



EUROPEAN ORGANISATION OF  
PRISON AND CORRECTIONAL SERVICES

EuroPris  
PO Box 13635  
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Netherlands

**ICT expert meeting  
12-14 December  
Helsinki, Finland**

**Summary Report**

**Composition of the group:**

Hubert Unger (Austria), Patrick Fransen (Belgium), Luis Nunez Pineda (Catalonia) Marjan Lukavecki (Croatia), Ole Makne Jørgensen (Denmark) Riku Pammo (Finland), George Jackson (Ireland), Liliana Uccheddu (Italy), Jacques Hensen (Luxembourg), Stojan Klancar (Slovenia), Håkan Klarin (Sweden), Kirsten Hawlitschek (EuroPris) Julia Ilyina (EuroPris)

**Day 1**

**Wednesday 13 December**

**Objectives**

The ICT group has been newly elected and will be working together for the next two years. The agenda of the meeting included topics such as exchanging current ICT projects in European jurisdictions, evaluating and following up on the TIC conference, creating topics for the best practice reports. Another focus of the meeting was the planning of the next ICT workshop that will be taking place in Stockholm on 22-24 May. At this meeting a new chair has been elected.

**Presentation of and discussion on the current developments**

**Belgium**

- Sidisuite program: it is a database, a system focusing on internal work flow - social welfare, insurance, police, e.g. it shows information about persons and their status and is accessible to different criminal justice agencies
- Specific legislation was implemented for this database
- Interested in good information management system

**Croatia**

- They are trying to create a new offender management system, however at the moment they do not have complete technical infrastructure. The offender management system holds information about the inmate's sentence, health, treatment programs, visiting, security informations, etc.
- They are also in process of wiring all prisons.
- Interested in the topic video conferencing for families.
- New service for service for IT, analytics, statistics and records
- Started to use skype for courts



## **Ireland**

- They are building a span network, a separate network for e-mailing and e-learning (e-learning and emails in a closed prison system where emails cannot be sent to external world).
- Prisoner complaint system has been installed
- Joined up information flow in the criminal justice system has started. A project has commenced to allow information to be entered by police, then sent to court, to the prison agency then to probation etc. Timeline is three years to complete the project.
- File sharing on smart devices for staff – a sort of dropbox but with more security protection – data that you want to share inside or outside prison system.
- Train staff in technology awareness – for example they made a phishing attack to test how many of the staff would click on these links and then explain them why they should not click on these types of links and open these emails.
- Interested to learn about how information is shared by different departments in other European countries and how to secure your IOT (Internet of Things).

## **Denmark**

- Shadow IT – it happens often that local staff looks for their own solution to technological problems, creating shadow IT. How to get ahead of shadow IT?
- ICT experts could discuss data protection at the workshop.
- The Danish prison and probation service is in the process of buying a new Offender Management System, which should be in service no later than 2021 and replace the old OMS and some supportive systems. Our present OMS system is more than twenty years old and completely tailor-made. They are looking for a Commercial Off the Shelf (COTS) system and want to transform their workflow according to the new system. In accordance with that it is a minor part of the system that will be tailor-made and in fact as little as possible.
- Establishing a common data archive with police
- Afterwards, they would focus next on self services for offenders – applications for visits or buying groceries.
- Interested also in data exchange: police-court-prison and probation – how to exchange data between these authorities?
- They are currently running a pilot on Body Cams – an automated documentation – finding ways to automatically document without having to sit behind the computer and type information. The body cameras are being worn by staff, they press the camera and it starts to record – it is used for security reasons.

## **Catalonia**

- They are now looking into RFID – it is an electronic tag for prisoners and a chip for staff – they are concerned with ethical problems, wearing a tag would not be good for the independence of the person.
- Project: to place a self service kiosk in the common area for detainees to have access to information
- How to deal with mobile phones? To allow them to bring a phone to their cells or to ban them? George mentioned one solution to this problem, in UK phones are allowed in their cells to prevent detainees from smuggling them.
- They have a project on implementation of video conferences with families that live abroad. Catalonia had to sign a contract with the country where the family lives and they would have to identify themselves with the local authorities.

- They have big problems with long paper processes. In order to digitalise a document, it needs to be printed in order to place a signature. With a new program it is possible to place an electronic signature to avoid printing the documents. There will be a new database implemented to have information exchanged between institutions (court, police and prison).
- Currently they have a pilot in biometrics: digitalising finger prints.
- Implementation of a digital radio communication system in prisons, which improves the security and the quality of the radio communication between workers.

