EUROPEAN ORGANISATION OF PRISON AND CORRECTIONAL SERVICES

ONLINE WORKSHOP ICT IN PRISONS
29 SEPTEMBER – 30 SEPTEMBER
SPEAKER INTRODUCTION
PRESENTATION SYNOPSIS

TUESDAY, 29 SEPTEMBER

PLENARY

ARTIFICIAL INTELLIGENCE FOR POLICE INVESTIGATIONS

Background: More and more data in police investigations is multimedia material in particular they are images, videos, and text. And they come in huge numbers. Investigators need support to sift through all this material. Method: In recent years Artificial Intelligence (AI) has seen enormous improvements in terms of quality of the results. Techniques are many and they are particularly successful for multimedia data. Hence AI has a large potential to change the way investigations are being conducted. This goes beyond analysis of the data; support can only be successful if the data and results are presented in a way which allows easy interaction with the data. Results**:** In this presentation we will give a general introduction to different Artificial Intelligence techniques and then elaborate on how they can be used in police investigations.

PROF. DR. MARCELL WORRING, UNIVERSITY OF AMSTERDAM

Marcel Worring is a full professor in multimedia analytics within the Informatics Institute of the University of Amsterdam. He is one of the scientific directors of the Police Lab Artificial Intelligence. This is a five-year research program of the Dutch Police, Utrecht University and the University of Amsterdam in which new methods for understanding multimedia data, in particular visual and textual data, are being developed. In addition, he collaborates intensively with the Netherlands Forensic Institute. Within the European project Asgard he collaborates on an international level with LEAs and research institutes from all over Europe.

PANEL - IMPACT OF COVID-19 ON THE USE OF TECHNOLOGY DURING AND AFTER THE CRISIS

HÅKAN KLARIN, SWEDISH PRISON & PROBATION SERVICE, EUROPRIS ICT EXPERT GROUP MEMBER

Hakan is an experienced Chief Information Technology Officer with a demonstrated history of working in the government administration industry. Skilled in Innovation Management, Business Development, Strategic Planning and Change Management. Holds an Executive MBA-degree and is specialized in managing global R&D and innovation within large scale organizations. From 2011 to 2017 he had the position as CIO for Region Ostergotland, the fourth largest county council and healthcare provider in Sweden as well as several national assignments within the domain. Since 2017 he holds the position as CIO for the Swedish Prison and Probation Service and member of the EuroPris ICT expert group.

MARJAN LUKAVECKI, CROATIAN PRISON SERVICE, EUROPRIS ICT EXPERT GROUP MEMBER

Marjan works as a Senior IT advisor in the Head Office of the Directorate for the Prison System and Probation. Over the past 11 years, he has gained experience through various jobs in the Ministry of Justice, which includes a certain amount of time working in different types of prisons. He works on the planning, development and implementation of ICT technologies in prisons. Marjan is an IT engineer with a master's degree in business administration.

CARLA CIAVARELLA, ITALIAN PRISON SERVICE

Currently Carla is appointed as Director of the Coordination of institutional Relations Office at the Prison Administration Department in Rome (Italy). During over 30 years of her professional career she has held various professional positions such as: manager for training courses of prison staff; director of prisons. For 9 years she was in service at the UNODC where she dealt with: the penitentiary reform in Afghanistan, the coordination of police cooperation projects to combat illicit trafficking in the Balkans region and in South Africa where she worked on projects on domestic violence for the protection of abused women.

BREAKOUT SESSIONS

SESSION 1 - DEVELOPING AUGMENTED REALITY TO SUPPORT OFFENDER LEARNING IN THE SECURE ESTATE

Evaluate the effectiveness of using Augmented Reality resources, giving access to information, resource and instruction on a range of topics to custodial establishments. Education, training and employment are key to reducing self-harm, suicide and re-offending. It plays a huge part to keeping prisons safe and creates effective purposeful activity that improves social mobility and a rehabilitation culture. Shrewsbury College Group in conjunction with Her Majesty's Prison & Probation Service have developed a new approach to learning that is innovative and meets the need of all aspects of the prison population. Augmented Reality (AR) uses technology to encourage non-traditional learners to fully engage and successfully obtain a range of functional skill and vocational qualifications. AR offers learners a wider scope of learning and reinforcement, to encourage higher levels of success and engagement. The ICT Workshop presentation will explain a range of scenarios that has resulted in the use of AR in secure learning environments. From national security, feedback from Governors, staff and prisoners to the production of a wide range of accessible resources. Participants who attend the workshop will be able to review and have a hands-on approach to using the AR resources and see how effective they are in engaging learners of all levels and abilities. The resources can be accessed via a specific AR App and can be viewed on iPhones, iPads and other mobile devices. The use of digital tools and resources is an opportunity for prison staff to work with offender learners to help them rehabilitate, give information on a range of instructional, skills-based topics and useful scenarios that will be both engaging and interesting. It also gives access to a new way of 'any time learning, at the point of need, safely and within constraints of security processes.

