

March 7, 2023



# Application Launches and Upgrades

In partnership and collaboration with:

- Los Angeles School Police Department
- Division of School Operations
- Parent and Community Engagement

## Applications Supporting Safety, Stakeholder Engagement and Collaboration, and Operational Effectiveness



Los Angeles Schools Anonymous Reporting (LASAR)



Los Angeles Unified Emergency Alert



Mobile App 3.0/  
Parent Portal Upgrade



Service Management Tool for Enterprise Help Desk

# Los Angeles Schools Anonymous Reporting

**DESCRIPTION**

Los Angeles Schools Anonymous Reporting application, or **LASAR**, aims to increase community focused public safety in and around our schools.

It's a free mobile application for students, families and community members to anonymously report **non-emergency** public safety incidents. It provides a direct communication line to the LASPD.

**BENEFIT**

Upon receiving the information, the LASPD Watch Commander will triage the reported incident and determine the necessary resource to dispatch. The objective is to reduce incident frequency by proactively responding to behaviors that lead to avoidable acts of violence.

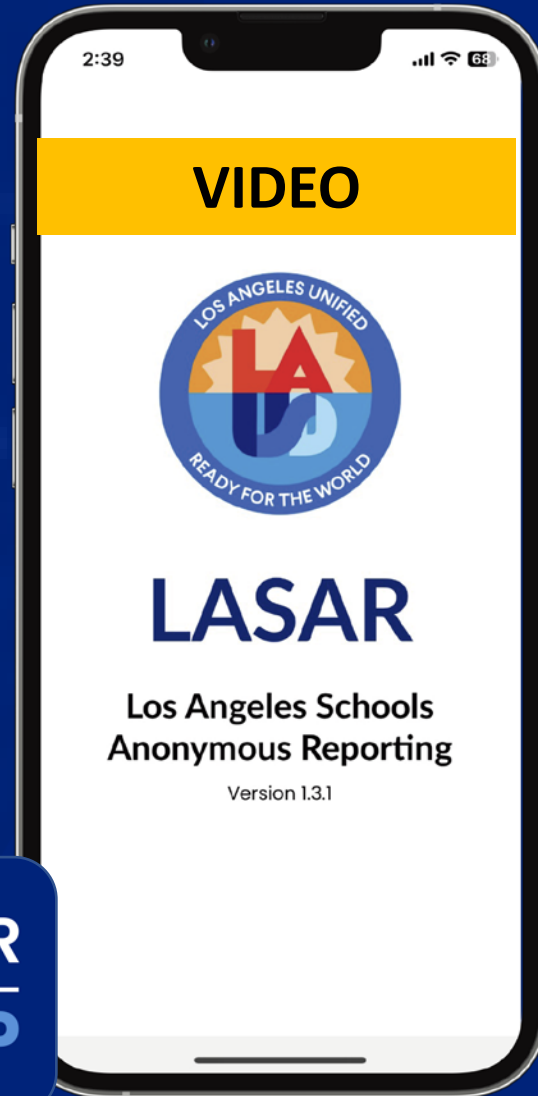
**CORE FEATURES**

- Easy to use
- Real-time incident reporting to LASPD
- Able to capture photo and/or video of incident
- Geolocation detected by application
- Configurable incident types

**AVAILABLE**

Now





## Emergency Alert

### DESCRIPTION

Mobile application for school safety specifically for school staff to alert LASPD of an active assailant situation.

### BENEFIT

In real-time, LASPD and school site administrator are alerted of an emergency situation at a school.

The application is designed only to work within District school boundaries.

