




# **Axon Interview Implementation Guide**

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## Introduction

Congratulations on your purchase of and Evidence.com Digital Interview Room Solution.

The most successful programs are those that are well-planned, and include as many stakeholders as possible before fully deploying. Your program can be as transformative, ambitious, and creative as you wish.

We have found that deliberately phased program components tend to have the most success, as they allow for agency- or regionally-specific decision points to emerge and be addressed as the program rolls out.

Please note that some of the information contained in this document may not be relevant to your implementation. The guide is designed to be generic in nature and, as such, some components of this document may not be relevant in your case.

If your agency has already put Axon and Evidence.com into use with a trial and evaluation, or with Body Worn Video program, you probably have a good head start acquiring information that will prove useful during the planning and decision-making process.

Axon and Evidence.com are designed to enhance the efficiency of your agency's workflows with a wide variety of choices. Some of the choices will be policy-related, others will be procedural. The system as a whole puts the power of cloud and mobile technology to use toward innovative new ways of doing business.

We hope the points found on the following pages will prove highly beneficial for the success of your program.

## Stage 1 - Planning and Initiation

Once the authority has decided to implement Axons DIR solution, initiation and planning meetings will be held in order to detail the authorities aims, success factors, constraints and risks. They will also identify the key stakeholders, detail the solutions full capabilities to the wider stakeholder group. Site surveys will be carried out to enable pre-deployment works to be planned and then develop the detailed project plan.

The main output for this stage is to generate and agree a detailed Statement of Works for both parties to work from. To help understand the system, we have detailed at a high level the main requirements for consideration at this stage. To summarize:

1. **SYSTEM COMPONENTS:** The Axon Interview Room solution generally consists of the following components:
  - **IP Cameras and POE Microphone.**
  - **Touch Screen Panel** – located either within the interview room itself or in a separate viewing room.
  - **POE Switches** – powering the cameras and microphones and communicating with the recording servers.
  - **Recording Servers** – Axon Interview is installed on two recording servers, which both independently and simultaneously grab their own video and microphone feed from source.
  - **Evidence Management** – This is provided by our cloud based Evidence.com solution.
2. **INFRASTRUCTURE REQUIREMENTS:** The solution is based on a client server architecture, meaning, the server does all the work, and the client makes requests for or inputs information. All software for Interview Room needs to be installed on a PC/touch panel, running a version of Windows OS (Windows 10, Server 2019, etc.).
3. **Network Requirements and Addressing**

Static IPv4 addresses that are routable across the network must be provided for the following hardware, the exact number will depend on the total number of items required:

- IP Cameras - will be connected to a POE switch that provides the device with power and network connectivity.
- Touch Panels.

- Recording Servers.
- I/O Modules.

#### 4. Data Switch Provisioning

POE data switches are required at each location, usually these are provided by the customer. Axon can provide suitable switches if required.

#### 5. Cabling Requirements

Network cabling must be provided for the following devices, the Axon Professional Services team can carry out this work if required.

- IP Cameras
- Touch Panels
- Recording Servers
- I/O Modules
- POE Switch

240v power is also required, typically in 3 locations.

- Server Room.
- Switch (POE to Cameras and I/O module).
- Interview Room (required for the touch panel and Microphones) or;
- Remote Viewing Room (required for the touch panel and joystick).

## Stage 2 – Deployment

The physical deployment is broadly broken down into 6 work packages. Other tasks such as acceptance testing will occur in another stage but may for practical purposes happen directly after install. The scheduling of the tasks will be dependent on a number of factors. A high-level RACI matrix has been provided below to help identify who may be tasked with such works. No two customers are the same and the Axon project manager will work with the authority's project team to ensure all works are captured and assigned appropriately.

The key output for this stage is to have fully operational interview rooms or mobile kits which can be used by the authorities end users immediately after installation.

**WP1. Back Office Solution Deployed:** Evidence.com access will be granted if not already available.

**WP2. Site Surveys:** With the assistance of the customer, locations will be discussed and selected for each of the hardware elements, such as the Camera, microphone, touch panel, LED etc. We will also identify the location of cable runs or where they are needed if not already present. This is to facilitate the installations being carried out with minimal disruption for the front-line officers. Additionally, fixing requirements will be identified for the hardware to ensure the installation is carried out with the minimal amount of disruption.

