATION OF PLANNED ASSEMBLY (2.6.6)**
This pertains to the notification which was given prior to a march/gathering and is regulated by Act 205 of 1993. Where a spontaneous event took place, this field must also be completed and the relevant information will be inserted.

17.1.1   NOTIFYING INSTITUTION/ORGANISATION
A choice is to be made from the code tables stating which organisation gave notice for the proposed gathering or march.

17.1.2   DATE AND TIME OF NOTICE
This is the date and time that notice was given to the local authority, written the same as in the rest of the iris form

17.1.3   TYPE OF NOTIFICATION
A choice is to be made from the code tables with regard to the type of notification. There are (4) four types of notice available and the definitions are given as below:

Before 7 days:	In terms of the regulation of gatherings act notice has to be given before 7 days of a proposed event in order to do the necessary planning.
After 7 days	In terms of the act, notice may be before 48 hours given within 48 hours in exceptional circumstances.
Spontaneous	Self explanatory. This option will however not be used when a planned event is registered, as it will not be possible to register an operational plan for the event. This option will only be used in the event of a spontaneous event which is either a Crowd Management (Peaceful) or Crowd Management (Unrest) event.
No notice	When tactical information (early warning information) was obtained by the SAPS prior to the event, but no notice has been given by the relevant organisation/group.

17.1.4   DATE/TIME OF RESULT
This is the date and time that a result was given from the local authority pertaining to any restrictions etc. In the event of a spontaneous event, the start time of the event will be the time of the result.

17.1.5   RESTRICTIONS
This must be answered either Yes or No as to whether any restrictions were placed on the gathering. Thereafter the F6 key is to be pressed to save/confirm the information. Once the F6 key has been pressed, the cursor will move to the **LIST OF RESTRICTIONS** at the bottom of the screen.

17.1.6   LIST OF RESTRICTIONS
This field contains free text and all restrictions given are to be inserted in here, should the answer Yes have been inserted into the restrictions field. Users must note

that concise details of the restrictions must be entered into this field, and that each and every restriction must be entered onto it's own individual line. Should there be insufficient lines, the F12 key followed by the F14 key is to be pressed. A new line will then be inserted. Users are to note that no lines may be left open, and that inserting restrictions over more than one line will result in all information being jumbled. To prevent the jumbling of information, users must number each line, either numerically or alphabetically.

FROM FUNCTION 2.7 ONWARDS, ALL INFORMATION PERTAINS TO POLICE SERVICE AND OTHER FORCES INVOLVEMENT & ACTIONS.

18   FORCE/SERVICE INVOLVEMENT (2.7.1)

18.1   FORCE/SERVICE INVOLVED
This is the type of service of security force who were involved in the incident. If more than one is involved, all the different ones are to be inserted in here. A choice is to be made from the code table of the force/services which took actions or who were on the scene.

18.2   TYPE OF ACTION
This is the type of action which was taken by each force or service. **ALL** actions which are taken by the security forces must be filled in. A choice is to be made from the code tables.

18.3   DATE AND TIME
This is the date and time of each of the actions which were taken. It is written as follows 1997-08-13, 09:00

18.4   ACTION IN ACCORDANCE WITH
A choice is to be made from the code tables for the reason for the action i.e. in accordance with which law etc.

18.5   **SECTION PER ACTION (2.7.2)**
This basically indicates which section of ACCU or other SAPS component took which action.

18.5.1   COMPONENT AND SUB-COMPONENT
This is the component and SUB-COMPONENT that each section belongs to.

18.5.2   PLATOON NUMBER
This is the platoon number that the specific section belongs to and can be written as either letters - A/B etc. or as numbers - ½/3 etc.

18.5.3   SECTION NUMBER
This is the Section number of each section that was involved in each individual action. These can also either be written in numbers or letters.

19. _INCIDENT REPORT - PAGE 8_

19.1 SHOTS FIRED PER PERSAL NUMBER (2.7.3)

19.1.1 CALIBRE
A choice is to be made from the code table on the calibre of the firearms used by the force/service during the incident.

19.1.2 FABRICATE
A choice is to be made from the code tables as to the fabricate of the firearms which were used by the force/service involved.

19.1.3 TYPE
A choice is to be made on the type of firearm which were used, from the code tables.

19.1.4 AMMUNITION
A choice is to be made from the code tables as to the ammunition used during the incident. This is only the ammunition used by the force/service.

19.1.5 NUMBER OF ROUNDS
This is the number of rounds which were used by the force/service during the incident.

19.1.6 PERSAL NUMBER
This is the persal number of the person who fired the shots during the incident. A separate line will be registered for each member who fired shots.

19.2 EQUIPMENT UTILIZED DURING FORCE/SERVICE ACTION (2.7.4)
This is the equipment which was utilized by the force/service during the action. The correct amount of personnel per type of action must be filled in here. It is important that ALL the equipment **WHICH WAS USED** is filled in here.

19.2.1 TYPE OF EQUIPMENT
A choice is to be made on the type of equipment. All equipment that is used during the incident must be completed here. This also includes personnel used. Only equipment which was used to combat/prevent the incident must be registered under each action. Eg if there were not shots fired at members, then they must not register bulletproofs.

19.2.2 NUMBER
Only the numbers used must be written here, in figures.

19.3 VICTIMS OF FORCE/SERVICE ACTION (2.7.5)
These are only the victims as a result of actions taken by force/service actions during or after the incident. Victims as a result of the perpetrators actions are NOT completed here.

19.3.1 TYPE OF VICTIM

A choice is to be made from the code tables, when security forces injure persons during an action.

19.3.2   DEGREE OF INJURY
A choice is to be made from the code tables as to the degree of injury of the victims.

19.3.3   INJURED BY WHOM
A choice is to be made from the code tables as to which security force/service injured the victim.

