



Strengthening operational effectiveness

Management of Digital Evidence (MODE)

The evidence for managed data services



Why should you read this guide?

Learn more at a specialised MODE workshop

Computacenter has developed a series of workshops specifically to address the requirements of the Police Service. These one-to-one sessions, which are fully tailored, offer a unique opportunity to discuss your needs and find out precisely how MODE can be of benefit to your Force.

Visit www.computacenter.com/MODE to find out more.

Management of Digital Evidence (MODE) from Computacenter, formed with support from EMC® and SynApps Solutions, is a solution developed specifically to help Police Forces overcome their interview recording and storage challenges, meet pressing legislation, and increase operational efficiency.

With Forces around the country under more pressure than ever to improve their interview recording and storage processes, MODE has been proven to bypass unnecessary bureaucracy and outdated technology. Not only does this provide many far-reaching benefits, but it also presents a much longer-term solution than merely moving tape systems to CD or DVD.

This executive briefing provides more information on the interview recording challenges currently facing Police Forces in the UK, and details the many benefits MODE can deliver, including:

- Significant cost savings
- Increased operational efficiency
- Heightened operational flexibility
- A secure, long-term storage strategy
- Compliance with regulatory requirements
- Longer-term solution than CD or DVD

**Lancashire Police Project Director Tim Ewen,
Head of Criminal Justice, says,**

"I am confident this approach will pioneer the way the Police and Criminal Justice Services interview, gather and present evidence for the digital world."

1.0 Executive summary

Increased legislative pressure from directives such as the Management of Police Information (MOPI), means that improving interview recording and storage processes is at the forefront of all Police Forces' agendas. And the technological limitations of many existing systems only serve to highlight the need to upgrade to a better solution.

Not only does the quality of tape recording deteriorate over time, but as technology continues to march on, the medium has been rendered obsolete. As a result, it is harder to source both tape recording device parts and spares, and the tapes themselves.

However, rather than making the seemingly obvious decision to move interview recording and storage to another media, such as CD or DVD, this presents a unique opportunity to implement a more advanced, efficient and flexible solution.

Tested in a real environment at Lancashire Police Force – in a pilot trial with a Police and Criminal Evidence Act (PACE) Code E Exemption – Management of Digital Evidence (MODE) from Computacenter has been proven to bypass unnecessary bureaucracy and outdated technology; increasing long-term operational efficiency and agility, and almost entirely removing physical media from the operational process.

Developed by Computacenter, and incorporating leading technologies from EMC and SynApps, MODE will help Police Forces overcome their interview recording and storage challenges. Among the many proven benefits are significant cost savings, including greatly reduced storage space overheads; increased operational efficiency; and compliance with regulatory requirements. And with the ability to implement a secure, long-term storage strategy, the case for MODE is clear.

Does your interview recording cost too much?

High transport and handling costs?

High storage costs?

Labour intensive and bureaucratic?

Inefficient use of valuable officer time?

Tapes degrading within their retention period?

Difficulty sourcing tape recorders and spares?

2.0 Meeting the interview recording challenge

An average size Police Force in the UK generates 80,000 tapes per year, with an absolute minimum retention period of six years. With over one million tapes in storage and 200 tapes per box, this equates to 7000 cubic metres of space. Factor in the transport and staffing costs of sending tapes out to officers and legal teams, and this all adds up to a significant expense.

Many Forces' current strategies for interview recording and storage simply aren't efficient enough. With multiple copies of all recordings created, and legal teams and defendants needing ready access to their interviews – not to mention storage and access requirements – most existing systems are labour intensive, time consuming and take up a lot of space. Once a case is then being prepared for court, there are additional overheads involved in providing working copies for transcription.

Police Forces need a fast, efficient and secure way to manage the interview and recording process, freeing up manpower for other critical Criminal Justice functions. And with Forces required to comply with the Management of Police Information (MOPi) directive within two years and tape technology rapidly going out of supply, something must be done soon.

It may seem logical to simply replace tape systems with CDs or DVDs, but just changing the media won't properly address the situation.



Don't just shift the problem – solve it

While moving to CD or DVD recording will replace tape technology in the short term, it will not:

- **Reduce the cost of storage, transportation, management and handling**

Merely changing media will not improve any of these costly processes and overheads

- **Reduce bureaucracy**

Moving to CD or DVD media will not provide faster access to interview recordings for police officers or other personnel, nor will it provide increased efficiencies in the Criminal Justice teams

- **Provide a long-term solution**

Technology moves fast – DVD is already starting to be replaced – and any physical media will ultimately have a limited life cycle

- **Improve investigative interviewing performance**

Management of interview techniques and adherence to guidelines will not be improved by changing to CD or DVD as processes by default remain unchanged

- **Reduce degradation issues**

Optical media can degrade too

- **Reduce storage space**

If anything, CDs and DVDs take up more space, with all the associated efficiency and cost drains

An entire warehouse of tapes on one storage device

MODE is set to revolutionise the interview recording process.

