



Report

ICT Workshop

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Day 1

Opening

Kirsten Hawlitschek, Executive Director of EuroPris

This is the fourth time EuroPris arrange the ICT workshop. This year we have 50 participants from 24 countries present. Apparently there is a big interest in this topic and a need for international cooperation.

How normal is it to talk about ICT and prisons together? Some people see it as a luxury to have access to internet as a prisoner. But today digital technology is everywhere. As a principle of normalisation this technology should be available for prisoners as well. It is important to state that we do not need technology for technology in itself. We need to ask ourselves: Why do we need a technological solution? We need development strategies where ICT is embedded in that strategy. In addition, this workshop is not only about technology, the information needs to be managed in a secure and good way.

The digital life that we live today is not better or worse than our previous life, it's just different. How can we use ICT to assist prisoners in their rehabilitation and in their contact with family and others outside the prisons? This will be the topics for the coming two days.

EuroPris expert group on ICT in Prisons

Håkan Klarin, CIO, Swedish Prison and Probation Service (SPPS) and Chair of EuroPris ICT expert group

ICT within our organisations is getting an increased importance; it will affect the whole organisation, staff as well as inmates. Prisons are getting smarter and more connected. We need to address these issues to keep up with the development.

A digital strategy is now being developed in the SPPS, including both infrastructure and services. It will affect the whole agency. In the long term, Håkan suggests to close down the IT department. IT skills need to be spread around the organisation. But the first step is actually to re-enforce the IT department. For the next two years we will hire around 80 digital experts, while facing out a number of consultants. The digital experts need to be part of our organisation.

Plenary 1- Developing digital strategies: Becoming a Smart Prison

Victoria Knight, Community and Criminal Justice Division, De Montfort University, UK

Smart technologies started with tele-communication, the technology for large distance communication. Internet then created the e-generation, connecting organisations in new ways. Apple's iPhone made personalised technology possible, creating the I-generation. Technology now started feeding us with information relevant to us. This kind of personalised services is a possible development in prisons as well.

We are now in the smart generation. Facebook welcomed me to Sweden when I landed. A blend of technologies and software are working together; smart watches, smart cars and even smart cities. We are in transition from Online to Onlife, we move towards living through technology. It will affect our lives completely. Victoria gives examples of existing technology from the prison

setting: Prison Cloud in Belgium, Roboguards in Korea, electronic monitoring and devices for inmates.

A smart prison is a smart ecosystem. It needs to be user focused. A smart prison is not isolated from the surrounding society. The walls will be transparent and inmates will be able to communicate and use services outside the prison. But, how might this change the experience of prisons, for all stakeholders? What are the social, psychological, economic and environmental effects?

Digitization can enhance:

- *prisoners*: improving digital literacy, family contacts and well-being
- *prisons*: info sharing, public confidence, cost benefits
- *policy*: evidence bases created by all the data permits research design development

And what about social interaction of inmates, will that be increased through smart prisons? If so, will we be able to de-escalate frustration and levels of aggression through self-services and improved communication. Architecture and design of prisons are other areas of development as well as how we buy services and do procurement. All these possibilities create resistance and nervousness among the public.

At the moment, what we find in prison services are just aspects of smart technology. This creates ad hoc solutions. We need an integrated view on services and technology. Victoria gives some tips for developing a strategy:

- Where are you in terms of the above mentioned generations?
- What are the practicalities of implementing smart technology?
 - Are the IT applications context specific?
 - How are you going to handle internal resistance?
- What is the level of public acceptability? Rehabilitation, security and then punishment were rated as the prime priorities in a UK survey. 25-30 % were undecided though which means there is room for shifting opinion and informing the public.
- Ethics. What are the moral implications of introducing smart technology? Integrity and data ownership.
- User centric approach. Work with all stake-holders including families and community.
- Change management

Victoria concludes that there is a need for a move from a citizen centric approach to a citizen driven approach - from e-government to we-government.

Discussion

One question was about the risks with increased transparency: Protecting witnesses, victims etc? The other side of the coin. Have you looked at that in your research? All technology can be used for illegal activities. The best way is to view an online life of a prisoner is a walled internet, i.e. restricted services. The unanticipated consequences are not known. That is why there is a need for expert/context specific development.

A second question was on Victoria's view on block chain and big data. What does she think of how block chain might affect security? And how to handle big data in the smart prisons? Victoria replied that she has not done research yet on block chain. There are few examples of its use so far. The question about big data brings us back to the ethical and legal issues of this development. We need to find the answers to these questions. We got some real issues on the moral quality of these services.