**WP3. Fixed Room Pre Works:**

- **Cat6 and Power Cable Runs:** Each camera installed requires a cat6 cable run to a POE switch. The cable can be terminated to a patch panel or surface block, as determined by your needs.
- **Touch Panels:** Each touch panel requires a network connection and standard 240v power outlet. The network connection must be on a subnet or VLAN that has access to the servers, and cameras.
- **Port and Firewall Rule Configuration Changes:** The only ports that need be open to the Internet are those that go to Evidence.com and allow all downloads through your firewall from Evidence.com.

**WP4. Server and Client Software Installation:** The solution requires two servers which will need to be stored in an appropriate rack. The client software is installed onto the touch panel. These can be installed on-site or imaged at a central location before installation, to reduce the amount of time needed for commissioning.

This will require power and connectivity via ethernet. Once the servers are installed and connected, your force IT team will configure the windows environment and TCP/IP settings to provide network and Internet access per the force's provided static IP information. If there are Group Policies at play in your environment they can be impacted by Domain\GPO rules, our professional services team will help ensure the system will work smoothly.

Either the Axon engineer or your force IT team will then Install the following:

- Axon Interview Room Server,
- Axon Interview Room Client,
- Axon Live Stream, and Buffer Extraction tool software.

Once these have been installed, they will be configured to your requirements and with customer provided IP settings. Installation of AV or Enterprise management software can be carried out post Axon IR software installation.

### WP5. Hardware Installation

- **Server and Touch Panel Installation:** The software installation may have been completed previously under WP4. If not the Servers and touch panel will be installed and then the software installed on to them.
- **POE Switch setup:** The switch will usually be placed in the same rack as the two servers. The ethernet cables from the cameras will also provide power to them. Servers and touch panels can be plugged into switch also, but not for power purposes.
- **Camera and Microphone Installation and Configuration:** Prior to camera installation in each room, camera will need to be powered up, held in their prospective locations in the room, and the approved view/location signed off by authorised member of the force.
- **I/O Module and LED Install:** These will be installed, and the I/O module configured to trigger the LED to light up once an external viewer has started to view an interview.

**WP6. Mobile Unit Deployment:** Where mobile units have been purchased, these will be delivered pre-built to the authority. These will be configured to the authority's requirements before being issued to the end users. The authority IT will be required to assist in the configuration of the IT infrastructure to allow them to function correctly.

## Stage 3 – Legacy Data Migration

Many customers require legacy data to be migrated to the Axon Solution. This will be undertaken in conjunction with the authority and a separate Statement of Works created. The migration will be carried by our integrated solutions group who have managed the migration of Petabytes of data since their inception.

This stage will require detailed planning to ensure the detailed requirements of the authority are met and the migration activity is successful. This can be planned and delivered concurrently to the physical implementation or at a time more suitable to the agency.

The key output of this stage is the creation and agreement of a Migration Statement of Works and the successful migration of legacy data to Axon's solution.

## Stage 4 – Acceptance Testing

Each room and mobile kit will be tested to confirm camera views, audio, and in room touch screen, is being captured and uploaded to the customer evidence.com tenant. Integration

with existing vendor systems will be confirmed. Axon is only responsible for troubleshooting Axon software but will work with the authority on other vendor software for troubleshooting if required.

The Axon team will support the authority with its design and execution of a detailed User Acceptance and Operational Acceptance Testing plan, these will typically be informed by the user requirements. Each test will be scripted as to the expected outcome, the workflow to conduct the activity and the expected outcome. The status of the test will then be recorded, and any defects moved to a defect list for resolution prioritized against Severity and Impact.

The key output of this stage is to confirm the solution is operating as expected and meets the needs defined by the authority.

