Report

ICT
Expert Group Meeting
19 - 21 November 2019
Vienna, Austria

Hans Meurisse

Belgium
December 2019

PROMOTING
PROFESSIONAL
PRISON
PRACTICE

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EUROPEAN ORGANISATION OF
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TABLE OF CONTENTS

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PRISON AND CORRECTIONAL
SERVICES

ICT Expert Meeting Report
20 & 21 November 2019
Vienna, Austria

Participants

Häkan Klarin , Chair, (Sweden) , George Jackson, Previous Chair, (Ireland) , Hubert Unger, Host for the Vienna Expert Meeting (Austria) , Marjan Luckavecki (Croatia), Riku Pammo (Finland), Stojan Klancar (Slovenia) , Jacques Hensen (Luxemburg), Anne-Birgitte Bagge Barsballe (Denmark), Patrick Fransen (Belgium), Luis Nunez Pineda (Catalonia), Hans Meurisse , Moderator (EuroPris)

Apologies: Italy (Gerardo Palmieri changed position and was not replaced)

Summary

The EuroPris ICT Expert Meeting, November 2019, was organized in Vienna by the Austrian Prison Service in the Ministry. We were welcomed by the DG of Austria. Hubert Unger was responsible for hosting this well-organized event.

The **Austrian DG** stated that there are a lot of challenges for corrections: how can we bring "the digital world outside "also inside in our prisons? EuroPris ICT Expert meetings allow us to share best practices (telemedicine, payments in prisons, videoconferencing, cloud data protection, IT Education, …) We need laptops & PC's for educational reasons, regimes, etc.., but … we must tackle forbidden materials. Austria will give us an opportunity to visit a modern prison and we will be able to see a demo related to the newest management system 'Cockpit'which is also a benchmarking application.

Introduction related to the agenda of the Vienna meeting was done by **Häkan Klarin, Chair of the Expert Group**. Approval of the Agenda was given by all participants.

1. Round Table Discussions

Sweden

- o Sweden struggles for the moment with a high occupancy => burden on the business
- o Tendency to expand the overall capacity with 25 %
- o There is a global digitalization strategy
    - o Development of a Road Map for transformation of digital platform capability is started
    - o Focus on a digital platform
    - o Architecture, IT security and competence / sourcing
    - o Difficulty to recruit IT profiles
- o Several projects & challenges in the scope
    - o Procurement of client communication / telephony for education, relation with relatives, therapy sessions, interaction with governemental organizations
    - o Align and connect different video service systems
    - o Staff: improve possibility to work remotely where applicable
    - o Migration to cloud solutions
- Electronic Monitoring (used in prisons & probation, but 2 separated systems)
    - o Not an easy field/platform of technology with limited number of important vendors
    - o Outdated with old technology => actual technical solutions do not support the SPPS proces flow nor future developments
    - o New EM system objectives:
        - smooth transition between prisons and probation
        - easier handling in education
        - more cost effective
        - easier management of the solution itself
        - expanded uses of the solution
- OMS must be modernized! How? What approach seems the most effective? Upgrade to newer technical solutions … => very complex, big investments necessary (money, resources in staff). Modernization also necessary due to new legislation for Conditional Release
    - o Closer collaboration / digital exchange with other agencies as Magistrates, Police, …

Denmark

- Shut down of the OMS Tender / New approach to be looked at with some discussions first to different vendors (Canada, UK, Finland + Norway + Sweden)
- The purpose is to develop an IT strategy with a change to an IT Driven Prison Service. A period of 2 years will be needed to have a POC (Proof of Concempt). The aim is to have a minimum bible product, rather hybrid, with buying standard solutions combined with the construction by Denmark themselves
- A Road Map towards the future will be presented to both the Minister of Justice as well as the Minister of Finance
- Software strategy, compliance and security as part of a global IT strategy will be supported by Deloitte
- Danish Prison & Probation service must change into a data driven organization; challenges with intellectual property rights can be issues
- Important for Denmark is the ownership of the data because; Denmark doesn't want information to be owned by private company organizations.

