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# Canadian Community Safety Information Management Strategy

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## INTRODUCTION & BACKGROUND

In 2011, the Information and Communications Technology (ICT) Committee of the Canadian Association of Chiefs of Police (CACP) identified the need to research the current state of law enforcement information management in Canada.

Funding was sought and obtained from the Centre for Security Science, part of Defence Research and Development Canada, to conduct a “National Law Enforcement Information Management Strategy Study.”

The study (NLEIM Study), completed in 2014 by IDC Canada, provides a detailed analysis of the major investigative and operational databases in the policing community across Canada at the local, regional, provincial and federal levels.

A key recommendation of the study was that the CACP, in partnership with key stakeholders, develop a national strategy designed to improve information sharing. A workshop was hosted by the CACP in November 2014 and the first draft of the Canadian Community Safety Information Management Strategy (CCSIMS) was developed.

## STUDY AIMS

The intent of the NLEIM Study was to understand what systems organizations had in place, what systems were interconnected, and which systems needed to be connected to maximize information sharing.

Additionally, the study proposed to research causes for lack of interoperability between current systems.

Finally, the study was designed to develop recommendations to improve information sharing in Canada.

## METHODS

From February to August 2014, executive interviews were conducted with 39 law enforcement organizations across the country to establish a baseline understanding of major operational and investigative systems currently in use.

Interviewees were selected based on their existing system knowledge, understanding of the information management challenges in policing and geographical location, as we sought to obtain an understanding of systems in place across the country.

An additional five interviews were conducted to assess legal and privacy constraints to information sharing, real or perceived.

Each province is represented in the study, as are the Ontario Provincial Police, the Royal Newfoundland Constabulary and the Royal Canadian Mounted Police (RCMP). The Territories are represented via RCMP detachments.

## RESULTS

In the aggregate, only 36% of the system entries catalogued were interconnected to other systems. Of that subset, 40% connect internally (from a CAD system to the RMS, etc.) indicating that there is little systemic information sharing between organizations or jurisdictions.

### Caveats:

- While 100% of citizen portals are interconnected, only two systems classified as citizen portals.
- RMS systems are most frequently interconnect with the CAD, CPIC, PIP, the provincial MCM. Outside of OPTIC and PRIME, they do not generally connect with other RMS systems.
- 70% of mobile reporting is internal to the CAD and RMS.
- Arrest and bookings systems are interconnected locally with the RMS for mugshots and externally to CPIC for fingerprints.
- Business Intelligence systems are only very rarely connected with other systems.

System Type	% Interconnected
Citizen portal / Database	100%
CAD (computer aided dispatch)	70%
Mobile Reporting	60%
Arrest and Booking System	50%
eTicketing/License plate reading	50%
RMS (records management)	49%
Digital Evidence Management system	31%
Criminal Justice and Information Management System	23%
BI (business intelligence)	20%
MCM (major case management)	20%
Other	8%
Jail / cell management system	8%
Content Management	0%

*“The NLEIM Study identified vastly different provincial technology investments, siloed and proprietary systems, lack of interfaces and standards, a lack of a national leadership, shifting operational paradigms in policing, resource constraints, and technology limitations as the key impediments to system interoperability. “*

## DISCUSSION

The study provided a detailed analysis of the current major investigative and operational databases in the policing community across Canada and found little systemic information sharing between organizations or jurisdictions.

Three key study recommendations:

1. Create a national strategy
2. PIP 2.0/PRP
3. Standards/Interfaces

One of the recommendations supported by the CACP National ICT Workshop held in Vancouver in February 2014 was that the CACP, in partnership with key stakeholders, develop a National Law Enforcement Information Management Strategy.

## CONCLUSIONS

In November 2014, approximately twenty-five of Canada’s leading law enforcement and justice information management experts attended a three-day workshop in Ottawa. The output was the creation of a draft Canadian Community Information Management Strategy (CCSIMS).

Steps are now underway to socialize the draft CCSIMS and, in the months ahead, to seek approval from appropriate federal, provincial/territorial and municipal governments.

## REFERENCES

IDC Canada, *National Law Enforcement Information Management Strategy Study*, 2014. CSSP-2013-CD-1114. See Appendix A for a list of participating organizations

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