RICHARD BOOTH, SHREWSBURY COLLEGE GROUP, UK

Richard has over 21 years' experience of the development, use and support of Information Learning Technology (ILT) within the FE & HE sector. Richard concentrates on supporting staff in their use of ILT and application of technology in their teaching & learning. He has collaborated with the Joint Information Systems Committee (JISC) on several ILT development areas and events, including AR demonstrations, awareness and dissemination events. His lead of the current Erasmus AR project to support young offender learners, developing targeted AR resources for prison establishments in the UK and with partners across Europe, has been of primary importance.

DARRYL JONES, OFFICER FOR STANDARDS IN EDUCATION, UK

Darryl is a qualified teacher and has a Master's Degree in Business and Organisational Development. He spent 16 years in various further education institutions and has over 15 years' experience working for Her Majesty's Prison & Probation Service managing the education, training and employment provision in a wide range of prison institutions including adult male, female, young offenders and high security establishments. He has experience of

quality assurance, English, mathematics and vocational training and has been working on and developing the offender learning Augmented Reality resources since 2014. He is currently a qualified Officer for Standards in Education (Ofsted) Inspector.

SESSION 2 - VIDEOLINK - MAXIMISING RESOURCES FOR SERVICE DELIVERY

How the Irish Prison Service was able to lead and maximise the use of videoconferencing (videolink) facilities during the Coronavirus crisis to maintain prisoner contact with Courts, legal representatives, and other in-reach services. Coordinating with other agencies to ensure legal compliance with warrants and driving technological change in the Irish Criminal Justice sector. The Irish Prison Service has been a strong advocate for early adoption of technology in the Justice sector and were preparing for legislative amendment that would underpin this change. The Coronavirus crisis effectively shut down the courts and minimised human contact, dramatically effecting the normal conduct of the courts. Given our experience, the Irish Prison Service was able to move from 9% of cases being heard by videolink to 76% within a matter of weeks across all levels of Courts. This move also facilitated prisoner contact with their legal representatives using the same technology and rolled out the use of videolink services to representatives on their mobile devices as well as desktop devices. The organisation's agility in moving so quickly was instrumental in reducing the footfall into and out of prisons, further mitigating that threat of infection to the prison population. The Irish Prison Service now hopes to capitalise on the technological expansion, and have it enshrined in legislation allowing the reduction in Court escorts and maximising resources and risk mitigation in other areas.

MICHAEL O'MAHONEY, IRISH PRISON SERVICE

Michael is a Governor in the Irish Prison Service with 20 years' experience. He is responsible for the Prison Service Escort Corps, which manages all prisoner movements for the Service, and has been a pivotal driver in the videolink project in the Irish Prison Service since its pilot project in 2009.

SESSION 3 - THE USE OF NEW TECHNOLOGIES IN THE EXECUTION OF PRISON SENTENCES IN SPAIN: LATEST DEVELOPMENTS

The latest technological advances incorporated into the Spanish prison system place Spain at the forefront in the use of new technologies applied to the execution of custodial sentences. Despite the fact that the introduction of new technologies in prison can be problematic in many aspects, the Penitentiary Institution, whose primary purpose is the re-education and social reintegration of the convicted, cannot be strange to new technologies. Therefore, during the last decades the use of technology has increased in the Spanish prisons, not only in the area of security, but also in the areas of treatment, education and training and healthcare. Thus, the latest technological innovations incorporated in Spain to the prison system can be highlighted, among others, the use of biometric identification, the different telematic control systems used during the execution of the sentence, the tele-medicine, the recent tele-legal assistance or the new pilot project for the inhibition of drones, implemented in a Spanish penitentiary centre at the beginning of 2020. This work shows the various technological applications in force today in the Spanish prison system, focusing on the latest advances in this regard.

JAVIER BURON, PRISON SERVICE SPAIN

Javier has a law degree from the University of Oviedo and a Diploma in Criminology from the Complutense University of Madrid. He belongs to the Technical Superior Body of Penitentiary Institutions (Spanish Ministry of the Interior), as a jurist. He has held positions of managerial responsibility in the prison administration, such as that of Deputy Director General and that of the General Director. Currently, he is the General Director of Criminal Enforcement and Social Reintegration (Prison General Director in Spain). He combines his professional activity with academic study, having published more than one hundred doctrinal articles in different specialized magazines and several books. He is a regular collaborator in seminars, workshops and courses in different institutions and has participated as expert in various international exchange programs on matters related to criminal execution.

