a solution of

Navigate360

# P3 – Using Technology for Best Practices

Navigate360

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# Today's Agenda:

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# Crime Stoppers Best Practices:
## *Security, Security, Security*

Keeping tip data secure is a 24/7/365 responsibility of both the tip management software as well as the admin users who are accessing it.

Navigate 360 P3 Software Security Summary:

- Utilizes the highly secure, AWS cloud-server solution and web access firewall, all based within the United States.
- Maintains annual SOC 2 Type 2 Security Compliance - A SOC 2 Type 2 Report is a Service Organization Control (SOC) audit on how a cloud-based service provider handles sensitive information. It covers both the suitability of a company's controls and its operating effectiveness.
- Compliance includes weekly vulnerability and virus scans and annual pen-tests and standalone firewalls in front of dedicated multi-AZ redundant servers at AWS
- Policies and procedures align with NIST (National Institute of Standards and Technology at the U.S. Department of Commerce) Cybersecurity Framework (CSF).
- All tip data is encrypted both at rest and in transit. All access and data transit to all publicly accessible aspects of P3 services is protected via encrypted protocols (SSL, TLS 1.2, SFTP).
- Employees undergo background checks and sign non-disclosure agreements.

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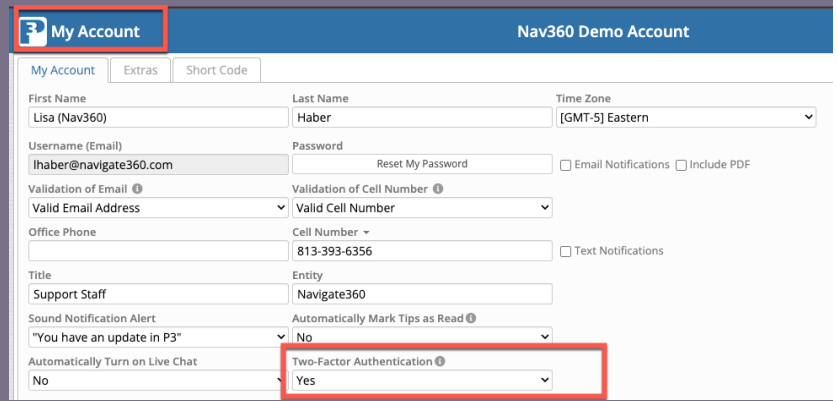
# Crime Stoppers Best Practices:
## *Security, Security, Security*

Keeping tip data secure is a 24/7/365 responsibility of both the tip management software as well as the admin users who are accessing it.

Admin User Access:

- Utilizes a secure, Internet connection when logging into P3
- Devices used to access P3 are protected by anti-virus software
- Credentials for logging into P3 are not shared
- Utilizes 2-Factor Authentication when logging into P3