Catalonia

The autonomous community of Catalonia has the competence of penal execution from the 80's. There is a total of 14 different prisons (pre-trial centres, young offenders, ordinary centres and 3rd degree prisons in which the inmate is preparing for the release and a penitentiary hospital) spread

around the Catalan geography. Actually, there are 8.500 inmates, roughly, and around 4.000 staff (including security and rehabilitation teams – psychologist, teachers, social workers…-).

➢ *ICT strategies*

As a part of the strategic plan, ICT plays an important role. The three interconnected pillars guiding the ICT policy of the Penal Measures, Reintegration and Young Justice Secretariat in the actual strategic plan are:

- Offer auto-services to inmates (digital kiosk, tablets, PC…) with the intention that they manage to consult their files, to communicate, ask for the doctor, to make complaints…
- Fight against digital analphabetism, approaching computers and Internet to inmates, but in a controlled environment.
- Try to approach new technologies systems to penitentiary centres.

➢ *Implementations/Reality*

- Broad wire Internet connection in all prisons, ready to develop the future strategies of Internet connection.
- Videoconferences: There is a big use with courts and the Bar association of Lawyers. It is also possible and used with families, using WebEx system, but it is not very much used (Skype it is not authorized)
- Biometrics: spread around all the penitentiaries, to go inside / outside of the prison.
- 3D software rehabilitation programs: VIDO (domestic violence), Drugs and Alcohol Drivers.
- Use of Internet at schools => Supervised by a teacher, inmates can get in Internet (white list pages) in class (TIC-point OMNIA).
- Simultaneous translators: In CP Brians 1, (pre–trial prison) , Catalonia has a telephonic system for translation.
- Catalonia has a couple of mobile detectors and is testing different gadgets to detect. Prices can be very different from one to another (from 50 € to 4000 €). (Are good and cheap detectors reliable?). Catalonia studied the possibility of the implementation of 5G blocking and jamming (meeting with Telio), but it was very (too) expensive and it was refused.

➢ *Projects*

- SIEP: New software for the penitentiary Catalan System, integrated with courts, police, young justice, etc. It is thought that in 2021 the new system would be launched. In an initial period, it will coexist with the actual system (SIPC), which is not integrated with courts or police. Right now, if professionals want to consult any information out of the own agency, they have to get in specific software (time-consuming).
- Facial recognition: Last semester of 2021 the implementation of the facial recognition of inmates will start. It will be used and tested in a ring of a prisons (free movement of the inmate).
- Body cams: It was thought to test this system in CP 4 Camins this year. Unfortunately, due to the lack of budget it has been suspended.
- Access to Internet and email from all the PC's of the prison: Actually, there is just connection to Internet in a certain point of the prions (TIC-point OMNIA). Catalonia wants to spread the connection to the rest of the computers of the penitentiaries (included for the inmates that have PC for studying). We are working in establishing a standard to develop it.
- Special concerning areas: Catalonia is interested in:
  o Interested in getting information about simultaneous translators.
  o Interested in experiences of integration system information (positive, if possible)
  o Interested in knowing experiences of countries which have already developed and tested body cams system. Does the number of incidents decrease due to this system?

- o Interested in Technologies for detect and defence from drones. (already had several cases of detection of drones)

