

An intranet based police service desk

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Abstract

Police, in the quest to keep law and order, handles issues manually. Once an issue is forwarded, it is recorded in the personal books that act as files for each individual; this is then captured in the central store which in all cases is a black book. Calls are then made using radio calls to make reports and a number of communications to other police stations. This process is time consuming, leads to data loss and does not maintain data integrity and security. A service desk will address all of the above mentioned problems. The researchers set to develop an Intranet Based Police Service Desk for Uganda Police to solve the problem above. This was in the effort to provide efficiency in police undertakings. In order to get information about the existing system, questionnaires, interviews and observations were conducted with top police officials to get a clear picture of how police operates, get user and system requirements needed for the proposed system. The Records Manager Mr. Okeleng John at the Police headquarters in Kampala and the District Police Commander (DPC) of Wandegeya Police Station were the main respondents during the study. Data Flow Diagrams, Entity Relationship Diagrams and context diagrams were the tools used in the design of the system. A database was developed to enhance dynamic interactivity and information storage of captured information. A Website was also developed to act as a user interface and sample screen shots of the interfaces were presented as well as reports generated from the system. In a nutshell, basing on the findings of the study like increased efficiency in Police operations, increased accessibility to information, improved communication, teamwork, enhanced focus and creation of a proactive approach to service provision, it is therefore advisable that Police implements the Intranet Based Police Service Desk.

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