

section five SYSTEMS

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SYSTEMS and THE STATE PLAN

Core service delivery needs to be supported by improved systems and procedures. The 2008 crime reductions, improved safety and significant events have seen many system and process improvements to complement improved service delivery.

WHAT WE WANT TO ACHIEVE:

TARGETS:

- Increase police deployment to crime fighting and prevention

CORE STRATEGIES EMPLOYED IN 2008-09:

- Streamline procedures and legislation (cutting red tape)
- Improve usefulness, reliability, accessibility, integrity and value of our information, communication and technologies
- Enhance internal controls
- Promote good practice

PERFORMANCE AND RESULTS

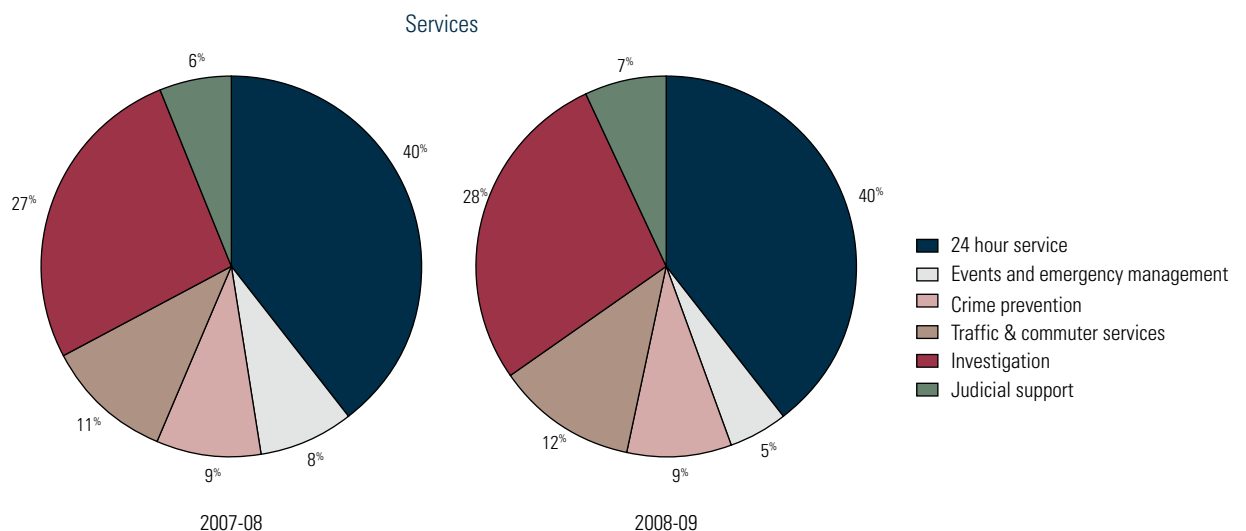
We're working with the Attorney General's Department to implement Justicelink to exchange all court related data.

We have streamlined our criminal records and fingerprint inquiries process.

We are expanding the use of DNA in criminal investigations.

The Field ID project is delivering portable fingerprint scanning devices to the field.

The Public Imagery Collection System (PICS) component of our VIEW project will allow members of the public to submit digital images via the internet to either Crime Stoppers, or direct to strike force investigations through the Crime Stoppers website.



Source: Activity Based Information Management (ABIM) system.

Note: Figures in this graph may sum to more than 100 due to rounding. For details of each service we provide, refer to the Results Logic on page 60. Details are contained within the row "What we do".

Under State Plan enabling strategies the NSW Police Force is streamlining procedures and legislation to reduce red tape, improving our information, communication and technology systems, and promoting good practice.

We continue to streamline procedures and legislation (cutting red tape)

We're constantly updating and improving our processes and procedures to provide a better service delivery to stakeholders, operational police, the community and the justice system.

We can now accept credit card payments over the counter

Present & Pay Net (PnPNet), allows our staff to accept credit card payments from members of the public. Transaction details are advised during the process, enabling the staff member to issue a receipt. Launched statewide in October 2008, PnPNet enables staff at police stations, the Firearms Registry and Police College, to accept credit card payments for any fees and charges.

As part of an **Organisation Efficiency Improvement Program (OEIP)** project, 15 finance forms have been automated through SAP, our electronic finance and HR management system.

We streamlined our criminal records and fingerprint inquiries process

In 2008-09 we provided 466,000 National Criminal History Record Checks, processed 216,300 court outcomes and released 88,500 criminal records for sentencing purposes at court, processed 77,000 charge fingerprints, processed 72,000 operational police requests and 50,000 state based name checks.