19.3.4   HOW INJURED
A choice is to be made from the code tables as to how the victim was injured.

19.3.5   POPULATION GROUP
A choice is to be made from the code tables on the population group of the victim.

19.3.6   AGE
The age of the victims is written the same as in paragraph 15.2.6

19.3.7   NUMBER OF MEN AND WOMEN
The number of men and women that were victims are written in figures.

20.   *INCIDENT REPORT PAGE 9*

20.1   **DAMAGE CAUSED BY FORCE/SERVICE ACTION (2.7.6)**

20.1.1   TYPE OF PROPERTY DAMAGED
This is the type of property that was damaged as a result of the force/service which took action. A choice is to be made from the code tables.

20.1.2   HOW DAMAGED
This is how the property was damaged. A choice is to be made from the code tables.

20.1.3   BY WHOM DAMAGED
A choice is to be made from the code tables as to which force/service did the damage.

20.1.4   OWNERSHIP
A choice is to be made from the code tables as to who is the owner of the damaged articles.

20.1.5   NUMBER
A number in figures is to be filled in here as to how many articles/objects were damaged.

20.1.6   AMOUNT OF DAMAGE
An estimated amount for the value of the damage must be filled in. The amount must be written as follows : 300, without the currency written in front. If any

damage was done, there has to be an estimate done (as close to the actual value as possible) for the damage inserted here.

HOW TO ACCESS THE IRIS MAINFRAME SYSTEM

Netview Access Services (NETVAS) Logon:

```
    SSSSSS          AAAAAAAA      PPPPPPPP          SSSSSS
SSSSSSSSSS       AAAAAAAAAA      PPPPPPPPPP     SSSSSSSSSS
SSSS    SSS    AAAA      AAAA   PPPP      PPPP  SSSS      SSS
   SSSS        AAAA      AAAA   PPPP      PPPP  SSSS
      SSSS     AAAA      AAAA   PPPPPPPPPPPP       SSSS
       SSSS    AAAA AAAA AAAA   PPPPPPPPPP         SSSS
        SSSS   AAAA      AAAA   PPPP               SSSS
        SSSS   AAAA      AAAA   PPPP               SSSS
SSS     SSSS   AAAA      AAAA   PPPP          SSS    SSSS
SSSSSSSSSS     AAAA      AAAA   PPPP          SSSSSSSSSS
   SSSSSS      AAAA      AAAA   PPPP             SSSSSS
          SOUTH    AFRICAN    POLICE    SERVICE
```

Enter Logon Information for NETVAS
User . . . . . .   (User ID/LOGOFF)
Password . . . .   New Password . :

General Help . . Press F1   Date . . . . . : 01/15/02
Help Desk. . . . Press F2   Time . . . . . : 13:39:17
Logoff . . . . . Press F3   Terminal . . . : TB10GB1Q
PF 1=Help 2=Lang 3=Logoff

Netview Access Services (NETVAS) is a single-access control system that enables you to gain simultaneous access to several applications from a single terminal. The Logon panel is used to gain access to the system and the applications.

User
To log on to Netview Access Services (NETVAS), you are required to enter a User ID. (Your PERSAL number).

Password
If you have been provided with a password, you are required to enter it when you log on. Your password can consist of up to 8 alphanumeric characters. When your password expires or you want to change is at any time, you enter the old password in the password field and the new password in the Nem field. You will be prompted te reenter the new password for verification. The password is not visible when entered in either field.

To log off from the from NETVAS, you enter the command LOGOFF in the User field.

In order to access the IRIS system, the following screen must be obtained:

EMSP01   Application Selection Help: Press F2 Term: TB10GB1Q
                                                       Date: 01/24/02 Time: 09:54:25
                                                       User: 04171373 Group: GAUTENG1
                                                                  Broadcast: Printer:
Select application or enter command. LOGOFF command terminates all sessions.
Escape key PA1   Command key PF10 and Prefix $$ Print key

ID	Name	Status M	B Jump Key	Application Description
1	A32COM4	06:21	PA2	A32COM4
2	A80COMP3	08:54	PA2	TRANSACTION REGISTRATION
3	PERSAL	10:06	PA2	PERSONNEL SYSTEMS
4	PERSAP	08:37	PA2	SAPS PERSONNEL SYSTEMS
5	POLFIN	08:33	PA2	FINANCIAL CONTROL SYSTEM
6	PRDCIR	15:54	PA2	CIRCULATION SYSTEM
7	PRDCIR2	15:54	PA2	CIRCULATION SYSTEM
8	PRDDOK	15:34	PA2	DOCUMENTARY SYSTEM
9	PRDFSL	08:36	PA2	FORENSICS ADMINISTRATION
10	PRDIRI	15:54	PA2	INCIDENT REGISTRATION

COMMAND ==> _____ _____ _____ _____
PF 1=Help 3=Disc 4=Keys 7=Backw 8=Forw

The "Application Selection" panel lists the applications that you have access to.
ONE CANNOT GAIN ACCESS TO ANY SYSTEM IF YOU ARE NOT A REGISTERED USER.
You can use the PF8 ore PF7 keys to scroll through the list. To select an application, enter its ID ore name on the command line, or move the cursor next to the application and press the ENTER key.

To access the IRIS system, you have two options, either the training system or the production system. To access the production system, you will insert PRDIRI or the relevant number. To access the training system, you will insert TRNIRI or the relevant number on the command line. Once you have done this, press the ENTER key. All users must first use the training system, in order to familiarise themselves with the system.

