

Memex Law Enforcement Solution

Memex Technology Ltd

2 Redwood Court, Peel Park, East Kilbride, G74 5PF, Scotland

T: +44 [0]1355 233804 F: +44 [0]1355 239676

Introduction

UK law enforcement agencies have to improve their service to the public in an environment of competing demands, increasingly complex legislation, reducing resources and a need to deliver information to government bodies.

These pressures mean enabling and maintaining operational focus is challenging, and they are compounded by constantly changing priorities and the need to respond to unforeseen events. To address these challenges, law enforcement agencies are developing closer links with the community, allowing them to better identify and prioritise issues affecting them, especially low level crime and disorder issues which have a big impact on quality of life.

Today's UK law enforcement agencies are adopting a multi-vectored approach to obtaining and sharing information and looking to provide officers and staff with a single view of ALL information known about individuals, known as the "Single Person Record." Storing information in this way also allows a much broader picture of an individual, enabling agencies to tailor their response to individual customers' needs. This is managed in a MoPI compliant way, and the Memex enterprise system is the only end-to-end policing solution that fully manages the entire spectrum of MoPI requirements. The Memex system also provides other core records which allow a similar single view of all POLE entities - People, Objects, Locations and Events. This enables easy access to all relevant information by users in accordance with their role and responsibilities.

The common denominator in the approach detailed above is the effective management of intelligence, and the cornerstone of the Memex philosophy is that any information can become relevant intelligence. All information held by an agency and their partners should be utilised to develop truly intelligence-led organisations as specified in the National Intelligence Model. With this in mind, Memex has developed an end-to-end UK policing and information management solution – designed by police officers for police officers and based on a single technology platform.

The Memex UK policing solution is available as a single end-to-end integrated information management solution, or as your own unique combination of individual modules, giving you exactly the intelligence management solution your organisation needs. Whichever combination you choose, we provide a widespread, standard means for managing, accessing and analysing information to improve the management of resources, overall decision making and effective measurement of performance and officer safety. With Memex your officers and analysts will draw links between pieces of information that would previously have been inconceivable, and use these links to help predict and prevent threats.

Finally at Memex we recognise not only that every UK police organisation is different, but also that your environment changes quickly and processes have to follow suit. That's why the Memex UK policing solution can be customised as required by your own police staff, keeping lifetime costs as low as possible and maximising your Return On Investment.

Crime Recording

The Memex Enterprise Information Management System for law enforcement, makes Crime Recording fast and effective.

The interface is intuitive and tabular, so that simple and comprehensive crime details can be recorded quickly and easily.

Memex enables standard crime information capture, based upon the POLE (People, Objects, Locations, and Events) methodology. All information related to a particular crime is linked to core records. Details of people linked to the crime can be recorded within the crime report and also be linked to a Single Person Record (SPR sometimes referred to as a 'Nominal Record'). If no SPR exists, one can be automatically generated from the crime report.

Once all crime details have been captured, the Memex Advice Engine is used, offering an immediate and tailored response to the user. Pre-configured to meet the strategic priorities of your organisation, this process is included to provide relevant information at a stage which allows the immediate response to be tailored to the nature of the crime and the victim's needs.

The Advice Engine runs background searches and provides advice based on information known about key issues as follows:

- The victim - specifically if a 'repeat victim'
- Location – i.e. if this is a crime reduction area
- Crime type – i.e. if police organisation or local directions specific to the crime type such as deploying a SOIT Chaperone to offences of rape.
- Key words - These are specific to each police organisation i.e. the word "blood" provides a check list from "offering first aid" to "preserving forensic samples".

Any person advised by the Memex Advice Engine as needing to be notified i.e. Scenes of Crime Officer will have already been notified by the system, again saving valuable time in terms of crime response.

The Memex Enterprise Information Management System doesn't just help you to record crime – it enables a tailored response in line with police organisation priorities and victims needs, maximising both police efficiency and service to the customer.

Crime Management

Every UK police organisation and law enforcement agency is required to investigate crime in an effective, manageable and auditable manner. The Memex solution helps you evaluate all risks associated with a crime and plan a suitable response accordingly. Memex Enterprise Information Management System for law enforcement makes Crime Management fast and effective. A complete crime and case management solution, it facilitates and enhances Crime Management.

A role-based system, Memex gives users fast and easy access to the information and processes they need for their role. For example, the investigator is automatically informed via the Memex home page that a new crime has been allocated. A summary tab offers an overview of the crime, and the essential “big picture”, and important details on People, Objects, Locations and Events are quickly accessed from here utilising POLE methodology.

Memex works alongside your organisation to implement your own best practice templates. An arrest action plan template, for example, provides an aid memoire of things for the investigator to consider, prior to taking action, ensuring appropriate resources are in place and a risk-based response is used in investigations. Issues such as Officer Safety, sufficiency of evidence, outstanding property, the existence of a post arrest plan and so on, are all available as aid memoire templates tailored to the need and priorities of your police organisation. Throughout the investigation, the record is constantly updated, with Crime supervisors confident that all actions have been considered, planned, and recorded, according to best practice procedures.

Memex enables a more effective crime-solving approach, and a risk-based response to crime, meaning a better service to both officers and the public. Repeat victims and locations are identified, according to national guidelines, and the system also supports forensic data, including requests for scene of crime officers and the recording of their findings.

