Microsoft

Digital Prison Management Solution

G-Cloud 11: Service Definition Document

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1. Service objectives

The Prison Management solution is based upon situational awareness capabilities from our Microsoft Aware Solution (Aware) which provides resources, expertise, and information to maximise the authorities / agencies ability to detect, prevent, investigate, and respond to disruptive, criminal and terrorist activity. Today, law enforcement organisations and prison authorities have many powerful tools to provide insight regarding violent crime and terrorism, from real-time sensors (e.g., remote detectors, automated car registration plate readers, and closed circuit television (CCTV) cameras) as well as traditional law enforcement data (such as 999 computerised dispatch, police, and national security records). These tools are disconnected from each other, requiring enforcement staff to manually assemble a complete picture of a potential threat or crime. The Authority / Agency requires a solution that can "fuse" this disparate sensor and system data to help provide instant, comprehensive situational awareness and help automate investigative and response activities to keep prisoners and staff safe.

Detect and correlate critical data

Instantly collect and process sensor data such as, CCTVT or body worn cameras, and tactical system data within a specified geography/jurisdiction. Then correlate the data in real time to rapidly respond to situations such as:

- Crowd control

- A secure perimeter breach

- Situational incidents that are visually recorded and interpreted as an incident.

Investigate using intuitive tools

Visualise, analyse, understand, and act upon data in a coordinated way via easy-to-use tools for staff and analysts from a unified console. The Aware Solution provides:

- Geospatial analysis

- Advance search, subscription, alerting, and notification

- Instant, real-time communication and collaboration

Respond and collaborate with agencies and the public

Securely manage information intake, search, analysis, dissemination, and archival across one or many agencies and jurisdictions and the public.

- Command staff and shift officers can track the quantity, substance, and effectiveness of service requests handled by their teams.

- Share documents, submit service requests and receive in-depth reports and maps in a variety of formats.

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2. Overview of work performed

Microsoft will perform the following services to implement Microsoft Aware, including the Aware Threat Console (TC) for the Authority / Agency as well as provide consulting services around the deployment of these components based on the following prescriptive approach and as further articulated within the following description.

Service/Feature/ Function	Description	Key Scope Assumptions
Install	During this portion of the project, the Microsoft team will install the Aware TC and the Connect components into the Customer's environment in Azure Government.	The customer will provide the Azure Government tenant for the implementation.
Configure & Customise (configure)	Once the initial installation is complete, the Microsoft team will configure the Aware Solution as it pertains to the customer's environment and base capability needs.	Any logos for branding purposes are to be provided by the Customer. Interfaces for each integration are known by the Customer, exposed by the Customer and are available in standard data access formats (ODBC-compliant data store, flat or CSV file, service endpoint, etc.).
Configure & Customise (customise)	During this phase of the project, customizations are performed to address customer-specific branding, data visualization, search index, correlation and alerting requirements for Aware. The data domains for integration via Aware's Connect integration hub are: Calls for Service and Suspicious Incident.	The data elements for desired entities are known to the Customer and are used for configuring the search indexes, correlation rules and alerting rules. The requirements, functional and technical, are available to build the adapters for integrating with the systems within scope. Location fields must be address validated and geocoded prior to data ingestion.
Configure & Customise (integrate)	Microsoft will also build a package which will be used to import 3 years of data from the following systems: • Calls for Service (CAD) • Suspicious Person/Field Interview (RMS)	Imported data will be mapped to the entities detailed in the customise section above.

Deploy (UAT and deployment)	Post customisation and stabilisation assistance will be provided to deploy the solution to the customer's production environment.	Production deployment assistance
Deploy (knowledge transfer)	Training will be conducted on the installed system	Training will take place in the Agency / Authorities facilities

3. Service outcomes

Use the Microsoft Aware Solution to:

Detect threats. The Aware Solution can be configured to aggregate massive amounts of data and triage the data to detect potential threats. These threats are displayed with deep context so operators can take immediate action.

Make data-driven decisions. The solution provides enhanced information management, executive dashboards, reports, and search to enable shared information and operational insights.