Matrix 2.18

A tool for collecting stages of development and solutions from the different agencies was presented by the expert group. During the workshop the representatives from the different prison agencies was asked to provide information in four areas:

1. Dedicated prison management systems
2. Technology challenges
3. Digital tools for inmates
4. General IT and organisational challenges

The completed Matrix will contain the name of the person in each Prison Service, who has provided the data on behalf of their Service. The Matrix content will be shared only with these contact persons.

Breakout sessions, Block 1

Videoconferencing for family visits

Johannes Gjetoy, Directorate of Norwegian Correctional Service

The lecture regarded using video visits as a complement to regular visits. The challenge stated was the Norwegian move of prisoners to the Netherlands due to lack of space within Norwegian prisons. This created a problem of performing family visits from Norway.

The solution was implementing Skype as a means for families to have video contact with their relatives within the Dutch prison. Skype calls are performed from separate video terminals within the prison to relatives in their respective homes according to a white list. The solution has been a success so it is being rolled out in domestic Norwegian prisons as well.

Discussion

Is the solution delivered through cloud services? Yes, Microsoft Azure is being used.

How do you guarantee that the right person is on the other end? It's the same problem and solution we have today with telephony.

How are the visits handled and monitored? You book a terminal in a specific area and can only call a through specific call list. Every call is monitored and can be shut down at any given time.

How many can use this service today? 250 in the Netherlands and 300 in Norway.

What is the cost of administrating Active Directory (AD) accounts? Today it's an extensive manual process but the plan is to have an AD on premise to simplify the process.

Does the service cost anything for the employees? No.

How is the service accessed? Through firewalls to Skype services in Microsoft Azure. Using services makes the solution cheap.

What is the status of a new OMS in Norway? A tender is planned for November/December and include requirements to make an easier integration with the video visits solution.

Isn't it possible for the other party to record the session? Yes it is, since it is Skype functionality.

Are the inmates being forced to choose between video or physical visit? No, video is only complementary.

How many terminals do you have in the Netherlands? 16 terminals and 3 people monitoring the visits.

How do you inform family that a visit is present? With a phone call by the officer to family and the phone is a back-up as well in case the video solution fails.

Translation Services for Prisons and Courts

Yasemin Dincer, Austria

The lecture regarded using on-line translation services within Austrian prisons. The problem stated was that 50%, of around 9000 prisoners, were unable to speak with prison staff due to their inability to speak the German language.

The solution was, for a private company, to develop on-line services where staff can set up video remote interpreting within 120 seconds (between 8 am to 18 pm) for a handful of predefined languages. For other languages, an appointment has to be made. During weekends the maximum waiting time is 15 minutes for the predefined languages.

Discussion

How are qualifications of interpreters handled? This is secured by thorough background analysis of applicants, including criminal records. Hired staff is recertified according to the analysis each year.

What is the cost of the service? The cost for the service is 2euros/minute for the first 15 minutes and 1 euro/minute for the following. There is also a monthly fee.

How was the service procured? Public tender and then developed by a private company with a five year contract.

What interpreted languages are supported? Only German at this point.

Did you experience any problems with medical doctors using the service? The most important thing has been to use interpreters that have domain knowledge and sufficient education. In Austria, doctors had already been using the service so those issues had already been dealt with.

How do you handle data within the service? There is only metadata stored, such as who called, time, and language etc, no recordings are being stored.

Can the service be triggered by the prisoner? No, staff must trigger the service.

What is the maximum number of simultaneous interpreters? Right now it is 115.

Where do the interpreters work from? Mainly from their homes and they are situated mostly in Germany.

Does the solution require internet access? Yes, it does.

Inter-Agency Collaboration: Police-Court-Prisons-Probation: How to manage information flow, common data & data exchange

Flemming Bang, Danish Prison and Probation service

The session regarded digitization across authorities and data exchange in Denmark. There are several stakeholders in this matter, including the Ministry of Justice and the Danish Government. Several public (self-) services are already provided online. It is stipulated that all Danes over 15 years must have a governmental e-mail address where all official mail is being sent.

Within the Danish justice chain the police, prosecutors and prison and probation service are reporting to the Ministry of Justice while the courts are independent.

Accessibility to data is good within each agency, but between agencies there is little exchange unless there is a specific case that requires sharing of data. There is a need to speed up sharing of information and to make this digitalized. Today all information goes through the national police/prosecutor's office, even information that is shared between courts and prison service for example. A future structure should be based on self-service and the data should be stored on each agency but with connection to a private (closed) cloud service connecting all agencies.