Once you have completed the above procedure, the following screen will be visible:

WELKOM BY

```
IIIIIIIIII   RRRRRRRR   IIIIIIIIII   SSSSSS PRODUKSIE
    II       RR    RR       II       SS
    II       RRRRRRRR       II       SSSSSSS
    II       RR    RR       II           SS
IIIIIIIIII   RR    RR    IIIIIIIIII   SSSSSS PRODUCTION
```

WELCOMES YOU

SPESIFISEER U TAALVOORKEUR
                          A / E _
                               ENTER THE LANGUAGE OF YOUR PREFERANCE

_____

Count: *0

It is of utmost importance that you always read the bottom of your screen which will indicate if you have made any mistakes or what you have to do next. Remember that this system was designed to be as user friendly as possible.

You must enter you language choice by either indicating A for afrikaans or E for English and then press F6 which stands for confirm. The terminal has to be instructed what to do and cannot function on its own without an instruction (using of your function keys)

Once the above actions have been completed, the next screen encountered will be visible:

INCIDENT REGISTRATION INFORMATION SYSTEM   **PRODUCTION**   2002-01-30 15:19:05
ACCESS CONTROL

ENTRY CODE 　　_____

PASSWORD

NEW PASSWORD

PRESS <F6> TO CONTINUE - <F3> TO RETURN TO PREVIOUS SCREEN.

Count: *0

This screen is where you enter your persal number as well as password

One cannot gain access to the IRIS system if you are not a registered user. An Iris controller is able to register users. This screen is called the access control screen. You must enter you own Persal no for example 04374771. Once you have been registered on the system, you must enter your Persal number with the 0 before your Persal number and leave out the "-" before the last digit.

By using the 0 before your number, your cursor will automatically move to the next line, namely password. The cursor is the flashing line on the screen which indicates your position as present. At the password line, you will enter your password and press F6.

Should you have entered your password more than three (3) times incorrectly, you will automatically be deactivated. Approach your iris controller to reactivate you on the IRIS system.

It is very important that you read all the messages as indicated to you at the bottom of your screen.

```
;  If you are registered for the first time on the system, you will always start off with the password
AAAAA (5 A's). After confirmation (F6), the system will then tell you at the bottom of the screen
to enter a new password. You may then enter any word as your password as long as you do not
have more than 9 letters in your password. You may also use digits but may not have less than 5
characters in your password. If you use digits, they may not be in chronological order.  Once you
have chosen a password and keyed it in you must press  F6. The computer will then indicate that
you must once again enter you password to confirm. You are to do that and press F6 again. If your
two attempts differ, the computer will indicate it and you are to key in your password again.
```

Once the above has been complied with, the next screen will be visible:

```
INCIDENT REGISTRATION INFORMATION SYSTEM **PRODUCTION**  2002-01-30   15:12:54
MAIN MENU                                                (-)
NAT HEAD OFFICE ORS OPERATIONS       04171373           CAPT H L LOUWRENS
---------------------------------------------------------------------------------

1_____ SYSTEM MAINTENANCE_____
2_____ REGISTER, UPDATE AND DELETE_____
3_____ ENQUIRIES (DIRECT AND GROUPED)_____
4_____ PRINTED REPORTS_____
5_____  AUDIT QUERIES_____
_____  _____
_____  _____
_____  _____
_____  _____
_____  _____
_____  _____
_____  _____
_____  _____

CHOICE: _____

_____
Count: *0
```

You are now officially in the IRIS system.

Main menu

This screen is called the main menu and everything is done from here. It is important to remember that one has to work from the main menu to establish what is to be done on the system. This is the starting and ending point on the IRIS system.

The number 1 stands for system maintenance and is where all messages are sent and where the iris controller registers new users and deactivates members.

The number 2 stands for the registering, updating and deleting of incidents. This is self explanatory. Field 2 is the most important and most frequently used function on the system.

The number 3 stands for enquiries of incidents which have already occurred or are planned and registered on the system.

The number 4 is printed reports concerning the incidents and statistics of all the units. This is mainly used for statistical purposes and your printer has to be registered in the mainframe in order

to print requested reports.

THE NUMBER 5 OPTION IS USED FOR AUDIT PURPOSES CONCERNING SPECIFIC INCIDENTS. USERS ARE ALSO TO NOTE THAT NOT ALL USERS HAVE THE SAME FUNCTIONS ON THE SYSTEM - THE FUNCTIONS ARE ALLOCATED BY USER GROUP.

; *REMEMBER : IF YOU ARE UNDER TRAINING, YOU WILL FIRST ACCESS EACH SCREEN ON THE WHOLE IRIS SYSTEM TO FAMILIARISE YOU WITH THE SYSTEM. IN THIS MANUAL YOU WILL ONLY ADDRESS THE REGISTERING OF AN INCIDENT. IT IS ESSENTIAL THAT EACH MEMBER IN TRAINING MUST FAMILIARISE THEMSELVES WITH THE CONTENT OF EACH SCREEN. REMEMBER : IN ORDER TO ACCESS THE TRAINING SYSTEM, AT THE ANY APPLICATION SCREEN, YOU MUST TYPE IN THE LETTERS : TRNIRI*

Next you will begin by keying in your incident which you have completed on the form.

HOW TO REGISTER AN INCIDENT ON THE SYSTEM

KEYING IN / REGISTERING AN INCIDENT

The incident is keyed in according to the IRIS form. A member sitting in front of the computer must have the completed form in front of him. On the first page of the incident report, indicated on the far left hand side, in small digits is "**2.1.1/2.1.4.**" These digits indicate the fields which have to be accessed in order to register the specific information thereunder.

One of the two options <u>2.1.1. (occurred event)</u> or <u>2.1.4 (planned event</u> will be keyed in and <u>F6</u> will have to be pressed.

The screen you will encounter will be similar to that of the first page of the IRIS form. Although it may differ in structure, the content is exactly the same.

