

A Roadmap: Critical to Your Future Success – Are You Ready?

The CACP Information, Communication & Technology Committee Workshop

February 25 – 28, 2018
Vancouver, BC



Une carte routière : élément essentiel à votre succès futur – Êtes-vous prêt?

Atelier du Comité sur l'information, les communications et la technologie de l'ACCP

25 au 28 février 2018
Vancouver (Colombie-Britannique)

 @CACP_ACCP & #CACPICT

Workshop Objectives

- Provide different approaches to developing an IM/IT Roadmap to ensure IT is aligned with the future of the organization
- Share feedback from Canadian police leaders based on the CACP 2017 Conference
- Provide greater understanding, leadership and support for the Communications Interoperability Strategy for Canada (CISC) and the Canadian Community Safety Information Management Strategy (CCSIMS)
- Build a true commitment to operational and technical interoperability
- Build a sustainable approach to introducing and optimizing technology to support police operations
- Leverage advanced Business Intelligence & Analytics based on real-world successes
- Provide attendees with toolkits and sample documents to speed up delivery
- Provide insights on Privacy and other emerging impacts on police organizations
- Study the successful approach of innovators in law enforcement
- Provide leadership in Mobile Device Management
- Provide leadership in Digital Evidence Management
- Provide insights into the increasing sophistication of Cyber Attacks
- Explore the changing landscape of Cyber Crime
- Explore Next Generation capabilities such as Next Generation 9-1-1 and body worn video

Target Audience

Law Enforcement leaders, practitioners and IT Directors from:

- Police
- Justice
- Law Enforcement Agencies
- Other public safety providers
- Government agencies (federal, provincial, territorial, municipal)
- Academic and research institutions
- Industry

Conference Working Group

- Superintendent Brendan Dodd, Windsor Police Service & Co-Chair, Canadian Association of Chiefs of Police, Information and Communications Technology Committee
- Chief Superintendent Richard Philbin, M.O.M., Ontario Provincial Police & Co-Chair, Canadian Association of Chiefs of Police, Information and Communications Technology Committee
- Senior Director Eldon Amoroso (Ret.), O.O.M., London Police Service & Coordinator, Canadian Association of Chiefs of Police, Information and Communications Technology Committee
- Dr. Daniel Charlebois, Defence Scientist, Centre for Security Science, Defence Research and Development Canada
- Mr. Daniel Steeves, Chief Information Officer, Ottawa Police Service
- Mr. Kevin Wennekes, Chief Business Officer, CATAAlliance
- Ms. Kathy Wunder, Director of Information Technology, Vancouver Police Department
- Ms. Veronica Sutherland, Project Coordinator, Canadian Association of Chiefs of Police
- Ms. Sara Sowieta, Project Administrator, Canadian Association of Chiefs of Police

Sunday, February 25, 2018

17:00-19:00 On-site Registration *(BC Foyer)*

18:00-20:00 Meet and Greet *(Royal Suite #1407)*

Monday, February 26, 2018

07:00 On-site Registration *(BC Foyer)*

07:00-08:00 Breakfast *(Exhibit Area)*

07:00-18:30 Exhibit Show *(Columbia Ballroom)*

08:00-17:00 Plenary Sessions *(British Ballroom)*

08:00-08:15

Opening Remarks

- Directeur Mario Harel, O.O.M., Gatineau Police Service & President, Canadian Association of Chiefs of Police
- Chief Constable Adam Palmer, O.O.M., Vancouver Police Department
- Superintendent Brendan Dodd, Windsor Police Service & Co-Chair, Canadian Association of Chiefs of Police, Information and Communications Technology Committee

SESSION 1

08:15-09:15

Queensland Police - Body Worn Video & Domestic Assault Impacts

Objective

Assistant Commissioner Allan McCarthy, from the Queensland Police Service in Australia, will share their experience in implementing a world-leading body worn video program. Emphasis will be placed on future directions, Digital Evidence Management, Mobility impacts and the decision to move to the Cloud - all of which could be components of our respective roadmaps. The Queensland Police have also leveraged this technology to combat Domestic Violence via the use of tools that allow the effortless sharing of information with prosecutors.