## Stage 5 – Training and Service Support

Whilst training and designing the service support is typically two separate stages of a project, we have found most UK authorities already operate a service support model which we then provide knowledge articles and training to their service desk. Our training and support model is focused on “training the trainer.” This allows the authority to cascade training specific to the needs of the specific groups. Typically, we see three main groups who require different levels of training:

**Administrators:** Focused on the Project Team, this allows the delivery team to fully understand the solution, liaise with internal stakeholders and define the parameters they wish for the wider user group, and define policy and procedures according to the authority's own workflows.

**Service Desk:** Focused on first-line support, we provide knowledge articles and fault finding and triage methods to help resolve an issue or if required escalate with the appropriate level of detail to our own service desk.

**End User:** We train the authorities trainers in how the system works, how to fault find and what the different capabilities are. This allows the authority to then define a specific training package to their users which includes items like authority policy and workflows.

The main output for this stage is to have the three separate groups confident they are able to support the end users and they know and understand the solution fully to ensure the solution adds value to the authorities policing objectives.

## Stage 6 – Transition to Business as Usual (BaU)

Practically this stage happens once the authority is confident the solution is deployed as required, and it works as expected. The users are able to operate, and the support team is able to support the front-line officers.

There are many different ways to transition from project activity to business as usual activities. This will be led by the authority with the Axon project manager supporting this activity fully.

The key output of this stage is to gain full acceptance of the project from the authority to allow project close out.

## Identify Your Key Stakeholders

### Internally

Positions identified below may be dependent on your agency size, workflows and areas of responsibility. We have found engaging the following departments who hold responsibility for the following areas are key enablers to a successful implementation and their involvement is at your discretion.

Stakeholder	Role	Periods of Involvement	Notes
Digital Interview Room Lead	Organisational DIR owner.	Throughout	
Project Manager	Implementation and delivery.	Throughout	
Business Analyst	Documenting workflows and dependencies	Planning, Implementation and Early Life Review.	
Governance	Compliance, retention and data management.	Throughout.	Enabler to adoption of DIR solution.
Professional Standards	Understand DIR solution.	Early engagement for insight.	
Force IT Infrastructure technical resource	IT provision. Estate Infrastructure and Network configuration and management.	Throughout.	Key enabler.
Specialist Units	Understand DIR solution and Workflows.	Early engagement	Understand the solution, identify any special requirements of the unit to help guide force decision making.
Trainer	Training dissemination.	Early Engagement,	Axon Academy is available to all forces. Has training content for Axon products.

Stakeholder	Role	Periods of Involvement	Notes
Force 1 <sup>st</sup> Line User Support	BaU support to Force	Early engagement, implementation and BaU	Involvement at Go-Live, enables better understanding of the solution and increases the support provision.

## Externally

Consider including members of the local Crown Prosecution Service or other legal representation entities. Additional stakeholders can include police associations or unions, governance bodies and of course, the community. Making them aware the Force is adopting Evidence.com enables the planning and implementation of working practices and will reduce the need to retrospective changes post go-live.

## Suggested Project RACI Matrix

Task	Supporting Task	Dependencies	R	A	C	I
<b>Site Survey</b>		<ol style="list-style-type: none"> <li>1. Site Owner</li> <li>2. Operational Availability/ Scheduling</li> </ol>	Axon	Agency Project Team	Agency Estate Management	Agency Operational Unit
<b>Server setup (Physical servers)</b>	Servers	<ol style="list-style-type: none"> <li>1. Power</li> <li>2. Network Connectivity</li> <li>3. Network Configuration</li> <li>4. Rack Space</li> </ol>	Axon /Agency IT	Agency Project Team	Agency Estate Management	Agency Operational Unit
<b>POE Switch setup</b>	Switch	<ol style="list-style-type: none"> <li>1. Power</li> <li>2. Network Connectivity</li> <li>3. Rack Space</li> </ol>	Axon /Agency IT	Agency Project Team	Agency Estate Management	Agency Operational Unit
<b>Cat6 Cable runs</b>	Cameras	<ol style="list-style-type: none"> <li>1. Each Camera Requires a cat6 cable run to a POE switch.</li> </ol>	Axon	Agency Project Team	Agency Operational Unit	Agency Estate Management