Ireland

- Drones - Pilot in West Dublin prison using "Convexum ". Software is able to detect drones and force them safely to land. Tests approved by the Irish Aviation Authority.
- Criminal Justice Hub - technical elements such as separate VPN's and encryption progressing well. Pathfinder projects on hold due to lack of data sharing agreement by the Judges. Waiting for approval to proceed.
- Cisco Media Server being rolled out to additional prisons. Primarily to allow for family and legal video visits. Proving / testing a great success.
- Phones in cells for both inbound and outbound calls. Inbound uses Cisco Voice Protocol to route the call to the correct inmate in the correct cell.
- Tableau-tool being developed for BI / business intelligence and to inform decision making.
- "Time and attendance "project progressing well but issues with partner company.
- Body Cams being tried in Violent Offender Unit. So far very positive outcomes.
- Electronic Prisoner Correspondence will be introduced next year to largely remove snail mail for inmates.
- Smart devices being used in Open Center. For books and education over Wi-Fi. Great success especially the use of audio books by inmates.
- Currently developing the Irish Prison Service ICT Strategy for the next four years.
- Closed loop email for prisoners in one prison. Also ruggedized iPads with no external connectivity. Helps inmates be educated in regard to the digital world in preparation for release.

Austria

- **Offender Management System:** Old system (IVV) is running since 2000 and is replaced step by step by new modules in the new system. The challenge is to finish the transition as short as possible. All the development is done by our federal data center without public tendering.
- **BI Solution:** As shown Austria also has a change from the old IBM Cognos solution to the new MS power BI solution and will go live on 2.1.2020. Before Austria developed over a two-year period all key figures, performance indicators and key performance indicators. ("**Cockpit**")
- **Telemedicine:** After establishing our video interpreting solution for the medicine and other sectors there are now two new projects in the field of dermatology (assessment with skin pictures over a secure web site) and for hepatitis C with a 3 way video communication (inmate, external specialist and if needed an interpreter).
- **Video visits:** After pilots with skype and a pexip solution, there is another pilot with a customized zoom solution. As of now a plan exists for the roll-out later next year.
- **E-learning:** Together with Germany there is the ELIS e-learning platform for online content => roll out next year for the new and advanced version.
- **Network Security**: We are establishing at the moment the IEEE 802.1X standard for port-based Network Access Control (PNAC). It provides an authentication mechanism to devices wishing to attach to a LAN or WLAN.
- **Security Solutions**: In the fields of blocking, jamming, drones, video analytics, indoor tracking, wearables etc. Prison Service is working together with the Austrian institute KIRAS (safety research) to bring up protects and accompanying rollout.
- **Electronic Monitoring**: After the new tender (Attenti) Austria just finished the roll out and are increasing the GPS monitoring. Also, a new legal framework is awaiting and would bring Prison Service from 12 to 24 month sentenced people with expecting 500 to 600 offenders in EM.

Croatia

- The Republic of Croatia is a member of the European Union since the 2013 with a population of about 4.2 million citizens

- Actual Prison System
    - Our Prison and Probation System Directorate is part of Ministry of justice
    - Total prison capacity is 3900, while in prison, we have about 3.300 inmates. Overall staff number is about 2600.
    - The system consists of a Head office, 7 penitentiaries, 14 prisons, 2 correctional institutes, 1 centre for diagnostic and 1 training centre.
    - In *penitentiary* systems inmates are generally serving sentences longer than six months. Terms of serving sentences in penitentiaries may be closed, semi-open and open. In the *prison's* offenders are generally serving sentences < 6 months. *Correctional* institutions are related to educational measures for juveniles.
    - We have an IT service within the Head Office – with limited jurisdiction. Croatia has a major IT Sector for the overall IT of the Judiciary system. They are also in charge for Budget and procurement.
- ICT in Prison System
    - The Ministry has a large computer network with 150 locations connected to 1 domain (all courts, probation offices and prisons)
    - The cycle of introducing IT technologies into the prison system started a few years ago. The cycle consisted of developing infrastructure - building a network; development of the Information System; securing technical equipment; computer procurement.
    - The network part can be considered as successfully completed. There is still the problem with the ICT connection in the location of the Penitentiary in Turopolje, located away from settlements and surrounded by fields and woods, a long distance to the nearest communication station and outdated infrastructure. As a solution, the service provider has built a transmitter in the penitentiary. The process of merging the penitentiary in the Ministry's IT domain is underway.
    - The biggest project and occupation are the implementation of the new Information System – Offender Management System. The Information system is in production since January 2019. This project is a significant challenge for the Croatian System from the technical and organizational side. The information system is designed as a platform that will be open for communication with other systems. (courts, police etc...). The system covers all business processes related to serving prison sentences (legal data, security, treatment, health protection, probation, victim support, business intelligence and reporting). The information system contains the DMS (document management system). The system is based on Oracle technology.
    - On the technical side, implementation is going well. The system is used in all locations with all modules. From an organizational side, the project requires a great deal of effort to educate and prepare all stakeholders.
    - Currently, 672 new computers are being delivered to the prisons and probation offices. This is a project that is running in parallel and is funded through the ESF.
    - Project "Video visit" is still a pilot. The project is being implemented in partnership with UNICEF. The project consists of purchasing equipment, arranging visitation rooms, training for employees. We use "Pexip" as a platform - easy to use, low technical requirements, free for all users, available after office hours, low risk of abuse. This year we have made 233 visits so far. We started with one penitentiary and gradually included the others. At this time, visits are only allowed for parents with children. For the future, we are considering other options.

