

**com**<sup>TM</sup>  
**sur**

the missing piece of CCTV

# THE FOOTAGE WHISPERER

# "SEE WHAT THE CAMERA SAW"

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100+ TOPICS - AIRPORTS TO ZOOS

GAUTAM D. GORADIA



UTILITY VALUE OF  
COM-SUR™ FOR  
SCHOOLS AND  
OTHER EDUCATIONAL  
INSTITUTIONS

WELCOME



AUDIT HOURS OF FOOTAGE IN MINUTES  
FIND OUT HOW COM-SUR, THE BEST  
'MOUSETRAP' WILL HELP

["Seeing is believing - See what the camera saw"](#)

CCTV surveillance is common in schools and other educational institutions world over, but footage is often only reviewed reactively. Our company realized this problem early-on and has developed the world's only CCTV video footage auditing software that encourages daily auditing (hours in minutes) of CCTV footage, filling the gap for a complete "workflow". The software works with existing cameras and VMS, regardless of type/brand, and provides a standardized approach for intelligent incident reporting. Our software also offers exceptional investigative capabilities.

'COM-SUR' – THE WORLD'S ONLY CCTV VIDEO  
FOOTAGE AUDITING, SMART BACKUP, AND  
STANDARDIZED INTELLIGENT INCIDENT  
REPORTING SOFTWARE – THE MISSING PIECE  
OF CCTV

COM-SUR is the world's only CCTV video footage auditing, smart backup, and standardized intelligent incident reporting software that serves as a complete workflow and force multiplier. It helps audit 24 hours of footage in minutes, reduces data size, creates standardized intelligent reports, and delivers business intelligence. COM-SUR helps unlock hidden information in CCTV footage and enables people to gain actionable intelligence, improve homeland security, prevent crime and losses, identify and mitigate threats and hazards, and improve operational efficiency. It empowers people to gain new jobs as CCTV video footage auditors and start new businesses of auditing video footage. Like MS Office, COM-SUR is an enabler that makes it easy to work with CCTV cameras in a standardized way, leading to better decision-making. It also offers exceptional investigative capabilities.

HOW COM-SUR SMARTLY REDUCES 'VIDEO'  
STORAGE SIZE

COM-SUR employs an innovative approach to

smartly reduce the amount of video to be audited and consequently the storage size of videos. Regardless of the video's frame rate, COM-SUR captures a single screenshot of the consolidated 'moment' of 'that' one second, when the I, P, and B frames come together. This method significantly reduces data size without sacrificing vital information. It goes without saying that when multiple cameras are displayed in a grid view, say 4x4, the storage size is further reduced since all the cameras are captured as a single image. Since no suggestion is being made to replace the actual video with screenshots, COM-SUR acts as a wonderful supportive technology both to audit (review) just 86400 frames representing 24 hours and reducing the data size at the same time.

#### CHALLENGES FACED BY SCHOOLS AND OTHER EDUCATIONAL INSTITUTIONS

##### 1. UNESCO report:

UNESCO's report titled "GLOBAL GUIDANCE ON ADDRESSING SCHOOL-RELATED GENDER-BASED VIOLENCE" suggests that over 200 million children are subject to some form of gender-based violence in and around school every year; children for whom school is not the safe haven that it should be.

##### 2. Campus safety:

Ensuring overall campus safety is a key concern. This includes addressing issues like school shoot-outs, student molestation and other forms of abuse, slip and fall accidents, fire hazards, emergency preparedness, and response protocols for natural disasters or other emergencies. Further, there are also concerns about students being vulnerable to kidnapping.

##### 3. Violence, bullying and abuse:

Schools and other educational institutions face the risk of violence, including assaults, fights, acts of bullying and so on. This can impact the safety and well-being of students, teachers, and staff.

##### 4. Student health and wellness:

Promoting the health and well-being of students is crucial. Challenges may include addressing physical health issues, mental health concerns, providing a safe and inclusive environment for students of diverse backgrounds, and addressing issues like bullying, abuse, and harassment.

##### 5. Transportation security:

Ensuring the safety of students during transportation to and from school is important. This includes addressing challenges related to bus safety, traffic management, and potential risks during transportation.

##### 6. Insider threats:

Schools and other educational institutions have to deal with insider threats from disgruntled employees or even unwitting staff who fail to follow proper security and safety measures.

