

12 August 2024

Flynn Robertson
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Dear Flynn,

Request for information

Thank you for your Official Information Act 1982 (OIA) request of 11 June 2024, in which you requested information regarding various aspects of the Communication and Resource Deployment (CARD) Replacement Project.

On 17 June 2024, Police contacted you to clarify part of your request. No response was received, therefore for the purposes of the request, Police has assumed you are referring to the Computer Aided Dispatch (CAD) in question 1.

Please find a response to each part of your request below.

1. Details of all CAD system issues that have occurred in the previous 24 months.

Please see attached Appendix (OIA CAD Data). Note some information has been withheld within the document under the following sections of the OIA:

- 6(a): the making available of the information would be likely to prejudice the security or defence of New Zealand or the international relations of the Government of New Zealand
- 6(c): the making available of the information would be likely to prejudice the maintenance of the law, including the prevention, investigation, and detection of offences, and the right to a fair trial.

2. Details of the expected end of life date for the current CARD system.

No End-of-Life date has been determined for the current CARD system.

3. Details of any plans/business case to replace the current CARD system.

An Indicative Business Case was completed for replacement of the Communications and Resource Deployment (CARD) systems for the Emergency Services Sector. However, government funding for the next stage of the project was not provided and the project has been closed.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Yours sincerely



Matt Winter
Chief Information Officer
New Zealand Police

Opened	Short description	Priority
11/06/2024 14:39:31	Card Events not showing Time delay when accepting	4 - Low
07/06/2024 19:13:08	Unable to verify special situation in CAD	4 - Low
03/06/2024 10:41:37	0 is not auto populating when dialing a number from s.6(a) OIA	4 - Low
31/05/2024 17:34:58	CAD Crashed While Processing emails at Kapiti Center	4 - Low
31/05/2024 06:08:27	s.6(a) OIA	4 - Low
30/05/2024 07:59:01	Issue with Screen Not displaying	4 - Low
28/05/2024 13:28:42	[EXTERNAL] FENZ Sev1 Fault Form	4 - Low
25/05/2024 19:03:58	s.6(a) OIA error	3 - Moderate
25/05/2024 09:29:53	[EXTERNAL] Fault form for i/cad crashing	4 - Low
23/05/2024 15:30:06	[FENZ Police Service Desk Fault Form 23052024 ICAD Crash s.6(a) OIA .docx	3 - Moderate
20/05/2024 04:35:37	CARD Database Errors	4 - Low
19/05/2024 14:54:46	<Hexagon> 100's of error messages on CARD device	3 - Moderate
17/05/2024 12:36:11	I/cad freezes for approx. 20 seconds in South comms	4 - Low
16/05/2024 23:12:25	South Comms CARD terminals non responsive (server connectivity error on restart)	3 - Moderate
13/05/2024 14:48:35	s.6(a) OIA Error - 2 > not able to enter call sign	4 - Low
13/05/2024 10:23:21	[EXTERNAL] fault form	2 - High
12/05/2024 08:56:41	[EXTERNAL] *NATIONAL FAULT* No Pinned Applications on I/CAD Terminals	3 - Moderate
08/05/2024 07:34:11	Motorway Desk Radio Crash CAD Terminal s.6(a) OIA / North Comms	2 - High
05/05/2024 17:21:35	<Hexagon> CAD shutting down when searching the address	4 - Low
05/05/2024 09:26:28	[EXTERNAL] Police Service Desk Fault Form 05052024 s.6(a) OIA updates from appliances not being received in CAD.docx	3 - Moderate
02/05/2024 11:24:17	This morning inter CAD Terminal delay > testing sent > 7:19:08 > they received > 7:19:39 > 31s delayed	4 - Low
01/05/2024 08:16:26	<User> s.6(a) OIA - Not able to change Shift start to today date 1st May	4 - Low
30/04/2024 08:33:41	s.6(a) OIA - Not able to save changes	4 - Low
29/04/2024 13:04:24	s.6(a) OIA not showing in the CARD Training database	4 - Low
28/04/2024 08:10:06	s.6(a) OIA not working on CAD, Taranaki Central comm	4 - Low

27/04/2024 10:32:52	s.6(a) OIA - "No connection available server or device is offline. Please try again later"	3 - Moderate
23/04/2024 09:34:58	s.6(a) OIA issue	4 - Low
22/04/2024 11:54:56	s.6(a) OIA - Error detected, Error - 1.	4 - Low
22/04/2024 07:24:55	s.6(a) OIA Error detected, ERROR: -1: An unexpected error occurred. Please try your request again	4 - Low
22/04/2024 06:33:37	s.6(a) OIA An unexpected error occurred when see the jobs	4 - Low
21/04/2024 07:37:22	[EXTERNAL] Fault form	4 - Low
20/04/2024 00:21:48	s.6(a) OIA error 2	4 - Low
19/04/2024 08:13:57	[EXTERNAL] Police Service Desk Fault Form 190424 issue with Kcodes being received into CAD.docx	3 - Moderate
19/04/2024 07:25:08	s.6(a) OIA - Issue logging in to s.6(a) OIA Error "An unexpected error has occurred"	4 - Low
18/04/2024 09:54:41	unable to log into s.6(a) OIA	4 - Low
17/04/2024 13:32:55	s.6(a) OIA Unexpected error occurred	4 - Low
16/04/2024 14:03:28	s.6(a) OIA	4 - Low
11/04/2024 22:36:08	Units not showing correctly in terminal s.6(a) OIA	4 - Low
10/04/2024 16:41:30	Entering job in to CAD > black pop up box come up and CAD shut down	4 - Low
06/04/2024 20:12:51	[EXTERNAL] FENZ fault form	3 - Moderate
06/04/2024 16:35:50	[EXTERNAL] Service Desk Fault Form	4 - Low
06/04/2024 16:30:15	[EXTERNAL] 4267 - 06042024 - iCAD crash .docx	4 - Low
01/04/2024 14:22:05	s.6(a) OIA - Location inaccurate and not able to login	4 - Low
28/03/2024 18:41:15	<CLOSE 13/04> s.6(a) OIA is intermittently losing connection	4 - Low
26/03/2024 17:47:15	s.6(a) OIA - Error 2	4 - Low
26/03/2024 15:25:36	s.6(a) OIA - Server or device may be offline.	4 - Low
26/03/2024 03:44:29	CARD Issue- "Unable to clear the event"	4 - Low
25/03/2024 22:46:51	Issue with s.6(a) OIA / no internet server	4 - Low
25/03/2024 17:34:59	cant sign out of s.6(a) OIA	4 - Low
21/03/2024 17:37:53	[EXTERNAL] 20240321 1654 ICAD Crash s.6(a) OIA	3 - Moderate
20/03/2024 11:29:04	[FENZ] 20240320 0915 ICAD CRASH	3 - Moderate
20/03/2024 11:28:04	[FENZ] 20240320 0819 ICAD CRASHED WHEN ENTERING BURNOFF s.6(a) OIA	3 - Moderate
13/03/2024 23:37:31	[EXTERNAL] ICAD crash	4 - Low
07/03/2024 23:50:27	<Waiting on user> s.6(a) OIA is not creating the event for jobs logged in OnDuty	4 - Low

06/03/2024 12:48:43	<Hexagon> Live Jobs are appearing in Training Database - Central Comms	4 - Low
03/03/2024 15:20:42	s.6(a) OIA not loading	4 - Low
02/03/2024 20:13:14	<08/04> I/CAD Fault- LOI Search Processing Warning	4 - Low
01/03/2024 05:53:03	[EXTERNAL] 29022024 - ICAD Crash.docx	3 - Moderate
29/02/2024 19:56:26	[EXTERNAL] Police Service Desk Fault Form 1930_29022024 s.6(a) OIA interference.docx	1 - Critical
27/02/2024 16:33:49	[EXTERNAL] Sev2 fault form	3 - Moderate
27/02/2024 11:34:23	CAD - CLI Not working	4 - Low
26/02/2024 07:59:22	Unable to closed off preempt job from the screen	4 - Low
21/02/2024 23:52:14	[EXTERNAL] Helpdesk fault for s.6(a) OIA appliance	3 - Moderate
21/02/2024 21:05:21	WARNING: s.6(a) OIA on s.6(a) OIA reported WARNING	3 - Moderate
21/02/2024 20:05:01	WARNING: s.6(a) OIA on s.6(a) OIA reported WARNING	3 - Moderate
20/02/2024 21:04:20	WARNING: s.6(a) OIA on s.6(a) OIA reported WARNING	3 - Moderate
20/02/2024 03:47:50	s.6(a) OIA - Event P057832527 stuck in CCOPS	4 - Low
19/02/2024 21:42:17	<Hexagon> Ghosted Event s.6(a) OIA	4 - Low
19/02/2024 21:04:13	WARNING: s.6(a) OIA on s.6(a) OIA reported WARNING	3 - Moderate
19/02/2024 20:04:18	WARNING: s.6(a) OIA on s.6(a) OIA reported WARNING	3 - Moderate
19/02/2024 14:54:49	[EXTERNAL] ICAD Crash - Fault Form	4 - Low
18/02/2024 19:15:37	[EXTERNAL] Police Service Desk Fault Form 18022024 s.6(a) OIA CAD crash mid-call.docx	4 - Low
18/02/2024 16:09:27	s.6(a) OIA - "AUTHORIZE Command not successful; Sequence contains more than one element"	4 - Low
17/02/2024 04:07:15	[EXTERNAL] Police Service Desk Fault Form 16022024 minor interference on s.6(c) OIA	3 - Moderate
13/02/2024 02:59:45	CARD - Multiple terminals crashed	4 - Low
12/02/2024 02:03:54	<Child>CARD - Green loading bar	4 - Low
12/02/2024 02:01:52	Green loading bar appears during this time.	4 - Low
11/02/2024 15:06:16	[EXTERNAL] Police Service Desk Fault Form 11022024_1430 ICAD Lag Due to Loading Box .docx	3 - Moderate
11/02/2024 15:01:52	[EXTERNAL] s.6(a) OIA crashed Terminal ID: s.6(a) OIA	4 - Low
10/02/2024 02:53:34	[EXTERNAL] Police Service Desk Fault Form 10022024 CAD lag issues overnight again.docx	4 - Low