Finland

- Several operational systems
    - OMS (VATI)
    - Probation Information System (Tyyne)
    - Security Information system (TUTI)
    - Electronic Monitoring (EM) system (ELMO)
- Ongoing project
    - New OMS

- o New EM system
  - o Windows 10 implementation
  - o Document Management system (HILDA)
  - o Digital Smart Prison Project
- Issues
  - o New OMS: time & money consuming, issues with MS Dynamics, cloud strategy is disturbing
  - o New OMS: problems with vendors (small community), new tender again
  - o New Document Handling System: data protection & data security
  - o Electronic services for inmates: auditing
  - o Smart Prison project: very tight time schedule to implement (October 2020 operational)
- Education for inmates is part of Finland's standard education system: Moodle system, distance learning, united classrooms through video connection, whitelists (25 % of the inmates in permanent guided education)
- Windows 10: difficulties with transition from Windows 7
- New apps for Probation: further integration on different functionalities (calendar, diary, messaging)
- Personal data protection: legislation in progress (national acts, decrees, data protection act, …); registers controlled by RISE (5 national registers)

Slovenia

- Actual situation
  - o Problem with a lot of foreign nationals (migrants smuggling) and language barriers
  - o New probation service
- Project E-education in prison cell (pilot project)
  - o Scope of this pilot project are two newer prison units in the largest prison Dob, built in 2011. Prison cells in this two units have already all the necessary computer installations and wiring. It is anticipated that 80 prisoners in each wing will be involved in this project, together around 160 prisoners.
  - o The project has two parts. In first part the Prison Service wants to provide inmates e-learning platform (content management system) and limited access to internet sites which provide learning content (schools ets). All of this will be accessible from their computers inside the prison cell. As part of this project we will also provide some computers for those who do not possess their own. Second part of this project will be prison Intranet for inmates, which will be accessed from six information kiosks (touch screen version) on the hallways. On the intranet we will provide general information for the prisoners, house rules, notifications, daily schedules and time tables, internal acts, simple translation service, application forms (integration with the OMS) etc. Prison intranet will be available in Slovenian an English language.
  - o We are currently finished public tender and signed a contract. According to the project plan the system should be implemented by April 2020. After some time in production we will make an evaluation of this pilot project and decide how to proceed. If prison intranet will be well received among inmates we will probably implement this solution also in other our prisons. First part of the project will be harder to provide in other prisons, because they are mostly older units with large group bedrooms which do not provide suitable learning environment and privacy.
  - o Next candidate for this part may be the new Ljubljana prison. In the beginning this project had also another part, namely video visits for the inmates but after analysis and cost estimation (licenses for video conferencing systems are expensive) Slovenian Prison Service canceled this part due to over budget. So at the moment in our prison system there is not yet a solution for video visits. We plan to set two workstations with skype in our women prison in " Ig " for mothers to stay in contacts with families (children)