ESTHER MONTERO, PRISON SERVICE SPAIN

Esther has a law degree from the University of Seville and a PhD in Criminology; she obtained her doctorate in 2008 at the University of Lausanne (Switzerland), at the School of Criminal Sciences. Since 2010 she belongs to the Technical Superior Body of Penitentiary Institutions (Spanish Ministry of the Interior). She was Deputy Director of Treatment at the Huelva Penitentiary Center from 2012 to 2017, and is currently Jurist-criminologist at the Alcalá de Guadaira Penitentiary Center; At the same time, she has been lecturer (teacher and trainer) in several institutions, among them, the Penitentiary Training Center in Madrid, the Center for Legal Studies in Madrid and Barcelona, and in several Universities. Currently, she is also Professor of Law and Criminology at the Universidad Loyola Andalucía (Loyola University).

PLENARY

SMART PRISON 2020: DIGITAL SERVICES, AI AND VR IN PRISONS

In 2018 Finnish Criminal Sanctions Agency started a project named "Smart Prison 2020". The main goal of the project is to implement a smart system for inmates in the new Hämeenlinna women´s prison to be opened in October 2020. The project also includes nationwide development of digital services for inmates in all our units. This presentation will give an in-depth review of the results of digital services development: an up-to-date review of the implementation process of the new smart system for women's prison and a description of other digital developments like the portal for digital services used from inmates' restricted workstation environment (joint use), the prisoner e-mail system and training the staff to support inmates' use of e-services. The presentation will also include a description of Artificial Intelligence (AI) course aimed for inmates and a virtual reality (VR) pilot aimed to maintain and promote inmates´ psychological wellbeing in prison settings. We will discuss the future digitalization strategy of Criminal Sanctions Agency and further use of AI in our processes.

PIA PUOLAKKA, CRIMINAL SANCTIONS AGENCY, FINLAND

Pia has worked for the Criminal Sanctions Agency since 2012. She started as a prison psychologist. In 2017 she started to work in the Central Administration Unit as a Senior Specialist in rehabilitative services (program, family, psychological and spiritual work in prisons). In 2018 she started as a Project Manager in the Smart Prison project. Her work includes developing digital services and leading the smart prison system implementation. By education she is a forensic psychologist and works also as a private psychotherapist. She has done further studies in artificial intelligence and digitalization for the purposes of her current project.

INTELLIGENT PRISON: TECHNOLOGY AND SECURITY

In the context of security seen as the framework for developing activities, several tools have been implemented to support the tasks of the staff.
SIP: This software is working now for almost thirty years. It has been regularly updated based on developments in the regulatory framework and the needs of management. The software allows to manage the records of inmates in digital support. Users have different profiles based on the job they occupy and the rank in administration. Basic information can be accessed from all profiles. Information more sensitive requires superiors' permits.
VIOGEN. Software for database shared with law Enforcement agencies for domestic violence. It is used also by treatment staff, as a way to get a deep understanding of particular cases.
SIA: Software for biometric identification (photo and digital prints). This software is used not only for identifying inmates at the exit and entrance but also for relatives of the inmates who come to the prison to communicate.
LEXNET: Software that allows the exchange of procedural documentation with the judiciary as well as inmates complaints.
Videoconferencing: system of videoconferencing with judicial authorities. The same system for communications with lawyers is currently being implemented in the experimental phase.
Also, in the experimental phase, there is the use of computers by lawyers during their face-to-face communications with inmates. As a result of the coronavirus pandemic, a video call service has been implemented for inmates through a mobile crew for all prisons with security checks that ensure the correct use of them. Due to coronavirus, Headquarters are considering implementing devices that simultaneously measure body temperature while identifying people and other systems that allow people and vehicles to be disinfected.

ANGEL VICENTE LOPEZ MURIEL, PRISON SERVICE SPAIN

Ángel works currently as Resident Twinning Advisor in Turkey for the twinning project 'Better Management of terrorists and dangerous offenders and prevention of radicalization in Prisons'. Previously he has been working as Deputy Director, responsible for security in the prison Soto el Real. In relation with this position he has been representing the General Secretariat for Penitentiary Institutions at the EU and UNODC on Prison radicalization matters. Related to this field, he was co-chair of the RAN Prison & Probation group. He has participated as Twinning´s short term expert in Northern Africa and the Balkan region. As security expert Trainer he delivered training for Dynamic Security, Security in Prison, Management of Dangerous Offenders.