We're continually improving the systems and technology that support operational policing

We're expanding the use of DNA in criminal investigations.

The **National Criminal Investigation DNA Database (NCIDD)** has helped police across Australia to detect and investigate interstate offenders. The benefits include standardisation of information between the NSW Police Force and other jurisdictions.

Inmate DNA tests link 8,000 crime scenes

The **FSG State Prisoner Testing Team** attends all New South Wales correctional centres to obtain DNA samples from convicted serious indictable offenders. The samples are analysed and placed on the New South Wales database. They then become part of the national DNA matching system.

Robotics and technology enhancements

In collaboration with the Division of Analytical Laboratories (DAL), we have installed a number of DNA liquid handling robots at DAL. A Laboratory Information Management System (LIMS) has been integrated with the robots to ensure samples can be tracked through the automated workflow. Three DNA mini robots have been installed at the Forensic Science Services Branch Laboratory. Additional enhancements include a laser microdissector, a sperm-finding microscope, genetic analysers and software for DNA analysis.

We're leading the fight against gun crime

The **Integrated Ballistics Identification System (IBIS)** compares and matches electronic images of firearm evidence such as cartridge cases and bullets. The system makes fast automatic comparisons against evidence collected at crime scenes and from guns confiscated from criminals. By 30 June 2009, 307 hits were achieved. The system contains the largest database of images, test firings and firearm evidence in Australia.

Business & Technology Services (BTS) is responsible for the business and information technology systems operated by the NSW Police Force including the organisation's computer, information storage and communications networks. This includes the maintenance of all IT hardware, including data storage systems in dedicated data centres, local and wide area networks and all IT and telephony communication technology. Desktop computers, laptops and mobile data terminals are also maintained and refreshed. Our staff strive to ensure critical frontline policing systems such as the Computer Aided Dispatch system (CAD) and the Computerised Operational Policing System (COPS) are available 24 hours a day, seven days a week.

We developed a number of enhancements to COPS, our main computer system

IT enhancements ensure that frontline police have access to the most accurate and complete information available; and enable police to enter information faster and more accurately. One of the enhancements developed this year included a link between the Computer Aided Dispatch System (CAD) and our central database (COPS). This allows Triple Zero (000) and other officers to extract information from the central database to place into dispatch jobs; removing the need to manually copy and re-enter information, thereby improving the speed in which a call for assistance can be relayed to the responding police officers.

We're replacing and upgrading communications infrastructure across the state through our Radio Communications Maintenance Program

We're targeting radio black spots, replacing obsolete base stations, communications infrastructure and equipment, and updating radio dispatch equipment, as well as the mobile radios and portables used by police in the field.

The NSW Police Force was allocated \$16.7 million for radio communications maintenance during the 2008-09 financial year.

We're improving the reliability of our equipment

As part of our long term IT strategy, we are progressively replacing 'end of life' IT equipment (computers, telephony network etc). The **Total Asset Refresh Program (TARP)** will update all BTS owned technical assets, including computer servers and data centre equipment, over three and a half years through to 2010.

The NSW Police Force's Radio Network Services is the largest private radio network in the southern hemisphere.

We are improving frontline service delivery to the NSW community

Mobile data terminals (MDTs), mounted in police vehicles, allow officers to perform person or vehicle checks in the field and allow 24 hour access to police systems wherever Telstra NextG network coverage exists. This reporting year, an additional 650 general duties police vehicles have been fitted with new generation mobile data terminals. By end of June 2009, police conducted 656,011 vehicle checks using mobile data terminals.

We're improving our technology

We're keeping up with the digital age

The **VIEW (video image evidence on the web) Programme** is a multimillion dollar programme that aims to revolutionise the way our police collect, manage and use multimedia imagery such as photos and videos. It addresses the need for the NSW Police Force to keep pace with the digital age and make more effective use of both digital video and photographs.

VIEW is in the process of delivering a CCTV register to assist police. Currently, in excess of 6,000 camera systems have been registered.

This year we began to develop the **Imagery Management System (IMS)** to enable officers to store, share, search and manage digital imagery. It's an integrated solution that has been designed to work with many of our existing corporate systems.

The **PhotoTrac Facial Recognition System** is undergoing a major upgrade. This will include the installation of a multi-modal biometric engine to allow PhotoTrac to use more than one biometric algorithm. This will improve the overall facial matching capability of the system as well as make PhotoTrac compatible with other facial recognition systems.