- Upgrade of the "OMS" (we call our "OMS" E-Zapori or E-Prison and is also in part "prison management system" not only "OMS"

- o Development of additional payroll module for calculating wages for prisoners who work in prison workshops, kitchens and factory (Dob has factory inside prison which manufacture hydrants) etc. This module will also replace some old solution for inmates accounts (no cashless solution yet – prisoners can still possess some small amount of money).
- o Computer tablets will be provided for prison officers, where they can access some data from the OMS and fill in the forms. This tablets will not be online connected to the network (by wi-fi or something like that). Only when they are physically attached to the network the data will be synchronized.
- o OMS integration with criminal records (Ministry of justice). OMS integration with Ministry of the Interior (sending registration of temporary residence). Periodic export of some data from the OMS to the data warehouse of Ministry of justice (for statistics and analytics).
- o A split database to convicts and pre-trail detainees (legal requirement).
- o With this upgrade Slovenia will also provide some additional reports and added some new functionalities to existing modules.
- o Current status of this project is " in development "

Luxembourg

- Luxembourg is building a new prison for pre-trials for 400 inmates: (https://ap.gouvernement.lu/fr/administration/centre-penitentiaire-uerschterhaff.html). Actually the building shell is ready and now Luxemburg looks how to implement technology (in house tracking will not be allowed), the whole building is foreseen to be finished in Q3 2021. After a test phase, the new prison will be operational by end 2022; courtyard will be on the roof The existing prison (600 inmates) will then be completely renovated and used for sentenced prisoners only.
- Actually Luxemburg is looking into the installation of a drone detection system with optional jamming into this new prison.
- In December 2018, in-cell telephony has been installed in the existing prison with very positive feedback from both prisoners and staff. It can be used by all sentenced prisoners and part of the pre-trials.
- Further multimedia options are being investigated for both old and new prisons. There will be no Wi-Fi solution nor tablets; televison systems will be used for further connectivity, most probably a system connected to the TV cabling (Coax in the old, IP in the new prison)
- 4 different network systems: PC's, Camera, Prisoner systems, Security/Emergency
- Video conferencing via Skype is already used for visits.
- An additional system for conferencing with the Courts or Lawyers is being set up, it will use an existing infrastructure from the national IT centre.
- The use of bodycams in special and limited situations is being analyzed / tested
- Issues: education system is wanted, add things via television
- 2020: start of a new tender for EM

Belgium

As a context, Belgium presents some threats for the prison administration:

- Continuous overpopulation (about 6 à 7 % in August 2018, now in 2019 about 14% and still rising)
- The knowledge that legislation sets Belgian prison administration for major challenges such as the "Complain Right "with the installation of an independent Board who will examine inmate complaints. The inmate will have the right to defend himself with legal assistance (Oct 2020)
- Currently, the right to grant a release to convicted inmates is held by the prison director, if the total amount of the sentence doesn't exceed 3 years. From September 2020, this right changes and becomes a "Court decision ". First estimations/calculations predict an increase of prison

population of about 500 in the first month, and an overall total increase of more than 1000 inmates in the months after that, mainly due to the temporal length of the procedure.

- The necessity of new prison capacity is therefore urgent. Brussels / Haren is under construction (replacement of existing prisons in Brussels) and the scope for opening is end 2022/ early 2023; also new Dendermonde has finally some prospects (starting up in Spring 2020). At the same time, Belgium started the pilot 'prison houses.

