

## APPENDIX A: SAVIN GUIDELINES AND STANDARDS CHECKLIST

### Operations

- Develop an overall SAVIN mission statement
- Develop SAVIN goals and measurable objectives
- Develop guiding principles that:
  - Are victim focused
  - Are victim- and community safety-driven
  - Provide for victim/survivor confidentiality
  - Provide for autonomy
- Identify and publicize the benefits of SAVIN
- Identify barriers or challenges to the implementation of SAVIN
- Identify a Lead Agency
- Identify and clarify responsibilities of a SAVIN Program Manager
- Establish a SAVIN Governance Committee (with an emphasis on diversity, including crime victims)

### Comprehensive Plan Development

Develop a Comprehensive Plan, which includes ongoing planning, implementation, operations, assessment (quantitative and qualitative), and critical event management.

- The implementation plan must address strategies for:
  - Funding
  - Project scheduling
  - Communication
  - Product testing
  - SAVIN training
- The operational plan must address strategies for:
  - Funding
  - Policy development
  - Communication
  - Training
  - Service standards
- The assessment plan must address strategies for:
  - Measuring outcomes (quantitative and qualitative)
  - Identifying performance metrics
- The critical event management plan must address strategies to:
  - Identify list of potential critical events.
  - Identify the CEM plan and process in conjunction with SAVIN planning.
  - Delineate individual and agency responsibilities, appropriate personnel, and their respective roles throughout a critical event. Delineate lines of operation, communication, and services (as is possible) and update regularly.
  - Share the CEM plan with other stakeholders in advance of a critical event.
  - Describe the strategy for after-incident review of any critical incident.

- Establish clear goals of SAVIN Critical Event Management.
- Establish a framework for CEM that includes pre-event planning and preparedness, response, and recovery:
  - Pre-event planning and preparedness:
  - Event Response
  - Event Recovery

### **SAVIN Specifications and Configuration**

- Identify Information and Notification types:
  - Custody status
  - Court events and hearings
  - Final disposition
  - Post-conviction events
  - Orders of protection, notification of service, hearings, pending expiration of protective orders
  - Illegal attempts to purchase a firearm or ammunition
  - Active domestic violence protective orders
- Registration/Notification options:
  - Registration approaches for crime victims and other authorized users
  - Registration for victims through jail, case records or victim management information
  - Use of a secured Personal Identification Number
  - Call cancellation policy
  - Language availability
  - Service options for trained SAVIN service representatives
  - Notification calling patterns
  - Feedback notification protocol
  - Optional feedback opportunities

### **SAVIN Technical Architecture**

Information sharing for SAVIN includes implementing:

- Business Processes
- System/Data Administration Management
  - Enterprise Architecture Model
    - Infrastructure Layer
    - Business Applications Layer
    - Publication Layer
      - Integration Layer
      - Strategic and Tactical Analysis Layer
      - Governance Layer
- Systems and Technology
  - Jail Management Systems
  - LE Records Management
  - Offender Management
  - Case Management

- Connectivity
  - Telephone
  - Web Portals
  - E-Mail
  - TTY or TDD
- Information Sharing Standards
  - NIEM
  - GFIPM
  - GJA
  - SAVIN National Standard
- Security and Privacy

**The SAVIN system must comply with technical architecture standards set forth in this document. Updates to technical architecture standards will be posted on the Online SAVIN Community and disseminated by the National SAVIN Project Advisory Board to SAVIN Program Managers nationally.**

### **SAVIN Service Provider Operations**

The SAVIN service provider operations standards must address:

- Account management and communications
- Alarm management
- Provider data management
- Problem resolution
- Program reporting

Standards must be developed for:

- Training
- Public awareness