09/02/2024 14:22:26	Green bar is back and affecting terminals at North Comms	4 - Low
09/02/2024 06:16:47	North comms - CARD Slowness Issue - Green loading bar	4 - Low
09/02/2024 02:48:15	[EXTERNAL] Police Service Desk Fault Form 09022024 Green line loading in remarks slight lag.docx	3 - Moderate
09/02/2024 01:18:44	<CHILD> CARD Slowness Issue - Green loading bar	4 - Low
08/02/2024 22:07:57	Event locked, unable to close	4 - Low
08/02/2024 12:02:25	Still experiencing green loading bar issue	4 - Low
06/02/2024 14:21:13	<Hexagon> s.6(a) OIA - Command not successful	4 - Low
06/02/2024 10:33:16	[EXTERNAL] Fault Form - I/CAD crashing	4 - Low
05/02/2024 03:14:38	<CHILD> CARD is running slow for a few staff at Kapiti Digital Center	3 - Moderate
05/02/2024 02:41:09	Centre Comms are getting green loading bar on the card terminal.	4 - Low
04/02/2024 09:03:35	[EXTERNAL] FW: 2024-02-04 INTERMITTENT LAGGING WHEN CLICKING BETWEEN EVENTS	4 - Low
04/02/2024 09:02:06	[EXTERNAL] Police Service Desk Fault Form 04022024 CAD lag issues overnight.docx	3 - Moderate
04/02/2024 05:41:59	[EXTERNAL] 2024-02-04 INTERMITTENT LAGGING WHEN CLICKING BETWEEN EVENTS	4 - Low
04/02/2024 04:32:06	[EXTERNAL] 4251 - 04022024 - iCAD crash.dox.docx	3 - Moderate
04/02/2024 04:27:07	[EXTERNAL] Serv3 4250 04022024 ICAD Crash	3 - Moderate
03/02/2024 09:40:25	s.6(a) OIA - Error -2 CMD failed, unknown MDT or CMD	4 - Low
30/01/2024 21:06:21	[EXTERNAL] 4248 - 30012024 - ICAD Crashed.docx	3 - Moderate
20/01/2024 18:46:49	[EXTERNAL] SEV2 Fault for Hawera Station not existing in CAD	3 - Moderate
19/01/2024 09:40:32	<08/02> Issues with Custom filter on CAD	4 - Low
19/01/2024 04:06:07	[EXTERNAL] Police Service Desk Fault Form 19012024 National AVL fault.docx	2 - High
17/01/2024 19:52:29	[EXTERNAL] 4239 - 17012024 - Inconsistent Hot Fire Day responses	4 - Low
12/01/2024 22:52:34	[EXTERNAL] iCAD Crash - Report	4 - Low
12/01/2024 13:38:25	<Hexagon> CAD shutdown on terminal s.6(a) OIA	4 - Low
12/01/2024 10:25:15	FENZ - Call on Map feature is impacting by slowing down event for Porirua Fire	3 - Moderate
07/01/2024 14:09:52	[EXTERNAL] FENZ fault form	4 - Low
05/01/2024 08:45:30	Free Cad User - s.6(a) OIA	4 - Low
04/01/2024 03:47:55	Unable to login to s.6(a) OIA Unit is not signed into the CAD System	4 - Low

01/01/2024 11:57:07	<Hexagon> [EXTERNAL] Police Service Desk Fault Form 01012024 Russell Park base map spelling error.docx	4 - Low
01/01/2024 11:55:37	<Hexagon> [EXTERNAL] Police Service Desk Fault Form 01012024 Eskdale Reserve base map spelling error.docx	4 - Low
01/01/2024 11:49:07	<Hexagon> [EXTERNAL] Police Service Desk Fault Form 01012024 Ohau Domain base map spelling error.docx	4 - Low
01/01/2024 11:46:03	<Hexagon> [EXTERNAL] Police Service Desk Fault Form s.6(a) OIA be formatted correctly.docx	4 - Low
01/01/2024 08:57:22	s.6(a) OIA is secured.	4 - Low
31/12/2023 22:00:05	[EXTERNAL] Fault Form 20231231 1522 ICAD Crash s.6(a) OIA	4 - Low
31/12/2023 21:58:48	<FENZ> [EXTERNAL] Police Service Desk Fault Form 31122023 PFA 340204 rejected by CAD - data issue.docx	4 - Low
30/12/2023 22:32:17	[EXTERNAL] Police Service Desk Fault Form 30122023 s.6(a) OIA Locked out.docx	4 - Low
30/12/2023 00:26:23	[EXTERNAL] SEV1 - Nationwide SOPs Outage	3 - Moderate
26/12/2023 07:50:25	<Hexagon> FENZ Fault form Northcom Fire - CLI not working on one Terminal	4 - Low
24/12/2023 17:07:39	CAD- Screen of death	4 - Low
24/12/2023 14:43:56	[EXTERNAL] Police Service Desk Fault Form 24122023 Cuba Mall Cross Streets Incorrect.docx	3 - Moderate
24/12/2023 14:08:52	[EXTERNAL] Police Service Desk Fault Form 24122023 Locking CAD computers no longer makes phones unavailable.docx	3 - Moderate
24/12/2023 07:34:52	<Hexagon> No new jobs are coming into CAD	3 - Moderate
23/12/2023 20:19:49	CAD terminal - user copy something and when paste, it came up different random stuff	4 - Low
22/12/2023 09:01:13	<Hexagon> s.6(a) OIA issue on the phone	4 - Low
18/12/2023 14:31:15	s.6(a) OIA not working. Error : -2 authorised command not successful	4 - Low
12/12/2023 12:33:18	[EXTERNAL] FENZ Fault Form	4 - Low
11/12/2023 22:12:16	sequence contains more than one element error - s.6(a) OIA	4 - Low
11/12/2023 13:54:24	CAD Crash	4 - Low
11/12/2023 03:25:39	<User> CARD - Unable to edit Pending Queue	4 - Low
09/12/2023 12:34:10	s.6(a) OIA issue with s.6(a) OIA app 'unit is not sign on CAD system'	4 - Low
09/12/2023 10:06:34	[EXTERNAL] FW: Workstation / ICAD Crash	4 - Low
07/12/2023 08:11:35	Not able to log into s.6(a) OIA With Unit ID	4 - Low

06/12/2023 09:54:56	[EXTERNAL] FENZ Fault form ICAD Crash	3 - Moderate
03/12/2023 21:59:40	s.6(a) OIA - Crashing when querying a specific address	4 - Low
02/12/2023 19:33:16	s.6(a) OIA already on terminal	4 - Low
01/12/2023 16:25:59	CARD - Green loading bar for Dispatchers at Central Comms	3 - Moderate
01/12/2023 12:24:51	Unable to Locate s.6(a) OIA	4 - Low
01/12/2023 06:52:12	Called from Dispatcher, Can't close the jobs on Card Terminal, nobody has the access. affecting all users	4 - Low
28/11/2023 13:58:32	[EXTERNAL] Police Service Desk Fault Form 27112023 CPN discrepancies (003).docx	3 - Moderate
28/11/2023 13:19:20	COMMS - All CARD Devices went down for 10 Mintues	3 - Moderate
28/11/2023 13:15:47	CARD Outage at Kapiti and Piki Ki Te Ao	4 - Low
28/11/2023 00:54:00	s.6(a) OIA - Stuck on Education Server	4 - Low
26/11/2023 05:26:31	CARD Terminal - Crashed	4 - Low
25/11/2023 21:58:28	<Hexagon>CARD NOT AUTO POPULATING ECLI LINK FOR 111 ATP PRIORITY CALLS WHEN PRESSING THE CLI BUTTON	4 - Low
24/11/2023 23:47:42	<waiting on user> [FENZ] ALPS data fault - CHRI217 - PYC477 rego	4 - Low
24/11/2023 01:41:01	[EXTERNAL] 4217 - 23112023 - D0750064 CAD Crash	4 - Low
23/11/2023 17:05:37	Unable to log onto s.6(a) OIA	4 - Low
18/11/2023 17:51:47	s.6(a) OIA - Error Unit not signed in on the CAD System	4 - Low
16/11/2023 21:14:53	s.6(a) OIA	4 - Low
15/11/2023 23:07:41	[EXTERNAL] TURNOUT AFFECTED - Serv2 - 4213 - 15112023 - Selcal failure on turnout	3 - Moderate
11/11/2023 08:58:02	[EXTERNAL] CLI not working for Police and Fire	2 - High
11/11/2023 08:48:32	North Comms CLI button not working	2 - High
11/11/2023 08:43:05	Card Outage and CLI Not Working	4 - Low
11/11/2023 08:42:16	Ghost Event - Dispatch Screen	4 - Low
11/11/2023 08:41:04	FENZ -- CARD & s.6(a) OIA -- CLI is not working	4 - Low
11/11/2023 08:11:15	<Net ECN> Crash in COMMS	3 - Moderate
09/11/2023 10:48:48	s.6(a) OIA - Location not accurate	4 - Low
09/11/2023 03:13:24	[EXTERNAL] Police Service Desk Fault Form 09112023 CPNs not showing in CAD.docx	4 - Low
09/11/2023 03:12:14	<Hexagon> [EXTERNAL] Police Service Desk Fault Form 09112023 s.6(a) OIA Config View reset after restart.docx	4 - Low
08/11/2023 09:09:00	CARD Address verification text not changing from Blue to Black to confirm as verified.	4 - Low
04/11/2023 12:48:36	COMM'S CAD event duplicated and unable to be removed (D0713029)	4 - Low