Immediately on the screen appearing, the system will allocate a number for the specific IRIS. It is of utmost importance, that this number be written on the IRIS form immediately. If one had to sign off from this screen without saving, the IRIS number will be lost and one would not be able to work on that number again. A new IRIS number will then have to be obtained.

All the information on the form is to be keyed into the IRIS system. It is important to note that whenever the "*" appears, that the corresponding code tables are already on the

system. To view the code tables one must first press shift, and while pressing the key, press F3. The enquiry screen will now appear. Press enter and then all the words on the code tables will appear. Use the tab to move the cursor up and down and if you want to page to the next page use F8 or F9. Once you have selected the correct word you must press F6. To choose the correct word, place the cursor alongside the word by using the TAB key. The screen will automatically return to where you were on the form and the chosen word will appear.

When you are working on the 2.1.1. or 2.1.4 screen, use the tab key to move your cursor if you did not make a choice from the code tables. Should you have made a choice from the tables, the cursor will move automatically to the next field.

211 REGISTRATION OF AN OCCURRED INCIDENT AS WELL AS A FUTURE PLANNED EVENT WITH AN OPERATIONAL PLAN AND NOTIFICATION

21.1   FUNCTION 2.1.1 - REGISTRATION OF AN INCIDENT: OCCURRED

```
INCIDENT REGISTRATION INFORMATION SYSTEM ** PRODUCTION * 2002-01-30 02:42:37
REGISTRATION OF AN INCIDENT :                 OCCURRED        (2.1.1)
NAT HEAD OFFICE ORS OPERATIONS                04171373   CAPT    H L LOUWRENS
-----------------------------------------------------------------------------------
IRIS NUMBER   185507___              INCIDENT CLASSIFICATION * CROWD(PEACEFUL)___
UNIT SERIAL NR   D00 / 000 / 04 / 01 / 2000
HEADING
TYPE OF INCIDENT * _____
DATE STARTED      2000-01-04     TIME 02:42
DATE ENDED        YYYY-MM-DD   TIME HH:MI         RECEIVED BY - FORCE NO _____
DATE RECEIVED     YYYY-MM-DD   TIME HH:MI              CALL SIGN _____
STATUS            P                    PRIORITY (G=GREEN, V=ELECTIONS) G
RESIDENTIAL AREA* _____
TERRITORY         * RSA_____
POPULATION        * _____
INC ENVIRONMENT * _____
STRUCTURE NAME    _____
STREET ADDRESS    _____

NAME REPORTER     _____
OR FORCE NO
UNIT              * _____
```

Count: *0

21.1.1   The 2.1.1 function is only to be used for the registration of incidents of ANY INCIDENT CLASSIFICATION, which has already taken place or is currently taking place. Taken place, means that it has to be an incident which occurred, and that the start date/time of the incident is in the past. Should users attempt to register an incident's start date/time where it is ahead of the computer's time (top right of the screen), the computer will state that the date/time is invalid and will not accept the IRIS once the <F6> key is depressed, until the start date/time has been rectified. **Users are to note that the name of each screen is contained in the top left of the screen.**

21.1.2   With the registration of an incident, the cursor will **AUTOMATICALLY APPEAR AT THE INCIDENT CLASSIFICATION**. As soon as a choice is exercised from the code tables <F15> (shift <F3>) and the choice is made By depressing the <F6> key, the cursor will automatically move to the following field which is to be completed. Where this option is used on any other code table choice field (marked with a *), the cursor will automatically move to the next field.

21.1.3   the day, month and year are automatically inserted into the **UNIT SERIAL NUMBER eg (D00/000/05/03/1998)**. The user then has to insert the unit number eg 10 for Cape Town (the old unit number), as well as the daily serial number eg D10/001/05/03/1998. Should the Unit's day/month/year serial number differ to the automatic numbers eg. the incident is registered on a different day than when it occurred, the correct date can be written over the automatic date eg. D10/003/04/03/1998.

21.1.4   The **INCIDENT HEADING** must contain concise details of **WHO DID WHAT AND WHERE** the incident occurred. Headings such as CRIME PREVENTION OPERATIONS or generalised headings must be avoided at all costs and will not be accepted by Management Support Centre: Head Office controllers. Users must take note that the residential area and town/city must always be contained in the heading.

21.1.5   The **TYPE OF INCIDENT** is directly coupled to the Incident Classification and users must ensure that the correct incident classification is used to obtain the correct type of incident.

21.1.6   **START DATE AND TIME** - The date and time must be written out as follows 1998-05-09. See paragraph 21.1.1 for further explanation.

21.1.7   The **END DATE/TIME** format in characters has been inserted to assist users. The user must change the date and time into numerical figures. Should the user fail to do this, the IRIS will not be accepted once the <F6> key is depressed. Should the end date/time be more than 72 hours ahead of the start date/time, the user will be requested to confirm the end date/time after the <F6> key is depressed.

21.1.8   The **RECEIVED BY - FORCE NO** field must contain the force/persal number of the person who received the information and completed the IRIS.

21.1.9   The **DATE/TIME RECEIVED** must be inserted containing the date/time when the information was received by ACCU. See 21.1.7.

21.1.10   **CALL SIGN** is the call sign of the vehicle from which the information was reported to the operational room.

21.1.11   **STATUS** of the incident is automatically a **"P"** for taken place and can in no way be altered to any other status.

21.1.12   **PRIORITY** is automatically a **"G"** which implies that it is an incident which does not require special attention by Head Office or the region. Should the incident need to be brought under the special attention of Head Office or the region, the priority

must be changed to **"R"** which will give the incident a **"Red Report"** status. **"V"** is inserted for incidents relating to elections.

