



Gallagher Command Centre

Proximity and Contact Tracing Report

(Supports Command Centre 7.90 or later CC release)

C12846

Release Note

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Contents

1	Introduction	5
2	Command Centre operator privileges.....	7
3	Configuration	7
4	Generating a report	9
5	Report output	12

1 Introduction

This release note is for the 'Proximity and Contact Tracing Report' utility v8.40.024.

1.1 Purpose

The 'Proximity and Contact Tracing Report' utility generates reports that highlight the history of contact between a specified Cardholder and all other Cardholders (i.e. which Cardholders were in the same Zones as the specified one) within specified dates. Reports are outputted as CSV files (viewable in Microsoft Excel or similar).

Examples of uses for this utility include:

- Tracing Cardholders who have come into contact with a Cardholder with a health risk.
- Tracing Cardholder interactions following illicit behaviour.

1.2 Scenario example

A Cardholder has been identified as having had a contagious illness between the 1st of April and the 5th of April. A Command Centre operator wants to identify all Cardholders that came into contact with the ill Cardholder during this time.

In the Gallagher Proximity and Contact Tracing Report utility, the Command Centre operator enters the two dates. Many of the site's Access Zones are push-button exit (no exit event) so the operator sets Zone exit time to 8 hours, to assume any Cardholder that entered a Zone had left after at most eight hours.

The operator configures all Access Zones to be considered an infection risk for 24 hours after the source (ill) Cardholder exited them.

The operator adds Personal Data Fields to be exported for each Cardholder in the report, such as department or email so Cardholders can be contacted.

The operator selects only some Access Zones to report on, and leaves some out that are very large (e.g. outside) and not at risk of contamination.

The operator runs the report and is shown the source Cardholder, then each Cardholder that was ever in the same Zone as the source Cardholder, as per the configuration. Each 'exposed' Cardholder has a contact generation (level of contact) that indicates whether they were in direct contact with the source Cardholder, or indirect (i.e. they were in contact with someone who was in contact with the source Cardholder).

1.3 Compatibility

This feature supports the following Gallagher software:

- Gallagher Command Centre vEL7.90.868 (or later CC release)

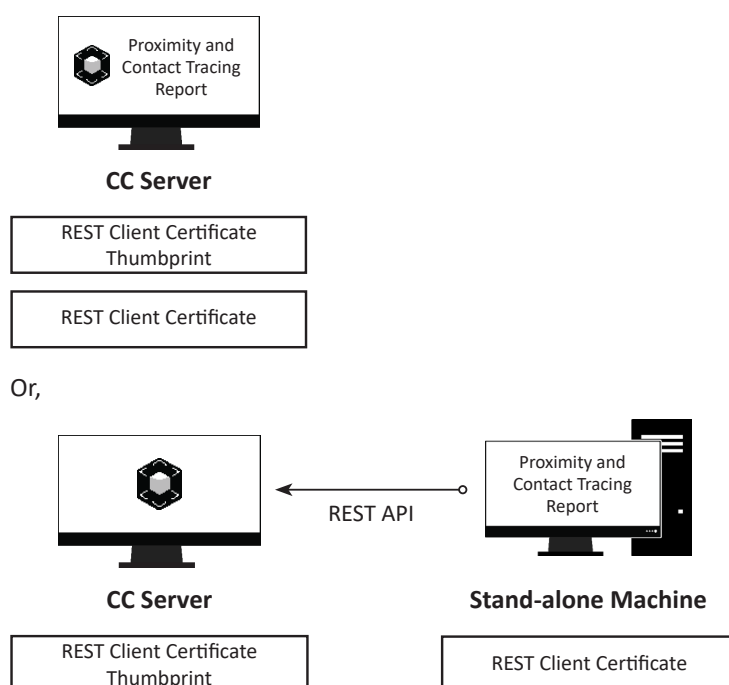
Command Centre and this feature have been tested using the following:

- Command Centre Server: Windows Server 2016 (64-bit)
- Command Centre Workstation: Windows 10 (64-bit)
- Database: SQL Server 2017

This feature has **not** been tested in a Command Centre multi-server environment.

1.4 Deployment

This utility can be run on the Command Centre server or another machine.