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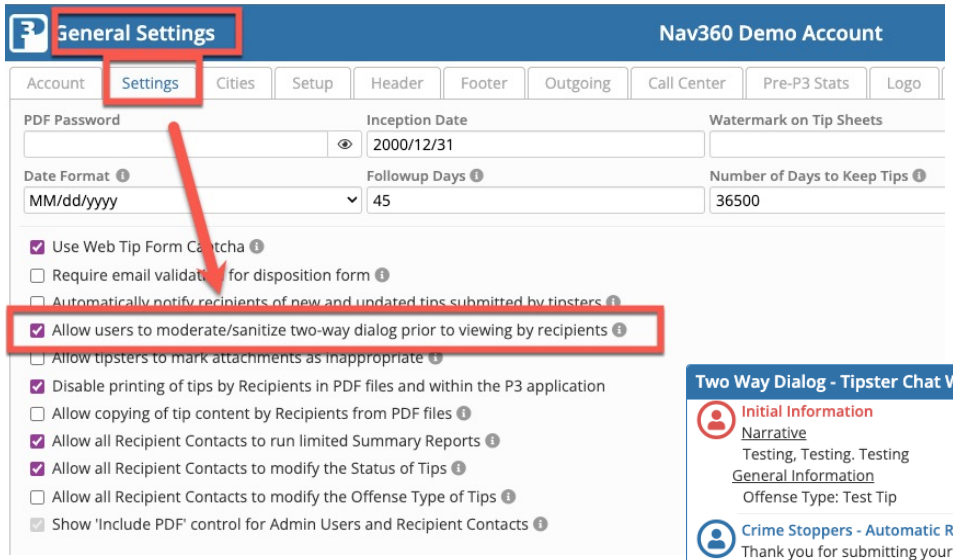
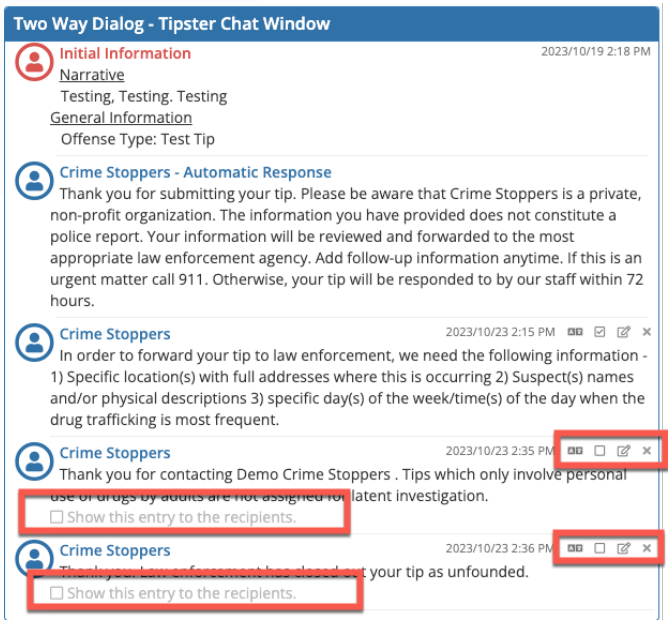
# Crime Stoppers Best Practices:
## *Tip Sanitization*

P3 allows you to sanitize tip content, attachments, and two-way dialog prior to delivery to law enforcement for investigation to protect tipsters from being identified. While tip sanitization is an “all or nothing” proposition, it affords the best protection for your tipsters.

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# Crime Stoppers Best Practices:
## *2-Way Dialog*

Who should engage in 2-way dialog with tipsters?

1. Admin Users – absolutely

2. Call Center Staff – why not? They already answer your tipline and speak directly to your tipsters. This allows them to engage immediately for web and mobile tips where more information is needed to make the tip viable.
   a. Contact P3 Support at tech@navigate360.com to enable this feature

3. Recipient Contacts – tread lightly here. All 2-way dialog come from “Crime Stoppers”. If you allow RCs to dialog directly with tipsters, there is nothing to stop them from asking a tipster for their name and contact info.