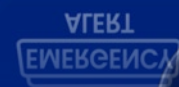
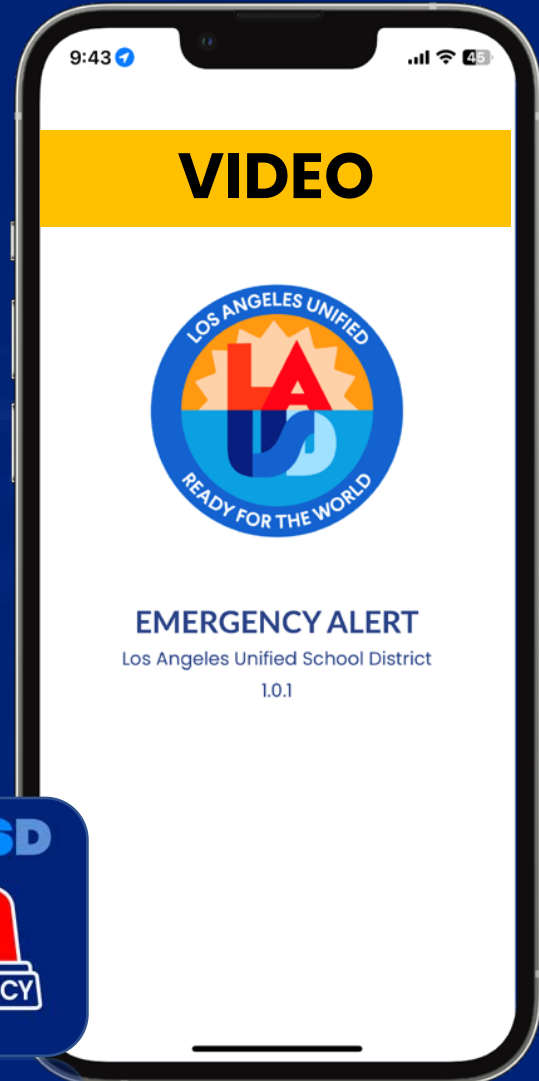
### CORE FEATURES

- Automatically detects the school location of the user
- Option available for user to enter simple texts of the situation
- User simply presses and holds the button for 3 seconds to send the Emergency Alert

### AVAILABLE

Now (online training required)





## LAUSD Mobile App 3.0/ Parent Portal Upgrade

### DESCRIPTION

A one-stop mobile application and web portal for families and educators to partner with their school site towards better outcomes for students.

### BENEFIT

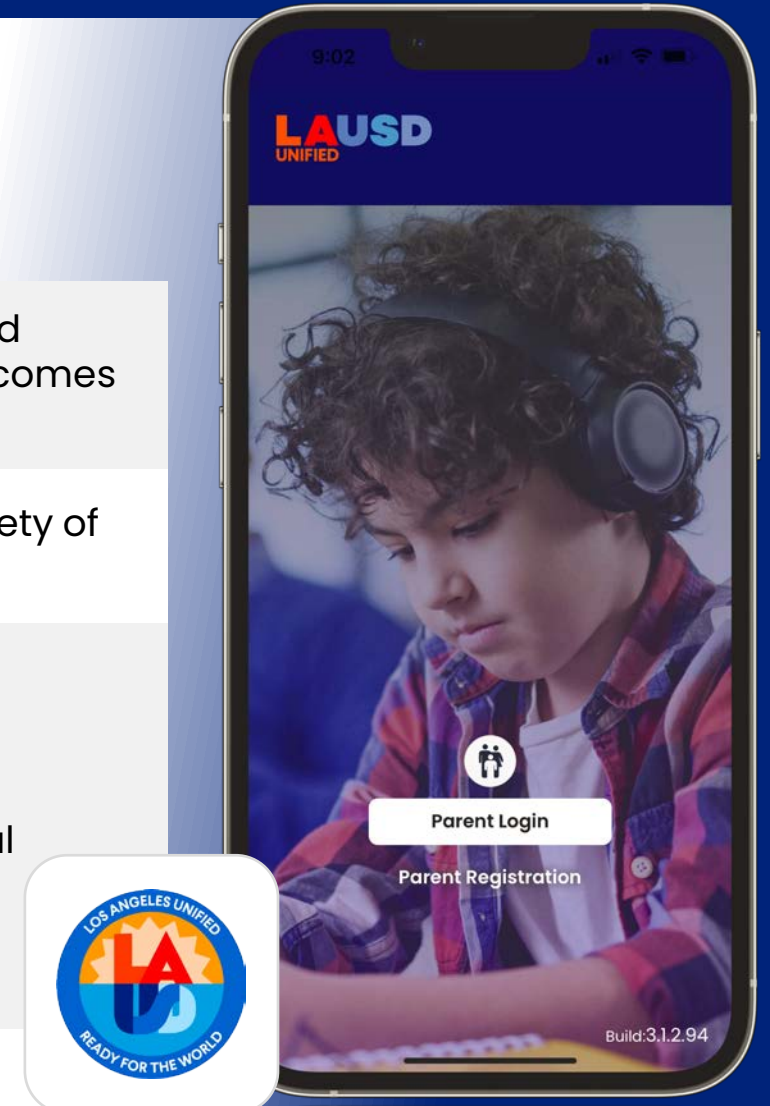
Provides families with quick, easy and secure access to a variety of online tools in the palm of their hands.