03/11/2023 16:47:43	[EXTERNAL] FW: Police Service Desk Fault Form 03112023 Error sending pages to Spark.docx	2 - High
02/11/2023 16:36:16	<24/11-FINAL> Unable to add Radio ID etc. into s.6(a) OIA under call sign TNI2 - Error Null() is not an object	4 - Low
29/10/2023 12:27:42	<Hexagon> Error occurring when trying to log into CAD	4 - Low
28/10/2023 23:19:46	CARD Intermittent Fault -- Green loading bar when opening any event	4 - Low
28/10/2023 22:03:11	<30/11 Waiting user response>Redbox- Green Line in search bar	4 - Low
22/10/2023 18:49:46	[EXTERNAL] Sev 3 fault form	4 - Low
19/10/2023 21:05:00	WARNING: s.6(a) OIA on s.6(a) OIA reported WARNING	3 - Moderate
19/10/2023 19:42:49	[EXTERNAL] CLI NOT POPULATING	4 - Low
18/10/2023 00:00:16	[EXTERNAL] 4203 - 17102023 - CLI not working on Southcom terminals.docx	4 - Low
17/10/2023 22:49:59	[EXTERNAL] CAD/ s.6(a) OIA crash	4 - Low
16/10/2023 23:36:46	[EXTERNAL] Police Service Desk Fault Form 16102023 CARD Bookmark to be updated.docx	4 - Low
15/10/2023 23:08:37	[EXTERNAL] Police Service Desk Fault Form 15102023 Appliances that are booked K0 being recommended for events.docx	3 - Moderate
13/10/2023 00:52:50	[EXTERNAL] 4202 - 12102023 - iCAD crash terminal s.6(a) OIA.docx	4 - Low
12/10/2023 23:51:17	[EXTERNAL] FAULT FORM	3 - Moderate
12/10/2023 13:37:31	s.6(a) OIA - unexpected error has occurred - Error 1	4 - Low
12/10/2023 13:30:54	s.6(a) OIA - unexpected error has occurred - Error 1	4 - Low
12/10/2023 13:28:38	s.6(a) OIA - unexpected error has occurred - Error 1	4 - Low
12/10/2023 13:19:26	s.6(a) OIA - unexpected error has occurred - Error 1	4 - Low
12/10/2023 13:16:57	CARD down - Lost connection to the database	3 - Moderate
12/10/2023 13:12:42	s.6(a) OIA and CARD not working	2 - High
09/10/2023 23:30:55	(PENDING) FENZ Fault Form - D0720062 ICAD crash	3 - Moderate
09/10/2023 11:53:16	s.6(a) OIA - Showing jobs in wrong Node	4 - Low
09/10/2023 05:46:46	[EXTERNAL] iCAD crash and s.6(a) OIA failure	4 - Low
07/10/2023 16:42:16	ambo not receiving jobs from comms - InteCAD	1 - Critical
21/09/2023 22:56:27	CARD Computer is slow and is freezing	4 - Low
20/09/2023 21:07:08	[EXTERNAL] K-CODE ISSUES	1 - Critical
15/09/2023 00:52:55	CARD - Display settings s.6(a) OIA	4 - Low
14/09/2023 20:21:42	[EXTERNAL] NEW FAULT FORM ATTACHED	4 - Low

14/09/2023 07:06:14	s.6(a) OIA - Error 2 - This action may not be allowed	4 - Low
13/09/2023 09:01:55	s.6(a) OIA Error message unable to search location and keep shutting down	4 - Low
13/09/2023 08:25:41	s.6(a) OIA - Error code	4 - Low
12/09/2023 15:10:50	s.6(a) OIA App - not working	4 - Low
11/09/2023 18:47:57	[EXTERNAL] Serv3 - 4190 - CAD Crashed during 111 Call	4 - Low
11/09/2023 17:52:09	<20/09> CARD has crashed at least once for the user everyday for the past three days	3 - Moderate
10/09/2023 22:05:28	< Hexagon > CARD - s.6(a) OIA call taker not working	4 - Low
10/09/2023 08:29:27	CARD - Unable to update jobs in card	4 - Low
06/09/2023 15:34:05	s.6(a) OIA error-2 code	4 - Low
06/09/2023 08:24:12	s.6(a) OIA - Not loading	4 - Low
05/09/2023 13:00:34	[EXTERNAL] Graphic locate error	4 - Low
04/09/2023 23:35:19	[EXTERNAL] Fault form	4 - Low
01/09/2023 13:45:24	CLI functionality in CAD is not displaying	4 - Low
31/08/2023 15:07:32	<Hexagon> [EXTERNAL] s.6(a) OIA CRASH	3 - Moderate
30/08/2023 20:43:37	2 Card terminal not working Kapiti Digital Centre s.6(a) OIA & s.6(a) OIA	4 - Low
30/08/2023 14:29:24	[EXTERNAL] ICAD Crash fault form	3 - Moderate
29/08/2023 11:54:23	[EXTERNAL] LOI Fault	2 - High
28/08/2023 17:34:18	Supervisor Button not working	4 - Low
23/08/2023 20:31:22	s.6(a) OIA Error - An unexpected error occurred	4 - Low
23/08/2023 06:18:53	[EXTERNAL] 4183 - 23082023 - s.6(a) OIA no showing on cover move.docx	3 - Moderate
22/08/2023 10:38:51	CARD - Slow on one terminal	4 - Low
21/08/2023 16:32:11	<04/09> Unable to leave remarks in s.6(a) OIA Dispatcher	3 - Moderate
20/08/2023 12:29:28	Unable to hear either on a card terminal	4 - Low
18/08/2023 19:14:08	<waiting on Hexagon> [EXTERNAL] fault form	4 - Low
17/08/2023 14:36:45	Unable to see location in the s.6(a) OIA	4 - Low
16/08/2023 08:57:50	s.6(a) OIA - user 1023596135 already on unit HNCP31 as MDT user	4 - Low
15/08/2023 23:40:10	Police ICT Service Desk CARD: server s.6(a) OIA is Down	4 - Low
15/08/2023 10:52:43	[EXTERNAL] Serv3 - CAD Crashed using Scheduled Event Query Tool - #4177	4 - Low
14/08/2023 22:16:57	FENZ Total CAD failure South FENZ Comms	4 - Low
14/08/2023 22:04:54	South Comms - All CARD Terminals Freezing	3 - Moderate
13/08/2023 04:45:03	[EXTERNAL] FENZ Fault Form - Paging not working on terminal s.6(a) OIA	4 - Low
12/08/2023 15:24:36	[EXTERNAL] SEV2 - ICAD CPN Issue	2 - High