Presenter

- Assistant Commissioner Allan McCarthy, Queensland Police Service

Moderator

Superintendent Brendan Dodd, Windsor Police Service & Co-Chair, Canadian Association of Chiefs of Police, Information and Communications Technology Committee

SESSION 2

09:15-10:45

Dutch National Police - Technology Transformation & Change Management

Objective

Ruud Staijen, of the Dutch National Police, has “walked the walk” when it comes to technology transformation. The Dutch National Police have been leaders in transforming their organization and have learned critical lessons about change management. We always learn from seeing what others are doing and attendees will find this international example of great interest and practical benefit. Seeing this presentation will provide international context and experience as we develop our roadmaps to the future!

Presenter

- Mr. Ruud Staijen, ICT Program Manager, Dutch National Police

Moderator

Mr. Daniel Steeves, Chief Information Officer, Ottawa Police Service

10:45-11:15 **Network Break** (*Exhibit Area*)

SESSION 3

11:15-11:55

Business Intelligence - Lifeblood of Modern Policing

Objective

We all understand the importance of analytics in our future Roadmap, but many are just starting down the Analytics road. This plenary session will look at a couple of sites that have made significant progress in using analytic technologies, and provide an overview of the process including:

- What kind of foundational work is necessary and how long is it likely to take?
- How do you acquire (or recognize) long term Executive support for such a project?
- What kinds of milestones would help describe the progress of the project?
- What kind of skills will you need available?

Presenters

- Special Constable Ryan Prox, Crime Analytics Advisory & Development Unit, Vancouver Police Department
- Mr. Ian Williams, Manager, Business Intelligence & Analytics, Toronto Police Service
- Mr. Ron Anderson, Assistant Deputy Minister, Community Safety and Wellbeing, Corrections and Policing, Ministry of Justice, Government of Saskatchewan

Moderator

Ms. Kathy Wunder, Director of Information Technology, Vancouver Police Department

SESSION 4

11:55-12:25

NG9-1-1 Implementation Impacts

Objective

Next Generation 9-1-1 is arriving all across Canada, and therefore, must be considered in any future roadmap planning that we do. While the initial phases did not cause huge ripples in PSAPs, the next wave may be more impactful, particularly for police. There will be new sources of information and digital evidence arriving at our doorstep. Do we have our information and management flows in place to handle this? Who will review the video? How will we reduce the risk? How much will be done in real-time? We have one of the leading Canadian experts in this area at the Workshop to talk to us on this subject.

Presenters

- Ms. Diane Pelletier, Province of New Brunswick and Chair of the NG9-1-1 Coalition of the Willing
- Mr. Mike Webb, VP Technology Services, E-Comm Emergency Communications for British Columbia Inc.

Moderator

Mr. Daniel Steeves, Chief Information Officer, Ottawa Police Service

SESSION 5

12:25-12:30

Motorola Video

Moderator

Mr. Daniel Steeves, Chief Information Officer, Ottawa Police Service

12:30-13:30 **Lunch** (*Exhibit Area*)

SESSION 6

13:30-14:25

Mobility - The Vision of Three Agencies

Objective

Mobility remains one of the absolute priorities for police agencies. An officer needs to be able to do more and more things from their working location. Therefore, to be effective, a roadmap must have a strong mobility component. But how do we handle the security concerns that result from mobile information? Mobile Device Management is one of the things that will help with that and we are gathering a body of knowledge in that strategic area. Three organizations will share their knowledge and insight with us.

Presenters

- Mr. Mike Harrington, Director of Information Technology & Telecommunication Services, Ontario Provincial Police
- Sergeant John Apostolidis, Toronto Police Service
- Superintendent Brendan Dodd, Windsor Police Service & Co-Chair, Canadian Association of Chiefs of Police, Information and Communications Technology Committee
- Sergeant Jason Belanger, Windsor Police Service
- Mr. Gord Philpott, Systems Analyst, Windsor Police Service
- Mr. Matthew Vincent, Toronto Police Service

Moderator

Mr. Shawn Rehill, Enterprise Architect, Edmonton Police Service

SESSION 7

14:25-14:30

Axon Video

Moderator

Mr. Shawn Rehill, Enterprise Architect, Edmonton Police Service

14:30-15:00 **Network Break** (*Exhibit Area*)

SESSION 8

15:00-15:20

CCSIMS - Where We Are Going and is it Part of Your Roadmap?