21.1.13   **RESIDENTIAL AREA** is the residential area where the incident took place and is linked to the unit. This implies that residential areas which are allocated to ACCU: Pretoria, cannot be registered against ACCU: Cape Town.

21.1.14   **TERRITORY** is automatically RSA, but can be changed.

21.1.15   **POPULATION** is the general population of the area, eg black, brown, white etc.
21.1.16   **INCIDENT ENVIRONMENT** is the area where an incident took place, eg. squatters camp, residential area, bank etc.

21.1.17   **STRUCTURE NAME** is the name of the prominent landmark where an incident took place, eg the Volkskas building or the Union buildings. It is not the actual street address.

21.1.18   **STREET ADDRESS** is the physical street address of where an incident took place. If a march took place, then the street names wherein the march took place, can be mentioned as far as space is available. The residential area and town must also be contained in the street address.

21.1.19   **NAME REPORTER** is the name of the person who reported the incident. If it was a member of the public, that person's details must be registered.

21.1.20   **FORCE NUMBER** If a member of the SOUTH AFRICAN POLICE SERVICE reported the incident, his/her force number must also be registered in this field. Users must ensure that the correct force numbers are supplied.

21.1.21   **UNIT**: the unit number of the unit at which a user is registered on the IRIS system will automatically appear in this space.

21.1.1.1   Once all the above information has been inserted and the <F6> key is depressed, the user will automatically be transferred to the information text (option 2.8.1) where **ALL RELEVANT INFORMATION** is to be registered. Thereafter the user is to depress the <F6> key and continue registering the IRIS as in the past.

21.1.1.2   Should a Crowd Management (Peaceful) or Crowd Management (Unrest) incident spontaneously occur, users must also complete the 2.6.6 option **(NOTIFICATION OF PLANNED ASSEMBLY)** as mentioned in paragraph 2.3 The only deviation will be that the Date/time of the notice, will be the date/time when the event took place. The date/time of the result will also be the date/time of when the event took place.

21.1.1.3   As far as the **TYPE OF NOTIFICATION** is concerned, the choice **SPONTANEOUS** (self explanatory), is to be made from the code table.

21.2   **FUNCTION 2.1.4 - REGISTRATION OF AN INCIDENT: PLANNING**

INCIDENT REGISTRATION INFORMATION SYSTEM ** PRODUCTION * 2002-01-30 21:11:56
REGISTRATION OF AN INCIDENT : PLANNING   (2.1.4)
NAT HEAD OFFICE ORS OPERATIONS   04171373   CAPT H L LOUWRENS

IRIS NUMBER   185512___   INCIDENT CLASSIFICATION *
CROWD(PEACEFUL)___
UNIT SERIAL NR   D00 / 000 / 30 / 01 / 2002
HEADING   _____
TYPE OF INCIDENT * _____ OR CODE
DATE STARTED   2002-01-30 TIME 21:11
DATE ENDED   YYYY-MM-DD TIME HH:MI   RECEIVED BY - FORCE NO
_____ DATE RECEIVED   YYYY-MM-DD TIME HH:MI   CALL SIGN
_____ STATUS   B   PRIORITY (G=GREEN, V=ELECTION) G
RESIDENTIAL AREA* _____
TERRITORY   * RSA_____
POPULATION   * _____
INC ENVIRONMENT*_____
STRUCTURE NAME _____
STREET ADDRESS _____

NAME REPORTER _____
OR FORCE NO   _____
UNIT   * _____
_____
Count: *0

21.2.1   The 2.1.4 function is a function which is only to be used for the registration of
            operational plans for the **INCIDENT CLASSIFICATION: CROWD
            MANAGEMENT (PEACEFUL).** This option may only be used to place an
            incident on IRIS, provided it is an incident which is planned to take place in the
            future, and a complete Operational Plan has been compiled by the Operational
            Commander of the relevant unit for the proposed event.

21.2.2   Users must take note that an operational plan is to be registered timeously in order
            for it to be accepted by the IRIS system. If users fail to do so, access to the
            operational plan will be blocked and no access to the plan whatsoever, can be
            obtained. The blocking of the plan will occur as soon as the computer's time (top
            right hand side of screen) is the same as the begin date/time of the event.

21.2.3   To register the Operational plan of an incident, the 2.1.4 option is accessed, instead
            of the 2.1.1 function. The various fields are completed as mentioned in paragraphs
            21.1.1 to 21.1.21. The only deviations thereof are as follows:

21.2.3.1   **INCIDENT CLASSIFICATION** may only be Crowd Management (Peaceful).

21.2.3.2   The **INCIDENT HEADING** must contain concise details of **WHO/WHAT/ WHERE AND HOW** the incident will take place. Mention must also be made in the heading that it is currently a planned event.

21.2.3.3   **START DATE/TIME** must be in the future which will also be the date/time when the expected event is to take place.

21.2.3.4   **END DATE/TIME** must also be in the future and will be the date/time when the event is expected to end.

21.2.3.5   **STATUS** of the incident will automatically be **"B"** for planned. This status can in no way be altered to any other status on this particular screen.

21.2.3.6   **PRIORITY** will automatically be **"G"** and can only be altered to a **"V"** on this screen, provided that it is related to election campaigns/incidents.

21.2.4   Once all the above information has been inserted and the <F6> key is depressed, the user will automatically be transferred to the information text (option 2.8.1) where the user must type in **THE OPERATIONAL PLAN (SEE OPTION 2.8.2)**. Thereafter the user has to depress the <F6> key followed by the <F3> key. The user will then automatically be transferred to the 2.6.6 option **(NOTIFICATION OF PLANNED ASSEMBLY)**.

21.3   **FUNCTION 2.6.6 - NOTIFICATION OF PLANNED ASSEMBLY**

21.3.1   In the **NOTIFICATION OF PLANNED ASSEMBLY** option, the user must follow the following procedure:

21.3.1.1   **NOTIFYING INSTITUTION/ORGANISATION** make a choice from the relevant code table of the organisation who gave notice for the proposed assembly.

