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EuroPris ICT in Prisons Workshop
29-30 June 2016
Sintra, Portugal
Breakout Sessions Notes

1. Connecting the inmate to the digital world. Case study.

Presenters: Fredrik Wilhelmsson, Swedish Prison and Probation Service, Finn Dohn, Danish Prison and Probation Service

Following presentations from both hosts there was an interesting debate about how to connect the inmate to the digital world. The highlights were as follows:

- In Denmark all citizens get an eBox which is used for all official correspondence such as parking fines, jury duty etc. All citizens must use this eBox. Very few exemptions are made. Therefore, there is a challenge to provide this access to inmates. A major issue is that not everyone regularly checks their eBox and sometimes snail mail has to be used as a backup.
- In the UK studies have shown that providing electronic self-services to inmates reduces reoffending and increases meaningful engagement between inmates and officers.
- Finn Dohn, Denmark made the point that care needs to be taken that inmates don't interact just with the machines.
- Victoria Knight made the point that as inmates become more dependent on machines that it is essential that they have a high up time rate.
- George Jackson, Ireland, asked what happens if the operating system fails. In that case there is a backup plan. Backup is made every 24 hours. All transactions are recorded. All recordings are saved for 6 months.
- Kirsten Hawlitschek asked if there are issues with inmates understanding the system. There does not appear to be any major issues.
- No language issues for foreign inmates in Denmark as both Danish and English instructions are available.
- It was noted by the presenters that there had been attempts to hack the system. Solution is strong passwords and also the use of biometrics.
- Delegates made the point that the involvement of staff in the digitalisation of inmate's services with the inmates is very important.
- Delegates noted the "Daily Mail effect" (media hypes) which sometimes forces us to be over conservative in our approach. An incident in Sweden caused the Swedish Prison Service to half their temporary releases. We need to be proactive in pushing digital services and in promoting the benefits as the media are always keen to show the negative side. All agreed we cannot let isolated incidents set the policy.
- Fredrik noted Sweden can block areas of web sites if needed. White listing can have its issues. Prisoners must be properly risk assessed to determine their access levels. It is not always easy to get it right.
- Kirsten asked how often it happens that inmates misuse their access. Finn outlined an incident in Denmark where it seemed as if an inmate had access to Facebook but in fact it was a friend outside of prison who was using his Facebook logon and posting on his behalf. All agreed we need to be more fearless and take more calculated risks.
- Blacklists are also used in Sweden and Norway. Categorisation is also used and this is also the method deployed in Ireland.

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- Victoria Knight pointed out that studies have found that most of us use only a limited number of web sites and only some of these websites are used regularly.
- Fredrik gave as example of the new generation of inmates the Pirate Bay founder who is in a Swedish prison and who found it hard to use a pen/paper.

2. ICT Developments in the Portuguese Prison System

Presenter: Luís Guedes, Jorge Monteiro, Portuguese Prison and Probation System

After an introduction on the organisation and structure of the Portuguese Prison and Probation Service (49 prison locations, 48 probation centres, 11 Electronic Monitoring teams, 6.600 FTE and 14.000 inmates) the IT Strategy was showed with the timelines. Main topics in this strategy are:

1. Increase in Decision Support
2. Timings in the logistics part should decrease
3. Efficiency should improve
4. Costs should go down
5. Compliancy should improve
6. Security should improve

Main question for the workshop was: How should Portugal merge the Prison Services organisation with the Probation Services organisation from an ICT perspective? Currently there are two landscapes of systems. Should they be merged to one platform, one database?

- Belgium operates with different ID's in the system, and although they migrated a lot with different enterprises, still manual work is needed to make all distributed information around the inmate available. They suggested to build a platform/system and pro-actively ask all network partners to connect to it. Belgium still faces challenges with legislation and privacy regulations, especially on medical information. Legislation lags behind what is needed to share information.
- Finland has a combined Prison & Probation Services organisation for 9 years now, and they take into account the life span of the offender. How can the offender use the system to optimise reintegration. The current policy of Finland is to integrate the systems but it is costly, and needs a lot maintenance.
- Ireland has some integration experience with integrating 14 different prison systems into one. The shared service center is also used by the Department of Justice of Ireland. The next step is to build an information sharing platform with network partners.
- Romania is rather new in this field. Apart from integration of systems, they have a number of point-to-point connections with network partners. Or network partners can access the offenders database directly.

