

## IBM Real Time Collaborative Criminal Investigations



*IBM Threat Intelligence solutions allows law enforcement agencies to truly recognize and understand suspects, known terrorists and criminals, witnesses, employees, and more. This allows agencies to implement an integrated end-to-end solution across all aspects of the organization.*

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### Highlights

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- **Implement an integrated end to end solution across dispatch, investigation, case management, records and staffing**
- **Address growing public pressure to deliver, holistic, more secure protection services to counter terrorism**
- **Provide police officers with a solution that supports and empowers them to make better, real time decisions during criminal investigations**
- **Detect and mitigate threats to manage risk and follow up on leads**
- **Protect privacy of suspect and offender information internally and with external entities**
- **Integrate intelligence sharing and fusion with Homeland Security and public safety**
- **Build on existing investments to optimize investment in skills and infrastructure**
- **Utilize proven IBM technology and software tools to create an On Demand solution**

### The Strategic Issues

Some of the greatest strengths of our society are its' openness, efficiency, inter connectedness. At the same time, these can be some of its' greatest vulnerabilities. Given these issues, how can law enforcement agencies protect large diverse populations across large geographic areas? How can they balance the need to protect and serve with the needs for personal privacy and freedom?

In addition to these external forces, there are internal pressures that are common across law enforcement organizations such as shrinking budgets, inadequate legacy systems, increasing demands to detect and reduce internal and external threats,, and – generally - being asked to do more with less.

Due to these pressures, law enforcement agencies are facing strategic issues which require major changes in the way they do business. They need to innovate to deliver security and protection more quickly, effectively, responsively and efficiently, and to deliver better service to citizens.

## Real Time Response to Threats

Threats to our safety and security can manifest itself in many ways. For example, a criminal, or terror suspect and accomplices commits a minor infraction and is stopped by police. This suspect may be operating across multiple jurisdictions and the officer on patrol would have no way of knowing that they are giving a speeding ticket to a wanted terrorist. The local police department is likely not even aware that the suspect was ticketed in another jurisdiction last week.

The core problem is that law enforcement agencies have no way to resolve multiple identities used by terrorists and criminals, or to track relationships and conspiracies among them. Adding to the complexity, when personal information is obtained from outside the department, the need to protect the privacy of the individuals under investigation only intensifies the threat challenge.

### Why Now?

Today's intensifying law enforcement challenges mandate a fresh approach to managing threat information because:

- Multiplication of threat types, and frequency
- Threats are increasingly asymmetrical

- Explosion in complexity of threat identification
- Frequency of interactions
- Transparency is clouding
- Regulatory pressures are increasing
- Intensifying budget pressures

Current approaches have become obsolete for a variety of reasons, including:

- Information is compartmentalized – lack of full integration is obscuring visibility
- Query state limits ability to address complexity of threats - you need to know the right question to ask
- Untimely – threats identified ex-post facto (after the fact)
- Inaccurate – broad scale false positives and false negatives
- Out of context – lack of decision support/guidance once a threat is identified

### Rapid, Effective Case Management - IBM's Solution

IBM's Real Time Collaborative Criminal Investigation solution provides an end-to-end approach, provide a platform for differentiated investigative analysis tailored to individual suspect. It also enables those who need to share information with other organizations to

do so in a manner that protects the privacy of their suspects::

#### Recognizes Multi-Cultural Names

- Kate, Cait, Catherine, Katherine, Kat
- Multiple name variations: name order, multiple titles, name variants, multiple prefixes, phonetic transpositions of nicknames

#### Recognizes Identities

- Provides the ability to identify who people, and organizations are

#### Recognizes Relationships

- Identities what relationships exist between a suspect, and obvious, non-obvious people and organizations

*“NYPD’s innovative policing strategies depend on our ability to gather, share and act on information. IBM – its people, partners and technology – have helped us redefine how information can be used to fight crime.”*

*James Onalfo  
Chief Architect and CIO  
New York Police Department*

## **Reducing Risk & Intelligent Resource Deployment**

Law enforcement agencies need to determine if a suspect of interest should be focused on and pursued. This allows them, among other things, to establish the degree of risk associated with the case. Then, they may decide what to do and which resource(s) should be applied to each case, and to ensure information security, integrity and privacy. With IBM's Threat Intelligence solution, law enforcement agencies are able to :

- Provide full attribution with a complete history of a suspect or criminal, never disposing of (or merging/purging) data about a client
- Real time updates and self correcting to provide a current and a more accurate view of the suspect
- Multiple degrees of separation relationship insight (i.e. Suspect A knows Suspect B, and Suspect B knows Suspect C. Therefore ,the three are related by two degrees of separation)
- Segment suspects to detect who may be a higher risk to focus appropriate attention and resources where the suspect profile suggest such attention

## **Privacy Protection**

Information about suspects is needed to successfully follow up on leads and process cases by law enforcement. The information is usually provided by a suspect themselves and thus does not constitute a privacy issue. Difficulty arises when elements of information are combined in ways that reveal more about a person's private life than intended. Different countries take different approaches to privacy, and many ] have legislated privacy into their law enforcement systems. Unfortunately, privacy protections have become an inhibitor to good police service.

However, citizens would be much more willing to allow privacy information to be shared if asked and to their benefit if they provide consent. IBM provides law enforcement agencies the ability to share identity and relationship information with third parties without disclosing the identity of the person to whom the information relates. This supports the police services delivery model, oriented around integrated service and citizen consent and choice.

## **Intelligence Fusion for Homeland Security**

The shocking realization that terrorists can strike within our borders has affected our lives directly and elevated the necessity for vigilance across all levels of government and the general public. The President of the United States and the US Congress have directed that an information sharing environment be established across federal government, and many federal, state, local and tribal entities.

The Department of Homeland Security has established guidelines and operating these 'fusion centers' for sharing intelligence and information at the local, state and federal levels. With IBM's Real Time Collaborative Criminal Investigation solution, you can:

- Exchange information between agencies
- Automate the resolution of identities in real time
- Discover and analyze relationships of gangs, and terror networks
- Identify new patterns and trends
- Receive real time alerts based on newly linked identity information
- Recognize multiple cultural variations of name data

## Proven methods, tools and techniques

IBM has invested significant resources in Real Time Collaborative Criminal Investigation and Analysis to bring together a range of methods, tools and techniques all specifically designed to enhance the implementation of integrated case and risk management solutions within law enforcement organizations. By using these techniques and tools, IBM is able to implement a criminal intelligence solution integrated with case, risk management, privacy solutions and fusion centers tailored to individual law enforcement agency needs, using the experience gained in many projects in the world.

## A solid foundation: World class technologies from IBM

IBM is one of the largest providers of solutions to intelligence and law enforcement organizations around the world. IBM has a dedicated team of subject matter experts, solution developers and industry consultants that are focused on law enforcement and intelligence. IBM has invested in a portfolio of Threat Intelligence

industry solutions and is taking a leadership role in helping organizations take advantage of global best practices in safety programs.

The IBM Real Time Collaborative Criminal Investigation & Analysis solution is built upon:

- IBM Global Name Recognition: recognizes names across multiple cultural variations
- IBM Identity Resolution: identities “Who is Who?”
- IBM Relationship Resolution: identifies “Who Knows Who?” across multiple degrees of separation
- IBM Anonymous Resolution: allows multiple organizations to share identity and relationship data anonymously that never exposes the identity of an individual

## For more information

To learn more about IBM’s Real Time Collaborative Criminal Investigations solutions, please visit:

**[ibm.com/db2/eas](http://ibm.com/db2/eas)** or contact your IBM sales representative.



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