2 Command Centre operator privileges

The following Command Centre operator privileges are applicable for this integration:

Privilege	is required to...
View Cardholders	Report on more than one Cardholder Personal Data Field value.
View Events	Retrieve historical events that placed Cardholders in the same Zone.
View Personal Data Definitions	Search for and select Personal Data Fields to include in the report.
View Site	Retrieve site items such as Access Zones and Personal Data fields.

Assign the appropriate privileges to the appropriate operators. For instructions on how to assign operator privileges, refer to the topic *"Setting up Operator Groups"* in the Configuration Client Online Help.

Note: Ensure Operators can only view the Personal Data Fields (PDFs) that are required for the report. PDFs that are not required in the report should be excluded from the appropriate Operator Group's **Personal Data** tab, or included with access explicitly disabled. This protects Cardholders' privacy.

3 Configuration

To configure this utility, perform steps 3.1 and 3.2 on the **Command Centre server**:

3.1 Enabling REST API

To enable REST API, select the **Enable REST API** check box on the **Web Services** tab of your Command Centre Server Properties. For details, refer to the topic *"Web Services"* in the Gallagher Configuration Client Online Help.

3.2 Creating a REST API Client Item

To create a REST API Client Item, refer to the topic *"Creating a REST API Client Item"* in the Gallagher Configuration Client Online Help.

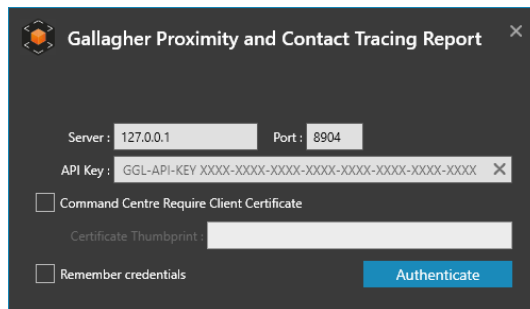
Perform step 3.3 on the machine **hosting the Proximity and Contact Tracing Report utility**:

3.3 Configuring the utility

Before you begin, ensure your Command Centre licence file contains the following entries:

```
[Features]
RESTEvents=1
RESCardholders=1
```

1. From the folder you have been provided, run the **ContactTracingReport** application.



2. Enter the IP address of your CC server in the **Server** field.
3. Change the port used to communicate with the CC server if required. Default is 8904.
4. Enter the API key of your configured REST API Client Item in the **API Key** field. The API Key is found on your REST API Client Item's **API Key** tab in Configuration Client.
5. If your CC server requires a client certificate for connection (extra security), select the **Command Centre Require Client Certificate** check box.
The **Certificate Thumbprint** field is then enabled.
6. If you selected this check box, enter the client certificate thumbprint of your REST API Client in the **Certificate Thumbprint** field. To create a certificate thumbprint, refer to the topic "*Creating the Client Certificate*" in the Gallagher Configuration Client Online Help.
Ensure you paste the generated thumbprint into the **Client Certificate Thumbprint** field on your REST API Client Item's **API Key** tab.
7. To have these details saved for the next time you run the utility, select the **Remember credentials** check box.
Note: This will encrypt and store the API Key on the machine hosting this utility. However, it will be viewable as plaintext by clicking the  button next time the utility is run.
8. Click the **Authenticate** button.
The utility connects to the CC server and the Gallagher Proximity and Contact Tracing Report window displays.

4 Generating a report

Perform the following procedure on the machine hosting the Proximity and Contact Tracing Report utility:

1. After performing section 3 "*Configuration*" earlier in this release note, the Gallagher Proximity and Contact Tracing Report window displays.
2. In the **From** field and the **To** field, enter the dates between which you want to see Cardholder contact with specified source Cardholders.
3. Set the **Maximum in-zone time** slider to the time after which the utility assumes a Cardholder had left any Access Zone they entered. This is useful for cases where a Cardholder will not have an exit Zone event, i.e. the exit is push-button, free access, etc.

For example, the **Maximum in-zone time** field may be set to 480 minutes (8 hours). Any Cardholder that enters a Zone is assumed in the report to have left this Zone 480 minutes after they entered it, unless an actual exit event occurred in less than 480 minutes after they entered.