## Italy

- The Italian prison service has been able to manage and monitor the overcrowding of inmates. In 2014, they produced a specific software to provide our Administration with an instrument to manage the emergency to manage the situation of the whole national system in a rational and systematic way. The aim was to gather as much data as possible in order to identify cases of overcrowding in real time by using an alert system that flagged irregular allocations. This IT system allows them to know the precise allocation, besides providing many other relevant information, of each and every inmate in Italy, as the European Court of Human Rights. Since the implementing our software to this day all prisoners in Italy live in spaces respecting the minimum personal essential space of 3 square meters. This shows that a small ICT initiative can change a very big problem not just for us but, above all, also for inmates that are potentially in unfair living conditions. During the last months, the prison population has been increasing, but our software will enable our system to monitor in real time the actual situation of every prison to identify the most critical situations in terms of capacity and the prisons with places available, in order to assign inmates accordingly, still respecting the rule of 3 square meters as minimum vital space.

This is a digital overview of Italian prison system that digitalization and IT were linked mostly to issues of order and security:

- **Video-connection in the judicial proceeding at a distance;** that's very important to achieve bigger savings but, above all, that's important to ensure higher security for the inmates who are top-level members of criminal organizations. Currently, there are 160 videoconference halls in 24 prisons with 41-b wings and justice collaborators and 200 Justice Halls are equipped accordingly.
- **Anti-intrusion systems by the so-called video-motion;** we implemented in several places the so-called "video content Analysis (VCA) also known as "Intelligent video Analytics "(IVA)
- On the other hand **we introduced Skype for keeping inmates and their relatives in touch**, the link through Skype is currently available and in use in 17 prisons and further experiments are ongoing in 14 prisons
- We tested drone and anti-drone technologies, nowadays it is ongoing an investigation compared to outcome
- In the last years there have been several e-learning experiences that involved local Universities and prisons, but, they didn't become a normal practice
- Implemented DNA bank.

## Austria

- They have customised and secured professional solution for family video visits. The family members make an appointment and they need to identify themselves via the video.
- 54% of the inmates in Austria are foreigners – the prison service provides interpreters via video conferencing which is used for e.g. psychologists and at court. This way it is cheaper than having a physical person interpreting.

- They have created an online shopping service for inmates – it is a secured transfer server – the delivery company receives data from inmates and company delivers.
- They are momentarily piloting a data security system.
- They provide e-learning for foreign nationals.
- For security strategy, they are interested to know more about infrastructure in the prison – what is being used, cabling or wireless, and what is more secure?
- Justice 3.0 – digitalising all remaining documents – e-court (first pilots). The challenge after that is to organize the work flow within coming 2 years

### **Luxembourg**

- Skype for prisoners: there is only one closed prison in Luxembourg (+ one half-open). In the closed prison, there are 2 rooms equipped with computer and TV screen for Skype.
- Luxembourg works with Avaya system tested for courts; skype currently used for families
- In the closed prison, Telio is used for telephoning with approximately 40 telephone booths installed in common rooms. Telephony in the cells is refused by directors as no adequate system could be found so far. A new pre-trial prison is being built with Ethernet connection to the cells.
- A new EM system has been implemented
- E-learning – they looked into two systems but they have not yet found the one that fits.
- A new law was presented for social workers on how to talk to prisoners as part of the reinsertion plan of prisoners – they are looking into a software where they can show these new features to social workers.
- Studying documents before court – instead of studying documents on the paper, prisoners can study them from a USB stick on a laptop.

### **Finland**

- There are available work stations and access to Skype for inmates.
- They would like to have a local partner/vendors with lower costs to provide products for inmates.
- Electronic document handling system – storing files – they want to change archiving paper files and digitalise them.
- Translation services – they have actual persons doing the translation – does anyone have a reliable software that can be used? Austria has a good solution, they hired a translating service that is provides the service online and translators do not have to physically be present.
- Designed an application for probation clients to communicate safer with the probation officer.
  - Mobile app – probation officer and client have a secure conversation
  - They implemented some evaluation tools if they have anger management problems
  - Interested in contacts in the NLs and Northern Ireland (check CEP expert group)
- Some of the computers at the moment provided to the inmate use by the local prisons are outdated and may lack sufficient updates.

### **George Jackson: Video visits for families**

- The Irish Prison Service uses CISCO Media Server for families to ‘visit’ inmates via video. A link is provided to the family to open the video service on a personal device. The link that is provided works only at a scheduled time.
- Video conferencing is also used for small court hearings for inmates.

## Q&A

Are these conversations recorded?

- In Italy it is not allowed.
- In Finland they do not record conversations. On Skype they are not able to record them.
- In Catalonia and also in Spain, only the judge can allow to record a conversation.

Does anyone have bad experience with skype?