Objective

We will discuss the progress made on the Canadian Community Safety Information Management Strategy (CCSIMS) and how this will impact your roadmap to the future. We will look at a couple of projects that are using CCSIMS standards, our efforts to move this within all levels of government, and the CACP Resolution. How do we communicate CCSIMS as something that is USEFUL and NECESSARY for police?

Presenter

- Superintendent Brendan Dodd, Windsor Police Service & Co-Chair, Canadian Association of Chiefs of Police, Information and Communications Technology Committee

Moderator

Dr. Daniel Charlebois, Defence Scientist, Centre for Security Science, Defence Research and Development Canada

SESSION 9

15:20-15:40

700 MHz PSBN - A Necessary Highway on the Roadmap

Objective

What is the status of our 700 MHz Broadband Highway for public safety? We welcome Acting Director Arjun Vinodrai, of Public Safety Canada, to provide an update on federal engagement activities. He will highlight issues raised in recent stakeholder engagement events and cover such as governance, spectrum allocation. We will follow up this valuable perspective on Tuesday with a more police operational view of the PSBN, which is a key part of your roadmap to the future!

Presenter

- Acting Director Arjun Vinodrai, Strategic Policy, Emergency Management and Programs Branch, Public Safety Canada

Moderator

Mr. Mark Penney, Director, Relationship & Portfolio Management, IM/IT Program, Royal Canadian Mounted Police

15:40-15:45

Breakout Instructions

Mr. Mark Penney, Director, Relationship & Portfolio Management, IM/IT Program, Royal Canadian Mounted Police

SESSION 10

15:45-17:00

Breakout Sessions (A - D)

Breakout Session A (*Waddington*)

Queensland Police - Body Worn Video & Domestic Assault Impacts

Objective

The Queensland Police breakout session will allow the attendees the opportunity for a more detailed presentation and discussion on this subject. It will be a chance to ask questions and better understand how the Queensland Police applied Body Worn Cameras to enhance the results in Domestic Assault investigations. Ample time for questions and explanations will allow us to take these techniques back to our organizations!

Presenter

- Assistant Commissioner Allan McCarthy, Queensland Police Service

Moderator

Mr. Mike Harrington, Director of Information Technology & Telecommunication Services, Ontario Provincial Police

Breakout Session B (*British Ballroom*)

Business Intelligence - Lifeblood of Modern Policing

Objective

The BI breakout session will allow the attendees the opportunity for a more detailed presentation and discussion on these areas with the presenters.

Presenters

- Special Constable Ryan Prox, Crime Analytics Advisory & Development Unit, Vancouver Police Department
- Mr. Ian Williams, Manager, Business Intelligence & Analytics, Toronto Police Service
- Mr. Ron Anderson, Assistant Deputy Minister, Community Safety and Wellbeing, Corrections and Policing, Ministry of Justice, Government of Saskatchewan

Moderator

Dr. Daniel Charlebois, Defence Scientist, Centre for Security Science, Defence Research and Development Canada

Breakout Session C (*Vancouver Island*)

Cyber Security - What is Coming to a Police Service Near You?

Objective

There is no doubt the risks are increasing. In this environment, we cannot rest and believe that our security is as effective now as it was last year. Constant effort is needed. What have some done to enhance security - what should we be doing? How are we responding to Ransomware (one police service in the U.S. lost 8 years of information)? What are emerging threats and what action should we be taking? What about IoT devices in our organizations? We will have a panel of police agencies and one representative from a digital security firm who will discuss their current and future efforts. Cyber Security **MUST** be part of any forward-looking roadmap.

