The effects of technology and innovation on police processes. Lessons learned from Belgian innovation projects

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Independent and multidisciplinary knowledge centre

Goal: contribute to a safer society for all citizens

▸ Share our knowledge and implement our experience
▸ Innovative projects
▸ Partnership with public authorities, knowledge institutes and industry

INNOS the security network by Vias institute
Innovation start...

1. **Reactive innovation project**
   - Follow up good practices in the field of innovation and new technologies for security
   - **Bottom-up approach based on concrete security needs:**
     - Project approach based on specific needs in the field
     - VIAS acts as intermediary partner: from a triple helix structure direct contacts and cooperation with private, public and research institutions

2. **Pro-active project initiation**
   - Knowledge, insights and experience translate to other governments
   - Impact on innovation legislation: ad hoc advisory group triple helix
   - Incentive to attract European funds for Security Studies
Project: use of netcentric technology

Ad hoc command room for securing mass events:

• Commemoration in Nieuwpoort en Ypres, 28 October 2014
• UCI Cycle race Record Bank E3 Harelbeke, 25 March 2016
• UCI Cycle race Record Bank E3 Harelbeke, 24 March 2017
General questions and needs

Questions from local police:

▸ Temporarily extended existing CCTV network through mobile cameras

▸ Manage different information sources: (fixed cameras, mobile cameras, heli-images), multi-agency radio communication, information from social media (Twitter, Facebook, etc.), ...

▸ Integrate this information within an ad hoc command center

▸ Exchange real-time camera images with other security forces

! GAP between private market and public police: Vias served as an intermediary network to provide solutions
Project Commemoration WOI

Timing project
Start: 4 September 2014
End: 28 October 2014 POC

Common Operational Picture & Visual

- Saves time to explain and have new data/insight
Project Cycle race Record Bank E3 Harelbeke
Observation 1: netcentric information flows & BSG structure

- **Strategic**
  - Executive Oversight
  - Core CMT

- **Tactical**
  - Incident Monitoring
  - Resource Decision Making
  - Liaison with structures above and below

- **Operational**
  - First Site Response
  - Direct incident Management
  - Emergency Services Liaison
Observation 1: netcentric information flows & BSG structure
Observation 2: difficult to translate experience to training programs

- Impact of technology & innovation on structure and culture
- Information managers
- Dominance of video sources
- Social media
- Impact back office underestimated
Observation 3: how measuring succes?

- Cognitive Process: common overall picture and shared evaluation
- Multidisciplinary collaboration
- Time saving
- Saving staff (10%)
Observation 4: it takes time to reach market

Private partners:
- ‘Direct’ versus ‘indirect’ investments in innovation project
- Ownership of the problem?
Observation 5: accountability

- What when it goes wrong?

- Code of conduct
  - Fair competition
  - Public tenders
  - Confidential information
  - Relationship with partners, clients, governments, suppliers, ...
Discussion

- Difficult to find resources to profoundly understand the impact of technology on
  - Structure: back office
  - Information flow
  - Facilitating & training
- ROI: economic development / security?
- Identify the owner of the ‘problem’ -> sustainable solution
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