- Finland: one time, messages from the previous user was saved.
- Having visitors identifying themselves on Skype is not fully proof.

## Jacques Hensen: Use of game consoles

- Playstation 2 was used but nowadays they need to connect it to internet. They are currently looking for an offline console.
- Prisons in Ireland have the newest Playstations that can be theoretically connected to internet when using hotspot.
- Suggestions: AT systems provide games that can be played offline. Asking flight companies what games they use. ATGames Sega Mega Drives containing 80 games

## Hubert Unger: IT infrastructure for staff and prisoners

What are the best practices in other countries regarding cabling and wireless connection? What are the costs and ideas?

- Ireland is looking for solutions to have Wifi, but it is difficult to get the signal because of thick prison walls.
- At the moment Belgium is testing wireless connection in 5-6 prisons.
- Luxembourg – they consider cabling up to each cell, which they consider to be a better solution than having a Wifi.
- Use AT – create a complete separate network for staff and inmates.
- Ireland – the new prison in Cork has Wifi in the administration.

## Luis Nunez Pineda: RFID devices

- No one in the expert group uses these devices in penitentiary centers.
- In the Netherlands, some prisons use cards to have access to certain areas in the prison.

## ICT workshop 2018 planning

- Håkan Klarin and Hans Meurisse will prepare the agenda and content for the ICT workshop
- Olle Zetterqvist and Julia Ilyina will be responsible for logistics
- The ICT workshop will take place on 22-24 May in Stockholm
- Arrival is on 22 May, and departure is on 24 May in the evening or 25 May in the morning
- Agenda:
  - Welcome reception 22.05 at 20:00
  - Conference start on 23.05 at 09:00

- Guided Tour Kronoberg (new pretrial prison) on 24.05 at 13:00, end tour at 17:00 (two groups planned)
- Expect to have about 70-75 participants
- Jacques Hensen (Luxembourg) will not be able to come to the ICT workshop

## **Day 2** **Thursday 14 December**

### **Composition of expert group and chairperson**

Ole Makne informed the group that he will be leaving the Prison Service and therefore also no longer be part of the expert group. Denmark will nominate a replacement for Ole.

Liliana found it very interesting to participate in this meeting, but feels that she has not the right profile for the group. She will discuss this with her Service.

George Jackson, who was the chair of the previous group stepped down and Håkan informed the group that he would be interested to chair the expert group. All expert group members supported his nomination and Håkan was elected as chair of the group for the coming two years.

### **TIC conference evaluation**

(main comments from only 30 persons that completed the form (out of 200 participants))

- More real demonstrations
- Include more issues on security
- Experience-driven presentations

Suggestions from the evaluation for the next conference

- Drones
- Education
- Evidence based technology – the use of technology and effects
- Smart phone as a platform
- Data exchange

### **Suggestions for the next TIC conference 2019**

- It is useful to keep small sessions, however there is the risk to miss something interesting.
- Smaller groups are better – more interaction between persons, big rooms are intimidating.
- Important to have a good audience that is prepared to interact, the dialogue sessions were too long – they should be 1 ½ hour instead of 2 hours.
- More real demonstration – bring hardware and make live demonstrations instead of powerpoint presentation.
- The panel sessions had too many plenary speakers (8), and were too long, preferably 5-6 speakers i
- It should be more like an interview, a dialogue between the audience and speaker and it is essential to have a good moderator to make a good dialogue.
- Live demonstrations of products that prison services are already using, to avoid companies in making a sales pitch.

- It is important to show products that have been already been used and tested, instead of showing products that are written on paper - products can be in a pilot phase.
- 2 days conference.
- Suggestion to have comparison between products – but the companies might not agree to present products in the same room as competitors.
- The conference should be in a hotel.

Website of the previous TIC conference 2017: <https://icpa.ca/correctionstech2017/>

### FORINER conference feedback/e-learning/prisoner education

- FORINER project - education for foreigners in foreign countries.
- Would be nice to have a central database for prisoner education, but it would not work, because each country needs to contribute to the database and it is complicated to arrange.
- MOODLE is a system source of material for Finnish prisoners – it is in Finnish interest to have Finnish prisoners to graduate from school.
- Moodle docs
- Issues: inmates cannot plan education if they do not stay in prison very long, few months, and difficult to continue learning when inmates have transfers, they might have to start from the beginning.
- It is useful to have short courses with a certificate that is acknowledged in other countries.