The roadmap includes the following steps:

1. Create Common synergies
2. Create Common platform (Justice cloud)
3. Create Common digital solutions
4. Establish Common Security model
5. Gradual migration, replacement of components
6. Reuse existing solutions and aim for COTS systems
7. Sector specific master data (stays at local source)

Some of the challenges that have been identified are:

- Some info is still born on paper
- Systems are document centric
- Legacy systems with different concepts and terms that suit organisations production and goals but are not designed for cross-use
- Various IT landscapes of the authorities
- Different security models makes it complex to exchange information
- Requires joint management of authorities to succeed
- Cooperation between authorities to achieve necessary agreement, timing and prioritising of work
- Entails new workflows and new collaboration across authorities

The offender management system (OMS) is outdated, it lacks support for GDPR, clear identification of clients and the security model is old. A tender for a new OMS based on COTS will therefore be launched.

Patrick Fransen, Justice Department, Belgium

In Belgium there are four stakeholders for collaboration: police, courts, probation services and prison service. The objective is that these partners should be sharing information in real time, automated through a modular system that distributes information from one system to another. The OMS will be the master system. Today the information is spread over several different systems and is entered in various different ways.

To get closer to the objective new systems are now being launched:

- *Consult online - Just Scan* – scans all convictions to a common database. Until today 70 percent of all convictions have been scanned. Files can be accessed by both inmates and lawyers.
- *Prison Cloud* – prison specific platform designed for the secure distribution of content and services to inmates.
- *Police portal* – for updates of OMS.
- *APFIS* – fingerprint register. 60 percent of all inmates are scanned to this date. In October all inmates shall be in the register.

Several new systems need to be developed, one for transportation of inmates and another system for admission and extraction from custody.

ICT & Education for Prisoners

George Jackson, Irish Prison Service

The Irish prison service consists of 4000 prisoners and 3500 staff distributed in 14 prisons around Ireland. ICT can provide for safe and secure delivery of education. A downside is the costs and there has been a challenge to involve staff in the implementation of the systems.

In Ireland they use Moodle based solutions for staff education and Citrix Thin Client solution for inmate education. The prison solution is now implemented in two prisons. It is a successful concept and plans are made for spreading it to more prisons. Juvenile inmates seem to be less interested in the education concept, maybe because they are used to modern interfaces and apps.

James King, Scottish Prison Service and Chair of EuroPris Expert group on Education

James starts off by asking: What do we mean with education? This is a fundamental question for the EuroPris expert group. There is a trend in Europe and USA of viewing education as assuring low level literacy and basic skills. We need to view education in a broader perspective. Interaction is key to education. You don't need much technology for education, what you need is question/topic and an engaged teacher.

When we provide IT we need to look at the level of each prisoner. Those with some capacities can profit from one to one IT based training in their cell. But those with no or few skills need the classroom environment to develop.

In 1989, the Council of Europe came with recommendations on Prison Education. At that time, IT was not part of the picture. It is inevitable that IT will be part of prison education in the future. The iLearn technological support in Scottish Prison Service includes gamification and awards. There is also an employability support included in the system.

Discussion

Why did IPS go for a non-cloud based system for prisoners? Moodle would have been better in retrospect, but as Victoria mentioned this morning this was an ad hoc solution based on the Citrix solution we already had.

Content management, how do you design content and make it attractive for the users? Most prisoners in Scotland have been to primary school. Illiteracy is not the main problem. What they need is motivation to start learning. We need to engage them in activities that bridge into education, like cultural activities. In addition, the SPS use a person centred approach. We call them "people in or care" rather than "offenders". Equal content is appreciated by both teachers and students. Earlier each prison had its own content and it wasn't coherent over the country. In Ireland there is a prison education management system which makes the trajectory of each student manageable.

Prisoners get qualifications in prison. Can you extract certificates etc to be used after release? Ann Pyke has done some interesting research about release and continued learning. This is not just an ICT matter. The seven pathways model shows us what needs to be done for successful resettlement. ICT can of course facilitate that process.

In Sweden all prisoners can get their certificates on paper or on a USB stick when released. It is important as a sense of achievement which is important to all students, especially to prisoners who have bad experiences from school.

Is there internet in the Scottish or Irish prisons? In Denmark we use online courses for higher education and classroom setting for lower education. There is no internet in SPS, except for the open regime prisons. And some prisoners have permission to leave prison for university courses, and there they will have internet access. In SPS all courses etc. need to be brought in on USB sticks. In Ireland they can go online on a 500-600 white list and prisoner can e-mail each other.

Some prisoners are in higher education. How can they retrieve information? Printing of screens is not a good option. It is important to make digital content printable and the other way around. Costs are limiting development right now. SPS have the permission to improve higher studies, but there is no budget for it right now.