Within this context, important elaborations where finalized:

- Telephone on cell; mostly good results and appreciation; enormous increase of telephone calls (less incidents with staff / less stress for inmates)
- Digital access to the personal court files
- Test phase project with tablets in the prison of Beveren
- AFIS: digital fingerprints, shared with the police. This grants all the partners in the security chain one identification code of a suspect/inmate/ …
- Further steps in GDPR-compliances
- Further steps in sharing data by our OMS, for example towards the social security services
- Future tenders: the digital learning platform; renewal / new OMS; new Electronic Patient Application (new Epicure)

2. Topics

Expert Group Strategy

International Collaboration & Planning

- Feedback TIC 2019 Lisbon, Portugal
- Feedback Real Estate Workshop 2019 Ljubljana, Portugal
- Design & Operating of digital prisons: ICT + Real Estate + Management => connected
- Innovation in prisons: what are the innovative projects or possible projects?
- Feedback Buenos Aires 2019 ICPA Conference + ICPA Technology Solutions Group:
  - Presentations: + ⇔ -
  - Alignment with Research
  - Digital Maturity Survey of prison systems (Research, UK, Victoria Knight, Montfort University)
  - Advancing Corrections Journal - Special Edition? Possible contributions.
  - Standards for data sharing
  - Open-source repository

➤ Häkan Klarin (chair) gives feedback about TIC 2019 Lisbon; he mentions that the Program Committee needed to do a hard job and the assessment is not easy
➤ Portuguese prison service was an excellent host
➤ In a TIC Conference it is always difficult to keep the balance right between technology and business. There is enough technology as for the future, more attention should be given to the " digital transition methodology ", more focus on " change management " from the business perspective
➤ George Jackson agrees with Häkan and highlights the innovative impact from the Global Track Chair Emmanuel Tanger; everybody want to see more of this approach, interactive discussions with Menti.meter; only major problem with the TIC was the status of the Venue (Hotel => the process of choosing a hotel must be done different and much better; bad acoustic; bad Wi-Fi …)
➤ In a TIC Conference we must try to guarantee that " presented best practices " are " in production "
➤ Very good reactions from the Real Estate Workshop in Ljubljana; such an event will become more and more interesting as the importance of technology in smart buildings will raise; from

the ICT perspective it was successful ; different elements from the business could be transferred to architects
➢ Innovation in prisons / developments / concerns
  o Wearables for inmates (Ireland), virtual masks (Catalonia) to tackle domestic violence, video systems from American Dynamics, video analytics, wearables connected with biometrics, robot guards, new data warehouse (Austria), drugs detection (Croatia) , scanning for drugs (Finland), voice stress (bad news) detection (Ireland)
➢ BI: application " Tableau " is promising as a front-end solution (in Ireland / is not cheap), Power BI also well known
➢ GDPR still remain a concern but everybody is progressing (topic for Workshop 2020)
  o Some good presentations in Buenos Aires ; the EuroPris Expert group gives fully support on the Digital Survey of the Montfort University; also support to contribute to the ICPA Journal on a special edition " Technology & related items " ; the EuroPris ICT expert group will continue to follow the ICPA Technology Network, but it is premature to be actively involved

Digital Strategies

• ICT Strategies
• AI - Strategies for Prison context: advantages, disadvantages, BI, data analytics…
• Update on GDPR: how has it impacted on us?
• The Irish Justice Hub progress update
• Informations systems integration and data exchange with courts, police, …? Successful or not?

The digital agenda & strategies and all other related issues are discussed in the **Specific Topics** in relation to different items & topics, mentioned below in this report.

EuroPris Expert ICT Group issues

• Matrix
  o ICT Matrix: evolution & development, periodicity, accessibility
  o Other matrix applications: Radicalization, Real Estate, Staff Training +Radicalization
  o To Do's + Support (SPPS, … others)
• Status on EPIS
• Elections for new members ICT Expert group 2020-2021
• 2020 EuroPris ICT Workshop: planned September 2020: Venue=> Vienna, Zagreb, …
  o Information of the PC-CP, CoE

➢ No remarks on the information given of bullet points 2, 3, 4 and 5
➢ Everybody agrees (Sweden, Ireland will contribute) for further developments on the Matrix tool; nobody wants the Matrix published on the Website (not even encrypted) => initiatives (Radicalization, Real estate) will be prepared to continue or to start (after January 2020)