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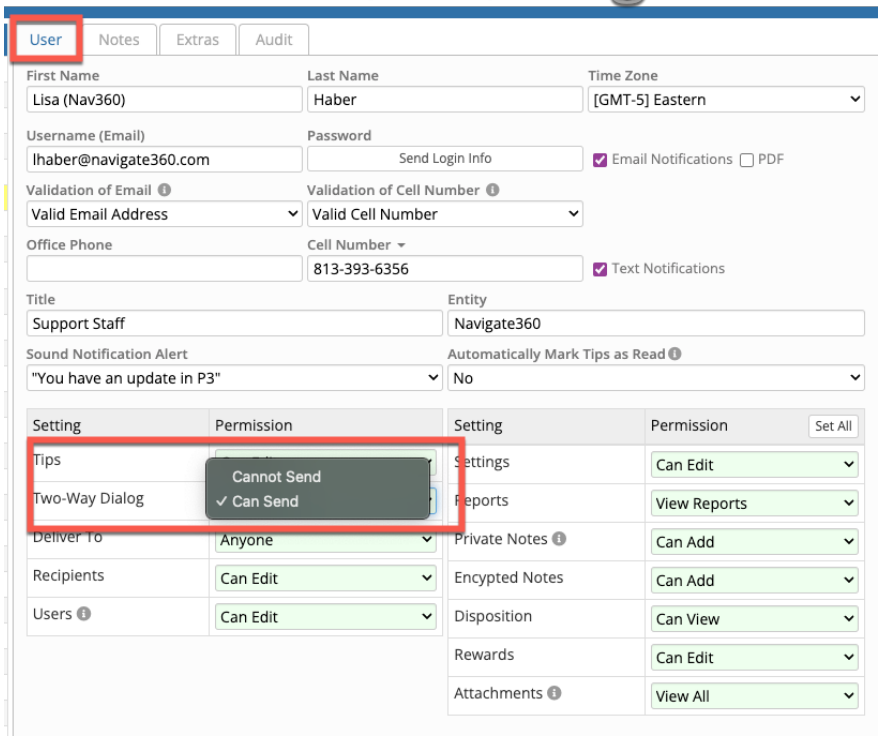
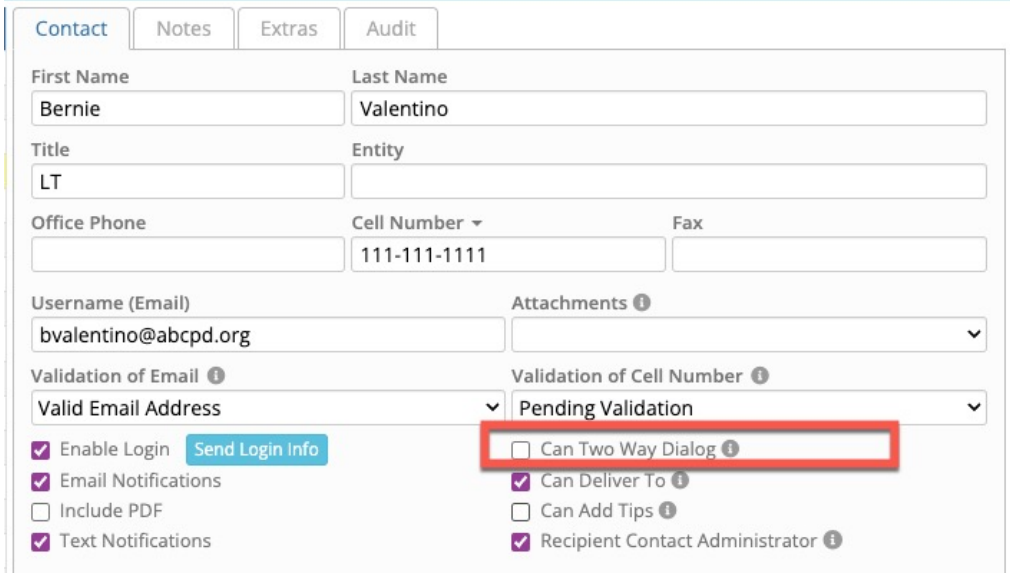
# Crime Stoppers Best Practices:
## *2-Way Dialog*