21.3.1.2   **DATE/TIME OF NOTICE** is the date and time when the notice was received by the SOUTH AFRICAN POLICE SERVICE or the local authority.

21.3.1.3   **TYPE OF NOTIFICATION** - three possible choices can be made in terms of the regulation of gatherings act.

                     AFTER 7 DAYS BEFORE 48 HOURS
                     (self explanatory)
                     BEFORE 7 DAYS
                     (self explanatory)

NO NOTICE
(Tactical information was obtained prior to the event by ACCU or any other component. Therefore, the event was planned for, but no notice was given to the SOUTH AFRICAN POLICE SERVICE or the local authority by the institution/ organisation concerned).

21.3.1.4 **DATE/ TIME OF RESULT** is the date/time when the organisation was informed of the decision of the local authority and the SOUTH AFRICAN POLICE SERVICE.

21.3.1.5 **RESTRICTIONS (YES/NO)** a choice is to be made and inserted to say whether restrictions were placed on the event or not. Once all the above have been completed, the <F6> must be depressed. The cursor will then be moved to the list of restrictions.

21.3.1.6 **LIST OF RESTRICTIONS** should the answer to restrictions have been Yes, then all the restrictions placed on the event must be registered here. Each restriction must be written on a separate line, and numbered, either numerically or alphabetically e.g
    -1)NO FIREARMS MAY BE DISPLAYED.
    -2)NO MASKS MAY BE WORN.
    -3)SUPPORTERS MUST FOLLOW SPECIFIED
    ROUTE.

21.3.2 Once all the above has been inserted, press <F6> and thereafter <F3>, The user will then be taken to the 2.8.2 function, where a proforma of the approved operational plan will be inserted.

21.4 **FUNCTION 2.8.2 - SITUATIONAL PLANNING FOR AN INCIDENT**

21.4.1 Once the user has complied with the above instructions, the Proforma of the **OPERATIONAL PLAN** for **CROWD MANAGEMENT(PEACEFUL)** incidents will be inserted into the field. To register the information for the operational plan as compiled by the Operational Commander in this field, the following procedure is to be followed:

21.4.1.1 The **PLAN SERIAL NUMBER** must be supplied by the unit and inserted in the format as provided in the top right of the proforma. This number is an annual serial number (yearly).

21.4.1.2 Each facet of the operational plan has its own unique heading. **USERS MUST NOT AND MAY NOT TYPE OVER ANY OF THESE HEADINGS, NOR MAY THEY INSERT INFORMATION INTO / ON THESE LINES. THE SERIAL NUMBER, IS THE ONLY EXCEPTION TO THIS RULE.** To insert information, the user must place the cursor onto the line, directly above where he wishes to insert the information. Then by depressing <F12> followed by <F14>, a line will be inserted below

the cursor. Depress the <F7> key once and the user will then be able to see exactly where he inserted the line for information. The user can then insert the relevant information. This procedure must be followed each time to obtain a new line. Users must at regular intervals, save all information by depressing the <F6> key. The normal keys <F9> and <F7> are used to page forward or backward on this field. Users must ensure that the operational certificate at the end of the proforma is also completed. Remember to delete extra unused lines to avoid jumbling of information.

21.4.1.3   Should a user insert the wrong information completely or overwrite the proforma, Head office, System Management: Management Support Centre can be contacted for assistance.

21.4.1.4   Once the operational plan has been completed and saved, the user must exit the plan. On the day when the event takes place, the user must retrieve the incident on which the plan was registered and complete the IRIS as is the normal procedure (See paragraphs 11 - 20). To change the **STATUS** and other relevant information on the IRIS, the field 2.1.2 **UPDATING OF AN INCIDENT** must be accessed.

21.5   **FUNCTION 2.1.2 - UPDATING OF AN INCIDENT**

21.5.1   This option is to be used to change the status of an incident, the heading or any other relevant information, which requires amendment.

21.5.2   When a planned incident takes place, but the incident starts earlier or ends later than expected, the user must change the begin and end dates/times accordingly. THE **STATUS** MUST THEN ALSO BE CHANGED TO **"P"**- TAKEN PLACE.

21.5.3   Should the event not materialize due to weather conditions or any other relevant reason such as indefinite postponement, the incident **STATUS** must be changed to a **"C"** - Cancelled. In order to do this, the begin and end date/time must be the same. This implies that the end time must be changed to the same as the start time, which then indicates that there was no lapse of time.

21.5.4   Should the postponed event **STATUS "C"** materialize at a later date, the incident status must then first be changed to a **"B"** and saved. The field must then be exited and then accessed again. The **STATUS** must then be changed to a **"P"**. The incident date/time start and end times must also be changed to the correct date/time. **HEAD OFFICE : MANAGEMENT SUPPORT CENTRE: SYSTEM MANAGEMENT MUST BE CONTACTED IN ORDER FOR STATUS "C" TO BE CHANGED.**

21.6   **FUNCTION 4.6 - REPORT - INCIDENT PLANNING**

21.6.1   The 4.6 option is an option whereby Concise Information of an incident, Notification and Operational Plan information can be printed in a report form. In order to obtain this report, the IRIS number is required. This number is inserted into

the incident number field. The printer and number of copies, is self explanatory. The summary field has two options: **YES** or **NO**. By default, the **Yes** is chosen. This will only print the above information. Should the **NO** option be chosen, all the fields of the IRIS will be printed along with the above three.

21.7   **FUNCTION 3.2.1.1 - QUERY: INCIDENTS FOR A SPECIFIC PERIOD**

21.7.1   This option is used to see all incidents which have taken place for a specific period. Various criteria can be used to view incidents for a specific period, such as Incident classification and unit code.