Second question of the workshop was the solution for an offender call control system. It appeared that the regulations on calls to be made by offenders differ from country to country. In Portugal 2 calls per week are allowed, with a maximum of 5 minutes each, and they differentiate between calls with the attorney and other calls (family, friends, etc.).

- Ireland went to the market for a full-service, in-house call system. One of the benefits is that they can destroy each call after 3 years, which reduced storage a lot.
- Belgium reported that they have no limits on the number and duration of offender calls, but due to the shifts of the personnel there are only specific timeslots available for calls. The call control system is an integral part of the prison cloud solution they developed in the recent years. Belgium and The Netherlands

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are also experimenting with Skype as an alternative to visits. The problems of the GPS system: the problem of charging the system and the fact that the coordinates are not always reliable enough (speaking of errors of meters and not centimetres).

- One problem of the GPS system is also the time it needs to be set up (5 to 10 times more than the ET).
- On the other side the GPS system is the only one to offer victim protection (with the possibility of an alarm when the offender approach the victim).
- One important point: the need for standardisation. Actually all the systems are offering different opportunities and none of them are standardised.
- Very often the systems are offering new possibilities without consulting authorities beforehand, maybe it would be interesting to ask the prison administrations before developing new opportunities?
- In the Netherlands this is used for the Norwegian inmates located in The Netherlands. For large countries (like Sweden, Norway) or prisons with a lot of inmates from other countries the use of Skype is a promising solution.
- Romania is piloting a phone with pin code in two prisons.
- Estonia had a bad experience with inmates calling the same number, so they were able to set up a conference call. They can now block numbers from being dialled.

3. Electronic Monitoring- RF technology vs. GPS

Presenter: Jacques Hensen, Department of Prisons Luxembourg

Following a presentation of electronic monitoring in Luxembourg and an interesting tour of all the possibilities and systems of electronic monitoring, the audience engaged in a debate on the use of Electronic Monitoring. The highlights were as follows:

- The problems of the GPS system: the problem of charging the system and the fact that the coordinates are not always reliable enough (speaking of errors of meters and not centimetres).
- One problem of the GPS system is also the time it needs to be set up (5 to 10 times more than the ET).
- On the other side the GPS system is the only one to offer victim protection (with the possibility of an alarm when the offender approach the victim).
- One important point: the need for standardisation. Actually all the systems are offering different opportunities and none of them are standardised.
- Very often the systems are offering new possibilities without consulting authorities beforehand, maybe it would be interesting to ask the prison service before developing new opportunities?

4. Collaboration between police and penal system in the Irish, Austrian and Swedish Prison Services

Presenters: George Jackson, Irish Prison Service, Norbert Hejl, Austrian Ministry of Justice, Fredrik Wilhelmsson, Swedish Prison and Probation Service

How to share management and economic responsibilities between many authorities? The legislation and responsibilities of providing the ICT services very often have effect on how a Prison Service is sharing the costs while co-operating with other authorities:

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- In Sweden, the Prison Service is responsible for building and maintaining the ICT systems and allows other administrations like the Police to access it free of charge. The other authorities have not participated during building phase either.
- In Ireland, the Prison Service is providing ICT services also to other authorities and thus the sharing takes place through other mechanisms than sharing single system costs. There has been a case in Ireland where discussions on cost share have been initiated as opportunity to define a clear share of responsibilities, e.g. when facing possibility of sudden increase in costs.

What are your experiences with information requests concerning prisoners by other authorities?

- In Sweden the other partnering authorities have access to the prisoner management system and hence no formal information requests are needed.

