



GOTRACK HLS

THE TRACK TO VISUAL SOLUTIONS



GOTRACK HLS
BROCHURE
2021

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Training and Consulting for Control Centers

1. BACKGROUND :

- ◆ **GOTRACK HLS** consulting and training Ltd. was established by Col. (Ret.) Oded Halevy, after 26 years of service at the IDF in various roles of operational commanding in the combat collection core.
- ◆ The company provides its customers in Israel and abroad, consulting and training in the field of Homeland security (HLS) against terrorism, protection of facilities and borders, maintaining public safety and improving the effectiveness of **Intelligence Systems and Cameras**.
- ◆ **GOTRACK HLS** is certified by the Israeli **Ministry of Public Security** to provide training to all control center administrators and personnel in the program of **Safe City** and authorized to operate within the **Ministry of Defense** for the facilities and infrastructure under it.

2. THE OPERATIONAL REQUIREMENT :

In the challenges of borders protection, protection of critical infrastructure like **Airports or "Safe City" and Communities**, it is custom to deploy a variety of sensors and cameras, to monitor all activities that might challenge the protected area.

The "Camera Dispatchers/Operations Center" **Receives, Directs, Coordinates, and Records** all routine, unusual and emergency events and incidents in the protected area of its responsibility, in order to maintain **Proactive Security**, safety, and **Efficient Operations** of the security operational forced in the area.

3.

GOTRACK HLS developed a specialty in formulating a professional training for the camera dispatcher operator to achieve high effectiveness and operational capabilities. in the training we provide the tools and knowledge for the professional operation of camera control room - **THE HUNTER**.



4. **We act according to the concept that the control center is required to be active and initiative to achieve results and to be effective!**

5. The courses are based on the latest operational concept for camera dispatchers and adjusted & customized to the needs of the client.

6. CONSULTING SERVICES :

- ◆ Diagnosis of the situation and the needs of the client.
- ◆ Developing the ideal **Operating Concept** for the camera dispatcher.
- ◆ Perform reviews in the field of Visual Intelligence and dispatch function.
- ◆ Saving manpower by streamlining work processes!
- ◆ **Content highlights:**
 - ◆ Writing the operation orders (procedures) to the main scenarios.
 - ◆ Formulating an orderly 'viewing plan' – what is needed to be watched throughout the day.
 - ◆ Formulating scanning plans for the PTZ cameras.
 - ◆ Defining routine procedures for the control room.
- ◆ **The method of preforming:**
 - ◆ 10-14 working days.
 - ◆ Making tours in the facilities and interviews with relevant officials.
 - ◆ Writing a draft and after it's approval, submission of a final version.
 - ◆ Cooperation and openness are required.

7. INSTRUCTION METHODS :

- ◆ The course will be conducted 'on site' in English and meeting the customer's **Operational Scenarios**.
- ◆ Arena study by the consultants to observe, process, and understand of the needs of the specific "Operations Center" on its specific area of responsibility located (city's, border lien, critical facility, shopping mall, hospital, airport, etc).

◆ **The courses that we offer:**

- ◆ **Basic courses** - for effective and professional camera operation within security centers/camera dispatchers/control rooms.
- ◆ **Executive management courses** - for security officers and SOC managers.
- ◆ **Computerized training course** - Digital course based on educational software that allows professional training and **maintaining competency** to control room operators.

◆ **Basic course for Observers/operators:**

- ◆ The course lasts **4 days**, 7-8 hours a day, and contains up to 20 trainees.
- ◆ The course combines frontal lectures and Hands-on exercises relevant to the customer's operational scenarios.
- ◆ Personal monitoring of student's achievements.
- ◆ The trainees are assessed in the course and a concluding test is conducted.
- ◆ The training can be in a **Frontal Model** (4 days, at the customer's facilities) or in an **ON-LINE Model** (3 days based on ZOOM training).



◆ **Syllabus Highlights - Key topics in the training syllabus.**

- Basic concepts in video cameras.
- Understanding the video image in various scenarios.
- Orientation in urban areas and recognition with types of maps.
- Proper activation of PTZ cameras (scanning program).
- Scanning methods and event detection.
- Methods of directing operational forces and first responders.
- Routine activity in the control center.
- Emergency event management.
- Early detection and event prevention.
- Hands-on exercises and simulation.

◆ **Executive management courses:**

- ◆ The course lasts 3 days 7-8 hours a day, and contains up to 12 trainees.
- ◆ The course gives the managers tools for planning security activities routine and effective security using camera-dispatchers.
- ◆ The course combines frontal lectures and Hands-on exercises relevant to the customer's operational scenarios.

◆ **Digital course based on educational software:**

- ◆ An advanced digital course that allows an organization to perform trainings that do not require you to set a class, coordinate instructors, or care for the transport of the participants.
- ◆ The digital course allows the center manager/security manager to choose the date and time, the contents, and the personnel that perform the training.
- ◆ The course allows to perform procedures of **Maintaining Professional Competence**, based on internal scheduling and ongoing track of grades and achievements.

8. SUMMARY

- ◆ We **Train** and give professional knowledge to the operators of the control rooms/dispatchers.
- ◆ We formulate **Operational Concept** for 'active' dispatchers.
- ◆ We combine **Advanced Capabilities** in camera centers.



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