SMART SURVEILLANCE SOLUTION

Story

The Commissioner of the Police (Anti-Terrorist Unit) needs a solution to monitor, track and correlate the activities related to prime suspects and linked people on the surveillance list.

Whole world today is facing the challenges related to terrorist activities which results in loss of life and property and leaves the society with civil unrest. Vigilant Anti-Terrorist Unit plays pivotal role in monitoring and tracking the activities like financial transactions, ticket booking, telephone calls, movements of the prime suspects and linked people on the surveillance list. As a Commissioner of the Police, need to be on the high alert always to ensure that not a single activity percolate through the cracks which can pose threat to the society and harmony of the citizens.
Persona

Tom Smith
Commissioner of the Police – Anti-Terrorist Unit

I want people to have safe life and free from any terrorist threat in my responsible area.

About

- 40, 15 years in Police Department with on field experience.
- Being the person who is responsible for public safety from Terrorist Activities, I have to keep the track of activities that could link to terrorist activities.
- I work with the Field Officers, Technical Experts, and Security Experts

Responsibilities

- I am responsible to keep safe and harmonious society free from any terrorist threat.
- I am responsible for the monitoring and tracking the activities like financial transactions, ticket booking, telephone calls, movements of the prime suspects and linked people on the surveillance list.
- Field Force Deployment in Public Events
- Represent the unit to the homeland security and higher security or intelligence agencies.

Main Goals

- Being the person who is responsible for public safety from Terrorist Activities, I have to keep the track of activities that could link to terrorist activities.
- Safety of the people in my responsible area.

Needs

- Real-time information of the people on the prime suspects and people on the surveillance list.
- Real-time & Predictive analysis to provide early insight on the suspicious terrorist activities.
- Capability to track and monitor the movement of suspects without assigning an officer for each one.
- Monitoring of the activities such as financial transaction, ticket booking, telephone calls, movement etc.

Pain Points

- Limited resources and cannot assign an individual for every person on the surveillance list.
- No insight on the information received from different sources to obtain particular pattern to track the terrorist activities.
- Absence of system to track the live-video analysis integrated with the other suspicious activities.
- No predictive analysis for the analyzing and correlating the behavior & patterns of the activities.
Point of View

As a Commissioner of the Police (Anti-Terrorist Unit)
I need a way to monitor, track and correlate the activities related to prime suspects and linked people on the surveillance list so that society enjoy safe and harmonious life without any terror treat
## UX Journey

<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>Daily Track of the prime suspects</th>
<th>Monitoring and correlating the activities of the people linked to the prime suspect</th>
<th>Field force Management for Public Events</th>
<th>Correlating prime suspect and linked people on the surveillance list</th>
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</thead>
<tbody>
<tr>
<td>MINDSET</td>
<td>“What he/she is up to?” “Is it suspicious?”</td>
<td>“So many data to go through and finds the suspicious pattern” “really impossible to keep track of everyone”</td>
<td>“Need to be vigilant to avoid any terrorist activity” “Is any one suspicious here?”</td>
<td>“Tons of data to be looked into” “I wish I had way to quickly finish it”</td>
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<tr>
<td>FEELING</td>
<td>🙏</td>
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<tr>
<td>TOUCH POINTS</td>
<td>e-mails</td>
<td>Computer reports Surveillance Data such as phone records, ticket booking etc.</td>
<td>Live video data Mobile or Telephone Intelligence Reports &amp; Information</td>
<td>Financial Transaction Movement &amp; Telephone Records Ticket Booking Video Data</td>
</tr>
</tbody>
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Prototype

Summary of the Prototype:

- Tracking the people on the surveillance list – Leverages Edge Processing to analyse video surveillance data using face recognition capability. Edge will have encrypted information about the people on the surveillance list. Cameras are available everywhere such as Airports, Railway Stations, Public Events, Mass Gathering Places, Retail Stores, Petrol Stations, ATMs, Schools, and Colleges etc.
- Leveraging S4/HANA Digital core capabilities to correlate the information to find out suspicious activities,
  - Financial Transactions
  - Ticket Booking and movement of the suspect
  - Video recording of passed by Edge
  - Alerting/Notifying the Local Police Team for immediate action and higher authorities for any major threat or plot.
Prototype Mock-up: Prototype Overview
BUILD Study Link:
https://standard.build.me/user-research/1159b19d48877f090e1063b2/participant/b07ab8414dc1099b0e1e5ef5

Launch Page: Alerts for Surveillance List

High Alert Page: Drill Down for ‘Notify’ and ‘Last Known Location’
Medium Alert Page and Bank Transaction Page