What are your experiences with information requests enquiring about which of the officials have been accessing prisoner information?

- In Sweden the Prison Service has had consistent line and support from justice system on answering this kind of requests and it has been clear when this kind of information is given and when it is not given.
- In Finland, this kind of information has been given based on Criminal Sanctions Agency's responsibility to prove proper handling of personal data.

5. Tender management. Lessons learnt

Presenter: Pierre Wilderiane, Belgian Prison Service, Lourens Visser, Dutch Custodial Agency

Following a brief presentation about the difficulties to give an exact description of the goods one wishes to procure, the presenters asked the delegates to share their experiences.

- In the U.K. G Cloud has been set up to provide a Framework of Solution Providers. There is a 2 year limit on the contract duration and then it must be re-tendered.
- Estonia tried numerous approaches – such as carrying out their own Business & Systems Analysis and then pass to their development teams, which comprise in-house and external resources.
- Ireland has started to procure man-days for projects rather than trying to describe the exact specification in a tender document. This allows for last minute changes to specification, without having to re-tender.
- Luxembourg had good success with Competitive Dialog type tendering. Start the dialogue with all interested companies and reduce finally to 2 companies who are asked to produce a proof of concept. This ensures that what is required is delivered.

General agreement that:

- There is no "Silver Bullet" type solution that will meet all requirements.
- Approach large projects in small bites – splitting separate lots or even separate tenders.
- Scope creep¹ is the constant enemy.
- Expert knowledge is essential on buying teams.

¹ Scope creep (also called requirement creep, function creep and feature creep) in project management refers to uncontrolled changes or continuous growth in a project's scope. This can occur when the scope of a project is not properly defined, documented or controlled. It is generally considered harmful

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- Engage independent advisors for verification purposes throughout process.
- Include users from all grades and levels when carrying out requirement analysis.
- ICT Governance group can protect ICT managers from “bullying” by users who want their project to be prioritised.

6. Connecting the inmate to the digital world. Looking into the future

Presenter: Fredrik Wilhelmsson, Swedish Prison and Probation Service

After Fredrik’s presentation, the audience engaged in a discussion of what is available at present and what would be possible in the future.

At the moment, there are pockets of digitalisation in prisons but they are often not enough connected to really benefit the offender. Nowadays we are not using the technology to its capacity, being afraid to take risks.

Victoria Knight: What apps are on the tablet that is used in prison?

Any services you want working on a probation app. In a best scenario: keep 2% of salary of the inmate, by the end of the sentence the tablet is paid and it can be unlocked so that the released offender can use it outside.

George Jackson: How long did it take to develop the android system?

They got the phones already developed, with a cost of 500-600EUR/smart phone. All the services are included on the devices from judiciary file to kiosk, etc.

George: Irish Prison Service tried to put Wi-Fi in some prisons but it turned to be very difficult and very expensive.

Jacques: There are companies that install the TV in cells at no cost and charge the inmate for TV services. Maybe it could be possible also for Wi-Fi services?

Fredrik: In Sweden it wouldn’t be possible to install Wi-Fi in supermax prisons but in medium and open prisons there is no problem; it is especially easier as the houses are made of wood. Fredrik believed that money and efforts should go to medium and open prisons, where the inmate is being prepared for release.

Victoria: What are Sweden’s plans for supermax prisons?

Fredrik: There are computers now in supermax, locked and not in the cells. The plan is for the offender to behave and be transferred to medium prison. There are 50 places maximum in supermax.

Finland: Our experience with smartphones is not a very good one: inmates have taken photos of staff and others and posted them online or even intimidated the victim.

Fredrik: We have total control on the android system: no camera, no possibility to connect to Wi-Fi, etc.

Conclusions: Policies should not be dictated by the few exceptions of misbehaviour. We should start taking some risks and support digital communication for inmates. The digital world is part of our daily lives and by letting the inmate more and more be part of it, it will help the reintegration back into society.