A screening tool is being developed for learning disabilities in the SPS. This is a starting point for using ICT to assess the needs of the prisoners. There is a need to differentiate prisons and prisoners. For example using different solutions for different security levels as locked devices in high security and free access to internet in open prisons.

Is there Wifi in IPS? No, it seems impossible in Irish prisons. Any new facility is built with three cables to be able to provide education, tv etc. In Germany they run the signal on coax cable. Power wires can also be used, it hasn't been done yet now?

Offender management and education management. Do your systems work together? Yes, both in SPS and IPS these are parts of the same offender management system.

In the Moodle solution for staff, is content provided externally or internally? It's a mix. In SPS we use university material as well as internally designed material.

Breakout sessions, Block 2

Payments in Prison, Case Study by ICT Expert group

The session was based upon the Case study: *Payments in prisons*, published by EuroPris in September 2017 and can be downloaded here <http://www.europris.org/file/expert-group-ict-payments-in-prison/>

Marjan Lukavecki, Prison and Probation System Directorate, Croatia

According to Croatian law prisoners are not allowed to have cash in prison, but they can send and receive money to/from their families. They make money by working in the prisons and can buy phone time, commodities and other costs, such as university diplomas. To handle money they have implemented IPIS, an accounting software with three interconnected modules. IPIS is a client/server system and is installed on each prison and then consolidated at the head office.

Each client has a ID-card for logging in and using the service. There is a daily limit but restrictions can also be set by the staff. There is also a savings account where one third of all money earned is saved. When on leave the client gets cash withdrawn from IPIS.

The Croatian prison service is content with the system. It works fine and is effective, even though it is a little bit old.

Eija-Riita Nelin, Criminal Sanctions Agency, Finland

Historically each prison in Finland had its own cash handling system. A lot of work was put into handling money, for example when relatives sent money or when a prisoner was moved to

another prison. The Finnish prison and probation agency, RISE, sometimes had to pay the prisoner's debts.

The new solution, Prepaid Financial Services (PFS), is working with pre-paid cards and a common system for the whole agency. It works both inside and outside of prison. The card is connected to an IBAN number so that the money can be transferred as normal. The prisoner's salary is inserted on the account and money is withdrawn when purchasing. When the prisoner is released the card stays with RISE and the account is closed. If the prisoner lacks a private account he/she can use the RISE card up until three months after release. Restrictions can be set, for example number of daily withdrawals, max amounts etc.

Discussion

The future of payments is device driven. What are your thoughts on that? According to the Fins a "virtual card" is far away right now. In Croatia they are not ready for a more open system.

Is IPIS in Croatia a COTS product? Yes, it is, but it is customised to fit the needs of the prison service.

Do you have kiosks in Croatia? Yes, and the inmates can use their cards there. It is a physical kiosk, not a e-shop. In Finland they have regular POS solutions, but no e-shops.

Comparing the costs of an open and a closed system, what is the cheapest? In Finland they consider the closed system cheap and reliable. In Croatia the system is an open one. They looked for a standard system which was cheaper than the one they had before.

What would you have done differently? The Fins say that they would have needed clearer data storage principles. Now with GDPR they need to review all this again.

How do you handle the risk of money laundering? In Belgium they had to install algorithms in their OMS to detect patterns of a certain inmate's cash flow. In Finland there is a system for controlling this as well. In Croatia only relatives can deposit money and prisoners cannot transfer money to other prisoners.

What do you do when somebody hands in an envelope with money (cash)? It is not very common but in both Croatia and Finland the money ends up on the prisoner's account.

Cabling, Wireless Connectivity, Internet, Mail, Separate Networks, RFID, CCTV Els Van Herck, Belgian Prison Service

Technology is everywhere around us and must exist in prisons as well. Technology is an important part of prison housing, security, surveillance, care and guidance. In Brussels a new prison is being built, with technology that supports other design. Real estate, infrastructure and ICT works together on the project and several systems are being installed:

- Heating and ventilation
- Door locks and camera surveillance
- Mobile phone detection
- Drone detection
- Heat sensors and cameras
- Inmate IT: e-learning, calls, web shop and media library
- Fixed installations of PC:s
- Cabling for telephony

There has been initial resistance among staff which required change management efforts. Now they are also introducing smart architecture and smart technology in prisons.

Tony McDonnell, Northern Ireland Prison Service and Chair EuroPris expert group Real estate

Biometrics are used for a range of applications. In a prison setting it is already being used for access control (to control and track movement and restrict access to specific areas) and to verify the identity of prisoners and their visitors (e.g. pharmacy and visits) but biometrics can also be used for computer log on, time and attendance management, car security etc.