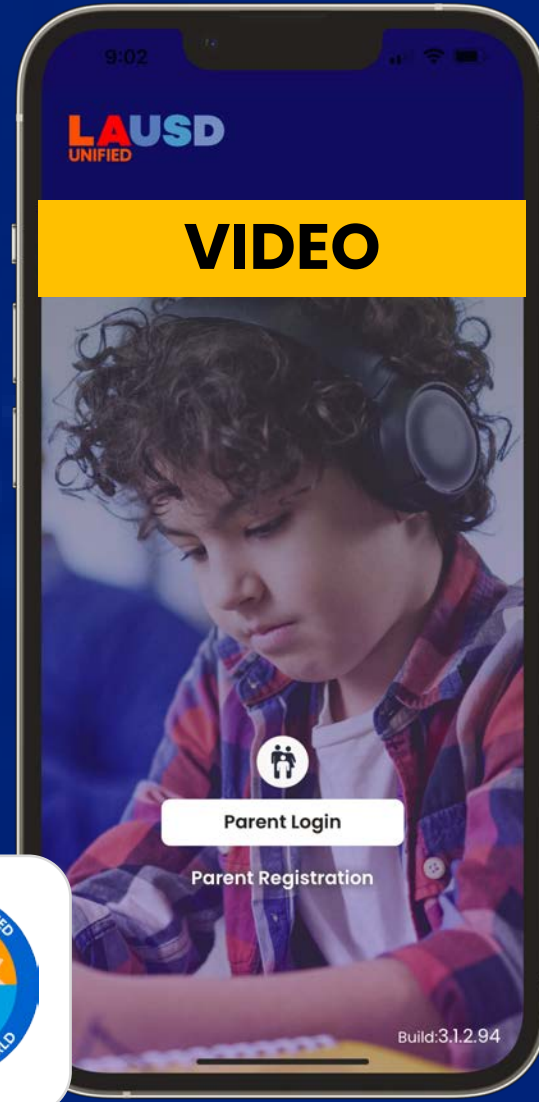
### CORE FEATURES

- Upgraded Parent Portal experience
- Easy-to-navigate dashboards with real-time information such as student attendance, grades, assignments due, graduation progress, and more
- Resources menu for families to access District and external organization support
- Calendar which links to school site scheduled events
- And more!

### AVAILABLE

Anticipated in late March 2023







# Service Management Tool for Enterprise Help Desk

## DESCRIPTION

Tool to improve services for families, community members, and employees

## BENEFIT

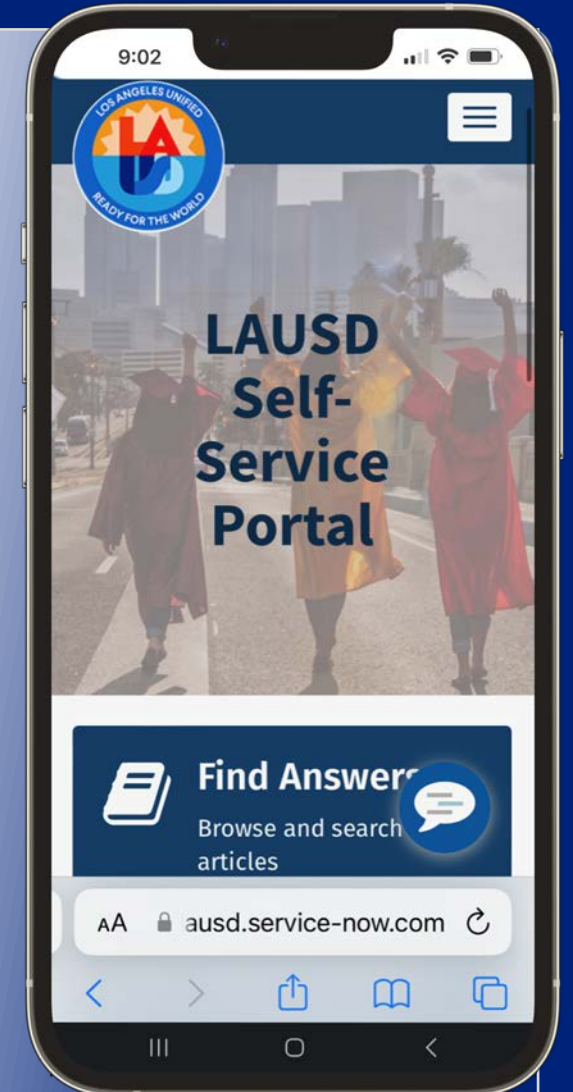
- Self-Services Portal
- Virtual agent chat feature provides 24/7 access to customer support
- Transparency and accountability
- Enables the District to collect data, manage and measure services provided to allow data driven decision-making