Presenters

- Mr. Bob Hilhorst, Information Technology Director, Waterloo Regional Police Service
- Mr. Derek Ho, PRIMECorp
- Mr. Peter Clissold, Security Director, Edmonton Police Service
- Mr. Paul Weatherhead, Vice President & Chief Technology Officer, Digital Boundary Group

Moderator

Ms. Christine Robson-St.Onge, Information Technology Manager, Durham Regional Police Service

Breakout Session D *(Boardroom)*

Dutch National Police - Technology Transformation & Change Management

Objective

The Technology Transformation breakout session will allow the attendees the opportunity for a more detailed presentation and discussion on this subject. It will be a chance to ask questions and better understand how the lessons learned by the Dutch National Police can be applied in our organizations. There is also the opportunity to learn how the Dutch have tried to rationalize their legacy. A tough and complex process with interesting lessons.

Presenter

- Mr. Ruud Staijen, ICT Program Manager, Dutch National Police

Moderator

Superintendent Brendan Dodd, Windsor Police Service & Co-Chair, Canadian Association of Chiefs of Police, Information and Communications Technology Committee

17:00-18:30 **Exhibitors Reception** *(Exhibit Area)*

Tuesday, February 27, 2018

07:00-08:00 **Breakfast** *(Exhibit Area)*

07:00-15:15 **Exhibit Show** *(Columbia Ballroom)*

08:00-17:30 **Plenary Sessions** *(British Ballroom)*

08:00-08:10

Opening Remarks & Recap of Breakout Sessions

- Senior Director Eldon Amoroso (Ret.), O.O.M., London Police Service & Coordinator, Canadian Association of Chiefs of Police, Information and Communications Technology Committee

SESSION 11

08:10-08:30

IDC Study on Real Time Centre Data Visualization

Objective

The Canadian Safety and Security Program funded an international study of Visualization tools, as they relate to Real Time Centers (is a Real Time Center in Your Roadmap?). A number of Canadian and international Real Time Centers were interviewed for the study and a significant number of vendors were evaluated as to their position in this arena. Highlights of the study will be presented by Dr. Brooks.

Presenter

- Dr. Alison Brooks, IDC Canada

Moderator

Senior Director Eldon Amoroso (Ret.), O.O.M., London Police Service & Coordinator, Canadian Association of Chiefs of Police, Information and Communications Technology Committee

SESSION 12

08:30-09:00

700 MHz PSBN - Managing the PSBN Highway

Objective

Providing reliable communications for public safety is never about a radio tower just providing access. There are huge background factors that must take into consideration. Superintendent Brendan Dodd and Mr. Mike Webb will discuss key components of a successful PSBN highway such as governance, service delivery models and applications in a police context.

Presenters

- Mr. Mike Webb, VP Technology Services, E-Comm Emergency Communications for British Columbia Inc.
- Superintendent Brendan Dodd, Windsor Police Service & Co-Chair, Canadian Association of Chiefs of Police, Information and Communications Technology Committee

Moderator

Mr. Mike Harrington, Director of Information Technology & Telecommunication Services, Ontario Provincial Police

SESSION 13

09:00-10:00

Developing a Future Roadmap for Your Organization

Objective

As our workshop theme indicates, developing a roadmap to the future is a critical step for our organizations and we need the involvement of our police executives - IT cannot do a roadmap on their own. Without a roadmap to the future, our efforts simply will not be as focused and productive. Experience is a great teacher and two experienced ICT Committee members will provide insights on their roadmap development process. We will see two different approaches that worked in two different organizations. This session will cover the "why you do it", "how you do it" and "how do you get support for it". This will provide

attendees with valuable concepts as we either develop a roadmap or maintain our existing roadmap.

Presenters

- Mr. Daniel Steeves, Chief Information Officer, Ottawa Police Service
- Mr. Sebastian Mueller, Senior Manager, Information Management Section, Ontario Provincial Police

Moderator

Mr. Kevin Wennekes, Chief Business Officer, CATAAlliance

SESSION 14

10:00-10:05

Microsoft Video

Moderator

Mr. Kevin Wennekes, Chief Business Officer, CATAAlliance

10:05-10:10

Breakout Instructions

Mr. Kevin Wennekes, Chief Business Officer, CATAAlliance

10:10-10:40 **Network Break** (*Exhibit Area*)

SESSION 15

10:40-12:30 **Breakout Sessions (E - H)**

Breakout Session E (*Vancouver Island*)

Reviewing the Security Policy Development Process (Cloud Example)

Objective

At the 2016 biennial CACP ICT Committee Workshop it was confirmed that a Cloud policy for law enforcement in Canada was a top priority. We are now at our next biennial workshop and we still do not have a Cloud policy for Law Enforcement. This not a criticism of those involved in policy development. Rather, the policy development process we are using may be outdated and require significant change if we are going to keep up and exploit technology changes in the future.