Biometrics can be either Physiological (hand, face, fingerprint etc) or Behavioural (signature, voice, walk etc). In order to strengthen the security of the biometric systems they are often paired with a secondary authentication method. These tend to be either a token (in the form of a card) or a PIN number

Tony told the experiences from Northern Ireland where they started working with hand biometry in 1998.

Gary Monaghan, Her Majesty's Prison and Probation Service, England & Wales

The presentation was about implementing networks in custodial environments in England and Wales as API Gateways, "Cloud Gateway", cabled network in prison cells, digital content platform, biometrics, WiFi and kiosks for inmate self-service.

How can ICT make the offender better prepared for release?

Fredrik Wilhelmsson, Swedish Prison and Probation Service

Dan Thuno Iversen, Danish Prison and Probation service

Fredrik and Dan start with introducing the context of Denmark and Sweden. Both countries have small general populations, 5,7 million people in Denmark and 9,7 million in Sweden. Both are relatively homogenous and highly digitalised societies. Prison is seen as the last resort, the prison rate is about 60 inmates/100 000 inhabitants in both countries. Denmark has prison population of 3700 and Sweden of 4000 inmates. The prison portfolio consists of several small prisons.

The offender and ICT. In Denmark they had computer access in closed facilities. It was based on a Citrix thin client with a front end desktop and a whitelist access to the internet. It was implemented in 2010 and is not secure anymore. Manipulation by inmates led to a close down in several prisons.

In Sweden the same system was introduced in 2007. More maintenance has been made in Sweden than in Denmark and there has been a lower tolerance for security breaches. In Sweden eight sites on the whitelist instead of 700 as in Denmark. In Sweden the main use of the Citrix system is the distance learning platform. Within a few years this will not hold, all education will soon be internet based.

Fredrik explains the Swedish development: in 2003 the first IT system for inmates was launched and in 2007 the learning management system was included. In 2017 a better connection for prisoner specific services was secured. For different reasons SPPS had to put the great ideas of creating an integrated system for prisoners on the shelf. Now the idea is to create such a system bit by bit by following a common strategy.

Discussion

Why should we worry about the closed facilities? Inmates will normally move on to more open regimes and will then have increased access to internet. We need to differentiate. We are not there

in Sweden but we certainly need to get there. In Denmark the situation is slightly different. The open regime here is more liberal than in Sweden. In open facilities in Denmark the inmates have computer cafés at leisure time, with password protected log-ins.

In Ireland we do not allow them to have PC:s, but we permit PS4. That is very contradictory. In Denmark they have recently collected all PS3-4 because they were used for illegal purposes. In Sweden consoles are locked into a metal box to avoid manipulation.

IT can also be a disturbing thing. In Denmark, smart phones among staff blocked day to day communication in Danish prisons. Now smart phones are banned in Danish prisons.

What about kiosk services? In Denmark they have a solution that works fine, but there is no funding to fully implement it.

Where are you when it comes to electronic monitoring. There are front door and back door solutions in both Denmark and Sweden. Certain inmates are also tagged with GPS.

Plenary 2 - The evolution and standardisation of Prison Statistics - Improvements on data quality in ICT & OMS

Professor Marcello Aebi, University of Lausanne

Is data comparable? Normally countries collect data based on the needs of that country. Marcello explained the issue of definitions. The European Source Book (ESB) was introduced in 1996 and is still valid. In 2015 UNODC introduced an international classification of crime statistics, a standard that is also adopted by Eurostat. These are approaches to standardize definitions. Lethal violence for example, used to be defined in a number of ways, including or excluding infanticide, attempts etc. Another example is how to count offences. Is a principal offence rule applied? When there are several offences, do you count the most serious one? This varies a lot across Europe.

Marcello displayed the different categories of the SPACE data for 2016. The difference between ESB and the SPACE approach is that ESB is setting the rules (definitions) while SPACE is based on Council of Europe definitions.

The conclusion is that if we want to compare we need to have common definitions. We also need common methodology when collecting data. Empirically, legal definitions do not need to be changed. Countries just have to accept that internationally comparable statistics and national statistics will not be comparable!

Prof. Stefano Canepelle, University of Lausanne

13 billion devices are interconnected in Europe. Is Big data creating a Big mess? Stefano explained the development of forensic technology starting with fingerprints in the early 1900's, DNA analysis was introduced in 1985, mobile phone data can be extracted since the 1990's. Since 2010 we have Big data and now we also have "All IP", the internet of things.