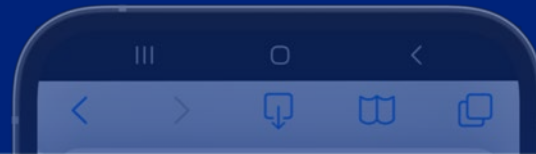
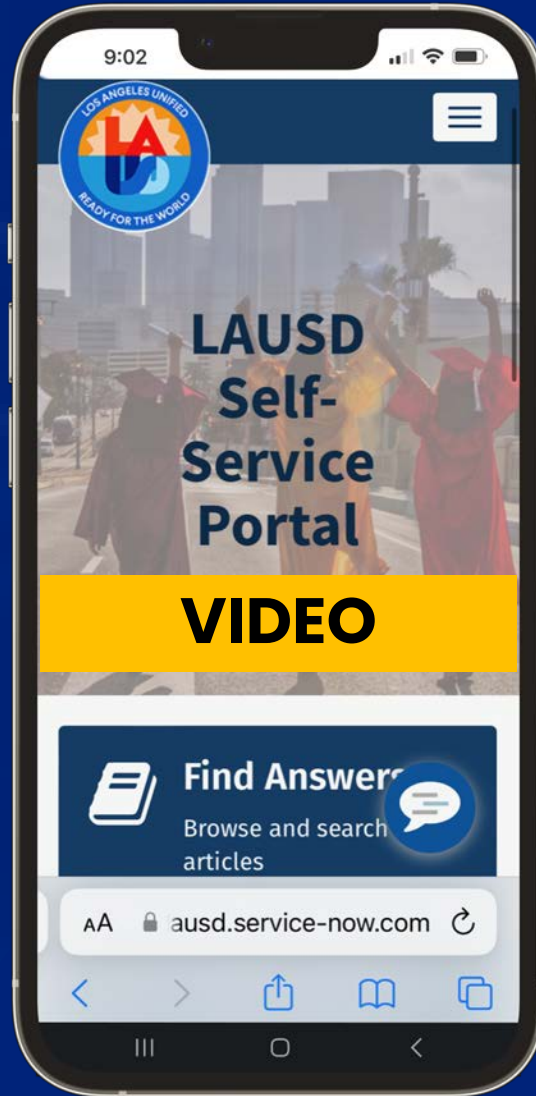
## CORE FEATURES

- Automated routing of requests for resolution
- All communications and collaboration between customers and District offices recorded on a single platform
- Service statistics on dashboards and reports
- Real time ticket status

## AVAILABLE

April 2023





# Applications Supporting Safety, Stakeholder Engagement and Collaboration, and Operational Effectiveness

**Available Now**



Los Angeles Schools Anonymous Reporting (LASAR)

**Available Now**



Los Angeles Unified Emergency Alert

**Late March**

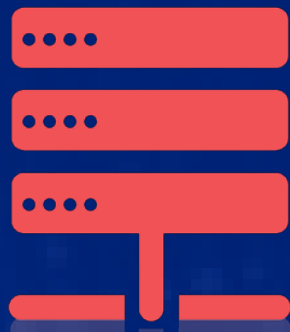


Mobile App 3.0/Parent Portal Upgrade

**April**



Service Management Tool for Enterprise Help Desk



**Connected. Empowered. Ready!**

**ITS**  
Information Technology  
Services

**LAUSD**  
UNIFIED