We are upgrading both our intranet and internet

Using web technology, our intranet has become a critical internal tool for publishing operational, legal and administrative information. It also serves as the portal to many web based operational, administrative and communication systems. In June 2009 it was substantially upgraded, providing much faster processing speed, simpler publishing and improved disaster recovery time.

We use the best scientific techniques to drive results

Our **Specialist Location & Recovery Unit (SLR)** achieved full operational capability over the past year and is the only unit of its type outside the UK. Staff from the unit attend major crime scenes throughout New South Wales and beyond to assist with the recovery of footwear and fingerprint evidence. The team routinely deploys equipment and techniques previously only available within a laboratory environment.



COMPASS operates as an accountability forum that contributes to the assessment and improvement of corporate performance, including crime reduction.

We're improving our accessibility

Integrated Voice Response answers calls in unattended police stations

We successfully trialled integrated voice response (IVR) technology at Cootamundra LAC. The IVR was introduced to improve community contact with police by redirecting calls from unattended police stations. To report an emergency callers are advised to hang up and call Triple Zero (000). If the caller stays on the line, they are provided three options:

1. Report a crime – the call is forwarded to the Police Assistance Line
2. Contact Crime Stoppers – the call is transferred to Crime Stoppers
3. All other enquiries – the call is transferred to nearest communications centre.

Following the success at Cootamundra LAC, we propose to extend the IVR capability statewide at police stations that are not operational 24 hours.

We provide national information to police on the road and in vehicles in real time

The National Police Reference System (NPRS) is being progressively rolled out in NSW. Police are now able to get a more complete picture of a person of interest by accessing information from all Australian police jurisdictions online and in real time, 24 hours a day, seven days a week. This information has increased officer safety and helped police make more informed decisions on the spot.

The Field ID project is delivering **portable fingerprint scanning devices** to the field. The device enables police to take fingerprints in the field and wirelessly transmit them for matching against the national fingerprint database. This project was completed in May 2009.

We're also protecting our systems against external network attacks

This reporting year, no less than 160 million unsolicited emails have been prevented from entering our staff inboxes. By preventing unsolicited emails, we're protecting our staff from unwanted distractions and protecting our systems from IT attacks.

We continue to enhance internal controls

The **Command Performance Accountability System (COMPASS)** is a web based application that covers key indicators in performance areas outlined in the *NSW Police Force Corporate Plan 2008-12* including crime, public safety, community and partners, people and leadership. It draws data from a number of different systems to present performance indicators to members of the police executive in easy to use dashboard style reports and charts.

COMPASS is used to:

- improve and broaden the organisation's level of accountability
- provide the executive with greater levels of assurance
- enhance the organisation's governance framework
- assist in meeting corporate performance, monitoring and reporting requirements
- facilitate continuous command improvement
- facilitate the communication of strategic directions of the Commissioner's Executive Team.

Each COMPASS forum is made up of the Commissioner's Executive Team and the commands being assessed. It is the peak NSW Police Force forum where commander and



director performance is assessed. The forum is a component part of the organisation's monitoring, assessment and reporting framework, regarding the NSW Police Force's obligations to government and the public. COMPASS operates as a significant accountability forum that contributes to the assessment and improvement of corporate performance.

We recognise the importance of the protection and privacy of personal information

The Computerised Operational Policing System (COPS) is an extensive database that holds information on crimes and other incidents reported to police. Personal details of the people police have contact with are kept on this database for investigative and intelligence purposes. Identifiers such as names and dates of birth, residential addresses and other contact details are kept to enable follow up inquiries.

The *Privacy & Personal Information Protection Act 1998* (PIPP Act) provides police with exemptions on sharing personal information for law enforcement purposes while providing safeguards on the release of that information. We rigorously audit access to records held on COPS and other systems, and all staff are required to abide by the *Code of Best Practice for Information Management*. De-identified information from COPS records (defined under the Privacy Rule as information that does not identify an individual) is passed to the NSW Bureau of Crime Statistics & Research, Australian Bureau of Statistics and other agencies for crime statistics compilation.

This reporting year six applications for internal review were received by our Privacy & Discrimination Unit under the provisions of Part 5 (s53) of the PIPP Act. Of these reviews, three applicants sought further review by the Administrative Decisions Tribunal (ADT) pursuant to section 55 of the PPIP Act.

Outlook for 2009-10

- Reduce red tape impediments on front line police
- Improved organisational capability to deliver our services
- Deliver effective technologies to enhance capabilities
- Increasing use of technology to improve efficiency
- Develop corporate mechanisms to enhance governance