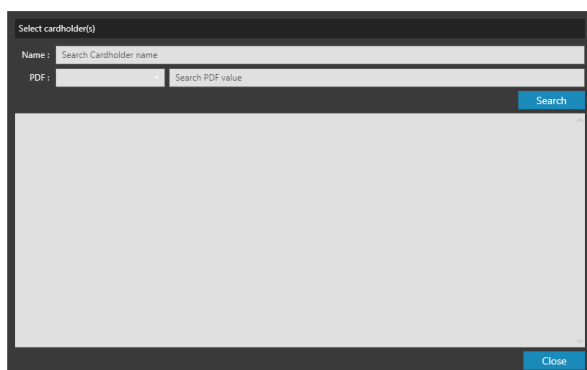
Note: This time also affects the **From** time. The **From** time will be the date and time you set, minus the **Maximum in-zone time**. This is so Cardholders who were already in a Zone just before the **From** time are included in the report.

4. Set the **Surface risk time** slider to how much time must have elapsed after an Origin Cardholder left a Zone before any further Cardholder access to that Zone is not counted as a contact. In the use case of contagious illnesses, this is the time before the Zone is considered decontaminated.

For example, if set to 24 hours, a Cardholder who accessed a Zone 23 hours after an Origin Cardholder exited will be counted as a contact, but a Cardholder who accessed a Zone 25 hours after an Origin Cardholder exited would not be counted as a contact.

5. Set the **Max. contact generation** slider to the maximum generation level to show in the report. For an explanation of Generation, see the [table](#) on the following page.
6. In the Cardholders pane, click the **Add** button.

The Select cardholder(s) window displays.



7. Search for and select the Origin (source) Cardholder(s) whom you want to report all other Cardholders' contact with. Enter their name(s) in the **Name** field to search by name, and optionally select a PDF and enter a value to search by PDF value.
8. Click **Close** once you have selected the required source Cardholders.

9. By default, all Access Zones are selected. To report contact only within certain Access Zones (e.g. to exclude very low-risk areas), deselect any Access Zones in the Access Zones pane as required.

IMPORTANT: Regardless of physical rooms, Cardholder contact will only be recognised by the utility if two Cardholders entered the same CC Access Zone. If one physical room has two different entry Doors that are configured to different entry Access Zones, and two Cardholders enter this room, one from each Door, this is not reported as a contact.

10. Once you have configured the report as required, click the **Run** button to generate the report.

The report results display.

Gallagher Proximity and Contact Tracing Report

From : Sunday, March 1, 2020 12:00:00 AM To : Tuesday, March 3, 2020 12:00:00 AM

Maximum in-zone time : 24h Surface risk time : 0 Max. contact generation : 2

Run

Cardholders	Exposed Cardholder	Origin Cardholder	Contact Zone	Generation	Duration (mins)
539, Cardholder	539, Cardholder			0	0
1812, Cardholder	1812, Cardholder			0	0
	16547, Cardholder	539, Cardholder	Access zone 359	1	2
	467, Cardholder	539, Cardholder	Access zone 356	1	452
	644, Cardholder	539, Cardholder	Access zone 356	1	70
	676, Cardholder	539, Cardholder	Access zone 355	1	3
	4989, Cardholder	539, Cardholder	Access zone 359	1	1417
	11987, Cardholder	539, Cardholder	Access zone 356	1	47
	877, Cardholder	539, Cardholder	Access zone 355	1	3
	2208, Cardholder	539, Cardholder	Access zone 355	1	88
	13809, Cardholder	539, Cardholder	Access zone 356	1	675
	1627, Cardholder	539, Cardholder	Access zone 356	1	76
	11866, Cardholder	539, Cardholder	Access zone 359	1	1862
	11142, Cardholder	539, Cardholder	Access zone 359	1	2415
	1629, Cardholder	539, Cardholder	Access zone 354	1	24
	291, Cardholder	539, Cardholder	Access zone 355	1	2278
	2337, Cardholder	539, Cardholder	Access zone 359	1	959
	457, Cardholder	539, Cardholder	Access zone 359	1	1524
	2205, Cardholder	539, Cardholder	Access zone 350	1	47

Access Zones

Filter Access Zones

- ☒ Access zone 1
- ☒ Access zone 2
- ☒ Access zone 3
- ☒ Access zone 4
- ☒ Access zone 5
- ☒ Access zone 6

