Jamaica Constabulary Force the first in the Caribbean to use new computer system to manage data requests from communication service providers

February 3, 2014 – CCube Solutions today announces that the Jamaica Constabulary Force (JCF) has deployed a customised version of its electronic document and records management (EDRM) and eForms technologies - called CADS[1] - to digitally automate the management, approval and auditing of all communications data requests between police officers and service providers. This kind of forensics information is now used extensively in a broad range of criminal investigations.

Founded in 1946, JCF is the national police force of Jamaica employing over 10,000 police officers who serve a population of around 2.8 million covering some 4,240 square miles.

The Communications Forensics and Cybercrime Unit (CFCU) was formed in December 2010[2] and currently has a staff of SPoC[3] officers who manage communications data requests between the JCF, two other auxiliary police forces and independent investigators on the island, and Jamaica's three main communications service providers (CSPs) - Digicel, Flow and Lime – who provide landline, Internet and mobile phone connectivity.

Historically the process of making requests for information, managing applications, getting a response from CSPs, analysing the data, and providing this to investigators in the field could take months as it was all done manually.

Inspector Warren Williams, head of the JCF's CFCU explains, "The focus of the CADS project has been to automate this process to vastly reduce the turnaround time of applications, improve the efficiency of both the CFCU and CSP teams, and ultimately provide a better service for investigators who are using this kind of information more and more. The response will now be measured in hours and days not months with the system currently being tested to provide support in 'live' operations."

In 2012, there was just over 1,000 applications – an increase of 15% on the year before – with just 400 returned. Inspector Williams adds, "As applications have increased, the backlog has grown. The new solution will quickly close this gap. In 2013, over 2,000 applications have been made as officers see the value of using the system as part of their investigative tool kit."

The JCF team reviewed the market and travelled to the UK to meet with the Metropolitan Police who use a similar award winning system – also developed by CCube Solutions – called TIMS (Telecommunications Intelligence Management System). Based on this, CCube Solutions was selected for the project because it met JCF's needs.

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[1] Communications Automated Database System (CADS)
[2] The CFCU was created through the merger of three departments: the Cybercrime unit, Communications Intelligence Unit and the Digital Forensics Unit.
[3] Singe Point of Contact

Vijay Magon, CCube Solutions' managing director, says, "Developed about eight years ago, TIMS was the first system of its kind in the UK. Capitalising on its extensive workflow capabilities, TIMS is used to make, track and report on all communication data requests from operators in line with RIPA[4] legislation which protects an individual's humans rights. The JCF system is a variation of this and meets guidelines in Jamaica's Interception of Communications Act."

The JCF is currently in the process of doubling its CFCU team. Telecommunication Liaison Officers will be appointed across the island to manage inputting requests into the system from other investigators.

CADS has now been fully deployed and runs on a dedicated server at the JCF's Kingston headquarters. The officers in the field will connect to CADS using SSL VPN technology.

Inspector Williams says, "We understand that Jamaica is the first country in the Caribbean to use this type of system and we could certainly act as a hub for the region when it comes to managing requests from other islands given some service providers like Digicel operate throughout."

If Jamaican legislation is amended, the aspiration is that information provided in CADS will be admissible in court. This means that CSP representatives will not have to physically attend court to authenticate and valid the data provided in cases as is the situation today.

The JCF is on a path of modernisation using technology and the CADS project is perfect example of this working in practice.

Inspector Williams concludes, "We're excited about the capabilities of CADS and our experiences of using it so far have been very good. It improves our ability to handle more requests far quicker with all the resulting benefits of efficiency and delivery of service being radically improved. Ultimately we hope that using this type of technology will improve clear up rates and the level of crime in the country will decline."

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[4] Regulation of Investigatory Powers Act 200 (RIPA)

About CCube Solutions

CCube Solutions is an award-winning provider of enterprise content management (ECM) solutions, comprising electronic document and records management, workflow, electronic forms, portal software, and systems integration.

Founded in 1995, it has a proven track record working with the police, local government, National Health Service and in the private sector providing cost effective and scalable solutions, tailored to meet the individual requirements of customers.

An AIIM Advisory Board member, CCube Solutions is active in developing and guiding the future direction of the ECM industry, and upholds AIIM's principles of good information management, know-how applied on every customer engagement.

CCube Solutions is headquartered in Milton Keynes, and is the trading name of OITUK Limited. For further information, please visit www.ccubesolutions.com

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