11/08/2023 17:49:03	[EXTERNAL] Sev3 Fault Form	3 - Moderate
10/08/2023 07:00:46	Unable to log into s.6(a) OIA	4 - Low
08/08/2023 18:43:13	FENZ - LOI Search Appearing When Verifying Addresses	3 - Moderate
08/08/2023 12:23:52	CARD - Long log in times	3 - Moderate
08/08/2023 11:23:14	CARD froze and locked out user	4 - Low
08/08/2023 09:31:53	s.6(a) OIA - Not showing events	4 - Low
07/08/2023 13:56:36	<ON HOLD> Unit icon does not move to event location in CAD [for Hexagon]	4 - Low
06/08/2023 06:30:51	CARD terminal freezing and crashing	4 - Low
05/08/2023 13:42:41	s.6(a) OIA Error detected, ERROR: -1: An unexpected error occurred. Please try your request again	2 - High
02/08/2023 08:36:20	<15/08> INC0374805 - Still unable to access s.6(a) OIA	4 - Low
27/07/2023 11:45:43	s.6(a) OIA - Not working	2 - High
27/07/2023 11:06:44	FENZ - ICAD crash Southcoms - I-DISP locked up then crashed	3 - Moderate
25/07/2023 21:27:17	<Hexagon> 4168 - 25072023 - CAD remarks entry field enters when focus is lost	4 - Low
25/07/2023 12:15:34	[EXTERNAL] Police Service Desk Fault Form 25072023 System slowness and crashes pressing CLI.docx	3 - Moderate
25/07/2023 09:32:25	[EXTERNAL] Critical fault form - Severe inference on s.6(c) OIA affecting turnout and appliance comms	3 - Moderate
25/07/2023 09:18:34	<13/10> s.6(a) OIA issues - unable to add remarks	3 - Moderate
24/07/2023 17:18:38	[EXTERNAL] Police Service Desk Fault Form 240723_1200 Police nearby event are populating on FENZ ICAD terminals .docx	4 - Low
22/07/2023 23:06:15	[EXTERNAL] Police Service Desk Fault Form ICAD slow 20230722.docx	4 - Low
22/07/2023 22:50:11	s.6(a) OIA - CARD slow performance across the whole Comms Centre.	4 - Low
21/07/2023 23:11:13	[EXTERNAL] FENZ STSMHS to CARD: Incident information for Hexagon	4 - Low
21/07/2023 11:37:11	Card - Crashing	2 - High
20/07/2023 22:44:43	Issue on Card device- User is unable update the name field in s.6(a) OIA s.6(a) OIA	4 - Low
20/07/2023 22:35:22	All CARD terminals are frequently freezing and slow to respond	3 - Moderate
20/07/2023 22:28:43	CARD device slowness at central comms	1 - Critical
20/07/2023 22:04:39	[EXTERNAL] Police Service Desk Fault Form 20072023 DangerousProperty.map not automatically loading.docx	3 - Moderate

20/07/2023 02:14:50	<31/07>[EXTERNAL] 4162 - 20072023 - Directory functionality change following V9.6 update	4 - Low
18/07/2023 23:08:43	s.6(a) OIA - unable to view comments	4 - Low
18/07/2023 13:25:35	[EXTERNAL] FW: Southcom fault form	3 - Moderate
18/07/2023 11:43:53	<User> Spike in network utilisation this morning at North Comms	3 - Moderate
18/07/2023 09:00:29	Unable to view the content of the job in	4 - Low
17/07/2023 11:35:15	s.6(a) OIA s.6(a) OIA not showing	3 - Moderate
14/07/2023 16:01:41	[EXTERNAL] ICAD SHUT DOWN	3 - Moderate
14/07/2023 12:34:22	<Hexagon>[EXTERNAL] ICAD CRASH	3 - Moderate
13/07/2023 21:16:02	<18/09>[EXTERNAL] Fault form	3 - Moderate
13/07/2023 13:11:05	s.6(a) OIA location not accurate	4 - Low
12/07/2023 10:05:26	s.6(a) OIA error when logging job	4 - Low
12/07/2023 09:59:26	s.6(a) OIA - Error 2 Field event - Internal memory for unit is out of date or corrupt	4 - Low
12/07/2023 09:49:04	ERROR: -2: ARRIVE: Unit locked by another process, try again later	4 - Low
11/07/2023 22:44:59	s.6(a) OIA unable to verify locations	4 - Low
11/07/2023 19:50:34	s.6(a) OIA Training	4 - Low
11/07/2023 18:15:36	Database error. Command not successful: Clear Unit" - s.6(a) OIA	3 - Moderate
11/07/2023 16:12:41	Error -1 "An unexpected error has occurred. Please try your request again" - s.6(a) OIA	4 - Low
11/07/2023 16:00:01	s.6(a) OIA Error -2	4 - Low
11/07/2023 15:59:47	s.6(a) OIA - Error 1 an unexpected error occurred	4 - Low
11/07/2023 15:31:42	s.6(a) OIA - Error 1 an unexpected error occurred	4 - Low
11/07/2023 15:19:34	s.6(a) OIA - Error 1 An unexpected occurred	4 - Low
11/07/2023 14:49:17	s.6(a) OIA ERROR: -1 Ann unexpected error occurred. Please try your request again.	4 - Low
11/07/2023 14:32:06	s.6(a) OIA - Error 1 an unexpected error occurred	4 - Low
11/07/2023 14:27:26	s.6(a) OIA - ERROR: -1: An unexpected error occurred. Please try your request again.	4 - Low
11/07/2023 14:24:05	Issues with s.6(a) OIA Error -1	4 - Low
11/07/2023 14:20:18	s.6(a) OIA - ERROR: -1: An unexpected error occurred. Please try your request again.	4 - Low

11/07/2023 13:00:25	s.6(a) OIA	ERROR: -1 Ann unexpected error occurred. Please try your request again.	4 - Low
10/07/2023 15:33:27	s.6(a) OIA	- Error 2 Already on another Terminal	4 - Low
10/07/2023 10:41:04		Latency Spike in Central Emergency Communication Centre between 8:57 and 9:02 AM noticed via proactive monitoring from Hexagon	4 - Low
09/07/2023 13:20:46		<Vendor> I/CAD Fault 09/07/23	3 - Moderate
09/07/2023 12:23:25		CARD - Unable create or update card event "Try parking this call for a few minutes then creating the card event again"	3 - Moderate
09/07/2023 09:22:55		FENZ - ICAD SHUT DOWN	3 - Moderate
06/07/2023 15:50:53	s.6(a) OIA	- No connection error	4 - Low
06/07/2023 08:09:50		<20/07 FENZ> Change Turnout Strings to a Tanker Appliance	3 - Moderate
05/07/2023 17:33:25		CARD frozen and cannot run	3 - Moderate
05/07/2023 17:30:03		CARD - The database connection has broken	3 - Moderate
05/07/2023 09:23:43	s.6(a) OIA	- Error 2	4 - Low
05/07/2023 01:35:38		<Pending user response>In CARD no longer able to go to location of job from display window	4 - Low
04/07/2023 15:06:22		<Hexagon>[EXTERNAL] Fault form - ICAD crash	3 - Moderate
04/07/2023 12:50:30		Events numbers affecting all dispatch terminals	2 - High
04/07/2023 12:32:49	s.6(a) OIA	- Not Resulting Events	4 - Low
03/07/2023 13:32:04	s.6(a) OIA	event drop-down and message drop-down menu missing	4 - Low
03/07/2023 11:59:51		South Comms CARD Terminal stuck in frozen	4 - Low
02/07/2023 09:35:04		<23/08>< Hexagon> CARD not accepting jobs	3 - Moderate
30/06/2023 15:07:04		[EXTERNAL] FENZ Fault Form - I/CAD Crash	3 - Moderate
30/06/2023 11:58:16	s.6(a) OIA	Unable to verify addresses	3 - Moderate
30/06/2023 11:50:43	s.6(a) OIA	Can't verify addresses	4 - Low
30/06/2023 11:49:31	s.6(a) OIA	not working	4 - Low
30/06/2023 11:01:30	s.6(a) OIA	and custody not working	4 - Low
30/06/2023 04:48:39		[EXTERNAL] FW: Fault form with attached video to explain issue	3 - Moderate
30/06/2023 04:34:52	s.6(a) OIA	- Chronology.	4 - Low
30/06/2023 03:44:54		CARD - Events slow to load	2 - High

29/06/2023 10:21:57	[EXTERNAL] Police Service Desk Fault Form 29062023 CAD terminal lockups .docx	4 - Low
28/06/2023 08:53:50	Error when trying to upload data into s.6(a) OIA	4 - Low
28/06/2023 05:05:03	<hexagon> CARD terminal crashed approx 4:45am 28/06/23 - s.6(a) OIA	4 - Low
26/06/2023 11:47:20	Having an issue with card terminal	4 - Low
26/06/2023 10:14:37	Issue with s.6(a) OIA not loading comes up with an error message	4 - Low
24/06/2023 08:47:22	<fenz> [EXTERNAL] SEV3 Fault form - CAD Crash	3 - Moderate
24/06/2023 05:57:45	<hexagon> CARD Terminal has been unresponsive throughout the night	3 - Moderate
23/06/2023 13:59:47	s.6(a) OIA - an error occurred while processing your request	4 - Low
23/06/2023 12:33:24	CARD Crashed while taking call	4 - Low
23/06/2023 07:17:55	CARD - grey out options	4 - Low
22/06/2023 16:48:30	[EXTERNAL] CAD turnout fault	4 - Low
22/06/2023 10:01:05	s.6(a) OIA An error occurred while processing your request	4 - Low
22/06/2023 08:17:27	s.6(a) OIA - Cad Authentication, locked out user	4 - Low
22/06/2023 07:49:31	s.6(a) OIA - An error occurred while processing your request	4 - Low
22/06/2023 07:35:01	s.6(a) OIA - An error occurred while processing your request	4 - Low
22/06/2023 07:25:15	s.6(a) OIA - An error occurred while processing your request	4 - Low
22/06/2023 06:53:40	<fenz> [EXTERNAL] Sev-3 fault form	3 - Moderate
21/06/2023 15:01:43	s.6(a) OIA working	4 - Low
21/06/2023 10:02:52	Can't accept job with single click.	4 - Low
21/06/2023 09:55:16	South COMMS - issues with CARD not picking up file pathways	4 - Low
21/06/2023 09:48:20	Live Event Program - Have to press 'Accept Event' twice for it to accept the job	4 - Low
21/06/2023 09:43:56	South COMMS - issues with CARD "accept" button	4 - Low
20/06/2023 17:46:39	[EXTERNAL] Police Service Desk Fault Form 20062023 CAD terminal lockups Evening.docx	3 - Moderate
20/06/2023 12:41:21	Unable to see login field in s.6(a) OIA	4 - Low
20/06/2023 10:27:26	[EXTERNAL] Police Service Desk Fault Form 20062023 CAD terminal lockups .docx	3 - Moderate
20/06/2023 08:24:24	CECC Experienced CAD Crash and then Slowness, SECC also reporting slowness	3 - Moderate
20/06/2023 00:32:13	<16/09> CARD fault - Special address links not generating in CAD DBM	3 - Moderate

