



# CJS Efficiency Programme

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Digital CJS  
CPS LONDON  
South Eastern Circuit  
26 January 2012

# AGENDA

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- CJS Efficiency Programme
  - Alison Saunders, CCP London
- CPS London – Current Position
  - Jean Ashton, ABM London
- Digital Working Tools
  - Mark Barrington, CJS Programme Office
- CPS Central Fraud Group – Demo e-Bible
  - Sue Patten, Head of Central Fraud Group
- Question and Answers
  - CPS Panel chaired by Alison Saunders, CCP



# Why do we need an efficiency programme?

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**Government commitment to modernise and reform the CJS – “a simpler, swifter and more transparent service which meets the needs of victims and the public”.**

This requires:

- CJS agencies to work together to reduce waste and bureaucracy, deliver within reduced budgets whilst improving performance



# CJS Efficiency Programme Objective

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- All CJS Agencies are committed to:
  - Working from electronic documents and case files; paper will be the exception.
  - