Frequently Asked Questions

FORSETI Coordinated Community Collaboration C^3

1) **What Software Does Forseti Have?**
   a. HART™ (Honest Assessment Response Tool)
      i. Domestic Violence Lethality Assessment Module
      ii. Homeless Assessment Module.
      iii. Animal Assessment Module.
   b. Field Arrest Module.
   c. DV Supplemental Module
   d. Analytics Platform.
   e. Referral and Alert System.
   f. Audit Logs.
   g. All our Modules can function as a stand alone or can be conducted simultaneously.
      i. A Field Arrest can launch into a Homeless Assessment which could launch into a Domestic Violence Assessment.

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 <u>does</u> 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.

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 what, 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 #14)

    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.