This will be a discussion of how we can shorten our policy development time, which will be more and more important as change accelerates. Are there ways to reduce policy development time and, with that, reduce ongoing policy maintenance? Can industry be

involved? How do we “future-proof” policy to minimize surprises from industry (new technologies or de-committed technologies? This promises to be an interesting and forward-looking discussion! Please attend and bring your perspectives!

Also, please see the Policy Development Revision discussion paper in the Appendix of the Agenda.

Presenters

- Senior Director Eldon Amoroso (Ret.), O.O.M., London Police Service & Coordinator, Canadian Association of Chiefs of Police, Information and Communications Technology Committee
- Mr. Bob Hilhorst, Information Technology Director, Waterloo Regional Police Service
- Mr. John Hewie, National Security Officer, Microsoft Canada

Moderator

Senior Director Eldon Amoroso (Ret.), O.O.M., London Police Service & Coordinator, Canadian Association of Chiefs of Police, Information and Communications Technology Committee

Breakout Session F *(Waddington)*

Developing a Future Roadmap for Your Organization

Objective

The Developing a Roadmap breakout session will take a deep dive into how two different organizations developed their roadmap and allow the opportunity to explore how other organizations can take advantage of this extremely valuable experience. This will have great value whether we are maintaining a roadmap, are developing one, or are just starting the process!

Presenters

- Mr. Daniel Steeves, Chief Information Officer, Ottawa Police Service
- Mr. Sebastian Mueller, Senior Manager, Information Management Section, Ontario Provincial Police

Moderator

Mr. Mark Penney, Director, Relationship & Portfolio Management, IM/IT Program, Royal Canadian Mounted Police

Breakout Session G *(Boardroom)*

Enhancing the Police Response to Mental Health Crisis Occurrences

Objective

Police Services across Canada are significantly impacted by mental health crisis response as the first response to a mental health crisis in the community is most often to call police for support. Police training focuses on minimizing use of force and de-escalation of mental

health crisis situations however once the situation is controlled proper assessment of the subject and determining the correct course of action, can be difficult for officers.

London Police have been using the interRAI Brief Mental Health Screener tool together with Health IM software to enhance the effectiveness of the response to mental health calls. Superintendent Bill Chantler will take us through the process of using this tool and talk about the integration of the product into the RMS.

Presenter

- Superintendent Bill Chantler, Support Services Division, London Police Service

Moderator

Ms. Kathy Wunder, Director of Information Technology, Vancouver Police Department

Breakout Session H *(British Ballroom)*

Mobility - The Vision of Three Agencies

Objective

The Mobility breakout session will allow the attendees the opportunity for a more detailed presentation and discussion on these areas with the presenters. Attendees will be able to ask why decisions were made and understand the value from the different approaches used for different situations. Wayne Plamondon, from the Abbotsford Police Department, will speak about their mobility program, which includes a smart phone for every officer. The program has been in place for about a year, so we can learn from this experience.

Presenters

- Mr. Mike Harrington, Director of Information Technology & Telecommunication Services, Ontario Provincial Police
- Sergeant John Apostolidis, Toronto Police Service
- Sergeant Jason Belanger, Windsor Police Service
- Mr. Gord Philpott, Systems Analyst, Windsor Police Service
- Mr. Wayne Plamondon, Director of Support Services, Abbotsford Police Department
- Mr. Matthew Vincent, Toronto Police Service

Moderator

Mr. Cel Giannotta, Director, Information Technology Services, Toronto Police Service

12:30-13:30 **Lunch** *(Exhibit Area)*

SESSION 16

13:30-14:00

The e-Crime Cyber Council (ECC) - Priorities

Objective

In 2016 the CACP eCrimes Committee formed the eCrimes Cyber Council (ECC) subcommittee. It is made up of about 25 police, industry partners, Subject Matter Experts and Academics. They are looking for action items and solutions to the Cybercrime problems in Canada, which are many. The ECC had their first meeting in Montreal on May 1 and 2, 2017. The main priorities of the committee will be showcased.