17/06/2023 16:55:03	Live Event Program - Have to press 'Accept Event' twice for it to accept the job	3 - Moderate
17/06/2023 12:46:46	<user> [EXTERNAL] Sev 3 fault for Data Issue	3 - Moderate
15/06/2023 12:08:50	s.6(a) OIA - 500 Internal server error	4 - Low
15/06/2023 07:53:08	[EXTERNAL] ICAD crash	3 - Moderate
14/06/2023 14:40:37	Terminal s.6(a) OIA - Virtually monitoring the The other terminal - s.6(a) OIA - Related to - Deploy s.6(a) OIA - Live CHG0022970	4 - Low
12/06/2023 11:41:29	[EXTERNAL] Police Service Desk Fault Form 12062023 s.6(c) OIA not working.docx	2 - High
12/06/2023 10:37:15	s.6(a) OIA Error 2- field event internal memory for unit is out of date or corrupt. Refresh CAD	4 - Low
11/06/2023 20:31:47	Slow Performance in CAD affecting CECC only from 8:16 PM to 9:06 PM	4 - Low
09/06/2023 20:37:11	Issues with CARD terminals, lagging when putting jobs into CARD	4 - Low
09/06/2023 20:28:20	All CARD terminals at South Comms freezing - 10-15 second lag	3 - Moderate
09/06/2023 12:25:26	s.6(a) OIA - Error Detected, ERROR: -2: FIELD EVENT: Internal memory for unit is out-of-date or corrupt -- REFRESH CAD	4 - Low
08/06/2023 21:35:04	s.6(a) OIA unit locked by another process	4 - Low
08/06/2023 16:59:43	Unable to add comments to event in s.6(a) OIA	4 - Low
07/06/2023 17:27:31	[EXTERNAL] iCAD crash - desk s.6(a) OIA	3 - Moderate
04/06/2023 10:04:17	s.6(a) OIA not logging in error 2 - invalid password or already logged in terminal.	4 - Low
31/05/2023 13:04:49	[EXTERNAL] Icad Fault form	1 - Critical
29/05/2023 17:36:41	s.6(a) OIA not logging in. Error 2 "Sequence Contains More Than One Element.	4 - Low
29/05/2023 11:53:34	CARD - General slowness	3 - Moderate
26/05/2023 23:52:51	[EXTERNAL] I Cad crash fault form	4 - Low
24/05/2023 09:55:10	Error message "configure service connection page" trying to access s.6(a) OIA	4 - Low
24/05/2023 08:37:14	Unable to login into CARD terminal training environment	3 - Moderate
24/05/2023 01:32:42	CARD event search issue	3 - Moderate
23/05/2023 16:08:38	ECLI functionality in CAD is not displaying	3 - Moderate
23/05/2023 14:09:18	CLI functionality in CAD is not displaying	4 - Low
23/05/2023 13:51:11	CLI functionality in CAD is not displaying	1 - Critical

23/05/2023 07:27:03	Error 2 in s.6(a) OIA Phone	4 - Low
22/05/2023 15:23:34	CAD - Remote desktop is intermittent	4 - Low
20/05/2023 13:10:02	[EXTERNAL] I Dispatcher Crash	3 - Moderate
15/05/2023 22:50:10	s.6(a) OIA - Error -2 CMD failed, unknown MDT or CMD	4 - Low
12/05/2023 10:49:58	CARD event chronology extract - s.6(a) OIA	3 - Moderate
08/05/2023 10:58:23	Unable to find vehicle in s.6(a) OIA	4 - Low
07/05/2023 08:31:17	<15/06><Hexagon> Help Desk Fault - CPN graphic locates to an intersection	3 - Moderate
04/05/2023 15:32:44	<VENDOR> s.6(a) OIA files missing in ICAD	3 - Moderate
02/05/2023 09:52:17	[EXTERNAL] Cad Crash fault form	4 - Low
29/04/2023 17:50:55	[EXTERNAL] Wrong appliances being recommended on ICAD	4 - Low
28/04/2023 18:43:33	<23/05> CARD Map issue, when creating a field event the event does not show on the map when accepted.	4 - Low
28/04/2023 17:49:58	Unable to add Shift Time into s.6(a) OIA page is blank	4 - Low
25/04/2023 06:00:40	ERROR: -2: AUTHORISED COMMAND NOT SUCCESSFUL, VERIFY THE CREDENTIALS	4 - Low
25/04/2023 01:41:55	CARD Terminal display settings are incorrect	4 - Low
24/04/2023 23:25:39	s.6(a) OIA - An unexpected error occurred	4 - Low
20/04/2023 17:31:24	CARD and s.6(a) OIA intermittently freezing	4 - Low
20/04/2023 15:56:17	all s.6(a) OIA and CARD terminal crash	4 - Low
20/04/2023 15:52:52	COMMS are currently experiencing issues with multiple CARD terminals freezing	2 - High
20/04/2023 11:33:51	s.6(a) OIA - Unable to self assign jobs - error -2 Self attach	4 - Low
12/04/2023 22:38:13	s.6(a) OIA Error - sequence contains more than one element	4 - Low
11/04/2023 13:06:32	<PRB0000513>Issues with s.6(a) OIA on mobility and desktop - Assigning and resulting jobs	4 - Low
09/04/2023 16:35:07	cant login to s.6(a) OIA UNIT - Already On Terminal error	4 - Low
09/04/2023 14:37:22	cant login to s.6(a) OIA - already logged in terminal error	4 - Low
09/04/2023 07:41:16	s.6(a) OIA - ERROR: -2: SELF ATTACH: EVENT UNKNOWN; P054243767	4 - Low
09/04/2023 04:58:09	<PRB0000513> Screenshot 2023-04-08 at 10.52.51	4 - Low
08/04/2023 16:00:42	s.6(a) OIA Error Unable to add comments on the event.	4 - Low
08/04/2023 15:43:47	User is unable to use s.6(a) OIA Error "AUTHORIZE Command not successful; Sequence contains more than one element"	4 - Low

07/04/2023 10:35:42	s.6(a) OIA	error 2 - Field event failed	4 - Low
06/04/2023 22:01:06	s.6(a) OIA	- can't log any jobs	4 - Low
05/04/2023 12:45:29	s.6(a) OIA	Application error - error -2 field event failed - s.6(a) OIA error	4 - Low
04/04/2023 11:48:18	s.6(a) OIA	error Unable to self assign jobs	4 - Low
04/04/2023 11:09:19	s.6(a) OIA	Error 2 Unable to self assign job	4 - Low
03/04/2023 15:15:54	s.6(a) OIA	Application error - error -2 field event failed - s.6(a) OIA error	4 - Low
03/04/2023 14:53:59	s.6(a) OIA	Error detected, Error :-2: self attach:	4 - Low
01/04/2023 07:04:14	<PRB0000513> s.6(a) OIA	- error -2 : self attach: failed	4 - Low
31/03/2023 08:26:47	<PRB0000513> s.6(a) OIA	Error: - 2 Self attach: Failed	4 - Low
29/03/2023 10:55:32	<17/04> s.6(a) OIA	- Unable to Create 3M	4 - Low
28/03/2023 17:20:42	s.6(a) OIA	- unable to log event	4 - Low
28/03/2023 14:38:43		Unable to assign jobs to self within s.6(a) OIA app Error 2	4 - Low
28/03/2023 11:29:44	s.6(a) OIA	- Can't assign jobs to self in s.6(a) OIA	4 - Low
28/03/2023 08:43:41	s.6(a) OIA	log in error	4 - Low
28/03/2023 08:32:02	<Hexagon> s.6(a) OIA	Stuck call sign in CAD	4 - Low
27/03/2023 10:03:50	s.6(a) OIA	error internal memory out of date or corrupt error 2	4 - Low
27/03/2023 09:52:14	s.6(a) OIA	Self attached Error Detected	4 - Low
26/03/2023 14:53:42	s.6(a) OIA	error	4 - Low
26/03/2023 08:15:05	<05/05>	comms still seeing unit logged in after 10-0	4 - Low
25/03/2023 20:45:58	s.6(a) OIA	error (Awaiting Response from Hexagon)	4 - Low
25/03/2023 16:22:00	s.6(a) OIA	- Error Field event Refresh CAD	4 - Low
25/03/2023 13:19:20	<PRB0000513> s.6(a) OIA	- Can't self assign (Awaiting Fix From Hexagon)	4 - Low
25/03/2023 07:30:51	s.6(a) OIA	-Error detected -2: Self attach not authorised	4 - Low
24/03/2023 15:11:05	s.6(a) OIA	error 2 unable to self assign	4 - Low
23/03/2023 13:39:45	s.6(a) OIA	Issue	4 - Low
22/03/2023 10:06:14	s.6(a) OIA	error Updating unit properties due to database update	4 - Low
21/03/2023 15:56:27	s.6(a) OIA	Error:-2 event	4 - Low
21/03/2023 12:31:28	s.6(a) OIA	"Error: -2 FIELD EVENT; Internal memory for unit is out-of-date or corrupt-- REFRESH CAD	4 - Low
21/03/2023 08:23:40	[EXTERNAL] s.6(a) OIA	Southcom (Fire) fault number 4124 Terminal disconnected	2 - High