3.   Specific TIC Topics / Special Target Groups

Offender Management Systems

• State of play related to countries @ OMS systems
• Implementing Application Programming Interfaces (API) as a concept for the digital transformation of public administrations in prison environments
• **OMS + all connected items**, should be a separate theme inside the next **2020 ICT Workshop** as well as in the next **2021 TIC Dublin Conference**
• Inside the Vienna Expert Meeting 2 different approaches were discussed / opposed as " learning moments " for all participants**.**
Belgium <> Denmark

- *Belgium*
    - In 2012 Belgian DG EPI launched the Tender and in 2014 " Go Live " was successful (in time, in scope, in budget) => optimal communication business + provider, 4 dry runs, weekly meetings in War Room , no conflicts
    - The execution process (from Tender to Go Live) made us specialists in how you can work together with the provider during differnte procedural steps => shared knowledge => how transform " business needs " into technical & practical solutions (need to have, want to have, luxury …)
    - Lessons learned: creation of good functionalities, automatic notifications … but Belgium missed " the moment " to create good BI ; no delivery from data!!!
    - Pitfall: Technology is quickly outdated, technological monopoly (lock in)
    - In 2019 Announcement of the next Tender to be published in 2021/2022 => will be very difficult due to a brain drain of the initial 2012 " OMS team (10 à 12 key staff with different specialties have left the service) "
    - Radicalization has shifted everything (before only a platform for sentence calculation => OMS has become a kind of a " mothership Enterprise " with useful data for all security services

- *Denmark*

    - The tender for the OMS was cancelled because the CIO (Sponsor) retired and because some errors were detected in the tender => need to republish
    - Problems still are the same: old technology, unstructured data (can be held alive for maximum 3 – 6 years)
    - In the OMS tender the roles must be well defined: IT & Technicians are enablers but the transformation must be driven by the management => the business is steering from the cockpit and not the IT department
    - New OMS must be data driven with structured data => new sponsor required + 3 lawyers in support + IT started to talk with the Top Management => money stability must be guaranteed for 4 years + new OMS must be " intelligent "
    - Before starting, it is necessary to discuss " how many staff " will be dedicated to the project, who will deliver " enough energy " tot the BPR and to determine the gap between the scope " To Be <> As is => old system keeping alive and changing micro services, developing a SOLR open source machine to search all kind of information in the old system, …
    - Others discussions: how to construct the Enterprise Architecture, fancy and attractive interfaces, mother database with all the client data (standards related to transport, visits, classification…)
    - Most important:
        - organizing data management!
        - create a Road Map for at least 4 years (with only 6 months description and not to the end)
        - Need for a good steering committee, enough money, resources
- **Comment from everybody : Other countries feel now much more comfortable, knowing which problems need to be resolved => discussions were started!**
    - Some countries started a new OMS and put everything quick in the trash
    - Starting a new OMS is a balancing act with Business and IT-department often seen as "enemy"
    - Some countries have old systems, unable to communicate with others, high risk to collapse => high burden on top-management
    - Some countries have federal data centers who take care of this kind of problems
    - Everybody knows the scenario: Lack of money during execution, no start up teams, keep the old OMS alive = double effort, struggling day by day until the next crisis, delay after delay.
- **Request to have a lot of time & discussion dedicated to OMS in the next 2020 ICT Workshop!**

Offender-faced technologies

- Access to telephone for inmates + mentally ill: status
- Digital delivery platforms for inmates + mentally ill: status
- 'Multimedia' for prisoners
    - controlled email access, limited Internet access, … (what are the solutions)
- Skype for business use for inmates now that it is being replaced by Teams – CMS in Ireland; tablets in cells
- Electronic document management for inmates: access to personal files for inmates
- Experiences: Telemedicine, Video visits, Video Translator, …
- Digital prison for **female inmates (Finland)**