Presenter

- Mr. Kevin Wennekes, Chief Business Officer, CATAAlliance

Moderator

Senior Director Eldon Amoroso (Ret.), O.O.M., London Police Service & Coordinator, Canadian Association of Chiefs of Police, Information and Communications Technology Committee

SESSION 17

14:00-14:05

SOTI Inc. Video

Moderator

Senior Director Eldon Amoroso (Ret.), O.O.M., London Police Service & Coordinator, Canadian Association of Chiefs of Police, Information and Communications Technology Committee

SESSION 18

14:05-14:45

London Metropolitan Police - Body Worn Video Super Project

Objective

Superintendent Hutchinson, London Metropolitan Police (New Scotland Yard), will present on their Body Worn Video (BWV) implementation, which supports over 22,000 cameras! He will provide insights into their implementation and hurdles they had to overcome, which will help us in our projects. But most importantly, we will hear what this technology is doing for their organization today in areas like Digital Evidence Management, Mobility and Crown disclosure processes. While our roadmap may not have a 22,000 camera rollout, the lessons learned on that scale will broaden our thinking for the roadmap process.

Presenter

- Superintendent Adrian Hutchinson, London Metropolitan Police

Moderator

Mr. Shawn Rehill, Enterprise Architect, Edmonton Police Service

14:45-15:15 **Network Break** (*Exhibit Area*)

SESSION 19

15:15-16:15

Digital Evidence Management (DEM) - Two Different Approaches

Objective

Digital Evidence Management (DEM) has consistently been at or near the top of the law enforcement technology issues list in recent years, which puts it squarely in your future roadmap. As the Digital Tsunami gains momentum, this will become ever more important. We will look at two approaches to managing the workload involved in this area and providing the structures necessary to manage, disclose and track the integrity of these digital assets.

Presenters

- Ms. Christine Robson-St.Onge, Information Technology Manager, Durham Regional Police Service
- Mr. Shawn Rehill, Enterprise Architect, Edmonton Police Service
- Mr. Mark Carnduff, Edmonton Police Service

Moderator

Mr. Cel Giannotta, Director, Information Technology Services, Toronto Police Service

16:15-16:20

Breakout Instructions

Mr. Cel Giannotta, Director, Information Technology Services, Toronto Police Service

SESSION 20

16:20-17:30 **Breakout Sessions (I - L)**

Breakout Session I (*British Ballroom*)

Digital Evidence Management (DEM) - Two Different Approaches

Objective

The DEM breakout session will allow the attendees the opportunity for a more detailed presentation and discussion on these areas with the presenters. This will be a valuable educational event and will allow attendees to learn from the leaders in different approaches.

A live (or near-live) demo will be provided for each of the two solutions and take-away documents will be reviewed and discussed as time allows.

Presenters

- Ms. Christine Robson-St.Onge, Information Technology Manager, Durham Regional Police Service
- Mr. Mark Carnduff, Edmonton Police Service
- Mr. Chris Canning, Edmonton Police Service

Moderator

Mr. Kevin Wennekes, Chief Business Officer, CATAAlliance

Breakout Session J *(Waddington)*

London Metropolitan Police - Body Worn Video Super Project

Objective

The London Metropolitan Police breakout session will be a chance to take a deep dive into a megaproject and see how it impacted Digital Evidence Management and their relationship with members of the prosecution. There will be much opportunity for questions and answers! The lessons learned on this project will scale well to our own projects and allow us to take valuable lessons back to our organizations, and the perspectives on Cloud technology will be of interest in Canada where adoption of the Cloud is still fairly new.

