

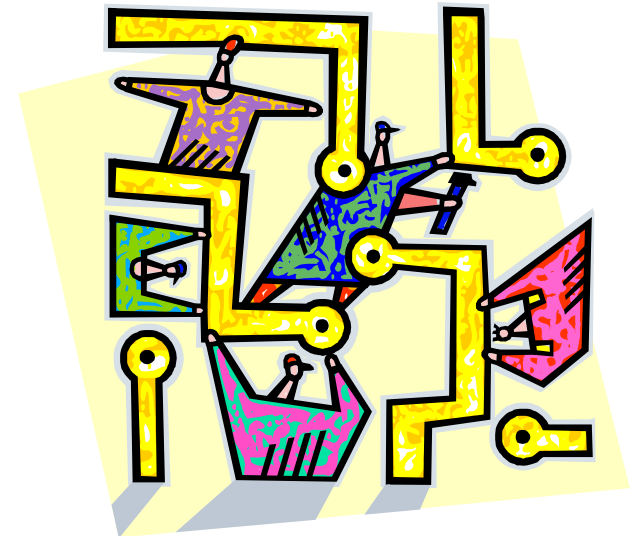


Let's talk about IT in policing...

IACP – LEIM Conference

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Some Background...

- What I hope to accomplish in 12 minutes
 - Offer some thoughts to stimulate discussion
 - Deal with a few specific issues
 - Invite those who are interested in discussing these things to my presentation after lunch...



What do we do?

- If you are at this conference:
 - Generally police employees working in IT
 - Implement police systems
 - Try to give officers what they need
 - Try to do best job for organizations
- Fair statement?



What is *goal* of what we do?

- Not technology for sake of technology
- Should have business value to officers
- Should impact real police officers on street
- We should gain organizational efficiencies
- Measurable improvement to organization
- Should serve community better



Point 1: Technology or System?

- **Technology or System** – What do our officers need?
- **A system...**
 - Is truly a business issue
 - Should impact entire flow of information through organization
 - Should enable your organization to do better investigations
 - Should enable you to better manage human resources
 - Should provide sustainable integration across modules
 - Should reduce duplicated work for officers
 - Should allow organization to work as team to do job you need to do in community
- **Technology on its own won't accomplish these things**



If we concentrate on Technology...

- **If Technology our focus...**
- **Think of an old house...**
 - **Plumbing shot - leaks – rusty water**
 - **Approach?**
 - **Bathroom faucet**
- **Piece-meal solutions = bad plumbing with new faucets**



Think about Focus of IT in policing...

- Decide how you want to do business
- Have vision of information flowing from street to court – everything in between
- Drive this by officer needs - not technology
- If approach feature oriented – like old house - solve one small problem with a piece of technology but miss bigger organizational view
- We miss how the whole thing connects together...



Think about Organizational View...

- Ex. How does your organization:
 - Capture investigations
 - Is all text from organization on-line, viewable
 - Scanned Documents
 - Integrated mug-shots
 - Track investigative work assignments consistently
 - Allow different divisions to work as team
 - Create and submit disclosure to District Attorney / Crown Attorney without duplicated effort
 - Share information with other police agencies
 - Make better information available to front-line officer
- Only **complete integrated systems** can solve these kinds of issues



Some LPS Approaches

- LPS – using advanced **systems** to support these efforts
- Will speak in much more detail after lunch
- But key focus for London Police is business view
- Information flows from mobile workstations in cars...
 - To document and manage all cases
 - To manage workload globally
 - To allow better resource allocation decisions – info available
 - To generate charge forms for courts from integrated data
 - To disclosure for District Attorney (Crown Attorney)
 - Electronic disclosure for some case types for 8 months now
 - To automatically share with other agencies (diverse RMS's)
 - To a media Internet page to keep them informed of what is happening from police perspective



Point 2: Measurement...

- Police budgets under tremendous pressure today
- Chiefs must make tough decisions
- Old business saying – “what is measured improves”
- What metrics important in your organization?
 - Time spent on cases?
 - Response on code 1, 2, 3 calls?
 - Quality of investigations?
 - How court requirements affecting completeness of investigations (workload study...)?
 - Backlog of items waiting for entry?
 - Providing better service to front-line officers?
- This will help you determine priorities
- Measurement critical BEFORE / AFTER systems go in
- Were we successful in improving situation?



Point 3: Information Sharing...

- Since September 11 – on going terrorist issues
- Thursday, March 11, 2004 explosions in Madrid train stations
- Attack killed 190 people and injured more than 1,800 others
- Can police / technology improve security for our citizens?
- We have talked about information sharing for years
- Always reasons why we can't - technical, legal, political
- Or perhaps can't because of data-standards...
- Stability won't happen – change increasing
- What can law enforcement do?
- DO OUR JOB – do it well. How?
- Capture police investigative information
- Capture it in electronic format so that it can be shared
- Drop any territorial walls and SHARE with other police agencies
- Critical for security of our citizens



In Conclusion

- Officers need help from IT
 - A feature here, there not the answer
 - Need organizational system view
- Budgets demanding real business cases
 - Budgets under attack
 - Measurement part of organizational improvement, good business cases
- Information sharing critical to success
 - Police can do much to assist with security
 - Capturing electronic information and SHARING critical
- Will discuss LPS approach to some of this first session after lunch...

Thanks, and have a great conference!