21.7.2   This option is used to the supply information to the user concerning incidents. The following search queries are available, but only Status will be explained:

S   Date occurred
S   Unit Code - this is the unit code allocated eg 4025
S   Residential Area
S   Incident Classification - self explanatory
S   Type of incident
S   Province
S   Incident Status
S   Priority - used to obtain information of incidents which are related to the elections.

21.7.2.1   **STATUS OF INCIDENT**
This option assists users to obtain the IRIS number of the incident for which an **OPERATIONAL PLAN** for **CROWD MANAGEMENT(PEACEFUL)** was compiled. The user will then register the information of the occurred incident on this IRIS number. In order to obtain the IRIS number, the status **"B"** is inserted into the STATUS field. The <F6> key must then be depressed. The correct IRIS number can then be obtained. This will ensure that no duplicate IRIS is registered. In short this means that the user merely has to search for the planned incident, access it, and then insert all relevant information into the appropriate fields when the event takes place. This option will also be used to ensure that all planned incidents are correctly administered.

22.   **HELP FUNCTIONS ARE AVAILABLE IN EACH AND EVERY FIELD ON THE IRIS SYSTEM WHICH CAN BE ACCESSED BY DEPRESSING THE <F14> KEY (SHIFT <F2>).**

23.   **TAKE NOTE THAT THE REST OF THE IRIS IS TO BE REGISTERED ON THE SYSTEM, ONCE THE INCIDENT HAS BEEN REGISTERED. MERELY CONSULT THE IRIS FORM FOR THE FIELD NUMBER AND INSERT THIS NUMBER ON THE MAIN MENU AND PRESS F6. COMPLETE THE FUNCTIONS THEN AS PER ABOVE INSTRUCTIONS.**

MANUAL FOR THE USE

OF THE MESSAGE SYSTEM

24. **REGISTER A MESSAGE**

A message is registered on the system by using the function 1.5.1

The system will supply a message number every time you enter this screen. You should not use this screen without sending a message.

```
INCIDENT REGISTRATION INFORMATION SYSTEM ** PRODUCTION ** 1998-04-06 13:37:34
SEND A MESSAGE                                                  (1.5.1)
NAT HEAD OFFICE  ORS OPERATIONS     04171373  CAPT        HL LOUWRENS
*------------------------------------------------------------------------------------------*
PRESS HELP <F14> FOR THE WORKING OF THIS SCREEN

TO : USER * _____  or    (COMPONENT * _____       and  SUBCOMPONENT
MESSAGE NUMBER 53826               USER GROUP * ___     STATUS __ (S or N)
------------------------------------------------------------------------------------------
MESSAGE :


_____

_____

_____

_____

_____

_____

_____


Count: *0
```

When the screen is displayed the cursor will be on the USER field. If you wish to send a message to a user you have to fill in the access code/persal number of that user on the USER field.
If you wish to send a message to all users you have to key in a * <Shift 8> on the USER field. Only one of the fields can be entered.

If you wish to send a message to a UNIT you have to fill in the component code in the COMPONENT CODE field and the subcomponent code in the SUBCOMPONENT CODE field.

Should you wish send a message to a specific user group, then at the user group, you will then insert the user group, eg "G" - system management.
To assist users with the transmitting of messages, values are obtainable from the code lists by depressing the F15 key.
Use the TAB key to move to the STATUS field. Only two values can be used, **"S" or "N".**
If you wish to send a message to all users or a unit and you want all users to read the message, the STATUS must be **"S"** (capital letters). Every user who is registered on the system and signs on, will read and delete the message but it will be available for other users.

The **"N"** (capital letters) status is used when you send a message to a unit and the first user reads the message and deletes it. No other user of that unit will get the message.

If you have completed the fields you have to press COMMIT <F6>
The system will do a validation and take the cursor to the next block where you can complete your message.

There is enough space to write the message and you can use the <F12> + <F14> keys to create a new line or use the <F8> key.

You can insert a line in the text by using the INSERT RECORD key <F12> + <F14> or you can delete a line by using the DELETE RECORD key <F12> + <F17>.

If You have completed your message you have to COMMIT <F6> it. The system will give an applicable message.

If you wish to send another message use the PREVIOUS BLOCK key <F10> else <F3> to exit and return then to the field..

USERS ARE TO TAKE NOTE OF THE FACT THAT AN AUDIT TRACK IS MAINTAINED OF ALL ACTIONS ON THE IRIS SYSTEM, AND THAT ANY MISUSE OF THE SYSTEM OR THE MESSAGE SYSTEM WILL RESULT IN DEPARTMENTAL ACTION BEING TAKEN AGAINST ALL TRANSGRESSORS.

READING A MESSAGE

The next screen will display any messages sent to you.

INCIDENT REGISTRATION INFORMATION SYSTEM **TRAINING**1998-04-07
09:02:08
READ AND DELETE MESSAGE   (---------)
NAT HEAD OFFICE ORS OPERATIONS 04171373 CAPT HL LOUWRENS *---------------
--*
|FROM 4360028_   CAPT__   STROH BMR__   NO 156__

MESSAGE
  THIS IS A TEST._____
THANK YOU_____
  CAPT STROH_____   _____
_____
_____
_____
_____
_____
_____
_____
_____
_____

Before you delete this message, first write it down or make screen print of the pages. Once you have deleted it the message will be gone.

If you get this message screen you have to delete the message before you can do anything else on the system.

The following keys can be used on this screen :

DELETE RECORD   =   <F12> + <F17>
NEXT PAGE   =   <F9>
NEXT RECORD   =   <F8>
PREVIOUS PAGE   =   <F19>
PREVIOUS RECORD   =   <F7>

An audit trace of the deleting of the messages and date, time and deleted by whom it was executed is kept in an audit table. These options are viewed under the 1.5 menu.