We need to think now about how to handle these enormous amounts of data. It is useful to monitor the situation, to compare performance etc. Data will show you where you might have a problem but it will not tell you *why* you have that problem. Stefano presents two risks with Big data: Simpsons paradox and Cooking the books. Changing or manipulating indicators will have effects on interpretation or the data. He also address that algorithms may be malfunctioning. Humans are also weak links of security.

Management Information Systems (MIS) are good to standardize and make comparisons. They are not good for managing innovation. The impact of ICT used in prisons needs research evidence.

Discussion

You need to dig deep into the data to get the accurate situation of your service. Combining data in probation and prison may give new perspectives and increase knowledge.

What are the main pitfalls when we develop a business intelligence system to compare products and systems? The technical capacity and the needs might not match. As consumer you have to know what you want and start simple. Add bits that you can actually manage, otherwise you might disrupt your practice.

Isn't the statistical processing part of the problem as accumulating data is driving certain behaviour? Statistical data is needed to compare your situation with other countries. For example: In Finland after world war two. The Fins wanted to move towards the Nordic countries as they used to be closer to Russian incarceration rates. You need to be aware when you choose indicators and consider what behaviours this might cause.

Live demonstrations

- Translation service (Austria)
- OMS Data Portal (Belgium)
- Moodle solution for education (Finland)
- Body Cams (Denmark)
- Biometrics (Catalonia, N-Ireland)
- Paper files e-doc handling (Finland)

Day 2

Plenary 3 - Implementation of the GDPR – Challenges and Experiences

Alexander Hoefmans, Ministry of Justice, Belgium

We know where you are. We know where you have been. We can more or less know what you are thinking about.

Data is the new gold, and businesses thrive of data. We have a right to know what happens to our data. That is the reason why GDPR is being implemented. Data protection has evolved from public authorities data to private companies' data management. Public sector is now catching up on the private sector when it comes to data collection.

We live in a semidigitalized society; we are in an intermediary phase facing conflicts between policy objectives and human rights perspectives. The internet is a gold mine for criminal evidence gathering. Law enforcement needs regulations on how to gather and process data.

Alexander explains the existing European legislative framework, Council of Europe Convention 108 among other conventions and regulations. The European legislative framework is now shifting at all levels (CoE, EU and international level).

GDPR and the new EU directive were announced in 2016 with a two year transition period. GDPR regulates all data flows except law enforcing authorities. There are specific directives for police authorities and legal authorities, including execution of criminal penalties. The effect on the national level depends on the national interpretation of GDPR. In Belgium for example, prisons are regulated by GDPR and not by the EU directive.

GDPR regulates purposeful data collection, accurate data, safe storage, integrity and accountability:

- Authorities and companies have to be able to show that the regulation is respected.
- Sharing data with other agencies is not allowed without specific regulations.
- National data protection agencies and sanctions for breaching the rules are also parts of the GDPR.
- Sharing data as well as collecting too much data.
- *If the service is free, you are not the customer but the product being sold.* You pay with our behavioural data.

Bart Pieters, Chief Privacy Officer, Dutch Custodial Institutions Agency

Bart gave a lecture on GDPR implications for prison services, a practical approach.

GDPR applies in all areas of prison management: Legitimacy, people and behaviour, IT systems, procurement as well as information to stakeholders. Bart presented several tips for prison administrations, as to

- Work risk-based, start with the most sensitive data.
- Don't rush. Make constant improvements, this will never finish.
- Limit level of detail
- Educate personnel, focus on 'how to' & make it easy to comply
- Give staff direction, e.g. 'safety, security and health care take priority over privacy'
- Translate privacy requirements to controls and link those to underlying documents
- Include a Privacy as a Key Performance Indicator
- Apply privacy by design: embed privacy in all activities, documents and products
- Document everything: privacy-analysis, designs, agreements, procedures, policies

Gustav Malis, Security consultant, Legal council, Swedish Prison and Probation Service

Gustav gave a presentation on GDPR implementation in Sweden.

In a prison service there are personal data on both clients and staff. These data are regulated by a complicated legal framework. For example, as a prison service we may have an inmate that is going to be deported, he/she will go under two different regulations when executing the sentence and waiting for deportation, in the same custody.

There was a need for an in-depth analysis to identify where the SPPS already comply and where action needed to be taken. Therefore a GAP analysis was done. A second purpose was to map the processes within the agency, which is also mandatory in the new regulation. Gustav described the work process making the GAP analysis. Synergy effects were observed:

- the mapping of all IT infrastructure in the SPPS,
- needs of system development (duplication of work and/or data),
- boost for general information security work within the agency,
- increased awareness.