SESSION 1 - TECHNOLOGICAL DEVELOPMENTS ON EDUCATION OF INMATES IN SPANISH PRISONS

This presentation aims to describe some relevant initiatives recently designed in the field of education of inmates. These practices represent a new framework in which digital services replace usual working methods by using more reliable and effective systems. This technological approach is supported by the so-called "Digital Administration Project", for which prisons play a key role, as they are considered an essential public service to society. Specifically, this paper will address some innovative developments to improve educational services, bearing in mind the underlying technological standpoint. In this case, education is a priority objective of intervention. At this time, when online resources are spreading in several fields, some advances are being implemented in most Spanish prisons in order to update traditional procedures. Concerning e-learning platforms, computers are allowed in most educational interventions, such as driver/traffic education and other programmes. New designs are being implemented in this regard, providing new and digital alternatives to ordinary courses carried out to date. For university studies, with the participation of external partners such as the National University of Distance Education, it is worth mentioning software platform ALF. It allows the access to the whole university intranet with the help of a tutor in the prison. Forums and chats are not allowed, for security reasons. Given the good results of this project, it has been put in place not only for university studies, but also for official studies in some southern prisons. At the same time, for other official studies, prisons have implemented so-called "MENTOR CLASSROOM". This is being implemented in some prisons so far, and provides online education on technological issues specifically, thanks to the support of Ministry of Education and Science. These technological innovations become more relevant at this time, when the covid-19 situation leads to overcome traditional educational practices in the Spanish prisons, as well as other contexts. Digital Administration Project, as mentioned above, seems to need technological developments and new goals. Prison modernization, understood in a broad sense, will be closely linked to such initiatives. Taking into consideration current situation, online education, e-learning platforms and new frameworks need to be considered.

CARLOS FERNANDEZ GOMEZ, PRISON SERVICE SPAIN

Carlos works as a prison psychologist for the General Secretariat of Penitentiary Institutions. Over the last years, he has attended several international meetings and has been involved in some international programmes, such as the Twinning Project (UE) with Turkey focused on the better management of terrorists and dangerous offenders, being leader of intervention and security components. Also, he has been an active member of Radicalisation Awareness Network, travelling to several countries in Europe, Northern Africa and Middle East in the framework of international cooperation amongst prison administrations. He has obtained the qualification of Trainer of Trainers of HELP Project for legal professionals (Council of Europe) and has been member of working groups for the development of instruments and treatment programmes aimed at specific groups in the prison context.

SESSION 2 - SUPPORTING DATA-DRIVEN DECISION MAKING ACROSS THE IPS: THE INTRODUCTION OF OPERATIONAL DASHBOARDS

In 2019, the Irish Prison Service began work on developing a suite of operational dashboards to assist operational reporting and analysis across the organisation. The project was initiated under a new corporate governance framework with a view to improving the overall governance processes across the organisation, thus promoting improved levels of accountability and an improved internal controls framework. The operational dashboards, which were developed using Tableau software, provide an accessible, real time view of data being fed in from multiple databases across the organisations, including:
- Prisoner Information Management System,
- Human Resources Management System,
- Prisoner Education Management System,
- National Incident Management System, and
- Prisoner Healthcare Management System

Previously, managers accessed this information in a spreadsheet format. These spreadsheets typically contain large volumes of data and are time consuming to analyse. Furthermore, they are not conducive to data discovery,

as management cannot easily follow data through to identify trends and areas that require action. These dashboards aim to transform decision-making processes across the Irish Prison Service. They allow management across the service to access, interact with and analyse up to date information so they can make informed, data-driven decisions. The dashboards provide a clear and up-to-date view of Key Performance Indicators (KPIs) using intuitive data visualisations. They also facilitate the exploration of trends emerging from the data. This will promote timely decisions making in both Headquarters and across the prison estate. This presentation will include a demonstration of the operational dashboards and also give an overview factors involved in the development and roll out of the dashboards across the organisation, from stakeholder engagement and analysis to roll-out and training staff to use the dashboards.

DR. CAROLINE FINN, IRISH PRISON SERVICE

Caroline is a Data and Policy Analyst with the Irish Prison Service. She has been working for the Irish Prison Service since November 2019. Previously, she worked as a Senior Crime and Policing Analyst with An Garda Síochána, Ireland's Police Service. She holds a PhD in Social Policy and a Higher Diploma in Science in Data Analytics.

