

## ESO External Release Notes - CAD For Insights – 5/8/23

### Introduction

This week, the Insights Team made Computer-Aided Dispatch (CAD) data available to Insights users, through the release of two new Data Sources and Global Dashboards:

		Product Type	
		Data Source	Global Dashboard
Supporting Application	ESO EHR	CAD Reconciliation - EMS	CAD Reconciliation - EMS
	ESO Fire Incidents	CAD Reconciliation – Fire Incidents	CAD Reconciliation – Fire Incidents

When a 911 center receives a call and subsequently notifies a unit (or units) for dispatch, the details surrounding this dispatch are captured in the CAD software. ESO receives a stream of this CAD data from the 911 centers associated with our customers.

This is valuable for the purposes of reconciling (i.e., matching) every CAD dispatch record with a corresponding ESO EHR and/or ESO Fire Incidents records. To do so, first focus on the “Status” column of the CAD data for three different scenarios:

Status	Matching EHR or Fire Incidents Record?	EHR or Fire Incidents Record Locked?
“MISSING”	NO	NO
“DRAFT”	YES	NO
“LOCKED”	YES	YES

### Quick Guidance Notes

- The Global Dashboards were built to mimic the behavior of the Analytics CAD reports with a few differences.
- Insights contains a row of data for every unit, whereas Analytics combines multiple units into a single value on some reports.
  - o In doing so, this gives customers greater flexibility in using and analyzing their CAD data.
  - o Customers can choose to aggregate these records by changing widgets from “Table” to “Pivot Table”
- If you decide to combine multiple data sources into a single Dashboard, be careful about Dashboard-level filters.
  - o For example, Dashboard filters for the “EMS” data source will have zero effect on a widget in that same Dashboard where a different data source has been selected.
- There are several columns in CAD that can be used to track units – this is specific for each agency and you may need to adjust the Dashboard to fit how your system submits CAD to ESO. The three different columns could be:
  - o CAD Unit (default in Global Dashboards)
  - o CAD Unit Call Sign
  - o CAD EMS Unit Name
- The CAD Reports in Analytics will be removed later in 2023. CAD data in Ad Hoc will remain as long as Ad Hoc is active.

## ESO Global Dashboard External Release Notes – 5/8/23

ESO has released two new Global Insights Dashboards along with new data sources that are specific to CAD/EHR and CAD/Fire Incidents reconciliation tasks. These are both brand new Dashboards. Both Dashboards contain a “Status” column which follows the logic outlined below:

Status	Matching EHR or Fire Incidents Record?	EHR or Fire Incidents Record Locked?
“MISSING”	NO	NO
“DRAFT”	YES	NO
“LOCKED”	YES	YES

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**Dashboard Name:** CAD Reconciliation – EMS

**Data Source:** CAD Reconciliation – EMS

**Default Dashboard Filter:** Dispatched Date in Last 7 Days

**Description:** this Dashboard is fairly simple by design, and contains two very similar table widgets. The first widget lists every CAD incident available for reconciliation. All columns to the left of the “Status” column in this widget contain values that originated from your agency’s CAD system. All columns to the right of the “Status” column contain values that originated from the ESO EHR app for your agency.

The second widget is identical to the first widget, except that it has been filtered to only show those records with a “MISSING” status. Note that because these CAD records are “missing” a matching EHR record, all columns to the right of status will be empty until a user creates an EHR record that has been matched to the CAD record.

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**Dashboard Name:** CAD Reconciliation – Fire Incidents

**Data Source:** CAD Reconciliation – Fire Incidents

**Default Dashboard Filter:** Dispatched Date in Last 7 Days

**Description:** this Dashboard is fairly simple by design, and contains two very similar table widgets. The first widget lists every CAD incident available for reconciliation. All columns to the left of the “Status” column in this widget contain values that originated from your agency’s CAD system. All columns to the right of the “Status” column contain values that originated from the Fire Incidents app for your agency.

The second widget is identical to the first widget, except that it has been filtered to only show those records with a “MISSING” status. Note that because these CAD records are “missing” a matching Fire Incidents record, all columns to the right of status will be empty until a user creates a Fire Incidents record that has been matched to the CAD record.

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