### Admin User Settings




### Recipient Contact Settings

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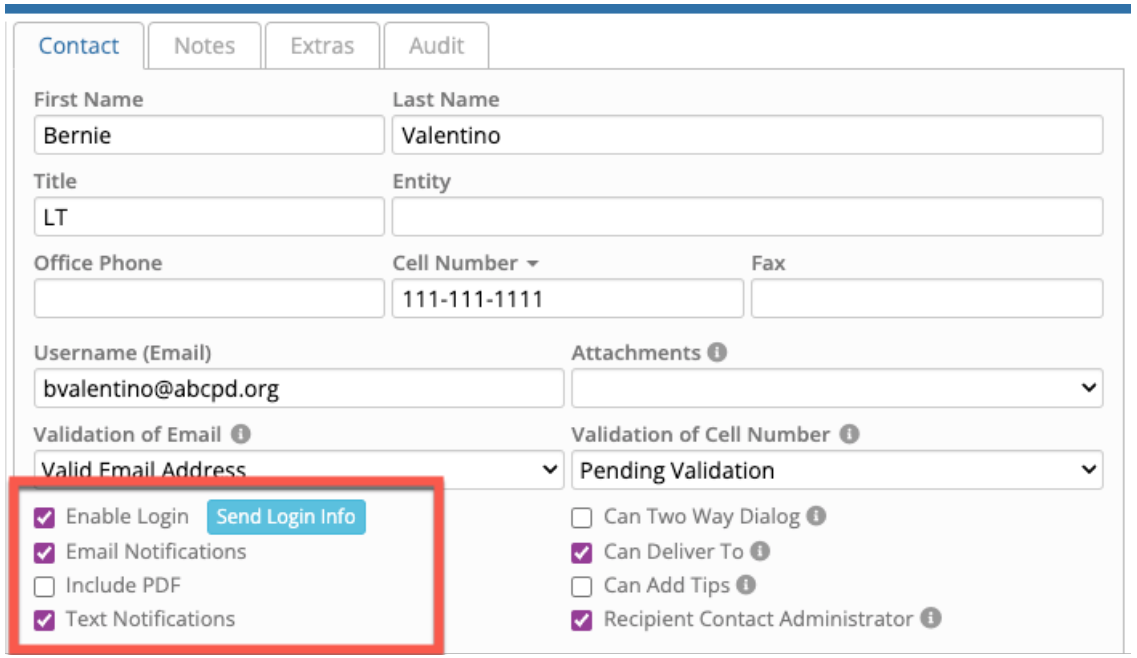
# Crime Stoppers Best Practices:

## *To PDF or not to PDF…that is the question…*

Tip Notification Options:

1. Email with or without a PDF attachment
   a. PDF is not necessary if contacts have login access
   b. If no login access, then a PDF attachment is required for notification and delivery.
2. Text notification – login link included with text notification

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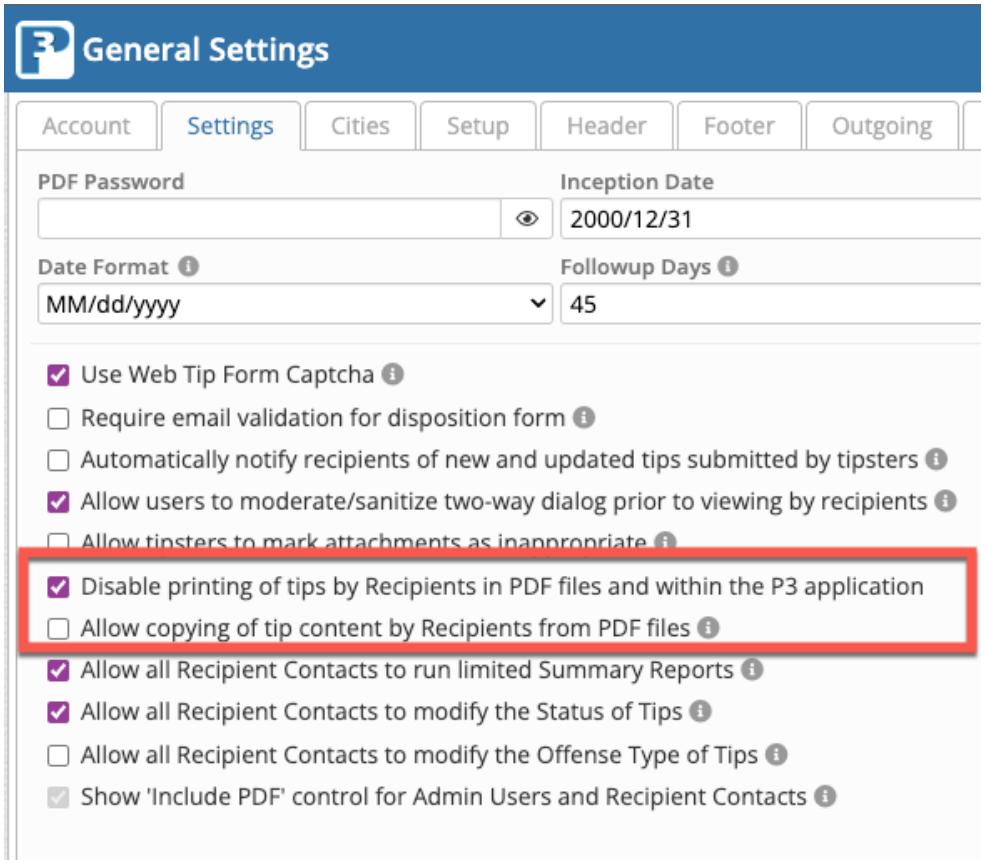
# Crime Stoppers Best Practices:

## *To PDF or not to PDF…that is the question…*

If PDF tip attachments are sent:

1. Disable printing of PDFs and tips for Recipient Contacts.
2. Do not allow copying of tip content from PDFs.
3. P3 cannot prevent email notifications with PDF attachments from being forwarded.

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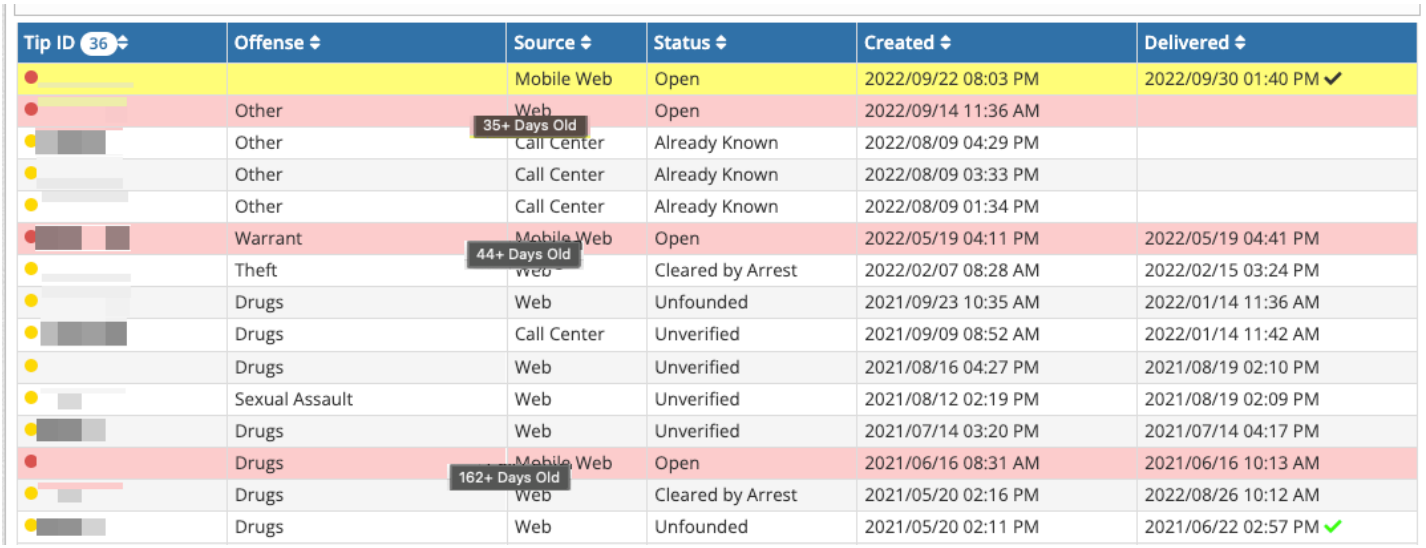
# Crime Stoppers Best Practices:

## *Aging, unread tips notification*

As unread tips in your tip list age, they will be highlighted in various colors of red to attract your attention, getting darker as the tip gets older with no action taken. Hovering your cursor will display the tip's age. Once the tip is marked as read, the highlighting will go away.




| Tip ID 36 | Offense | Source | Status | Created | Delivered |
|---|---|---|---|---|---|
| | | Mobile Web | Open | 2022/09/22 08:03 PM | 2022/09/30 01:40 PM ✔ |
| | Other | Web | Open | 2022/09/14 11:36 AM | |
| | Other | Call Center | Already Known | 2022/08/09 04:29 PM | |
| | Other | Call Center | Already Known | 2022/08/09 03:33 PM | |
| | Other | Call Center | Already Known | 2022/08/09 01:34 PM | |
| | Warrant | Mobile Web | Open | 2022/05/19 04:11 PM | 2022/05/19 04:41 PM |
| | Theft | Web | Cleared by Arrest | 2022/02/07 08:28 AM | 2022/02/15 03:24 PM |
| | Drugs | Web | Unfounded | 2021/09/23 10:35 AM | 2022/01/14 11:36 AM |
| | Drugs | Call Center | Unverified | 2021/09/09 08:52 AM | 2022/01/14 11:42 AM |
| | Drugs | Web | Unverified | 2021/08/16 04:27 PM | 2021/08/19 02:10 PM |
| | Sexual Assault | Web | Unverified | 2021/08/12 02:19 PM | 2021/08/19 02:09 PM |
| | Drugs | Web | Unverified | 2021/07/14 03:20 PM | 2021/07/14 04:17 PM |
| | Drugs | Mobile Web | Open | 2021/06/16 08:31 AM | 2021/06/16 10:13 AM |
| | Drugs | Web | Cleared by Arrest | 2021/05/20 02:16 PM | 2022/08/26 10:12 AM |
| | Drugs | Web | Unfounded | 2021/05/20 02:11 PM | 2021/06/22 02:57 PM ✔ |

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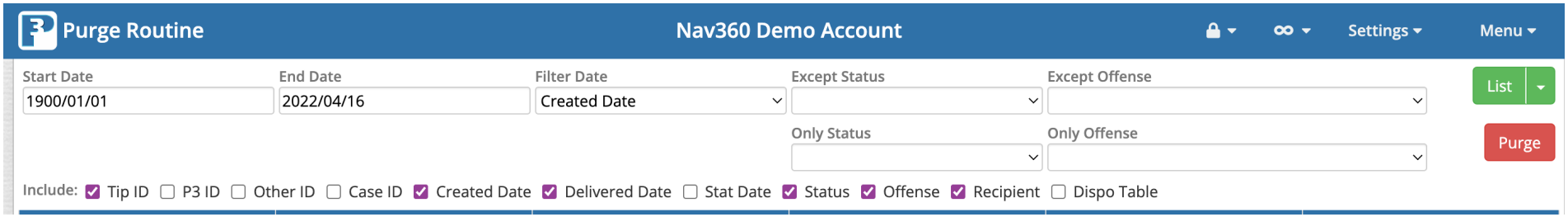
# Crime Stoppers Best Practices:
## Record Retention

- P3 does allow for the purging or deleting of tips upon command – purging removes tip data while retaining statistical info. Deleting removes everything.
- P3 has the capability to batch purge tips based on a variety of settings.

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# Crime Stoppers Best Practices:
## Record Retention

- Does your organization have a written, records retention policy that has been approved by the Board of Directors? If not, wait until you do.
- If your organization has a records retention policy, does it adhere to state statutory guidelines for corporate record retention?
  - Is your program registered as a non-profit corporation in your state?
  - Is you program an IRS 501 (c) 3 organization? If not, there may be 1099 reporting requirements for tips with paid rewards that may need to be retained.
  - Who is paying for you tip management software – the Board of Directors or your local law enforcement agency?