##### 7. Theft and vandalism:

Schools and educational institutions are vulnerable to theft and vandalism, such as theft of personal belongings, equipment, or other property. Vandalism can damage infrastructure, disrupt educational activities, and incur financial losses.

##### 8. Substance abuse:

Schools and other educational institutions often

face challenges related to substance abuse, including the use, possession, or distribution of drugs or alcohol among students. This can affect the safety, health, and academic performance of students.

### 9. Unauthorized intrusions:

Unauthorized individuals gaining access to the premises can pose a significant security threat. This includes trespassers, intruders, individuals with malicious intent, as well as animals.

### 10. Cheating during examinations:

Cheating during examinations occurs in several schools and other educational institutions. In this case, schools and other educational institutions need to employ measures like clear academic integrity policies, proctoring, and technology to deter and address cheating.

### 11. Parental and visitor management:

Schools need to implement proper protocols for managing parents and visitors, including visitor check-in procedures, verification of identity, and supervision of visitor activities within the premises.

### 12. Humongous growth of surveillance video:

The exponential growth of surveillance cameras has resulted in an unprecedented surge in surveillance video. Effectively managing this data has become a daunting challenge due to the massive storage capacity required, especially considering the prolonged retention periods necessary for security, incident investigation, or legal purposes. Furthermore, the prevalence of high-resolution video with increasing megapixels compounds the storage demands, making efficient data management an urgent priority for organizations grappling with the immense

volume of surveillance footage.

### COVID-19 PANDEMIC

The pandemic severely impacted schools and other educational institutions worldwide. Several schools and other educational institutions had to be temporarily closed. Some shifted to providing online learning. However, this presented several challenges in terms of access to technology, internet connectivity, and the ability to engage students effectively. Guidelines were issued to prevent the spread of COVID-19, but outbreaks still occurred.

### USE OF VIDEO SURVEILLANCE AT SCHOOLS AND OTHER EDUCATIONAL INSTITUTIONS

Most schools and other educational institutions have video surveillance covering the following areas:

- Entrances and exits (gates)
- Parking lots
- Reception
- Classrooms
- Corridors and elevator lobbies
- Playgrounds
- Libraries
- Labs
- Cafeterias
- Gymnasiums

- Other critical areas that house expensive equipment and other public access areas deemed important

Further, the concerned stakeholders at schools and other educational institutions generally need to review and analyse recorded CCTV video footage from time to time for investigating incidents and/or accidents, and other issues in order to corroborate evidence as well as assist police/law enforcement agencies.

#### USE OF VIDEO SURVEILLANCE IN SCHOOL BUSES

Some schools use video surveillance systems to monitor school buses in order to monitor for issues such as student safety, student and driver behaviour, as well as to review and analyse recorded video footage from time to time for investigating incidents and/or accidents.

#### LIVE MONITORING – CHALLENGES

Several schools and other educational institutions have a dedicated control room with operators, set up for live monitoring of CCTV cameras. However, live monitoring comes with its own set of challenges of video blindness, poor attention span, boredom, operator bias, false alerts, and so on.

Moreover, these cameras continuously capture and record humungous amounts of video data. It therefore becomes a daunting task for the operators to review and analyse this data whenever the need arises. Thus, it may be noted that benefits from video surveillance systems can accrue only when they are used optimally, suggestions for which are enumerated further on, in this document.

#### COMPLIANCE - GENERAL

Conformity or compliance in any organization means adherence to laws and/or rules and regulations, various standards, as well as data storage and security requirements as laid down by government bodies, governing bodies of the respective industry, or the management of the organization. When an organization complies with the requirements mandated by government and/or governing bodies, then it is termed as 'regulatory compliance' which enables the organization to run in a legal and safe manner.

#### COMPLIANCE - AUDITS

Several organizations carry out compliance audits on a regular basis to avoid the potential consequences of non-compliance. A compliance audit examines how well an organization adheres to compliance requirements. Some organizations use video surveillance to monitor compliance issues and audit recorded CCTV video footage from time to time for investigating and preventing compliance issues. Auditing CCTV provides actionable insights on the level of compliance within the organization.

#### AUTOMATED SOFTWARE – WHY THEY WILL NOT WORK IN ISOLATION

In the wake of the Christchurch shooting incident, several high-profile places of worship considered deploying gun detection technology. However, there are concerns about its efficacy, since it may not be able to detect all types of weapons, or the perpetrator could still create damage before being detected. Similarly, automated systems like video analytics, AI/ML can only detect what they have been programmed for. What about the rest?