20/03/2023 17:14:36	ERROR: -2: ARRIVE: unit locked by another process, try again later	4 - Low
20/03/2023 16:37:38	s.6(a) OIA CAD Error	4 - Low
20/03/2023 10:25:01	<17/04> Card Device - Slowness	4 - Low
20/03/2023 10:15:08	s.6(a) OIA Error when logging job Error 2 field event failed	4 - Low
20/03/2023 06:56:07	s.6(a) OIA - Unable to assign jobs to herself - Error: -2: Self attach: Failed	4 - Low
19/03/2023 07:37:20	<PRB0000513> s.6(a) OIA - Not able to Attach 2 jobs - Error -2 Self Attach: Event	4 - Low
18/03/2023 16:45:47	s.6(a) OIA keeps logging him off	4 - Low
18/03/2023 10:49:20	s.6(a) OIA - Error: -2 Field Event: Failed	4 - Low
17/03/2023 09:55:38	Callsign s.6(a) OIA - frozen and cannot clear K1 or 10-0 the 3W	4 - Low
16/03/2023 09:39:44	s.6(a) OIA Error- Self Attached: Failed	4 - Low
16/03/2023 08:49:38	Unable to create 3M Receiving Error message	4 - Low
15/03/2023 16:54:56	[EXTERNAL] CPN's - CPN's not graphic locating	3 - Moderate
15/03/2023 16:44:22	Ghost Event - Central Comms	4 - Low
13/03/2023 14:34:22	Unable to assign jobs to self within s.6(a) OIA app Error 2	4 - Low
13/03/2023 09:44:17	Unable to assign jobs to self within s.6(a) OIA app Error 2	4 - Low
12/03/2023 22:15:14	s.6(a) OIA - cmd failed	4 - Low
11/03/2023 22:56:01	Unable to use s.6(a) OIA Error 02	4 - Low
11/03/2023 20:41:00	[EXTERNAL] Police Service Desk Fault Form 11032023 Alerting for s.6(a) OIA not working as expected.docx	3 - Moderate
11/03/2023 15:40:00	s.6(a) OIA Error-2 detected field event failed - this action may not be allowed press cancel	4 - Low
11/03/2023 06:54:36	s.6(a) OIA App Error	4 - Low
10/03/2023 13:21:08	unable to login in to s.6(a) OIA - already on terminal	4 - Low
10/03/2023 01:50:22	s.6(a) OIA Error 2 add event cmnts: not authorized	4 - Low
08/03/2023 13:39:57	Responser Authorised command not successful	4 - Low
07/03/2023 11:15:41	s.6(a) OIA app failing data - s.6(a) OIA connectivity not allowing updated unit detail	4 - Low
02/03/2023 22:04:35	WARNING s.6(a) OIA on s.6(a) OIA reported WARNING	3 - Moderate
01/03/2023 22:04:41	WARNING: s.6(a) OIA on s.6(a) OIA reported WARNING	3 - Moderate
01/03/2023 00:25:29	<Vendor>[EXTERNAL] I/Cad fault	3 - Moderate

28/02/2023 22:04:34	WARNING: s.6(a) OIA reported WARNING	3 - Moderate
23/02/2023 12:15:40	Unable to access s.6(a) OIA app-Phone	4 - Low
22/02/2023 09:21:23	Unable to logon to s.6(a) OIA Phone	4 - Low
20/02/2023 19:14:17	<18/03><Vendor> FW: s.6(a) OIA Crash Detection CARD Code request 1VA	4 - Low
20/02/2023 12:57:16	s.6(a) OIA is not working	4 - Low
15/02/2023 11:32:00	ECLI is not populating	4 - Low
14/02/2023 23:31:27	Comms can't see number	4 - Low
14/02/2023 12:00:44	<hexagon> Police Service Desk Fault Form 14022023 Fire Hawkes Bay not working .docx	1 - Critical
13/02/2023 17:38:16	CARD error s.6(a) OIA was logged on using s.6(a) OIA and cannot be updated in s.6(a) OIA	4 - Low
10/02/2023 16:58:33	[EXTERNAL] Police Service Desk Fault Form 10022023 s.6(a) OIA Issues.dotx	3 - Moderate
05/02/2023 23:17:33	s.6(a) OIA Crashes - Unit is not signed in on the CAD system	4 - Low
02/02/2023 14:36:34	[EXTERNAL] Police Service Desk Fault Form 02022023 TURNOUT FAILURE.dotx	2 - High
02/02/2023 13:25:00	s.6(a) OIA - unit is not signed on the CAD system	4 - Low
29/01/2023 19:10:58	[EXTERNAL] 4103 - 29012023 - CAD crash during 111 call	3 - Moderate
28/01/2023 21:21:28	Unable to log 3M	4 - Low
28/01/2023 20:26:11	[EXTERNAL] Various issues affecting ICAD turnout etc	2 - High
28/01/2023 19:21:33	[EXTERNAL] FW: Various issues affecting ICAD turnout etc	4 - Low
28/01/2023 07:28:13	<vendor> Unable to assign jobs to self - s.6(a) OIA	4 - Low
27/01/2023 22:31:01	[EXTERNAL] Police Service Desk Fault Form 27012023 interference on s.6(c) OIA	4 - Low
27/01/2023 08:09:45	s.6(a) OIA Error detected, Error :-2: self attach:	4 - Low
27/01/2023 07:15:57	s.6(a) OIA - Error Detected, ERROR: -2: FIELD EVENT: Internal memory for unit is out-of-date or corrupt -- REFRESH CAD	4 - Low
27/01/2023 06:46:50	s.6(a) OIA - Unable to assign job to himself	4 - Low
26/01/2023 22:46:39	<Waiting for User>Issues with CARD terminals	4 - Low
18/01/2023 11:23:33	[EXTERNAL] 4100 - 18012023 - Properties mislabeled as Housing NZ	4 - Low
18/01/2023 07:50:25	[EXTERNAL] Fault	4 - Low
11/01/2023 12:36:52	<Waiting for user response >Calls were dropped while communicator was on the line with user on 105 calls.	3 - Moderate

10/01/2023 15:41:26	s.6(a) OIA not working	4 - Low
05/01/2023 15:56:27	<fenz> s.6(a) OIA Crash	4 - Low
05/01/2023 13:25:27	<24/02> s.6(a) OIA Unable to set default map view in	4 - Low
31/12/2022 14:55:52	[EXTERNAL] Police Service Desk Fault Form 31122022 s.6(a) OIA Crashed Again.docx	3 - Moderate
31/12/2022 14:46:15	[EXTERNAL] Sev3 Help Desk Form for Hexagon	3 - Moderate
27/12/2022 09:13:18	Unable to send job to Dispatcher on CAD terminal	4 - Low
25/12/2022 06:04:06	<05/01><fenz> [EXTERNAL] s.6(a) OIA LAG	4 - Low
20/12/2022 17:08:21	[EXTERNAL] FENZ Fault Form - answer unit not populating in KCode	4 - Low
15/12/2022 17:06:00	CARD Fault - Error - Element Exists in Tree	3 - Moderate
14/12/2022 13:45:57	<VENDOR> s.6(a) OIA - incorrect locations	4 - Low
09/12/2022 01:54:12	Ghost event in CARD from South comms to Central	4 - Low
08/12/2022 16:00:49	CARD Glitch	4 - Low
07/12/2022 21:58:49	CARD terminal alert - S0427022	2 - High
04/12/2022 07:40:02	s.6(a) OIA resolved job still show on the map	4 - Low
02/12/2022 22:19:04	[EXTERNAL] Police Service Desk Fault Form 02122022 THOR231 ALPs showing in wrong location.docx	3 - Moderate
02/12/2022 22:16:42	<fenz> [EXTERNAL] Police Service Desk Fault Form 02122022 Road Closures not displaying correctly.docx	3 - Moderate
25/11/2022 11:23:04	[EXTERNAL] Sev-3 service request	3 - Moderate
24/11/2022 01:02:39	[EXTERNAL] Turnout Announcement Failed	3 - Moderate
23/11/2022 01:30:28	[EXTERNAL] CAD crash	4 - Low
22/11/2022 10:21:45	[EXTERNAL] Police Service Desk Fault 22112022 rtf delays.docx	3 - Moderate
20/11/2022 01:34:33	[EXTERNAL] Police Service Desk Fault Form 20112022 s.6(a) OIA Config View reset after restart.docx	3 - Moderate
15/11/2022 15:42:07	[EXTERNAL] Police Service Desk Fault Form Event showing map of North Island due to location of callers address exceeding the threshold.docx	3 - Moderate
12/11/2022 07:29:28	s.6(a) OIA - error 2: Authorize: command not successful: ; Employee s.6(a) OIA is already looged on at terminal	4 - Low
11/11/2022 12:58:30	[EXTERNAL] FENZ fault form ICAD crash	4 - Low
10/11/2022 11:57:05	South Comms - Event Monitor Card Screen not updating new jobs.	3 - Moderate