SESSION 3 - PROJECT ON INTEGRATION OF SMART TECHNOLOGIES INTO PRISON - ACEP

The project on 'Integration of Smart Technologies into Prisons' aims at providing various services into practice through multimedia devices installed in prisoner's cells with an innovative application. The software required for the multimedia device is being prepared by Türk Telekom (A Turkish Company providing telecommunication service) and it is supposed to be completed in 6 months. The multimedia device is also integrated with the bank payment and UYAP (National Jurisdiction Network Information System). A developable design is preferred for the multimedia devices, and the system includes services such as telephone call and videoconferencing with their families, library, canteen, daily prisoner count, electronic letter, telemedicine, and central communication line (providing services such as telephone call and videoconferencing, petition sending directly to superior authority) in the first phase. The system's infrastructure is suitable for further innovative applications. Regarding the budget of the project, the company (Türk Telekom) covers all the costs, no public fund is used. Through this Project, the following is expected:

- Thanks to the possibility of videoconferencing, a decrease in closed visits.
- Reintegrating prisoners to the society through strong communication and protecting family bonds,
- Making phone calls without the need for staff,
- Significant workforce savings by an estimated 30%

Relating to present situation, upgrade of the regulation of the law has been completed, biometric data, UYAP, bank and canteen software integration and infrastructure works have started in prisons. Within the scope of the project, 20.000 multimedia devices are planned to be installed in approximately 400 prisons within 36 months.

FATIH GÜNGOR, TURKISH PRISON SERVICE

Fatih started to work for the Turkish Prison Service in 2011 as rapporteur judge. Since 2015 he is the head of the Foreign Relations, Research, Development and Projects Department at General Directorate of Prisons and Detention Houses. In this period, he has been involved in numerous European cooperation projects.

BREAK OUT SESSIONS

SESSION 1 - "COCKPIT" VISUALIZATION OF KPI'S OF THE AUSTRIAN PENAL SYSTEM

Background: Austria has a long history of keeping track of Key Performance Indicators of the penal system. A current project establishes a broader set of indicators, allowing for new and deeper insights in the Austrian penal system. The data will be used mainly for the purpose of benchmarking and bench-learning processes in future projects and to provide decision-makers with necessary information.
Method: The underlying data is automatically collected by several different technical applications and stored in a common data warehouse. The performance indicators are generated and presented to the end-users in an

interactive Power BI report ("Cockpit"), allowing users to explore/compare a broad set of indicators and their historical development for a specific prison, a group of prisons or all Austrian prisons.

Results: During the presentation the new "Cockpit" consisting of Key Performance Indicators of the Austrian penal system will be presented.

DR. STEPHAN-ENZO UNGERSBÖCK, AUSTRIAN FEDERAL COMPUTING CENTRE

Stephan-Enzo works in the Austrian Federal Computing Center since 2007 mainly in the development of applications for the Austrian penal system. Since 2019 he is the product manager of these applications.

SESSION 2 - AN EASY TO SET UP PROFESSIONAL VIDEO VISIT SYSTEM FOR PRISONERS

Background: Set up a professional video visit system for prisoners without the need to install a PC/laptop.
Method: Internet connection + Yealink camera + Microsoft Teams.
Results: Complete video visit system between prisoners on one side and friends and family on the other side.

JACQUES HENSEN, LUXEMBOURG PRISON SERVICE

After several IT jobs in private industry including banks and credit card companies, Jacques started working for the Luxembourg government in 2005 being responsible for IT systems in Luxembourg prisons.

SESSION 3 - OUTDOOR MISSIONS, MOBILITY AND FUTURE NETWORK

Moderator: Catherine Sciblia, Prison Service France

French Department of Prison is working on a mobility and communication project during inmates' transfers and outdoor missions. In France, on an inter-ministerial vector, there is developing a new network for all the security forces. We want to benefit of this opportunity to renew the entire process of transfers for securing prison officers during this kind of mission and to combine strengths between French Penitentiary Administration and Interior Ministry. That is a full-vision project because it requires equipment, network structure, MDM and a specific change management folder. We want to present and explain all choices we have made, our schedule and our mobility perspectives for outdoor and indoor missions.

ALEXANDRE HUYGHUES-BEAUFOND, PRISON SERVICE FRANCE

Alexandre is currently assigned to the Support Office of the French Department of Prison as project director. He has a cross-sectional vision on information and communication technologies in prisons. His professional experiences working in detention are as Prison Governor, combined with his current prerogatives, have allowed him to make a synthesis of functional needs and existing technological opportunities.

MATTHIAS DESCHAMPS, PRISON SERVICE FRANCE

Matthias is coming from a mechanical and production engineering universe. He has strong experience as project manager, a mission he has done at MDTVISION and IBM during more than 20 years. After a short experience in business consulting, Matthias joined the French Prison Department in 2019 for working on outdoor missions. He is assigned to Technologies and Equipment Office.