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# New P3 Feature

## P3 Text Tips

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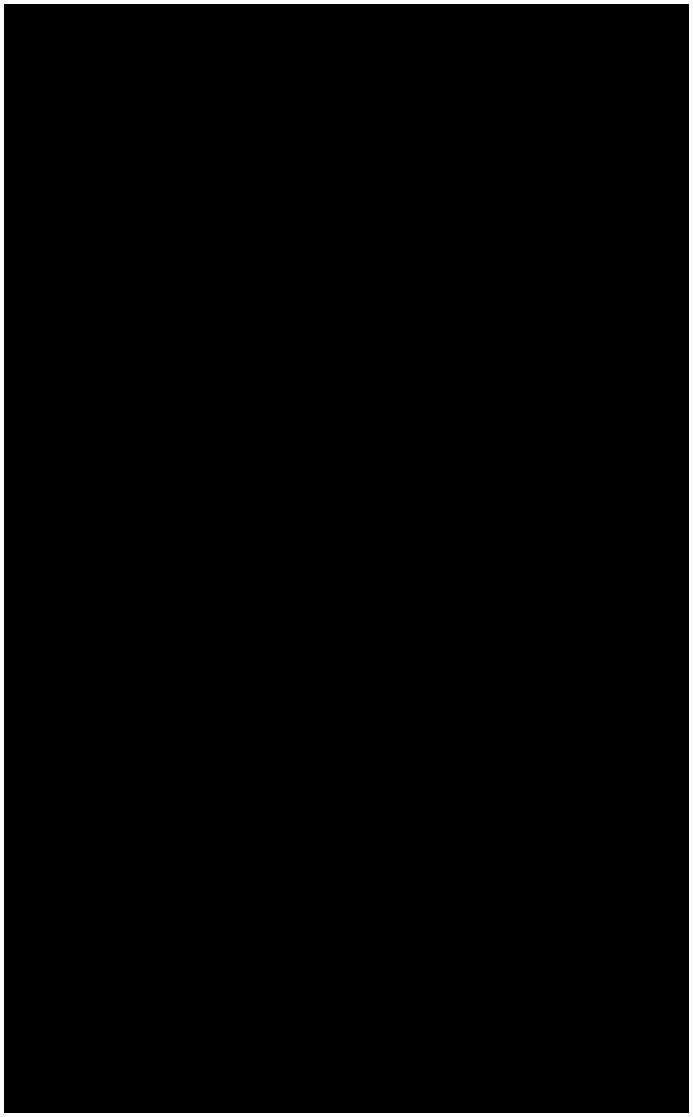
# P3 Text Tip Feature

The P3 Text Tip feature allows anonymous tipsters to text your program's keyword to our dedicated short code, 738477 (73-TIPS). Tipsters receive a link to your program's mobile webtip form to submit their tip anonymously without having to download the P3 mobile app or locate your webtip form.