Again, these technologies are prone to triggering huge amounts of false alarms. Also, since the permutation combinations of exceptions can be vast and varied, it becomes almost impossible to automate every kind of exception. Facial recognition technology also raises ethical and privacy concerns, and has been found to produce inaccurate results, especially for certain ethnic groups. Therefore, experts suggest that while automated technologies will continue to grow, human intervention and intelligence will still be necessary to verify alerts and ensure their efficacy.

“CCTV IS NOT ENOUGH – WE MAKE IT WORK FOR YOU”

While it is not being suggested that optimal usage of video surveillance can cure all issues, several issues of the following kind can be addressed by doing just a little 'more' with respect to making the optimal use of video surveillance systems:

- Campus safety issues
- Violence, bullying, and abuse
- Corporal punishment
- Health and safety issues
- Unauthorized/unlawful activities/visitors
- Intrusions, especially by animals
- Drugs/liquor consumption in the premises
- Behavioural issues of students /parents /teachers/non-teaching staff

- Kidnapping attempts
- Suicide attempts
- Recess/suspicious movements/activities
- Potential hazards
- Staff negligence
- Inattentive staff (e.g. guard sleeping)
- Insider job/security lapses
- Fraud/loss/corruption/theft
- Human rights violations
- Housekeeping issues
- Cheating during examinations
- Issues with female staff
- Camera/recorder malfunctions

So, what is the 'more' that needs to be done?

1) AUDIT CCTV VIDEO FOOTAGE DAILY AS A STANDARD OPERATING PROCEDURE

'Auditing' means 'seeing' what the cameras 'saw'. Auditing of CCTV footage should be done daily (continuous investigation) to identify potential issues and threats. Auditing is a dedicated and systematic process that helps address challenges related to live monitoring and alert-based systems. Auditing helps in evaluating analyzing incidents to improve existing policies, procedures, and processes. Concerned personnel should be trained to

become CCTV video footage auditors, and the audit teams should be rotated to avoid complacency/collusion. Daily auditing of CCTV footage can also help in adhering to the principles of Kaizen and TQM for business improvement.

## 2) DOCUMENT AUDIT FINDINGS/INCIDENTS

Audit findings/incidents should be documented in a standardized template to find the root cause to prevent future recurrences. Historical data of such findings/incidents can reveal patterns that can help take better informed corrective and preventive action. If all schools and other educational institutions report incidents in a standardized template, relevant authorities can derive business intelligence from the data and take action for the collective benefit of the educational sector.

## 3) ENSURE DISASTER RECOVERY OF CCTV VIDEO FOOTAGE – LIKE A ‘BLACKBOX’.

CCTV video footage must be stored at multiple locations in order to ensure that even if the recorder is stolen, destroyed or tampered with the data is never lost. Further, any backed-up data must easily be searchable and retrievable; else, it is going to be a nightmare finding the relevant video.

## 4) DISPLAY DYNAMIC INFORMATION AT RELEVANT PLACES

Document and display details of information that is dynamic in nature in relevant areas.

For example:

1. List of authorized security guards (with their

relevant details).

2. Students going on a picnic. Along with their details, information about whether some students have special dietary needs can also be included. Also, details about teachers and other staff accompanying them to the picnic.

## 5) USE A POWERFUL NEW SIGNAGE

**"WE AUDIT CCTV VIDEO FOOTAGE EVERYDAY".**

One size, one color, one powerful message.  
Across the nation.

## DE-CENTRALIZED SURVEILLANCE + CENTRALIZED SURVEILLANCE = OPTIMAL RESULTS

Organizations with multiple locations struggle with centralized video surveillance due to infrastructure cost, internet bandwidth, and operator limitations. De-centralized surveillance offers higher accountability at each location and better situational awareness, leading to more chances of discovering exceptions.

## CONCLUSION

"You see, but you do not observe" is a quote by Sherlock Holmes in A Scandal in Bohemia (1891, written by Sir Arthur Conan Doyle). COM-SUR makes 'observation' far effortless and effectual leading to superior results.

"Cameras don't lie" - but how will you know unless you 'see' what the cameras 'saw'?  
Audit CCTV - why suffer!

Get award-winning COM-SUR now. Don't wait for things to go wrong!

Finally, allow us to present three important mantras that change the landscape of video surveillance:

1. Auditing is fundamental – everything else is peripheral.
2. Cameras have lenses – humans have eyes.
3. Let's make cameras 'accountable'.