Export options

Personal Data Fields : ☐

Export all cardholders : ☐ Export only cardholders within contact generation limit ☐

Export

Events received : 2/03/2020 6:59:30 AM

The following table describes each report column:

Column	Description
Exposed Cardholder	The name of a Cardholder who was exposed to an Origin Cardholder.
Origin Cardholder	The name of an Origin Cardholder that has come into contact with an Exposed Cardholder.
Contact Zone	The Access Zone that the Exposed Cardholder and Origin Cardholder made contact in.
Generation	The generation (layer) of contact. 0 = Origin Cardholder, 1 = Contacted Origin Cardholder, 2 = Contacted a Cardholder of generation 1, and so on. Generation 1 = direct contact with Origin Cardholder, anything higher is indirect contact. Note: A Cardholder's generation can change after they have already contacted another Cardholder. The generation of the Cardholder who they have already contacted does not change. For example, An origin gen-0 Cardholder contacts a Cardholder who becomes gen-1. The gen-1 Cardholder then contacts another Cardholder who becomes gen-2, and this gen-2 Cardholder contacts a Cardholder who becomes gen-3. But, if the gen-2 Cardholder was later contacted by the origin gen-0 Cardholder, they become a gen-1 Cardholder. There are now no gen-2 Cardholders.
Duration (mins)	The length of time an Exposed and Origin Cardholder were in the same Zone for. This time is cumulative and can be composed of multiple contact instances.

11. Click on a column header to change the sort order.
12. From the **Personal Data Fields** drop-down list, select the Personal Data Fields that you wish to display for each Cardholder in the exported report.
13. Turn on the **Export all cardholders** toggle if you wish to include Cardholders who did not come into contact with an Origin Cardholder, neither directly nor indirectly, in the exported report. 'No contact' Cardholders include Cardholders who did not come into contact with an Origin nor other Exposed Cardholder, are of a Generation higher than the one set in the **Max. contact generation** field, or did not access any Access Zones during the **From - To** period.
14. Click the **Export** button to export the report as a CSV (comma-separated value) file.

5 Report output

After performing section 5 "*Generating a report*" earlier in this release note, your report results are exported as a CSV file. Refer to the following table for an explanation of each column in the report:

Column	Description
Exposed Name	The name of an Exposed Cardholder.
Exposed First Name	The first name of an Exposed Cardholder.
Exposed Last Name	The last name of an Exposed Cardholder.
Exposed Division	The division of an Exposed Cardholder.
Exposed [PDF name]	The value of a selected PDF of an Exposed Cardholder.
Exposed Arrival Time	The time an Exposed Cardholder entered their Zone of contact for the first time they made contact with the Origin Cardholder.
Exposed Departure Time	The time an Exposed Cardholder exited their Zone of contact after the first time they made contact with the Origin Cardholder.
Exposed Door	The Door an Exposed Cardholder entered their Zone of contact through.
Origin Name	The name of an Origin Cardholder. In the use case of an infectious illness, the Origin Cardholder is someone who may have been a source of infection.
Origin First Name	The first name of an Origin Cardholder.
Origin Last Name	The last name of an Origin Cardholder.
Origin Division	The division of an Origin Cardholder.
Origin [PDF name]	The value of a selected PDF of an Origin Cardholder.
Origin Arrival Time	The time an Origin Cardholder entered their Zone of contact for the first time they made contact with the Exposed Cardholder.
Origin Departure Time	The time an Origin Cardholder exited their Zone of contact after the first time they made contact with the Exposed Cardholder.
Origin Door	The Door an Origin Cardholder entered their Zone of contact through.
Contact Time	The time when an Exposed and Origin Cardholder became in the same Zone.
Contact Duration (mins)	The length of time (to nearest minute) an Exposed and Origin Cardholder were in the same Zone for. This time is cumulative and can be composed of multiple contact instances.
Contact Generation	The Generation level of contact. Generation 1 = direct contact with Origin Cardholder, anything higher is indirect contact. For a full explanation of Generation, see the table on the previous page.
Contact Zone	The Access Zone where the Origin Cardholder came in contact with the Exposed Cardholder.