An application was created to handle the record of data processing (over 1000 processes). Privacy by design requirements for procurement and rules about e-mail storage were among the general actions taken based on the GAP analysis.

Discussion

In Sweden, was there a specific alteration of data protection routines, for example retention times?

We had to map all retention times for all file types. Unstructured data is more difficult to handle. Then you must use a case to case approach. In Sweden regulations on retention times were very strict even before the GDPR.

What about data generated through prison intelligence, does GDPR affect prison intelligence data? The purpose of intelligence gathering is to safeguard the security of the prison operations. That is under the directive rather than GDPR.

The role of the data protection officer (DPO)? Is there a conflict of interest? Information security officers and DPO:s have different and sometimes conflicting interests. DPO shall sometimes go against the organisation and explain the consequences of its actions.

What about the right to be forgotten? Prisoners do not have that right to be forgotten at release. We keep the data as long as we are required to. The right to be forgotten is regarding consent for data collection. Public interest, legal ground is included in the right to object though.

Why do GDPR *sanctions* apply to private sector but not to public sector organisations? Isn't that discriminatory? Sanctions are not as effective in public sector as in private sector.

Breakout sessions, Block 3

Development of ICT Strategies for Prison Services

Gerardo Palmieri, Department of Penitentiary Administration, Italy

Video surveillance is an important component in the internal and external perimeter in the Italy penitentiary system. Italy has 58 000 prisoners in 190 prisons and video system saves costs as well as human resources. It supports the process of recognition of associations and attitudes among the prisoners. Automation is made through tags, fingerprints and biometrics. 95% of the medium risk prisoners undergo dynamic surveillance by mobile patrols.

Video surveillance technology goes towards systems designed to be used as personal equipment, as body cameras, serving both as security for the officers as well as the prisoners. Emergency functionalities are integrated with radio functions etc.

Other areas of use are transport surveillance, prisoner identification, live video streaming and automatic recognition of number plates. Future developments are identified within for example guarding services at hospitals and prevention of possible improper use of mobile phones. All video solution must always be used and applied with great respect to privacy legislations.

Keiti Roosbaum and Liis Toom, Estonian Prison Service

Estonia has developed a new software platform holding information of prisoners, detained persons, persons in custody and probationers. The new system replaces the old system from 2000. The work with the new system started in 2011 and ended in April 2018. The work started without a strategy which made the project long and difficult. During the development the project faced problems with lack of resources and many quality issues. In four years 16 versions of the system was delivered before the final release in April 2018.

The system collects a lot of personal data besides for example prescribed food norms, movements inside and outside the prison as well as a personal calendar for the inmate. The comprehensive data storage will be an excellent platform and the goal is to increase data quality and reduce manual work.

The Estonian government has established a common national data exchange layer called the X-road. The idea is to facilitate an easy data exchange between the government departments. The new prisoners register will be the platform for development of more advanced features. For example within the coming five years Estonia will develop e-shop, data warehouse functionality and increased electronic data exchange between inmates and state institutions. Developing more complex functions definitely requires a more solid strategy and plan. There are a lot of lessons learned during the development of the prisoner register and this will form the platform for making the plan for the further development.

Discussion

What was the business case in development of a new prisoners register, was it the goal to save money? The goal was not to save money in this phase, the money will be saved later when further functionality is developed, based on the new platform.

How to tackle local IT solutions and other threats?

George Jackson, Ireland

Shadow IT is defined as non-authorized applications. Shadow IT happens everywhere, for example the use of Dropbox and MS Access. What are the reasons for using Shadow IT:

- Operations need solutions fast and IT departments cannot deliver them fast enough.
- Operations doesn't see the full cost for an IT solution and sees the possibility to buy it cheaper from a third party.
- Apart from the purchased shadow systems younger users often download smaller applications because they are used to it.
- The dialogue between IT and the operations is not good. It is not clear what solutions can be offered by the IT department.
- IT departments are not perceived as particularly innovative.

In Ireland the IT department invited the organisation to dialogue and they explained how they can solve their needs. It appeared that there were solutions to almost all the needs that were specified. IT speeded up the development to fulfil the needs and IPS' solutions solved most problems.

Riku Pammo, Criminal Sanctions Agency, Finland

If the IT department doesn't invite the organisation to dialogue it will continue using non-authorized solutions. Local IT solutions may lead to an organisational chaos because it is short-circuiting the intended work flows.

The problems with shadow IT in Finland emanates from a strategy where they chose to avoid centralisation and only provide on-site support. This created lots of ethical as well as security problems, including problems with over-purchasing of equipment. Another example is staff using Whatsapp to communicate. That data is stored in the US. To meet these problems the Fins have created IT user groups and appointed IT officers in each prison.

