

Police Corporate Data Model (CorDM)

Call Handling Business Area View

REFERENCE: Police CorDM Call Handling Business Area
View

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VERSION NUMBER: 7.1

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Product Control Page

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Issue Control:		
Version	Date	Description
Version 1.0	31-07-2003	Publication in CorDM version 1
Version 2.0	31-12-2003	Updated to Version 2 standard
Version 3.0	31-08-2004	Updated to Version 3 standard
Version 4.0	31-03-2005	Updated to Version 4 standard
Version 5.0	30-11-2005	Updated to Version 5 standard
Version 6.0	30-11-2006	Updated to new PITO template
Version 7.0	30-11-2007	Updated to Version 7 standard
Version 7.1	30-04-2010	Updated to Version 7.1 standard

1 PURPOSE

This paper provides a data model for the Call Handling business area within the CorDM

2 BACKGROUND

Call Handling covers the receipt of communications from the public which may or may not result in an Incident. The data models for the Incident business area cover the recording of the actual Incident details and the allocation of resources to the Incident and are therefore not modelled within Call Handling.

3 DATA MODELLING NOTES

The Call Handling data model shows the interaction of the Police Worker and the Public (Person or Organisation) through the Communication class. This covers both the initial contact and subsequent follow-up e.g. sending out leaflets or keeping people informed. The Communication class holds the details of the communication such as the parties involved, the communication mechanism, and the actual communication addresses used. It also identifies any relationship between communications.

