Surveillance Event Entry Register

User
Guide   Version 2.0

SEER is a person of interest and event data base, designed to capture information that will assist in the delivery of successful Surveillance investigations.

SEER was originally developed in 2006 to replace the Patron ID system at Crown Melbourne and it was developed in house by a technical and operational team. The main aim of the upgrade was to enhance data base security, improve usability, ensure data quality and provide useful operational reporting and searching.

SEER Version 2.0 is a client/server application used primarily by the Surveillance and Compliance department for maintaining information relating to Persons of Interest, Incidents and Intelligence to protect gaming integrity. A Person of Interest may be a patron, an employee or a 3rd Party Contractor to Crown. Other department that may be interested in such information includes:

- Security Department
- Table Games
- Customer Relations
- Gaming Machines

SEER Features

Person Files	POI files
Surveillance Logs	Surveillance event logs
Surveillance Incidents	Surveillance serious event reports
Reports	Suite of Operational reports
My Work List	Manage 'open' or escalated Surveillance logs
Search Screens	Ability to search logs, incidents and person files
Advanced Searches	More details searches
Admin Panels	Customise logs, locations and system defaults
CARDS Interface	Allows CARDS to send events to Surveillance logs
SYCO Interface	Allows SEER to look up patron details and history
Authorization Manager	Customise data base security

Cognos 8	External application to customise reports
Attachments	Documents and footage can be attached to Logs & POI files
PeopleSoft Interface	Synchronized employee data
Virtual Roster Interface	View employee rosters in POI files