Managing Categories

> The Incident Categories feature allows organizations to classify and organize different types of incidents, such as security events, parking violations, or maintenance requests. Its primary purpose is to help administrators standardize reporting and dispatching by defining a structured hierarchy of categories and sub-categories. This article is intended for OperationsCommander (OPSCOM) administrators.

Setup and Configuration

This feature is managed entirely within the core OPSCOM administrative portal.

Admin Side: Hover over **Admin Options** and click **Incidents** then **Categories**. This will open the **Edit Categories and Sub Categories** main page.

> **Automatic Synchronization** Handheld devices will automatically inherit the updated category and sub-category lists during their regular background synchronization with the core database.

Using this Feature

Administrators can use this interface to build a custom list of incident types, create granular sub-categories, and define operational rules such as field checklist requirements.

Adding a New Category

1. Scroll to the bottom of the **Edit Categories and Sub Categories** main page.
2. Click the **Add New Category** button.
3. Enter a descriptive name in the **Category Name** text field.
4. Enable the **In-House** checkbox if this incident type is handled strictly internally.
5. Enter a **GIS** number if applicable for spatial tracking and mapping integration.
6. Enable the option to include this category in system reports, if desired.
7. Click the **Save Incident Category** button to finalize and add the new category to the system.

Editing an Existing Category

1. Locate the specific category in the listed items on the main page.
2. Click the **pencil icon** next to the category to open the edit screen.
3. Update the category name or specific configuration details as needed.
4. Click the **Save Incident Category** button to apply your changes to the database.

Managing Sub-Categories

Sub-categories allow you to break down broad incidents into highly specific, actionable events.

1. Click **Sub** next to an existing category on the main list to view its associated sub-categories.
2. Enter a new name in the provided text field to add a new sub-category.
3. Enable the **Required** checkbox under the checklist column if a formal checklist must be completed by the officer when this specific sub-

category is selected in the field.

4. Enable the **Include** checkbox if you want this specific sub-category to be visible in statistical reports.
5. Click the **Save SubCategory** button to add the new sub-category to the parent group.

Best Practices and Considerations

- **Standardize your naming conventions: Organizations should establish a clear and consistent naming convention for all categories and sub-categories.** This prevents duplicate entries and ensures dispatchers and field officers can quickly select the correct option during an active, high-stress incident.
- **Utilize checklists for complex incidents: Enable the checklist requirement for sub-categories that involve multi-step procedures or critical safety protocols.** This ensures field officers follow standard operating procedures when responding to specific incident types, greatly reducing organizational liability.

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