09/11/2022 15:39:24	[EXTERNAL] FENZ Fault form - incorrect address on AMB event	4 - Low
09/11/2022 14:23:50	s.6(a) OIA [REDACTED]	4 - Low
09/11/2022 13:06:40	s.6(a) OIA - error detected, authorised login failed verify credentials	4 - Low
08/11/2022 18:12:28	Event Monitor - Scrolls down page when receiving new job	4 - Low
06/11/2022 23:05:50	[EXTERNAL] Police Service Desk Fault Form 06112022 SCROLL NOT DEFAULTING TO TOP IN CAD.docx	4 - Low
05/11/2022 19:15:34	CARD- screen will not automatically scroll to the top	4 - Low
05/11/2022 09:20:11	[EXTERNAL] 4080 - 05112022 - KCode Failing on ICAD from s.6(c) OIA [REDACTED]	2 - High
05/11/2022 09:19:42	[EXTERNAL] 4079 - 05112022 - KCode Failing on ICAD from s.6(c) OIA [REDACTED]	2 - High
05/11/2022 08:58:14	[EXTERNAL] 4078 - 05112022 - KCode Failing on ICAD from s.6(c) OIA [REDACTED]	2 - High
05/11/2022 06:33:01	[EXTERNAL] 4076 - 05112022 - KCode failing on ICAD from units	4 - Low
04/11/2022 22:29:51	<28/11> Unable to enter Motorbike into s.6(a) OIA [REDACTED]	4 - Low
04/11/2022 19:24:11	Channel 1 Dispatch not populating properly - 1 User affected	4 - Low
04/11/2022 17:21:54	[EXTERNAL] SEV2 Fault form - multiple CAD issues	4 - Low
04/11/2022 13:33:06	[EXTERNAL] 4074 - 04112022 - Unable to Graphic Locate Memorial Ave Overbridge CPN	4 - Low
03/11/2022 07:19:18	[EXTERNAL] Police Service Desk Fault Form 03112022 Firehouse showing ASW stns not covered.docx	3 - Moderate
02/11/2022 20:22:54	[EXTERNAL] Appliances turnout failure fault - Upgrading to SEV1	2 - High
02/11/2022 10:18:32	Unable to login to s.6(a) OIA [REDACTED]	4 - Low
02/11/2022 08:03:17	Error CAD Authentication locked out user error - s.6(a) OIA [REDACTED]	4 - Low
02/11/2022 07:38:40	Authrorised Command not successful error - cant login to s.6(a) OIA [REDACTED]	4 - Low
02/11/2022 07:26:24	s.6(a) OIA [REDACTED] -2 error	4 - Low
02/11/2022 06:13:46	error ocured while processing your request - s.6(a) OIA [REDACTED]	4 - Low
02/11/2022 04:29:01	[EXTERNAL] Selcal Failure	2 - High
02/11/2022 02:47:52	s.6(a) OIA [REDACTED]	4 - Low
02/11/2022 02:24:03	s.6(a) OIA [REDACTED] Viewr - Server Error in /NetViewer Application	4 - Low

01/11/2022 15:38:35	s.6(a) OIA - error message - Error occurred while processing your request	4 - Low
01/11/2022 14:14:46	an error occured while process your request - s.6(a) OIA	4 - Low
01/11/2022 13:38:52	s.6(a) OIA not logging in	4 - Low
01/11/2022 13:23:58	Unable to access s.6(a) OIA	4 - Low
01/11/2022 13:14:06	Unable to access s.6(a) OIA	4 - Low
01/11/2022 12:31:10	[EXTERNAL] CLI not populating @ calltaking desks	2 - High
30/10/2022 13:57:54	<vendor> CARD Terminal Display Settings - Kapiti Digital Centre	4 - Low
28/10/2022 18:45:13	[EXTERNAL] FENZ SOUTHCOM Fault form attached	3 - Moderate
27/10/2022 22:41:18	[EXTERNAL] Police Service Desk Fault Form 27102022 s.6(a) OIA Config View reset after restart.docx	4 - Low
27/10/2022 15:58:46	<28/12> INCO266959 - s.6(a) OIA not refreshing on Chrome	3 - Moderate
27/10/2022 13:34:58	Central comms - CARD "Network packet received for unknown event"	2 - High
27/10/2022 13:22:56	CARD 'can't open a event - not responding . "Network packet received for unknown event"	2 - High
26/10/2022 19:12:33	[EXTERNAL] Police Service Desk Fault Form 26102022 Day Deploy Warning not removed.docx	3 - Moderate
25/10/2022 22:30:41	s.6(a) OIA - Sequence contains more than one element	4 - Low
25/10/2022 20:50:14	[EXTERNAL] Fault form ECLI not working	4 - Low
25/10/2022 15:23:33	[EXTERNAL] New fault form attached	3 - Moderate
25/10/2022 11:59:29	<30/12> Unable to clear job - s.6(a) OIA	4 - Low
19/10/2022 11:24:37	Card - unable to open or clear message on CARD Device	4 - Low
17/10/2022 22:52:01	CARD event unable to be re-opened for recode	4 - Low
17/10/2022 16:19:09	[EXTERNAL] 4058 - 17102022 iCAD crash.docx	4 - Low
15/10/2022 09:54:05	[EXTERNAL] Police Service Desk Fault Form 15102022 Paraparaumu failing to ack turnout.docx	3 - Moderate
14/10/2022 00:17:14	North comms- Unable to take call sign wet3 off	4 - Low
13/10/2022 22:44:46	s.6(a) OIA CARD Terminal - Search in CARD in not opening a window for searching - NCC Level 3 PNHQ	4 - Low
13/10/2022 14:49:32	[EXTERNAL] Sev-3 fault form	4 - Low
08/10/2022 12:08:29	[EXTERNAL] Police Service Desk Fault Form 08102022 Day Deploy warning not removed.docx	4 - Low

08/10/2022 10:52:10	<vendor> Hydrants not rendered properly - Hydrant layer incomplete	4 - Low
06/10/2022 00:06:43	s.6(c) OIA	4 - Low
05/10/2022 22:55:50	<Waiting on Vendor> RE: SEV3 - AUCK411 ALPS Fault	4 - Low
05/10/2022 10:55:03	Request for report on 3T and CAD failure stats 01/01/2022 - 30/09/2022	4 - Low
04/10/2022 22:06:16	[EXTERNAL] CPN Missing special address comments fault form	4 - Low
04/10/2022 15:02:45	field form positions are all out of sync - CARD	4 - Low
04/10/2022 02:23:55	[EXTERNAL] I/CAD crash 04/10/22	3 - Moderate
04/10/2022 01:45:02	[EXTERNAL] ALPS Fault s.6(a) OIA <Complete>	4 - Low
02/10/2022 09:07:54	[EXTERNAL] Fault form ICAD Crash SM Desk	4 - Low
30/09/2022 11:18:09	CAD investigator - working version not loading data	4 - Low
26/09/2022 17:21:29	[EXTERNAL] Fault form attached	2 - High
23/09/2022 08:21:56	[EXTERNAL] 4051 - 23092022 - iCAD crash.docx	3 - Moderate
23/09/2022 08:20:04	[EXTERNAL] 4050 - 23092022 - CPNs missing from the CAD map	4 - Low
19/09/2022 21:33:42	s.6(a) OIA error	4 - Low
19/09/2022 14:43:05	Unable to access s.6(a) OIA - no network connection	4 - Low
19/09/2022 08:53:50	INC0282697 - BO - Scheduled reports failing - ##RE-86523##	3 - Moderate
16/09/2022 13:38:51	< Awaiting user response > Supervisor button fault	4 - Low
16/09/2022 13:31:34	[EXTERNAL] RE: Sev-3 fault form	4 - Low
15/09/2022 07:07:08	Error detected error2 cmd failed unknown - s.6(a) OIA	4 - Low
13/09/2022 07:43:17	s.6(a) OIA - Missing some functions	4 - Low
09/09/2022 19:00:08	CARD screen crashed, script issue	4 - Low
06/09/2022 05:41:26	Hut dispatch terminal - Units not displaying correctly in CARD.	4 - Low
03/09/2022 20:41:51	[EXTERNAL] SEV3 - ICAD CLI Address Threshold Fault	3 - Moderate
02/09/2022 22:56:05	s.6(a) OIA - FIELD EVENT: Internal memory for unit is out-of-date or corrupt -- REFRESH CAD	4 - Low
01/09/2022 07:57:31	Slow performance - s.6(a) OIA	4 - Low
31/08/2022 10:38:44	s.6(a) OIA Unit locked error	4 - Low
30/08/2022 16:25:33	s.6(a) OIA - Unit Locked error	4 - Low
30/08/2022 11:15:31	Unable to Lodge a job on s.6(a) OIA - error message	4 - Low
30/08/2022 09:55:07	s.6(a) OIA - Error Field event Refresh CAD	4 - Low
29/08/2022 10:25:23	Unable to create jobs in s.6(a) OIA	4 - Low

