

# Intelligence led CCTV Surveillance Operations Empowering the Operator Value Adding the Operation

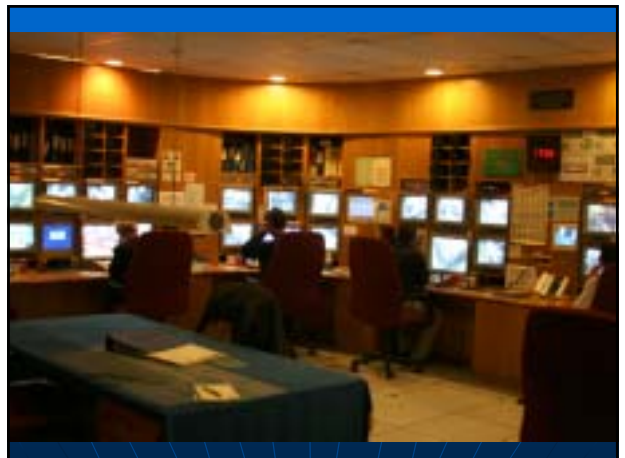
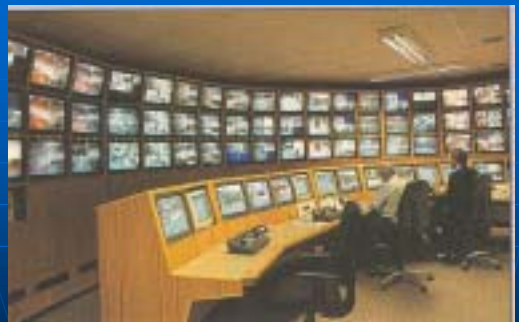
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## CCTV Research

- Predominantly focused on public space surveillance
- Overly focused on criminology and effects on crime
- Limited analysis of operator effect on surveillance operations
- Currently strong focus on "Intelligent CCTV"

## Points to Ponder

- Moderate sized operation: 100 CCTV cameras 50% PTZ
- Potential to record 2400 hours of footage every day
- One person shift 12 hours monitors 1200 hours of footage
- How many screens & cameras can you monitor?
- How do you monitor effectively?



## ■ What is surveillance?

- Continuous observation or monitoring of:
  - Space
  - Person
  - Thing

## Rules of Surveillance

1. Understand the normal in order to detect anything out of the ordinary
2. Know what you are looking for
3. Spot the incident before it happens / spot the warning signs
4. Have the camera in the right place at the right time

(Donald, 2000)

## ■ What is intelligence?

- Product that aids decision making
- A process
- A means of creating context

## Intelligence led CCTV Surveillance

- Environmental intelligence
- Target intelligence
- Indicators and warnings
- Human factors / Behavioural analysis
- Activity and incident intelligence
- Heads up
- Counter intelligence

## Information Sources

- Systems integration with other sensors
- Intelligent CCTV including biometrics and algorithmic software
- Law enforcement & other agencies
- Internal sources
- Etc
  
- Contribute to the production of intelligence

## Reciprocal Support

- CCTV surveillance operators as intelligence consumers
  
- CCTV surveillance operators as an intelligence collection resource

## Conclusion

- Well trained operators supported with appropriate intelligence looking in the right place at the right time detecting potential incidents before or as they occur making appropriate decisions thereby enabling appropriate response and allocation of resources

## Questions

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