Not only do digital files not degrade, but they can be accessed by authorised users almost immediately – and a whole warehouse of tapes will fit easily and securely onto a single simplified storage device.

3.0 Implementing a MODE system and the key benefits

**A Defence Solicitor
said of the Lancashire
MODE solution,**

"It is much improved as it saves all the carrying of tapes and when I want a copy of a disclosure interview I have the checksum to quote."

As well as providing a more efficient, effective and, crucially, long-term solution, MODE can help Forces reduce both capital and operational costs.

Built on industry-leading technology and Police Force expertise, brought to you by Computacenter, all MODE systems are NEAL recording device ready. Additional recording front ends, including video, are also simple to integrate and provide Forces with the ultimate flexibility. And the system has been piloted successfully in a live Police Force environment.

Proven in action – Lancashire Police Force trial

Lancashire Police Force is the eighth largest Force in the UK, and the top performing in 2008.

During a six month pilot trial of the Computacenter MODE solution, the Force was able to replace tape recorders in its Greenbank Police Station with digital voice recorders, dramatically increasing efficiency, while maintaining evidential weight.

The Force was granted permission by the Home Office and the Upper House to be temporarily exempt from elements of the Police and Criminal Evidence Act (PACE) Code E regulations. This meant that as well as capturing and storing interviews digitally, they were able to supply a 'unique identifier' to enable suspects and legal teams to access interviews, rather than having to copy it on to physical media.

Efforts are ongoing within the Home Office and other central agencies to modify the Code E restrictions for all Forces during 2009. In the interim period, it is clear that short-term efficiency savings are still available from implementing MODE, while it also allows Forces to plan and position themselves for the future.



The benefits detailed below and on the following pages have all been achieved in a live environment through the Lancashire Police Force trial.

Reducing the cost of effective interview recording

No physical media storage is required with MODE. This means that a whole warehouse of interview tapes can now fit onto one single storage device, housed within one room of one building. Not only does this mean that Police Forces can save space, but also many of the costs and inefficiencies previously associated with interview recording have been dramatically reduced, and in some cases, completely removed. This results in:

- No transport costs
- No handling costs
- Big space savings
- Easy storage

MODE is also a wise long-term investment. Based on the Lancashire Police Force trial, the system can pay for itself well within three years. Not only does this result in a lower total cost of ownership, but also the introduction of a scalable, long-term solution with the ability to meet and adapt to future interview storage and access needs. Physical media can continue to be generated on a per request basis, although the experience of Lancashire Constabulary is that this is required in only a tiny fraction of interviews.

A Lancashire Police uniformed officer said,
"It is far easier than tapes and all automated. I don't have to record the start and end, or do all the sealing and placing of tapes now."



Saving time and increasing operational efficiency

In addition to saving space and reducing costs, MODE streamlines the interview recording and access process, while meeting all operational best practice guidelines and legal requirements.

By reducing the level of bureaucracy and administration inherent in the process, it allows immediate, authorised, access to interview data. Multi-channel delivery in a universal format facilitates the easy retrieval of data through the web; dramatically enhancing how quickly it can be made available in a secure manner. Without the need to copy interviews on to tape (or any other physical media) before officers can access them, or to transcribe the output, crucial time delays can be avoided.

Amongst many benefits to operational efficiency, MODE enables:

- Reduced bureaucracy
- Fast retrieval of information
- Streamlined operations
- Multi-channel delivery in a universal format
- No interruption to the interview recording process to change tapes

It is also estimated that there is an opportunity to save at least one man-hour per interview; resulting in major operational efficiencies and reductions in otherwise wasted Police time.

Secure and future proof interview storage and access

MODE makes it easy for Police Forces to comply with data storage and access requirements. The original, or 'Gold', recording is always secure; so the master copy is never compromised. However, it can be reproduced easily while maintaining effective information rights management in the form of an e-watermark on legal copies.

A Detective Sergeant at Lancashire Police working with the Prisoner Handling Team said,

"This simplified system has been embraced by operational officers and has assisted in overcoming fears about digital interviewing equipment. There are clearer interviews, allowing for more accurate short descriptive notes to be compiled and decreasing the opportunity for ambiguity at court."

By rendering paper transcripts almost meaningless, while ensuring the quality of recordings, a MODE system lays the foundation for the management and retention of other forms of digital data in the future. It also moves Police Forces towards a more environmentally-friendly approach – helping to meet their 'Green' agendas.

Another key component of a MODE system is the ability to also save recordings onto DVD for defendants leaving the interview room – meeting current legal requirements, while preparing effectively for the future.

- Secure access:
 - Comply with data storage and access requirements
 - Maintain information rights management
 - 'Gold' original copy always secure
- Environmentally friendly
- Save to DVD to meet current rules, while preparing for the future

Benefits to defending solicitors

MODE also presents many benefits to defending solicitors and Criminal Justice teams, helping to aid smoother, faster processing and resolution of cases. Although, since the system has been implemented in Lancashire Police Force, requests for access to client interviews have dramatically reduced.