Latest developments in the area of E-Justice within the EU, E-Codex, Data exchange across Europe

Tomasz Debski, European Commission, DG Justice

The E-Justice Portal is a way to serve judicial systems by improving access to justice data being one stop shop for citizens, businesses, judiciary and legal professionals. It's main functionality is re-using and linking to other relevant sites and secure electronic document delivery. There has never been a goal to centralise or to replace off-line procedures.

The portal was launched in 2010 and it is managed by the European Council, but it is co-owned by all EU member states. It contains 150 topics, 10 dynamic functionalities and large amounts of static information. One dynamic resource is the Case Law Search Engine consisting of over 10 million cases.

Upcoming functionalities in the new BETA version are a new interface, electronic submission of claims, a European Training Platform and interconnection of land registers.

Tomasz demonstrated three functionalities relevant to prison professionals: Find a company, Look for a lawyer and Case Law Search Engine.

Prison information to this date is: 0 e-Justice permits different funding solutions. DG Justice is now working on a new strategy and this is a good opportunity to propose needs of the member states and solutions, maybe through the EuroPris network.

Ernst Steigenga, Netherlands

Ernst presents the e-CODEX concept, a specific element inside the e-justice framework and part of the second action plan for e-Justice.

e-commerce and mixed nationality divorces are examples of an increased need for cross border legal assistance. E-CODEX is a fairly secure way to process legal assistance across Europe. The system is bridging the IT systems within EU through gate-ways and connectors on the national level.

e-CODEX started as a project. It ended in May 2016 and was subsequently a maintenance projects. An e-CODEX consortium consisting of about 15 member states is now running the platform. Ernst presented the main features of e-CODEX. Transfer of prisoners according to framework decision 909 is still waiting to be rolled out within e-CODEX. e-CODEX is since 2015 ready to pilot FD909 but they are still awaiting partners to take responsibility for doing it.

Dutch experiences show that there is a high need to create and respect Service Level Agreements, especially since e-CODEX is based on a peer to peer network. A specific e-CODEX regulation is in process and will probably be passed by the end of 2018.

Discussion

In e-Justice Portal, can a country choose the level of engagement? Yes, right now it's like cherry picking. The IT maturity in different sectors is varying a lot which affect the possibilities to exchange information. There are three funding calls (action grants) out right now which are appropriate for e-Justice adaptation.

How is data updated in the e-Justice Portal? All data is decentralised. In the case of lawyers it is the national bar association that is responsible to keep an updated register of lawyers.

There is no European strategy in place to stimulate member states to develop their systems in a specific way. The national procedural law influences the way in which IT solutions are made on the national law but in drafting new legislation already some influence of eCODEX can be seen.

Conclusions & Closing

Nils Öberg, Director General of Swedish Prison and Probation Service and President of EuroPris

Nils Öberg held a closing speech explaining the current situation in the SPPS. They are at the crossroads of a period of declining prison population. There has been a significant drop since 2005 but they chose not to dismantle any capacity because they wanted to be sure if the decline was temporary or not. The conclusion was to not reduce capacity. Now there is an increase, primarily in remand and prisons, not so much in probation. Policy wise Sweden is moving in the same direction as UK, US and some other European countries with a less forgiving attitude. Numbers will probably go up due to penal reforms in this country.

We also see changes in the prison population, for example increased problems with mental health. Where society used to take care of these individuals, now the SPPS is dealing with them. Another fact is that they are younger. Youth crime is dropping in the younger age groups in the Nordic countries. But we also see a society that is growing apart. These juveniles come from marginalised areas around Sweden and they have no respect for the authorities. The SPPS also focus on radicalised individuals, working on new strategies to manage returnees and other VEO's. Staffing is a serious challenge. Today's new generation comes with a whole set of demands on the employer.

With all these challenges transparency will be of increased importance. We need to develop transparency through organisations such as EuroPris, but also through IT technology.

Optional afternoon program

The Swedish journey towards a digital detention center

Håkan Klarin, CIO, SPPS

The presentation was about the journey towards a more digital Prison and Probation Service in Sweden. To ensure security measures and that everything works for real at all our sites is the primary objective for the IT department. But as there is an increasing demand from digitalisation in our society, SPPS' core businesses will be affected to a greater extent. Since this will pose challenges to the operations, it will also be the challenges of the IT department.

Visit to the Kronoberg Remand Prison

The visit was performed in smaller groups. At the remand prison the participants had a short tour around a prison wing and then they had a general presentation about the SPPS operations.