



# CLIO

action management  
crisis management

## Templated operations on CLIO

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Imagine the scenario....'It is 0300hrs and you have just been contacted as the on call manager or senior investigator to respond to a critical incident or crime in action. It is four months since you attended the SIO course and you are frantically trying to recall what your initial response and actions should be....'

As you arrive at your operations room, you log on to CLIO which your organisation has purchased for the management of critical incidents. It is at this stage that you may welcome a templated operation.

The Central Logging of Intelligence Operations (CLIO) system provides users with a facility to template operations.

The benefits to users of templated operations are many but can be summarised as follows;

- ✓ Provides standard initial fast-track actions
- ✓ Assists the SIO in decision making
- ✓ Provides a consistent approach to the opening phases of a dynamic investigation
- ✓ Overcomes staff unfamiliarity with investigations which may be infrequent

While some time and effort will be required in setting up templated operations, once they have been created they will allow system administrators to create templated operations at the click of a button.

### ***Developing the use of templated operations on CLIO***

Given the benefits already outlined regarding the use of templated operations on CLIO, a significant number of Police Forces have developed their own templates for operations. Through both the CLIO user groups and the wider CLIO community, their templates have been shared and developed for mutual benefit. Indeed, at the 2009 CLIO spring conference, the

author gave a presentation on the use of templated operations on CLIO which generated considerable interest from the assembled audience.

### ***Example Templated Actions***

The following example is a brief list of actions that may be created on a kidnap template. Clearly these will vary from organisation to organisation and there are many examples of templated operations among the CLIO user community.

#### **Examples of Templated Kidnap Actions**

- ✓ Identify Command and Control Log number; Contact Force Control room and request log to be restricted to relevant personnel only
- ✓ Print 5 copies of initial report, one each for SIO, Intel manager, CIA, Intel desk, Telecoms
- ✓ Obtain Op Name and get authorised
- ✓ Identify Hostage details and telephone numbers; Identify Victim(s) details and telephone numbers
- ✓ Obtain Hostage photograph
- ✓ Obtain Victim photograph

### ***Setting up Templated Operations on CLIO***

It is suggested that templated operations are created by system administrators who have some familiarity with the respective investigation / operation types.

For example, administrators with experience in the field of kidnap & extortion may wish to create templated operations in respect of:

- Kidnap
- Blackmail
- Product contamination

The above list is by no means exhaustive and templated operations can be set up on CLIO for all manner of differing investigations or operations.

Indeed, the limits are only bounded by the user's imagination given the complete flexibility to the user that CLIO provides.

As tactics evolve and operating methods are adapted, it may be necessary to amend the templates held on the CLIO system and it is therefore recommended that an element of version control is adopted.

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### ***Using the CLIO libraries***

While using the template function on CLIO allows users the ability to create standard actions, messages and notes for each operation, it should also be remembered that any documents stored on the template will also be automatically transferred across when an operation is generated from a template.

The respective libraries therefore provide an excellent opportunity to store both reference documents and template forms.

Examples of documents which may be stored on either the global library or the operation type library include:

- Call out lists
- Standard Operating Procedures
- Manuals and Guides
- Template profiles
- Template authorities
- List of useful numbers / contacts
- CLIO user / admin guides



### ***Summary***

Using templated operations on CLIO can significantly improve the effectiveness of an organisation's initial response to a critical incident. It will save a significant amount of time and ensure a consistent approach in response to incidents which, although they may be relatively rare, have the potential to rapidly develop into life threatening scenarios.

By using templated operations on the test system, users also have the opportunity to train with and to develop the use of templated operations to suit a particular organisation's requirements.

The initial response to any investigation is key to resolving it successfully. A poorly managed or ill-coordinated response could result in a disastrous outcome both for the SIO and the organisation's reputation. Using templated operations provides the SIO with actions, prompts and steers which ensure that their response is in line with both Force and National Guidance on such critical investigations.

**“Before everything else, getting ready is the secret of success”**

**Henry Ford**

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