Presenter

- Superintendent Adrian Hutchinson, London Metropolitan Police

Moderator

Mr. Daniel Steeves, Chief Information Officer, Ottawa Police Service

Breakout Session K *(Boardroom)*

e-Notebooks - A Conceptual View

Objective

Taking notes has been a longstanding critical duty of officers. These notes contain valuable information used for multiple purposes from investigations to court disclosure. They are still either done with a pen, or keyed into a computer. Accessing and searching for information contained in these notes has been labour intensive. The OPP will speak about their efforts to collect this paper information and share their vision for note-taking in the future. This has an impact for EVERY Police organization in attendance.

Presenter

- Mr. Sebastian Mueller, Senior Manager, Information Management Section, Ontario Provincial Police

Moderator

Ms. Kathy Wunder, Director of Information Technology, Vancouver Police Department

Breakout Session L (*Vancouver Island*)
DATA - Not just another four-letter word

Objective

This should be viewed as a foundational discussion if you are building or maintaining a roadmap, or if analytics is in your future! In this session, we will travel down the data lifecycle journey to explore two very important and connected topics related to data; the Classification of Data and Data Quality. Data is not just another four-letter word. In fact, data is probably one of the most valuable assets we have. We just need to know how to effectively use it, manage it, protect it, share it, and dispose of it.

What happens to data when we collect it? Who uses it? How long should we keep it? Is it meaningful? Can agencies easily share data and does it mean the same thing from service to service, across the province, and country?

Data and information first collected by an officer passes through several stages of a journey. To better understand the importance of operational data availability, sharing capabilities amongst organizations, and the link to business intelligence tool sets and reporting requirements, we need to look at the classification of data, its definitions and standards, the retention of data, as well as the impacts on policing of good quality data versus poor data.

Presenter

- Ms. Charlene Clarke, Manager, Records & Information Management, Ottawa Police Service

Moderator

Mr. Mark Penney, Director, Relationship & Portfolio Management, IM/IT Program, Royal Canadian Mounted Police

Wednesday, February 28, 2018

07:30-08:30 **Breakfast** (*BC Foyer*)

08:30-12:00 **Plenary Sessions** (*British Ballroom*)

08:30-08:45

Opening Remarks & Recap of Breakout Sessions

- Ms. Kathy Wunder, Director of Information Technology, Vancouver Police Department

SESSION 21

08:45-09:30

Artificial Intelligence, Machine Learning and IoT - In Public Safety?

Objective

Are AI, Machine Learning and the Internet of Things REALLY coming our way? Absolutely. And it may be a lot quicker than we thought. Autonomous vehicles, redaction of video, and countless other technologies are on their way to becoming mainstream. When will all of this hit in a major way? How will it impact us? We need to think of new kinds of crimes, new vectors for attack, capturing digital evidence from 50 different device types and so on.

Presenter

- Mr. Joe Siegel, Gartner

Moderator

Ms. Kathy Wunder, Director of Information Technology, Vancouver Police Department

SESSION 22

09:30-10:15

Managing Innovation - Private Sector Survival 101

Objective

Never has innovation been more critical - and hard to achieve. So, how do high-tech organizations manage, encourage, develop and sustain innovation in their organizations? We will have a panel on Wednesday morning of the Platinum Sponsors - all progressive high-tech companies that live and die on innovation. Then stay tuned and be prepared to engage in the next discussion - a Town Hall on innovation in OUR organizations!

Presenters

- Mr. Vishal Dhir, Managing Director of Canada & Latin America, Axon
- Mr. Kirk Arthur, Director, Worldwide Industry Solutions, Public Safety & Justice, Microsoft
- Mr. Wayne Fasek, General Manager, Western Canada, Motorola Solutions Canada
- Mr. Ryan Bell, Regional Sales Manager - Canada, SOTI Inc.
- Mr. Warren Loomis, CEO, Versaterm

Moderator

Mr. Paul Hamelin, O.O.M., Executive Director, Ontario Police Technology Information Co-operative (OPTIC)

10:15-10:30 **Network Break** *(BC Foyer)*

SESSION 23

10:30-11:50

TOWN HALL - Managing Innovation - Survival for Us?