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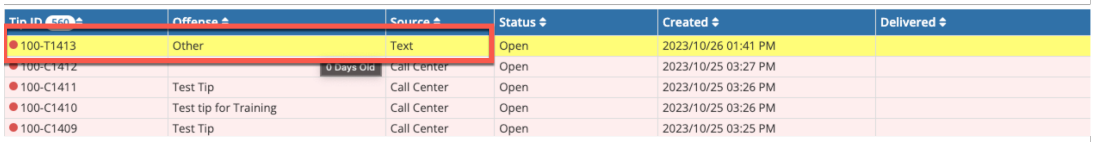
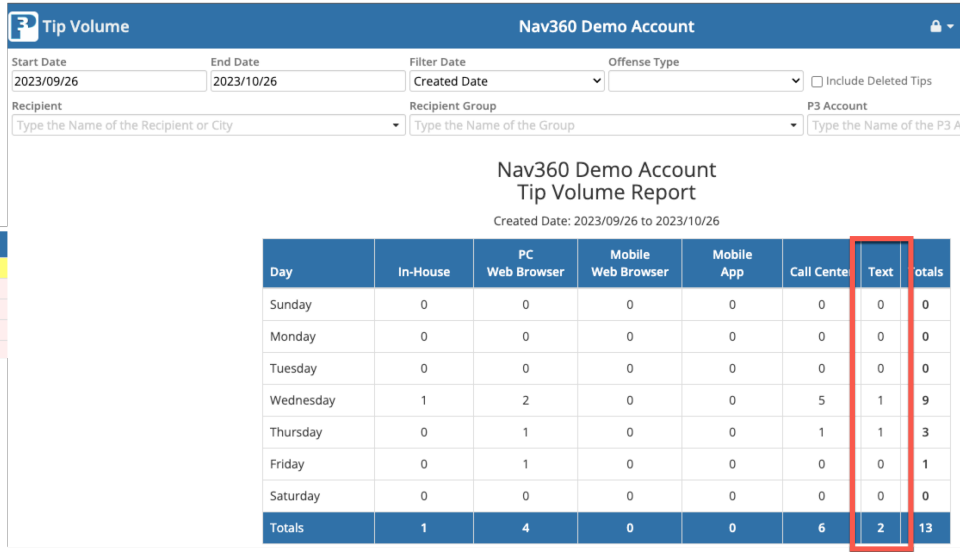
# P3 Text Tip Feature

P3 will let you know if a tip was received via the text tip link in the tip queue and in the Tip Volume Report.



| Tip ID | Offense | Source | Status | Created | Delivered |
|---|---|---|---|---|---|
| 100-T1413 | Other | Text | Open | 2023/10/26 01:41 PM | |
| 100-C1412 | | Call Center | Open | 2023/10/25 03:27 PM | |
| 100-C1411 | Test Tip | Call Center | Open | 2023/10/25 03:26 PM | |
| 100-C1410 | Test tip for Training | Call Center | Open | 2023/10/25 03:26 PM | |
| 100-C1409 | Test Tip | Call Center | Open | 2023/10/25 03:25 PM | |



Tip Volume — Nav360 Demo Account

Start Date: 2023/09/26 | End Date: 2023/10/26 | Filter Date: Created Date | Offense Type | Include Deleted Tips

Recipient: Type the Name of the Recipient or City | Recipient Group: Type the Name of the Group | P3 Account: Type the Name of the P3 A

Nav360 Demo Account
Tip Volume Report

Created Date: 2023/09/26 to 2023/10/26

| Day | In-House | PC Web Browser | Mobile Web Browser | Mobile App | Call Center | Text | Totals |
|---|---|---|---|---|---|---|---|
| Sunday | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Monday | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Tuesday | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Wednesday | 1 | 2 | 0 | 0 | 5 | 1 | 9 |
| Thursday | 0 | 1 | 0 | 0 | 1 | 1 | 3 |
| Friday | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Saturday | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Totals | 1 | 4 | 0 | 0 | 6 | 2 | 13 |

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# P3 Text Tip Feature

When advertising the P3 Text Tips feature via an Opt-In Call to Action (CTA), it must contain specific verbiage to for it to comply with wireless carrier (Verizon, A.T.&T, etc) rules and industry standards. Below is the recommended verbiage that needs to appear on your website, social media, and other forms of promotion:

Text "(Your Keyword)" to 738477 to receive a link to our anonymous tip form.

Msg frequency varies. Msg & data rates may apply. Text HELP for help and STOP to cancel.
P3 Terms and Privacy Policy.

To have this feature activated for your P3 account, please have your program's main account point of contact email Lisa Haber at Lhaber@navigate360.com and provide the keyword you would like to use for this feature.

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# Q & A

For more information…

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