Intelligence Management

Intelligence is an essential part of effective law enforcement, and all police organisations require sophisticated IT applications to be able to gather, analyse, disseminate and manage very large quantities of intelligence-related data. Multiple imperatives drive the structure of an effective system, and make the management of intelligence a highly complex affair for organisations. All information is potentially useful and unless sensitive should be available, in real-time, to appropriate users. All information and processes must reside in a secure environment. The need to search, analyse, visualise and share this information adds an additional element of complexity.

Memex makes Intelligence Management fast and effective - for basic users of the system and their supervisors as well as Intelligence Professionals and Analysts. One of the first applications of Memex software was in intelligence-led policing: Memex facilitated the early adoption of the National Intelligence Model (NIM) in 1994 which has since become a world benchmark for Police Intelligence Systems. Memex is the most advanced intelligence system in the world today.

Intelligence reports can be created quickly and easily. Information sources are recorded but held in secure Information Source Registers, so as to be available to those who need them but at the same time protecting the source.

The industry standard “5 by 5 by 5” evaluation system covering source, intelligence and dissemination is provided through an aide memoire for the officer.

Special concerns are highlighted, with the appropriate officer automatically notified by the system. Memex also ensures the NIM level is specified, in accordance with UK requirements.

A risk assessment can also be carried out within Memex as required, using the 3PsLEM model, and allowing a risk assessment to be created and automatically linked to the intelligence report.

Supervisors are automatically informed as soon as any new intelligence report is submitted via their personalised home page. This ensures that that new information is viewed, verified and made available to all relevant users.

Once in the system, intelligence can be viewed and analysed using a range of analytical tools. Memex automated link chart visualisation, for example, allows all information relevant to a particular person in a report to be displayed at a glance, showing important connections between people, places and events. Supporting information is accessed quickly and easily through a single mouse click on the relevant area of the chart, providing a head start for your analysts and freeing them up for more complex work.

Information Access

As technology evolves and dominates our working lives, the volume of information we have to work with grows exponentially, especially for Law enforcement agencies, required by the NIM to gather information from the widest pool available. UK law enforcement organisations are in danger of suffering from information overload, finding it increasingly difficult to retrieve, analyse and share relevant information quickly in order to be able to predict, prevent and respond to threats.

Memex makes Information Access fast and effective, both within and beyond the enterprise. Information can be accessed quickly and easily, and across a single Crime and Intelligence platform.

Memex is the most advanced search technology available in the world today, with options to suit all Information Access needs. All files attached to Crime and Intelligence Management system, even multimedia files, are instantly searchable to anyone with permission to do so.

Automated searches, run in the background, match new information with that already held and proactively notify the Investigating Officer. This greatly enhances investigations by saving time on manual searches, providing notification in real time and greatly reducing the risk of missed information or investigative opportunities.

Memex “Smart Search” takes the best search experience and expertise of your organisation and combines a number of searches into a simple key search, allowing basic users to search thoroughly and consistently across the Crime and Intelligence Management System. A Smart Search on telephone numbers, for example, entered in a predetermined format, delivers all possible connotations of the same telephone number.

Memex Federated Search technology facilitates Information Access beyond the enterprise system i.e. held within external databases, from within Memex itself i.e. a single query point, ensuring intelligence is taken from the widest pool available.

In summary, Memex allows users to access relevant information held within any part of any record across the entire system and beyond it, exactly when they need it, improving efficiency and greatly enhancing decision-making when dealing with threats.

Information Sharing

All intelligence-led organisations are dependent on the quality and breadth of information available to them. Improving the quality and breadth of information leads to better intelligence and improved decision-making. Ultimately, this means threats are prevented, crime-solving is more effective and the service to your communities is enhanced.

Memex can help improve the quality and breadth of information available to your organisation by making information sharing with partner organisations fast, cost-effective and easy.

Memex facilitates collaboration and the sharing of information in a number of ways:

Agency-to-agency information sharing

Memex customers can harness the power of both Memex and non-Memex organisations' intelligence, as it is easy to import data in any format into a Memex system and thereby utilise its world leading search technology. Memex customers are able to join the ever growing cross-border intelligence-sharing network of Memex users.

National information sharing

Memex works with several national organisations who have implemented national intelligence management and information sharing solutions. Access to Memex allows your organisation to join this national framework.

Cross-industry information sharing

Many non-police government bodies use Memex within their investigation and intelligence units. By tapping into the information held within these government systems, your organisation can increase the breadth of intelligence available to it.

Provision of information from commercial organisations

A recent development is the provision of information to police organisations from relevant commercial organisations. This information is usually of use to specialists, and the flexibility of the Memex system allows configuration to make sets of information relevant only to relevant users.

Management of Police Information (MoPI)

The MoPI (Management of Police Information) Code of Practice, a direct consequence of the recommendations of the Bichard report, requires that only information which remains accurate and relevant to police organisations is retained. The regulations are intended to ensure that information is managed consistently, throughout the entire information lifecycle. Compliance with these regulations has placed an additional ICT and resource implication on all Police organisations in England and Wales.

It is important that information known about individuals can be readily identified and shared between police agencies across the UK. MoPI aims to ensure that this is achieved through compliance with consistent national standards. This has the additional benefit of helping police organisations prepare for national information sharing protocols notably the development of the Police National Database.

Memex is the only solution on the market to provide complete compliance with the MOPI Code of Practice from within the system itself. The Memex system recognises that flexibility within the regulations on police organisations can achieve compliance. By dealing with MoPI in this way, each police organisation is able to manage MoPI requirements within its current business processes.

Memex provides a MOPI tool within its end-to-end policing solution which aids the review, retention and deletion of the Single Person Record, including an NRAC assessment. Triggered and timed reviews are automatically identified and notified to relevant individuals or groups within the police organisation.