Objective

If our roadmap is to be effective, we must have an organization that supports innovation. In the previous Platinum Sponsor session will have benefited from hearing how progressive private sector organizations ensure innovation becomes part of their culture. But, how can we apply those lessons in the public sector? What barriers do we face to innovation in our organizations? How can we overcome those barriers to create an innovation-rich atmosphere? What is our organization's Innovation vs Maintenance ratio in IT? What budget percentage is truly innovation, versus replacing older systems? If we are not innovating NOW, where will we be in FIVE YEARS? Paul Hamelin, of the OPTIC cooperative, assisted by Eldon Amoroso, will lead a town hall discussion with lots of audience participation (one way or another).

Facilitators

- Mr. Paul Hamelin, O.O.M., Executive Director, Ontario Police Technology Information Co-operative (OPTIC)
- Senior Director Eldon Amoroso (Ret.), O.O.M., London Police Service & Coordinator, Canadian Association of Chiefs of Police, Information and Communications Technology Committee

11:50-12:00

Closing Remarks

- Superintendent Brendan Dodd, Windsor Police Service & Co-Chair, Canadian Association of Chiefs of Police, Information and Communications Technology Committee

Appendix – Breakout E – Reviewing the Security Policy Development Process

Technology Policy Development Within Canadian Law Enforcement Community

In the Canadian Law Enforcement community, we are not keeping up with technology changes and the resulting impacts on policy. At the biennial CACP ICT Committee Workshop in 2016, it was identified that a Cloud policy for law enforcement in Canada was a top priority. We are almost at our next biennial workshop and we still do not have a Cloud policy. This may sound like a criticism of those involved, but it is not. Rather, I believe the policy development process we are using is outdated and must change significantly if we are going to keep up and exploit technology changes in the future. Here are three characteristics of the framework I believe we should be using for policy development in law enforcement. This example is somewhat specific to Cloud Technology, but works with many other standards as well.

Industry Involved

In the past, we have taken an insular approach to policy development. We develop the actual policy with volunteer work, in the sense that members of committees, who have full time jobs with police agencies, are tasked with developing detailed technical policies. This results in a huge research workload for those involved, with little time to do the research. If industry was involved, we could work as a panel to craft a policy to work with existing and imminent industry standards. Industry must be viewed as a resident expert, which they are. They are the ones developing the technology and often have extensive experience in implementing it. Our concern should be on *what* we are trying to achieve, not necessarily what product and release level will be used to accomplish this. In many cases in the U.S., industry is actually a part of the approval process before any policy is released. This has value, both in saving work and time during development, and generally serves to increase policy longevity (some call this “future-proofing”).

Work Within Existing Standards

If we build our own standard for Cloud technology it will:

- Take a long time to develop.
- It will require constant maintenance from the developing group to keep it current with ever changing technology and standards, generally leading to more delays.
- It may lack future proofing” because of imminent technical change of which we are unaware.

We must, whenever possible, tie *our standard* to existing *industry standards*. For example, instead of writing a detailed cloud policy, we could tie our descriptions to a globally accepted standard such as the Cloud Security Alliance (CSA). The Cloud Security Alliance has many cloud suppliers as members, as well as a broad spectrum of other security experts that participate. For example, instead of writing a policy that states “we need functions A, B, and C” in great

detail, we may be able to tie those requirements to descriptions within the CSA, such as a “at least level 4 within the CSA rating for Geographic isolation”. Therefore, as things change and are updated, we merely have to make minor adjustments, not rewrite large sections of descriptive text from scratch.

Create an Approved Working Environment (Cloud Specific)

We should pursue making our standard government approved (Treasury Board may already be working toward this). In the U.S., there is a CJIS Approved standard that is being used by Amazon, and perhaps others. It is a pre-approved structure of security that allows organizations to take advantage of modern services without having to define all the minutia that is involved in setting up a secure cloud implementation. This allows the nimbleness law enforcement needs and the economies of scale that may actually save costs in the long run.

It is my feeling that, while we are trying to outfit our organizations with dynamic and functional technology, we are falling farther and farther behind the technology curve. We must find ways to improve this process. We must find ways to make our policy development easier, more industry standard and less maintenance intensive.

I would be pleased to discuss this with interested parties.

Eldon Amoroso
CACP Support

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