29/08/2022 00:24:26	[EXTERNAL] Police Service Desk Fault Form 28082022 Paraparaumu failing to ack turnout.docx	4 - Low
26/08/2022 19:13:38	s.6(a) OIA is not working, can't make a field event or sign out	4 - Low
25/08/2022 09:51:21	I/CAD → Hexagon SI	4 - Low
21/08/2022 06:25:04	[EXTERNAL] SEV3 - I/CAD Map Data Fault (Check in 50.1 released into TR on 13 Oct)	4 - Low
19/08/2022 22:13:09	s.6(a) OIA error 2, sequence contains more than one element	4 - Low
18/08/2022 21:22:27	Total card dropout- Crashed	4 - Low
18/08/2022 21:17:46	Kapiti Comms CARD Fault	1 - Critical
18/08/2022 21:16:10	CARD crashed Central Comms	3 - Moderate
15/08/2022 11:31:41	[EXTERNAL] 4033 - 15082022 - CAD Crash	4 - Low
14/08/2022 07:09:15	s.6(a) OIA - command not successful	4 - Low
14/08/2022 00:09:02	When refreshing cad on card terminal - A 5 hour old job appeared.	4 - Low
12/08/2022 02:44:15	[EXTERNAL] Error with Graphic Locate in the Training Data Base	4 - Low
11/08/2022 17:49:43	[EXTERNAL] Fault form for I/CAD Crash	3 - Moderate
09/08/2022 17:36:10	<vendor>CARD issues	3 - Moderate
08/08/2022 16:04:52	CAD crash on D0720018	4 - Low
05/08/2022 23:49:50	s.6(a) OIA and OnDuty access issues on s.6(a) OIA	4 - Low
05/08/2022 16:25:52	s.6(a) OIA - Command Not Successful Error	4 - Low
05/08/2022 09:04:10	Free CAD User	4 - Low
02/08/2022 13:39:39	Jobs attached to call sign have disappeared from call sign	4 - Low
01/08/2022 18:41:21	[EXTERNAL] SEV 3 Fault form for CAD Crash	3 - Moderate
30/07/2022 10:18:43	s.6(a) OIA Error - User already on terminal	4 - Low
27/07/2022 06:25:54	Ghost jobs on CAD	4 - Low
23/07/2022 22:22:47	Ghost event in central comms	4 - Low
23/07/2022 11:10:35	[EXTERNAL] Fault form	4 - Low
22/07/2022 09:09:21	[EXTERNAL] FENZ fault form LOI error	3 - Moderate
21/07/2022 15:07:16	<fenz> [EXTERNAL] Fault form	2 - High
20/07/2022 15:43:59	s.6(a) OIA on Phone Error 2 Message	4 - Low
17/07/2022 22:54:34	[EXTERNAL] Police Service Desk Fault Form 17072022 remarks getting stuck then dropping into wrong job.docx	4 - Low
17/07/2022 12:30:21	<child> s.6(a) OIA issues with seeing job text	3 - Moderate
17/07/2022 06:23:22	<child> CAD Freezeup	4 - Low

13/07/2022 03:23:08	[EXTERNAL] Police Service Desk Fault Form 12072022 Remarks field on all jobs appears empty.docx	4 - Low
13/07/2022 03:16:37	[EXTERNAL] Police Service Desk Fault Form 12072022 desk 60 Remarks field on all jobs appears empty.docx	4 - Low
13/07/2022 01:03:45	[EXTERNAL] Police Service Desk Fault Form 12072022 Blank field in remarks s.6(a) OIA Event Information Form.dotx	3 - Moderate
12/07/2022 22:43:39	[EXTERNAL] Police Service Desk Fault Form s.6(a) OIA system lock up following system randomly running a script	3 - Moderate
12/07/2022 11:55:09	[EXTERNAL] FENZ fault	4 - Low
12/07/2022 11:30:33	<child> South Comms 2 Terminals affected Terminal Device script issue & slowness with NIA and CARD	4 - Low
11/07/2022 23:02:07	s.6(a) OIA Error -2: Authorize: Command not successful	4 - Low
11/07/2022 02:20:33	[EXTERNAL] Police Service Desk Fault Form 11072022_0200 Loss of Database Connection.docx	1 - Critical
11/07/2022 02:02:19	Central comms and FENZ central terminals froze @ 1:50	1 - Critical
11/07/2022 01:05:28	s.6(a) OIA CAD terminal crashed while answering 111 call	3 - Moderate
10/07/2022 10:05:23	unable to assign jobs on CAD	4 - Low
10/07/2022 09:58:48	[EXTERNAL] Document1	3 - Moderate
10/07/2022 09:42:16	[EXTERNAL] Police Service Desk Fault Form 09072022 s.6(a) OIA Script issues.docx	3 - Moderate
09/07/2022 20:31:32	<child> CARD shut down again same issue as yesterday with black screen	2 - High
09/07/2022 19:23:27	Central Comms - Terminal Device script issue & slowness with s.6(a) OIA CARD	1 - Critical
09/07/2022 14:57:43	warning failed to send to Ambo - Integraph on CAD	4 - Low
08/07/2022 23:07:04	<child> CARD Crashing Issues	3 - Moderate
08/07/2022 17:00:01	[EXTERNAL] Remarks field unable to be used	4 - Low
08/07/2022 12:50:52	General slowness on CARD device - All of South comms	4 - Low
07/07/2022 19:29:30	s.6(a) OIA error 2 already on terminal	4 - Low
07/07/2022 03:53:14	[EXTERNAL] 4015 - 06072022 - CAD Crash	2 - High
05/07/2022 06:46:30	s.6(a) OIA ERROR DETECTED	3 - Moderate
28/06/2022 16:35:23	missing jobs in CAD Terminal(s)	4 - Low
26/06/2022 17:16:35	[EXTERNAL] FENZ Fault Southcom - Remarks not showing	4 - Low

25/06/2022 00:15:01	[EXTERNAL] 2022-06-24 1830hrs GRAPHIC LOCATE 4 - Low ON A PLACENAME GOES TO THE WRONG LOCATION	
24/06/2022 19:54:35	[EXTERNAL] FENZ fault form - remarks	3 - Moderate
23/06/2022 15:37:49	[EXTERNAL] Police Service Desk Fault Form 23062022 REMUTAKA HILL (SH 2) incorrect mapping District.dotx	3 - Moderate
23/06/2022 08:43:30	Unable to remove user from a call sign in s.6(a) OIA	4 - Low
22/06/2022 15:27:00	[EXTERNAL] 4006 - 22062022 - CAD Freeze When Opening Active Event	4 - Low
22/06/2022 14:33:30	Unable to log off s.6(a) OIA	4 - Low
22/06/2022 10:04:35	[EXTERNAL] K Code not working	2 - High
21/06/2022 20:08:39	<Vendor>[EXTERNAL] Police Service Desk Fault Form 15062022 s.6(a) OIA Config View reset after restart.docx	4 - Low
20/06/2022 11:09:42	Fault Type and Responsibility: I/CAD → Hexagon SI	3 - Moderate
19/06/2022 00:45:05	Centreal Comms Card Crashed during 111 call Terminal D0720013	4 - Low
17/06/2022 23:34:18	[EXTERNAL] Serv2 - 4003 - 17062022 - CAD Crash	3 - Moderate
16/06/2022 06:45:47	s.6(a) OIA Error Detected - Error 1	4 - Low
15/06/2022 08:32:43	s.6(a) OIA app - Unable to login, already logged into another device	4 - Low
15/06/2022 01:45:03	[EXTERNAL] Police Service Desk Fault Form 14062020 CPN Behaving Badly in CAD.dotx	4 - Low
14/06/2022 20:27:21	s.6(a) OIA events showing	4 - Low
14/06/2022 10:30:47	s.6(a) OIA unable to clear jobs	4 - Low
14/06/2022 08:21:11	Unable to configure nodes on s.6(a) OIA	4 - Low
13/06/2022 11:25:53	[EXTERNAL] Serv2 - 3999 - 12062022 - CAD Crash	4 - Low
12/06/2022 21:57:32	s.6(a) OIA Error Detected - Error 1	4 - Low
07/06/2022 08:41:59	s.6(a) OIA An error occurred while processing your request	4 - Low