Eliminate investigative silos. The Aware Solution provides deep analytical tools such as enterprise search, correlation, data discovery, and geospatial analysis. The solution allows investigators to communicate in real time via instant messaging, closed chats, or voice.

Enhance intelligence capabilities. This solution enables the efficient processing of intelligence data by automating core functions such as intake, analysis, dissemination, and archiving. Analysts can quickly collaborate with detectives, patrol, and other analysts. The Aware Solution also provides web-based tip/lead and suspicious activity reporting that crosses local, and federal boundaries.

4. Inputs and prerequisites

a. The Customer will provide business user representatives as required for accurate and complete information in a timely and effective manner.

b. The Customer will make resources available in a timely fashion to resolve and help the Microsoft team on any applicable environmental access or setup issues that may be observed during the course of the engagement.

c. The Customer is assumed to provide a dedicated Project Manager or personnel who can help ensure the agreement on the engagement plan, requirements and Microsoft deliverables and sign off during the initial project phases.

d. The Aware application is assumed to be an intranet-scoped application.

e. Appropriate customer's personnel will be available for user acceptance.

f. Active Directory-based authentication and custom roles stored in application database are assumed to support implementation of Authentication & Authorization capabilities in the system

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5. Additional information on Service Features

The Microsoft Aware Solution platform addresses key challenges in prison management with regard to prisoner, facility, and operations management. The foundational elements of Aware include a secure and modern situational aware platform, data ingestion, information sharing and insights aligned to the organisation's task or mission outcome.

- **Automatic Alerting** Empowers agencies to virtually patrol a custodial community 24x7.

- **Geospatial Mapping** In conjunction with GIS vendors, allows you to visualise and correlate alerts and assets and the proximity of events.

- **Search and Correlation** Provides alerts that instantly trigger queries across all connected sources to allow for deeper analysis of the crime and data.

- **Real-Time Communication** Provides collaboration between officers, management, and other users.

6. Additional information on Service Benefits

a. Improving officer and law enforcement safety through better threat tracking, early intervention, and warnings

b. Providing a one-stop shop for critical public safety data such as CAD, RMS, DMV, and GIS

c. Optimising resource usage based on threat and hazard data and geolocation capabilities

d. Improving communication by sharing threat information across local, regional, national and international boundaries

e. Reducing response time to incidents by providing real-time data via an intuitive dashboard

f. Providing-better decision making by using Advanced Analytics to analyse, gain insights, and predict outcomes

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7. Why Microsoft Services

Advanced technology is only useful if it helps you succeed, which is why we're focussed on helping you to create unique business value and deliver business outcomes for your organisation, customers and employees. We challenge convention, reimagine the art of the possible and deliver uniquely differentiated services for our customers. With results that demonstrate our ability to lead and deliver the promised value of cloud for customers, Microsoft Services are accountable, invested in your success over the long term and focused on helping you address critical, complex business challenges using disruptive technology in innovative new ways for faster realisation of your digital ambitions.

World Class Expertise: We are proud to be a world leader with decades of experience – not just in our technologies but also the Services that support them. Our knowledge, expertise and proven practices underpin the delivery of our consultancy and support services.

Connection with Microsoft Product Groups: At any stage of the design or implementation process, Microsoft Services can connect with specific Product Groups and technical communities at the heart of Microsoft. This means we have unique access to the latest developments surrounding our own Microsoft technologies to resolve issues quickly and assist in planning and strategy.

Distinctive Intellectual Property (IP): Microsoft Services can draw upon unique IP including frameworks and accelerators developed through hands-on use of our own technology and many worldwide deployments, to accelerate and de-risk the delivery of your solution.

Strong Customer Relationships: We are committed to long-term customer success and have close, intimate relationships with our customers that enable us to support their projects and wider business goals. All our projects are monitored and measured in terms of customer satisfaction, which is a key metric for our delivery teams.

A Relentless Focus on Driving Customer Impact: Through architecture, deployment, adoption and support, ensuring our customers do and achieve more with their investments in Microsoft to help them please their own customers.