HOW TO OBTAIN STATISTICS FROM THE IRIS SYSTEM

25. OBTAINING STATISTICS FROM THE IRIS SYSTEM

25.1 In order for users to obtain statistics regarding incidents, the number 4 option on the main menu must be chosen. Once this option has been chosen, statistics in regards to various aspects such as firearms, types of incidents, victims and reasons / motives can be obtained.

Users must decide which types of statistics they wish to obtain and accordingly choose the correct function field. Due to the vast amount of options available and the fact that these options work on the same principle, only one option will be dealt with to provide the user with a background.

25.2 There are two main types of printed reports available, namely:
-Single level reports (4.1.% options)
-Three level reports (4.2.% options)

The main differences between the two are, that for the single level reports, information can be obtained for any period of time, while the three level reports can only be requested for a period of two (2) months. A further difference is that the single reports (e.g option 4.1.3.1 - Type of incident) only supply the user with the type of incidents, while the three level reports (e.g. option 4.2.3.1 - Type of incident, Method used, Reason/Motive) allows for the type of incident, with the method used by the perpetrators as well as the reason/motive behind the perpetrators actions.

25.3 **The 4.1.3.1 function (single level)**
This function is used to request a report which will give an output of **TYPE OF INCIDENT.** The function involves two screens. All the fields which have a (*) next to it are fields where a list of values are available. Press <F15> for the list of values.

-Reports can be requested for **TERRITORY, REGION** or **UNIT** or **RESIDENTIAL AREA.** The default value for all these fields is left open. A choice has to be made for one of the above, otherwise the report will not be obtained. If you want a report per one of above mentioned fields you must not enter a value for that

field but should place an **"X"** under **FORMAT** next to that field.
-**CLASSIFICATION** must be supplied and the default value is **CROWD (PEACEFUL).**
-**DATE FROM-TO** must be completed for the period you want the information for.
-**PRINTER** is the printer name where you want the report to be printed. Users are allocated a default printer, but can choose another printer if it is registered on the IRIS system and on the users profile. Each time the field is exited, the correct printer must be chosen, provided it is a printer, other than the default printer. Should a registered printer not be available on a users profile, the controller at the specific unit can be approached to register the printer on the users profile. For the registration of any other printer not yet on the IRIS system Management Support Centre: Head Office must be contacted for assistance.
-**NUMBER OF COPIES** - the number of copies of the requested report.

-REPORT FORMAT	M - per month
	O - summary
	B - both per month and a summary
SPECIFICATIONS	Y - for further specifications
	N - if you have specified enough

Press <**COMMIT**> <**F6**> to go to the next screen (provided the specification "Y" has been inserted) or to schedule the report to print.
The next screen has further fields where you can add specifications for the report. If you have completed all the fields you want, press the <**COMMIT**> <**F6**> to print the report.
Below is an example of the screen which you will view when requesting the report:

INCIDENT REGISTRATION INFORMATION SYS**TRAINING**   1998-07-23
08:47:42 TYPE OF INCIDENT   **(4.1.3.1)**
NAT HEAD OFFICE ORS OPERATIONS   **04360028   CAPT BMR STROH**

SUPPLY FOLLOWING   : SPECIFICATIONS   FORMAT
                                                    (MARK WITH 'X')
TERRITORY   * : _____
REGION   * : _____
OF UNIT   * : _____
RESIDENTIAL AREA * :
_____ **CLASSIFICATION   ***
: CROWD(PEACEFUL)_____
PERIOD FROM   : (YYYY-MM-DD) 1998-07-23 (HH:MI) 00:00
TO   : (YYYY-MM-DD) 1998-07-23 (HH:MI) 23:59

PRINTER   * : ORS H Q, CAPT H L LOUWRENS____
NUMBER OF COPIES : 1
PRINTER FORMAT   : _ (M = PER MONTH , O = SUMMARY , B = BOTH)

SPECIFICATION   : _ (Y/N)
(ONLY 'Y' FOR FURTHER SPECIFICATIONS.)____

Count: *0

The following screen will be viewed when the specification "Y" has been inserted:

INCIDENT REGISTRATION INFORMATION SYS**TRAINING**   1998-07-23
08:47:42 TYPE OF INCIDENT   (4.1.3.1)
NAS HEAD OFFICE ORS OPERATIONS   04360028   CAPT   BMR STROH ----
----

COMPLETE SPECIFICATIONS AS REQUIRED :

HOW INJURED   * : _____
REASON/MOTIVE   * : _____
TARGET GROUP   * : _____
DEGREE INJURED   * : _____
TYPE OF INCIDENT   * : _____
TYPE OF VICTIM   * : _____
TARGET TERRAIN   * : _____
TYPE OF ORGANISATION   * : _____
METHOD APPLIED   * : _____
INCIDENT ENVIRONMENT   * : _____

With the above screen, a singular code list registration can be obtained for the above specifications. It is advisable that users first print at least one report and view it, in order that they can understand the report.

REMEMBER THAT THESE REPORTS OBTAIN THEIR INFORMATION DIRECTLY FROM THE INFORMATION AND DATA WHICH WAS REGISTERED ON THE IRIS SYSTEM. THEREFORE, SHOULD THERE BE ANY INCORRECT DATA OR INFORMATION ON THE REPORT, THE USER MUST CORRECT THIS INFORMATION FIRST, BEFORE CONTACTING MANAGEMENT SUPPORT CENTRE: HEAD OFFICE FOR ASSISTANCE.

Good Luck and every success with the use of the IRIS system.
Operational Response Services greetings.

South African Police Service