7. Cloud and data protection and internet

Presenter: Tuuli Siiskonen, Criminal Sanctions Agency Finland, Pierre Wilderiane, Belgian Prison Service

As an introduction Tuulie and Pierre presented their cases how they use (Commercial) Cloud Services in a prison services environment. The topics covered in this session were:

1. Service Management, how to organise that?
2. Procurement of Cloud Services. How can you use cloud in procuring ICT-services?
3. (EU) Legislation on Security and Privacy

The Finland case was the procurement of a pre-paid payment card system for prisoners, due to an administrative change in the compensation for labour performed by prisoners. The prisoner should be able to use the pre-paid card both in and outside the prison walls. They contracted a UK-based supplier, whereas an important part of the payment services was based in the US. So, regulations on “Safe Harbour” were applicable.

Belgium presented their Prison Cloud project, which is running for two years now in two prisons. This is a private cloud, running on premise, but with elements of commercial services. Parts of the prison cloud services are e.g.: black- and whitelisting of internet access for inmates, request forms for inmates making requests to the prison governor, TV/Video on demand, prison shop, e-learning and phone. All the data produced and needed by the prison cloud resides in Belgium.

For another service, the Electronic Monitoring service, the data resides outside of Belgium. A next service to be procured/developed is the Sidis-suite an electronic filing system that covers the complete end-to-end process of incarceration of a prisoner.

Two other examples from Belgium that involve procurement of new ICT services are Fingerprint-data to be exchanged with the Police forces (not possible now, as the law prohibits this), and a new medical software program that possibly can be connected to the outside world (healthcare).

The UK made a distinction between IaaS (Infrastructure as a Service), PaaS (Platform as a Service) and SaaS (Software as a Service), where they are in the process of virtualising the legacy applications. There may be a risk on data.

The Netherlands build their own government cloud-services, in a joint effort from all internal government ICT-suppliers. So, there is very limited use of commercial cloud services yet, and no SaaS within the domain of Justice or Prison Services.

Important points are to ask and decide on where external providers (like SaaS and IaaS) move the (sensitive) data in their data centers. It could be forbidden to move data outside the EU. This is something that should be in the contract, and proven by the provider. It starts with a vision on how to use cloud services. Drafting criteria on data protection and privacy is important.

As of October 2015 the “Safe Harbour” agreement with the US is declared not applicable anymore (by the European Court of Justice). So, parties are not sure how to comply (note from the editor: as of 8th July 2016 a new treaty has been agreed between the EU and US, called Privacy Shield). Finland was able to continue after the verdict of the EU Court of Justice as they had all security requirements arranged in the tender procedure. In the



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view of Finland big SaaS-providers like Amazon.com are compliant to all security standards (ISO 27001, etc.), they are audited multiple times and can prove it to their clients.

The UK is using web-sockets (“Kazing”) to build interfaces like API’s, these are standard products. And they start using the cloud for service integration as well, having an automated deployment of services from the cloud. By having the pre-production in the cloud (exactly similar to the production environment) it is possible to test systems automatically, including load and performance testing. It is advised to keep the exact server configuration and network configuration in the source code of the application (software defined data center). This enables to deploy almost continuously at any time.

As a last example the advanced use of cloud services by Estonia was mentioned. Because of the technological challenge and limited budgets, Estonia chose for a citizen-centred approach on all government-services and used cloud services for almost every interaction between citizen and government agencies.

8. CCTV & Analytics in the Irish Prison Service

Presenter: Dave Noone, Irish Prison Service

A main issue of CCTV is the storage: the experience in Ireland was, that storage-consumption for HDTV-Cameras is 4 times higher than for standard cameras. In Ireland all pictures have to be stored for 31 days. The storage is hosted locally in the penal institution due to performance aspects. Afterwards it will be deleted. In case of alerts, selected sequences have to be stored for 6 years and 1 day. In that case pictures are stored in two centralized storages. An officer decides the selected sequences.

A refresh rate of 15 frames/second will be used for all pictures. In contrast other countries (Luxemburg, Portugal) apply only 2 frames/second and in case of alerts around 10 - 12 frames/second. This reduces the storage-consumption.