- ➢ Inmates need (to prepare reïntegration proactivily) more and more facilities as ruggedized tablets, thin clients, services as education, Prison Cloud, streaming services, cellphones on cell, videoconferencing to family, access to legal papers, visits to the medical area, access to shopping, translation services. This is a irreversible evolution; more and more agencies are testing access to services with try outs as WiFi in the cell, POC's with tablets
- ➢ POC's are installed to create closed " learning " systems to learn to work with f.e. email, internal regulations
- ➢ POC's with hardened tablets, learning inmates how to work with it (without connectivity)
- ➢ Initiatives with University courses, with limited access to Internet (otherwise no University courses possible) (white list / black list issues), discussions with external persons related to the content
- ➢ Issues with public opinion related to the cost of ruggedized tablets ; buth also with the providers of the tablets related to the risks (who owns the tablet)
- ➢ Some countries have decided to shut down all kind of initiatives:
    - o Denmark, 5 year shut down
    - o Luxemburg, OK, but only for educational reasons or linked to Webshop purposes
    - o Ireland: government pays for everything for the inmate
    - o Finland : 3 year discussion / now possibilities in Open Prisons with black lists / receiving email is allowed (staff must print everything) / review on a periodically based interventions ; big difference Open <> Closed prisosn / data protection issues / pictures taken with devices
- ➢ Specific project New Female Prison in Finland related to Prison Cloud / Inmate Platform solution: Methodology to follow:
    - o First a RFI (Request for Information)
    - o POC's with different companies / big advantage because staff and inmates can test it; modifications are possible due to feed back; good opportunity for everybody and change management can be prepared; looking for opportunities to link it with OMS
    - o Finally RFP (Request for proposal)

Prison & Probation & Electronic Monitoring (EuroPris <> CEP)

- Electronic Monitoring, future developments
- Use of BI and Electronic monitoring (->https://vimeo.com/193901455)
- Status of electronic monitoring of inmates and probation clients" / Finland prepares to start a new tender, others…

- ➢ A closer collaboration between EuroPris and CEP related to " EM " cannot nor should be an issue
- ➢ In the near future more discussions will be necessary because technology changes fast and " EM " becomes more and more a possibility for " inside tracking " in prisons
- ➢ Sweden suggests that strategies need to be developped
- ➢ Artificial Intelligence (" AI ") and Business Intelligence (" BI ") , due to machine learning algorithms and due to data in our OMS (with the Risk based Assessments) , can produce better

analytics to give support and assist the different categories of staff (now very sceptical attitudes from staff and unions towards such technolgies)
➢ AI and BI can help Prison Agencies to perform better and to optimize business processes (ex: transport of inmates)
➢ Some countries have tools to make extractions of data (also from old OMS ex: Finland) to make queries
➢ **In the next 2020 ICT EuroPris Workshop discussions should be organized about AI, BI, ethical issues**

Security

• Drones: technologies for detection and defense
• Use of electronic devices for inspection rounds, information mobility, audio communication,
• 5G, blocking and jamming!
• Wearables
• Body CAMS
• Video Analytics

➢ More and more countries are having questions related to effeciency of jamming
➢ The issue of drones: often detection is possible but there is no permission to jam
➢ Intrest in looking for opportunities to find " open systems " for jamming
➢ A lot of issues related to signals, GPS blocking, signals blocked, remoted …
➢ Some countries are convinced that shooting down drones is the best solution; in some countries it is allowed with regulations around airports or no fly zones, imposed perimeters against drones
➢ A lot of discussion to allow " yes or not " wearables / body cams " ; questions and issues with the unions; but some agencies are launching tenders
➢ The discussion related to install Wi-Fi inside Prisons is not clarified enough
➢ A neverending struggle against shadow IT and shadow security ; more need to have a good strategy on security technology (ICT 2020 Workshop => How to install convergence between operating and information technology)

4.   Visits

During Day 1 of the Expert Meeting, the Austrian Prison Service organized a visit in the Kronoberg prison, situated at 30 minutes of Vienna City Center. The demonstration on the Analytics program "Cockpit " was given in the Ministry.

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