- No more tapes
- MP3 format available
- Improved security

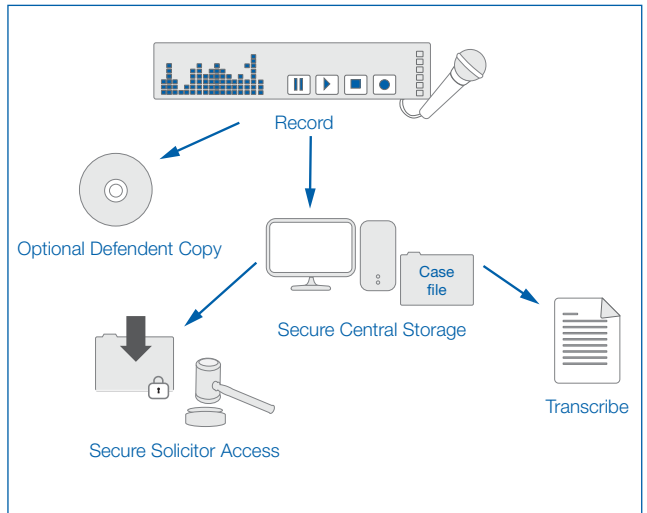
4.0 Core technology and how it works

MODE systems are built on industry-leading technology, content management and Police Force implementation expertise – provided by Computacenter, and fully supported by EMC and SynApps.

This unique combination of an in-depth understanding of today's Police Forces' needs and cutting-edge technology offers a vastly superior and simplified solution to meet changing interview recording storage requirements.

How it works

While all solutions are built to meet Police Forces' unique needs, the essential elements of how a Computacenter MODE system works are detailed in this diagram.



5.0 Planning for success

To realise the full potential of a Management of Digital Evidence or any data management solution, applying the correct business analysis, strategic planning, technology modelling and comprehensive implementation is key. The ultimate solution is a combination of the superior service, technology and expertise that Computacenter, EMC and SynApps can provide together. Only with the practical application of this knowledge and experience will an investment in your interview recording storage and infrastructure result in a comprehensive management strategy.

Attend a MODE workshop with the Police Force experts

Computacenter is offering a complementary day-long MODE workshop, hosted specially for your Force by our expert consultants. Developed specifically to address the requirements of the Police Service, the workshop is the first stage of understanding how and in what ways MODE can directly benefit your organisation. Taking place either at the Computacenter Solutions Centre in Hatfield or at your own premises, the workshop will allow you to assess technical viability, address any integration issues and make the most informed purchasing decision.

See it in action

As well as discussing how the solution can meet your specific needs in more detail, Computacenter is offering the opportunity to witness a MODE solution in action at Lancashire Police Force. Here there is also the opportunity to meet with a Criminal Justice representative to best understand the Force's motivations for implementing the system and to hear first hand the differences they have experienced.

Work with the Police Force experts

MODE has been designed to specifically meet the business and IT requirements of Police Forces in the UK with a fast, secure and reliable interview recording solution. Discussions are already progressing with multiple Police Authorities in the UK. Computacenter is therefore well positioned with vast experience to understand, meet and exceed your Force's interview management requirements, however complex.



What next?

Don't take our word for it – apply for a free workshop

Computacenter has developed a series of workshops, designed specifically to address the interview management requirements of the Police Service. These one-to-one sessions, fully tailored to your unique needs, take place either at the Computacenter Solutions Centre in Hatfield or at your premises, whichever is most convenient to you.

We'll help you discover more about the solution, including potential efficiency gains and return on investment for your Force – allowing you to make the most informed purchasing decision.

See it in a live environment

As well as discussing how the solution can meet your specific needs in more detail, Computacenter is also offering the opportunity to experience a MODE solution in a live environment at Lancashire Police Force. By seeing the solution in action and speaking with the people using it every day, you will be able to truly understand what the system delivers and how it might be of benefit to your Force.

Phone Computacenter's MODE project lead, Jon Lewis on **07801 451597** or email emc@computacenter.com for more information.

Alternatively, visit:
www.computacenter.com/MODE

About Computacenter

Computacenter's consultancy capabilities cover server, storage, security and networking. We offer consultants and technical architects with the highest level of accreditations and practical experience in their field. Our expertise spans all major vendor solutions, with unrivalled competence in Police Force implementations. We are one of only two EMC Signature Velocity² Partners in the United Kingdom, the highest accreditation of any EMC solution provider.

About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organisations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com

About SynApps

SynApps Solutions is focused on providing best-of-breed Enterprise Content Management (ECM) solutions to our customers. As well as being a long-established EMC Documentum Partner, SynApps is a specialist in the Police and Criminal Justice sectors. Information about SynApps' products and services can be found at www.synapps-solutions.com