

Chapter 10: Proactive Video Monitoring

Recommended Actions Discussion	LCOs	Investors / BoD	Municipalities
Consider an independent Surveillance System Audit to identify potential issues and corrective actions needed in your Video Surveillance System, including compliance with applicable Regulations, insurance and/or other security requirements	X	X	
Consider an internal or independent third party cost/benefit analysis - and internal risk assessment - of implementing Proactive Video Monitoring based upon existing security objectives, license type, guard requirements, size of facility, budget, and other elements of your Security Program	X	X	
Utilize the list (checklist) of experiences, qualifications and capabilities to screen third party solutions providers provided in <i>Chapter 20: Moving Forward - LCOs</i> if you consider engaging with a third party to implement Proactive Video Monitoring	X		
Obtain a minimum of 2 alternative competitive proposals from different Proactive Video Monitoring Vendors	X		
Conduct reference checks for the Proactive Video Monitoring vendor finalists	X		
Ensure you request and obtain a copy of the Proactive Video Monitoring vendor's standard form of contract as a part of your review and evaluation process (see Chapter 15: Vendor Contract Pitfalls)	X		
Evaluate whether a 99% uptime service level commitment is important to and for your security objectives and potential liability / risks; recommend LCOs re-review the Quality Matters Landmines section of this Chapter for additional context	X	X	



Recommended Actions Discussion	LCOs	Investors / BoD	Municipalities
Evaluate whether an 827B UL certification is important for to and for the reliability of your Proactive Video Monitoring service and vendor, and LCO liability / risks; recommend LCOs re-review the Quality Matters Landmines section of this Chapter for additional context	X	X	
Understand and consider what video surveillance system integrations are available with other security systems - that will reduce costs and reduce liability/ risk, among other features	X	X	
Consider the amount of not only LCOs, but other businesses that can be positively affected when using technology solutions at scale - versus spending Grant dollars on Guards as a primary example (this applies to multiple municipalities)			X