### Subjects for best practice reports

- ICT in Education
  - Subgroup members: Hubert, George and Riku
  - Deadline: 1 May 2018
  - Group leader: George
  - Involve James King, the chair of the Education in Prison expert group
- Video conferencing
  - Compare video conferencing – pros and cons, family visits
  - Subgroup: George, Marjan, Luis, Hubert
  - Deadline: 1 May 2018
  - Group leader: Hubert
  - Live demo during the ICT workshop in May.
- ICT equipment
  - What is permitted, what services are allowed in cells and connections –
  - Subgroup members: Jacques and Patrick
  - Draft to be written in 2019
- Legislation for using technology and ethics (topic to still think about)
  - Setback in lack of legislation create ethical issue
  - Exchanging data
  - 2019

## Discussion on the content of the workshop

- Prepare joint presentations of EuroPris expert groups, e.g. prison education and real estate groups
  - Prisoner education with university students network (Ireland)
- Ideas for parallel sessions: which countries are developing ICT strategies?
  - Not many countries have ICT strategies – it would be good to discuss
  - How to do the long and short term planning of changing technology?
- Data protection
  - organizations should discuss solutions and problems with regard to the new EC regulation
- Data exchange across Europe
  - Some countries have laws that do not allow to exchange data with other countries – but it is necessary to find out to what extent data can be exchanged
  - Belgium had implemented a law that allows to exchange data between organisations within Belgium
  - In Catalonia, it is not clear which part of information can be shared and which software can be used to exchange data, for example between ministries and police
- Problems with storing inmates information, many prison administrations would like to digitalise information about inmates
- Suggestion to create an overview of which jurisdictions are using which companies/products.
  - Draft sectors/items of relevance
  - Send questionnaire ahead of the workshop (through KMS?) to collect who is working in which sector/items with private sector
  - Share this with participants
- Prison education for foreigners
- Video conferencing: live demonstration

## ICT workshop 2018 topic suggestions

- Education of prisoners (digital education / e-learning for prisoners (Austria question; Luxembourg) Ireland thinking about linking to other countries; Finland Moodle system)
- Video conferencing (Austria, Ireland, Luxembourg)
- Real estate expert group combination with the ICT infrastructure, wireless and cable installation
  - cabling is a security issue
  - Starting to discuss this subject this year and continuing the year after in more detail
  - Suggestion for speakers: Els van Herck combining housing and cabling
  - UK: finish the rollout internet connection by 2019 – Bryan Clarck
  - George has a contact in Germany
- ICT Strategic development
  - Ireland, Denmark (corporate IT strategy on how to set it up and how to deliver), Sweden
  - ICT-strategy in the Danish prison and probation service. The Strategy was formed and written in 2016. The person to contact is Louise Dainese (mail: Louise.Dainese@kriminalforsorgen.dk – phone. +45 7255 4494).
- Present pilots that are ongoing in different countries
  - Biometrics in Catalonia, Northern Ireland
  - Electronic handling system Finland
  - Video visits (3 pilots)



- Pilot on use of bodycams. Denmark currently running a pilot on the use of body-cams in prisons. Not sure if the pilot will be ready to give a presentation in May in Stockholm regarding setup and experiences. But the right person to ask will be Mr. Lars Rau Brysting (mail: larsrau.brysting@kriminalforsorgen.dk – phone. +45 7255 4901)
- Interpretation service, Austria, Hubert
- Biometrics
  - North Ireland are using finger prints for giving inmates freedom to walk from A to B without guards
  - Nowadays in Catalonia, biometrics is being used to check the identity of inmates in ways in and ways out of prison. Also it runs for inmates, to access to personal communications.
- Presentation of expert group report:
  - How can ICT make the offender better prepared for release?
  - Payments in Prison Case Study
- Sharing data of inmates across Europe
- Offender management program, Belgium, Finland
- Data exchange on European level / Transfer of prisoners / e-Codex
- How to tackle shadow IT – best practice: Finland, Ireland
  - How to get ahead of shadow IT
- creating document sharing through dropbox (Ireland) or Sharepoint (Finland), Luxembourg Access card
- information provision to prisoner about their files – how to consult the files (Belgium, Luxembourg, Ireland)

#### Plenary sessions

- Academic opening: Victoria, Kristel, Sonia....?
- General Data Protective Regulation (GDPR)
  - Briefing on what organisations have done
  - Compare resources of organisations, what responsibility an officer of data protection has in regards to the directive – compliance.
  - GDPR has to be implemented on 25 May 2018
  - EU Directive: EU representative to speak?
  - What kind of resources one has for data protection?
  - What kind of logs does your system need to create?
  - IT is not leading in this field, but has to deal with consequences
  - Ask experts to present how they organize to be in line with GDPR
  - Legal expert from Nordrhein-Westfalia: legal expert to comment on what has been done in the field
  - DJI: Chief privacy officer appointed: Bart Pieters