Task	Supporting Task	Dependencies	R	A	C	I
	Touch Panels	<ol style="list-style-type: none"> <li>Power</li> <li>Network connectivity - network connection must be on a subnet or VLAN that has access to the servers, and cameras.</li> <li>Desk or Wall mounted.</li> </ol>	Axon / Agency IT/ Estate Management	Agency Project Team	Agency Operational Unit	Agency Estate Management
<b>Camera and Mic Installation and Configuration</b>	Camera	<ol style="list-style-type: none"> <li>Cable run in ceiling.</li> <li>Mount Camera to ceiling.</li> <li>Static IP, Subnet Mask, Gateway IP address.</li> </ol>	Axon / Agency IT	Agency Project Team	Agency Operational Unit	Agency Estate Management
	MIC	<ol style="list-style-type: none"> <li>Single gang device mud ring to be cut and installed into the wall or ceiling where the mic will be placed.</li> </ol>	Agency Estate Management	Agency Project Team	Axon / Agency IT	Agency Operational Unit
<b>Touch Screen Setup and configuration</b>	Touch Screen Interview Room control	<ol style="list-style-type: none"> <li>Axon interview Client software installed</li> <li>Configured to start, stop and enter metadata for the appropriate room.</li> <li>Headphones for use by an observer.</li> </ol>	Axon / Agency IT	Agency Project Team	Agency Operational Unit	Agency Estate Management
<b>Testing</b>		<ol style="list-style-type: none"> <li>Each room will be tested to confirm camera views, audio, and in room touch screen, is being captured and uploaded to customer evidence.com tenant.</li> <li>Control of PTZ cameras will be tested and pre-set view configured per customer request. Integration with existing VMS will be confirmed</li> </ol>	Axon / Agency IT	Agency Project Team	Agency Operational Unit	Agency Estate Management

## Implementation Activity List

Following other successful deployments and feedback, the sequence of activities below, are common to all customers and have ensured a successful implementation for the Axon solution.

### 1. Axon Detailed Demonstration - 2 Hours.

- Confirms/aids development of, the Authorities business case and Force policy requirements.
- Enables early engagement with Authority key stakeholders and supports the Project Team with initial stakeholder engagement.

### 2. Project Kick Off with Axon – 2 Hours.

- Will define an agreed Statement of Works and any Axon responsible work packages.
- Will help in identifying other work packages specific to the authority. See point 4 below.

### 3. Axon Training - Project Team Implementation 1 Day / 8 Hours.

This is offered to each force's Project team / key stakeholders prior to access to their new Evidence.com instance. This provides detailed solution training from the initial set up of a force's Evidence.com agency, roles and permissions, retention categories, and other management tasks. Implementation support is also provided during training in the form of a detailed question and answer session to assist with internal stakeholder engagement, risks mitigation etc.

### 4. Authority Work Packages Issued – As directed by the authority, may include:

- DIR Policy/s to be written.
- Authority IT configuration.
- Site Preparation e.g. Power and LAN provision.
- Evidence.com instance configured.
- Support Services prepared.
- Communications prepared.
- Cascade Training scheduled.

**5. Axon Training - Train the Trainer (T3) – 1 Day / 8 Hours.**

This training package aims to equip designated subject matter experts in the solution as a whole. From installing the equipment and fault finding to advanced data management such as redacting footage and sharing. This allows those trained to cascade information to fellow officers and to become subject matter experts. This method aims to minimize the burden on the force's 1st line support function by providing the option for self-help and to support scaling the solution as the force can train new users as necessary.

Our Professional Services Team will be able to tailor a training package as required.

**6. Delivery and Install of Equipment.**

The scheduling for the delivery of the purchased equipment and services will be detailed in the Statement of Works. The install of the equipment is usually carried out by already approved Force contractors; however, Axon can support for a fee.

**7. Users receive Cascade Training.**

Those who have received the Axon T3 training would be able to provide locally provided training opportunities which fit easily around the challenging operational commitments of the Cameras Users.

**8. Staggered Go-Live.**

Every customer has deployed Evidence slightly differently, but a common theme has been to stagger the go-live. The size and speed of each deployment is dependent on the forces resources and capacity to manage the deployment.