Compression to store is not in use. The decision was made because of risk of low quality. In Luxemburg or Portugal compression is in use. In their opinion compression is no problem for their issues.

Due to the huge amount of data, which has to be transferred by the network, the dimension of the network is also a main task. In many countries an own network only for CCTV exists. All other devices use a separate network.

Another aspect of CCTV is the handling of alerts and the recognition of false alerts. In Ireland the decision of introducing movement detection is outstanding. In their view the behaviour of false alerts is not satisfying. Other participants of this workshop session mentioned, that there was a remarkable improvement of analytics in the last few years. E.g. in Luxemburg the system works fine. The count of false alerts by following un-allowed objects (like cars in a restricted area) is really low.

About HDTV: big advantage of HD is the possibility to zoom. E.g. Luxemburg uses cameras with 3 Mio Pixel. Recognition of details like knives or other small parts is very important. In contrast face recognition by CCTV has no priority.

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As a disadvantage of HDTV till now you have to accept delays between the event and displaying. E.g. Cyprus changed from analogue to IP this year with the consequence of 1,7 seconds delay. In case of real alerts, this is a real problem. Additionally they mentioned also problems with analytics (false alerts) as mentioned above.

CCTV can also be used to pass through offenders. In some countries systems for face recognition were tested together with CCTV. Experiences with face recognition were below expectations. Other biometric access controls like fingerprint were preferred.

For catching escapes some countries are using laser or thermo-cameras beside CCTV. The feedback of participants was, that prices of thermo-camera has fallen to 1.000 - 3.000 Euro per piece.

The discussion about cheap quality of cameras leads into a suggestion to do a proof of concept (PoC) before tender. With PoC the companies must show how the technic works.

9. Use of Telemedicine in the Irish, Austrian and Romanian Prison Services

Presenters: George Jackson, Irish Prison Service, Nicolae Tanase National Administration of Penitentiaries Romania, Claudia Mika, Austrian Ministry of Justice

Following the presentation of the Telemedicine systems in Irish, Austrian and Romanian Prison Services, main discussion points were as follows:

- The system is very easy to be set up.
- It reduces cost.
- One problem: it needs agreements between prisons and doctors (how to use the data and how).
- One important question: Can the inmate (patient) say no? The answer is yes, he is not obliged to use it.
- Two options for the system: from a prison to a hospital but also from prisons to prisons hospitals.
- Also important to be settled: the need of exchange of information and, therefore, the need of softwares that are compatible.
- On the benefit side: it reduces costs and also risks (escaping, aggression, etc.)
- Finally the question of the service provider is also important: who will handle it? Prisons or public healthcare?

10. Videoconferencing, specific on visiting – Existing Systems and Experiences

Presenter: Nicolae Tanase, National Administration of Penitentiaries Romania, Johannes Bjørnar Gjetøy, Directorate of Norwegian Correctional Service

Following presentations from both hosts there was an interesting debate about use of Video Visits and Video Court technology. The highlights were as follows:

- Big resource strain escorting prisoners to/from the Video booths.
- Suggestion to use mobile devices such as tablets to facilitate the Video Visits. This would reduce requirement for escorts.
- This would make "Listening in" impossible. Currently this is available from PC based system.
- Word mining technology is available through Microsoft Azure. This would allow calls which have used certain words (for example – drugs, knife, etc.) to be flagged to staff for listening. This would assist in



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monitoring the calls without having to listen to each one. Sadly this is an expensive addition to the basic Skype service.

- There is no way to confirm that the person who is being called is the actual approved visitor – this is a major concern to all users. In USA they ask the person being called to show an identity card to the camera before a call starts – this can be easily bypassed though.
- Most Prison Services only use Video Booths for court hearings.
- Uncertainty as to whether it is legal to record these Video visits or not. Seems to vary from country to country.
- Norwegian system runs on a basic €200 pc with a €50 web cam attached.