

## Frequently Asked Questions

### *FORSETI Coordinated Community Collaboration C<sup>3</sup>*

**1) What Software Does Forseti Have?**

- a. HART™ (Honest Assessment Response Tool)
- b. DV Supplemental Module
- c. Analytics KPI Dashboard.
- d. Referral and Alert System.
- e. Audit Logs.

**2) Where Is The Data Stored?**

- a. The database is hosted on the AWS (Amazon Web Services) Government Cloud, the most secure and widely used data platforms for government agencies.
- b. AWS Government Cloud is FBI Certified
- c. Forseti has been SOC 2 Type II Audited

**3) Data Compliance?**

- a. Forseti and AWS meet all the NIBRS (National Incident-Based Reporting) and CJIS (Criminal Justice Information Services) compliance requirements.

**4) How Is Information Shared Between Agencies?**

- a. Data sharing is based strictly on established MOUs (Memorandums of Understanding) between agencies.
- b. Data can be shared in redacted manner whereby all personally identifiable, or CORI (Criminal Offender Record Information) data is redacted PRIOR to being shared.
- c. There is also a “Consent to Share” question in our assessment modules that prevents data sharing should the respondent not wish to do so.
- d. Data sharing is established on the back end and requires no manual processes, avoiding human error.
- e. Data can be shared to internal or external organizations.
  - i. Within or between the criminal / social justice systems

**5) What Is An MOU?**

- a. MOUs are established agreements between two or more parties to share information or collaborate in some other way.

**6) Who Has Access To This Information?**

- a. Each Organizational-Unit (Agency) is designed in a hierarchical manner with specific roles, functions, and capabilities depending on the user access type.
- b. Certain users may have “View Only” access while others will have the ability to “Create” certain modules.
- c. Only users who are approved and have unique usernames and passwords have access to the system.

**7) What Is MFA (Multi-Factor Authentication)?**

- a. MFA requires that users provide two or more verification factors to gain access to an application.

- i. This can be done via SMS text message, email notification, or an MFA software provider where the user receives a supplemental code to successfully login to our software.

**8) What Is Customizable?**

- a. Everything on our system is customizable from user interface (cosmetics) all the way to the workflow of the system. We can create unique experiences for ALL our clients.
- b. Our “Form Builder” enables us to customize and digitize our clients paper forms quickly and efficiently.

**9) How Long Does It Take To Install The Software?**

- a. Depending on the scope of the install we can have a turnaround time of usually 1-2 weeks.
- b. If there are unique customization needs for a particular agency, then this timeline can vary.

**10) Can The Forseti Software Share Information With Other Software Systems?**

- a. Yes, through what is called API (Application Programming Interface) Integration.
- b. Information can be shared between multiple platforms in either a one- or two-way flow.
  - i. We can share information to other systems.
  - ii. Other systems can share information to our platform.
  - iii. Both systems can share information back and forth.
- c. API Integration does require approval from the other software providers.

**11) Does The Mobile Application Need Internet Or Cellphone Service?**

- a. No – Our application has a feature called “Store and Forward” which allows the user to gather information while offline.
- b. Once a suitable connection is made, the data is sent to the server and the user can access it via the Web Portal.

**12) What Are Native Mobile Applications?**

- a. Forseti HART (Honest Assessment Response Tool) is an actual application that must be downloaded onto a cellphone or tablet before use.
- b. Forseti HART can also be accessed from any web browser.

**13) What Happens If Nobody Picks Up My Phone Call?**

- a. Referrals can be sent either while on scene OR after completion of a module. Referrals can be sent to multiple different providers.
- b. If a provider does not answer the initial phone call, the user can continue to call additional providers.
- c. If a call is made at 3am and NO providers answer, the data being gathered can be shared (via our secure back-end data sharing) to the provider through our Web Portal.
- d. The Service Provider will receive an email notification prompting them to login to the Web Portal to access the information.

**14) Does Data Ever Leave The Forseti Platform?**

- a. No – Email notifications are simply a means of alerting relevant agencies of immediate needs. No sensitive information is EVER shared via email.
- b. The only time information would ever leave our platform is if there is a pre-approved API Integration channel with another software provider.

**15) Can Users Download / Print / Export Data?**

- a. Yes – Users can download, print, and export data.

**16) What Are Audit Logs?**

- a. Audit logs are an internal Web Portal feature that tracks what users do, when they do it, and from what device they do it from (IP Address).
- b. This is beneficial should your agency ever receive an audit as well a management tool for accountability and transparency purposes.

**17) What If My Agency Does Not Have Agency Issued Hardware (phones/tablets)?**

- a. Any information that can be gathered on our mobile application CAN ALSO be gathered on our Web Portal.
- b. We can import any physical paper documents / assessments into our database via the Web Portal.

**18) What If My Partner Agencies Are Sending Me Paper Documents?**

- a. We can import data into our platform in a variety of ways.
  - i. OCR (see #19)
  - ii. Through our “Referral Initiated” portal where users who receive paper copies can input them into the database and meet any reporting requirements?

**19) What Is OCR (Optical Character Recognition)?**

- a. OCR allows users to upload documents to our platform with the ability to pre-fill the information to avoid data input duplication.
- b. The user is prompted to simply verify that the information that has been captured is correct prior to finalizing the digitization.

**20) Reporting Requirements To Partner Agencies?**

- a. This is established via our back end (MOU based) data sharing. There is no need to manually share information with partner agencies.
- b. Our analytics platform allows users to run customizable reports which can be shared externally or internally through our database.

**21) What Training Is Available For My Agency?**

- a. YouTube training videos.
- b. Detailed User Guides and Installation Manuals.
- c. In-person or webinar hosted trainings.

**22) Does Forseti Have Technical Support?**

- a. The system administrator will have access to 24/7 support to our technical team either via phone or email.

**23) What If I Have Feedback / Recommendations?**

- a. We value the feedback of all our clients and welcome the opportunity to enhance our software offerings.
- b. Please email us at [help@forseti.io](mailto:help@forseti.io).