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Using NICE to Implement a Successful Digital Transformation Strategy

October 2022

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Nice Investigate Introduction

- Objectives of the session
- Who am I, what do I know!!
- The digital journey for policing , especially evidence management
- Strategic leadership in this space
- How do our communities benefit from digitally working-really!



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How it Works...

NICE - Investigate





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Benefits to Policing & Justice

- Key advantages for this solution from a Criminal Justice perspective include the following
 - Increased visibility of key evidence at key stages including during interviews and when requesting charging advice from the CPS.
 - Improved ability to introduce evidence into Court proceedings, evidence is presented in a playable form in a structured manner with notes and annotations from the investigating officer which also adds understanding of the material. This will work with existing HMCTS solutions including 'ClickShare'.
 - Reduced risk of data loss from the removal of physical media.
 - Simple authentication for CJ partners on the platform to view evidence.
 - Achievement of national strategy.



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Benefits to Policing & Justice



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**From this to the
future**



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Strategic Leadership in a Digital world

- Private and international space.
- Developing and evolving technology
- Collaboration but working at all levels.
- Investment for policing – not easy
- Compromise but not allow CJ to be compromised.

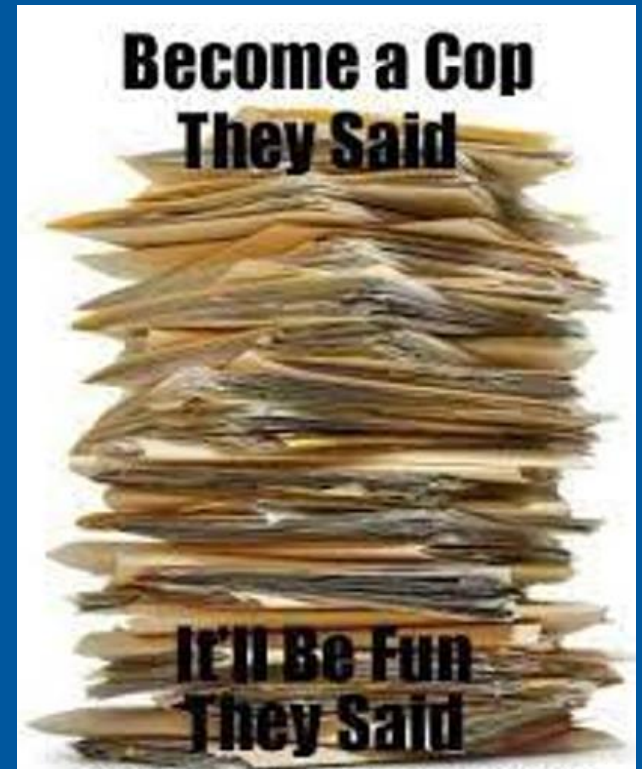




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Implementation

- Early adopters – can be a double edged sword
- Testing and negotiating
- Sharing the load with other front runners.
- This isn't a race to be first and best-common goals
- Communication, communication, communication.





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“What's in it for me”

We Know You Only Have One Pair of Hands...

Work Digitally with Evidence to Make Things Easier and Save Time.

Did you know?
The Criminal Justice Process is going Digital! From 2019/20 we won't be able to provide evidence via DVD or USB to the CPS.



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Digital Evidence Management in the Cloud with Nice Investigate
North Wales Police Digital Evidence Management Project

SHOPLIFTING

Now **X**

- Physically collect evidence from store
- Multiple visits if the evidence has not been produced
- Transport evidence around for example to the Interview Team in Custody
- Administrative processes like Seized Property and copying of evidence for CPS

Digitally **✓**

- Request evidence online securely including return of completed statement
- Open sharing of all digital case evidence linked from Niche RMS
- Online evidence sharing with CPS reducing the administrative burden

COMPLEX PUBLIC ORDER OR ASSAULT

Now **X**

- Extended evidence gathering task for example securing Body Worn Video from all officers in attendance
- Extended time to interpret evidence from all sources across multiple DVDs and view this on standalone laptops
- Technical challenge to obtain multimedia evidence from digital devices for example witnesses mobile phones
- Manual creation of a timeline synopsis to detail what happens in the digital media evidence
- Preparing material for interview including finding a standalone laptop and then swapping between DVDs and CCTV players
- Extended time preparing case documents to describe what occurs in the media for quick time charging decisions to CPS
- Increased use of Bail or Released Under Investigation if evidence can't be accessed or CPS need to be sent evidence physically in order to reach a charging decision

Digitally **✓**

- Automatic linking of existing and new evidence including all BWV from all officers, 101 and 999 recordings and evidence from source systems for example victim injury photography
- Single system to view all digital media evidence exhibits related to a case no more searching multiple systems
- Automatic visual timeline of evidence created based on information held against each exhibit
- Simple online request to obtain further multimedia evidence from any device including mobile phones with no need to necessarily seize the device
- Intelligence mark up and annotation of evidence in real-time which can be used to create a synopsis and then be viewed by all
- Reduced case preparation and time to a charging decision by sharing the video directly with CPS at the click of a button

Time Saved
1-2 Hours

These Scenarios Show how Digital can Help What We Do...
Now / Digitally
X / ✓



Pilot to commence in summer 2018 accessible to all Niche RMS users but focused on selected locations. Comments and feedback welcomed!

CID/MAJOR INVESTIGATION

Now **X**

- Time required identifying initial sources of digital evidence for example exploring the surrounding incident scene for CCTV
- Challenge in managing continuity and viewing of digital evidence exhibits without using the force network or a central exhibits system
- Physical collection of evidence for example attending Local Authority CCTV offices to gather CCTV
- Time to follow case developments involving new digital media evidence
- Demand on supporting resources for example the Imaging Unit to prepare highlights package for court or to redact sections of audio video content
- Time to prepare evidence for display at interview and overcoming the logistical challenges
- Challenge in obtaining a positive charging decision when CPS do not have access to the key evidence

Digitally **✓**

- View known locations for public and private CCTV including the ability to make a speculative request online from the evidence management platform
- Capability to make an appeal to the public linked to the force website to find new lines of enquiry
- Automatically generated continuity statement and exhibits list for digitally stored content
- Automated notification function in which users can follow a case and review all new digital exhibits in real-time
- Access controlled environment for all digital exhibits including all content which cannot be placed into Niche RMS
- Self-Service actions with Digital Media content including clipping and audio video redaction
- Increased speed of interaction with specialists for example Imaging Unit can return worked exhibits via the platform
- Improved presentation at interview direct from the system in a structured manner
- Strengthened position in obtaining a charging decision by sharing digital exhibits directly with CPS regardless of the file size

Time Saved
1-2 Hours

KEY COMPONENTS

- Cloud Technology
- New Digital Evidence Management System
- New Working Processes

KEY FUNCTIONALITY

- Single View of all Evidence NWP Holds From Your Desktop
- Automated Linking of Evidence When Captured
- Safe Secure Process for Obtaining Evidence from Third Parties
- Staging Public Appeals for Media Evidence
- Locations of Known CCTV Cameras
- Digital Multimedia Exhibit Caserfiles
- Sharing of Digital Evidence with CPS Instantly
- Different Video Format Issues Solved
- New Intelligence and Searching Capabilities

For further information see the Digital Evidence Management Intranet site or contact the Portfolio Management Office.



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Benefits realisation

- Effective use of and management of evidence
- Integrity at all stages- not easily achieved
- Reduced evidence movement timelines
- Skilled and knowledgeable workforce
- Transparent criminal justice processes – admissibility and disclosure
- TSJ- really comes to life
- Lifts CJ partners to invest and upskill





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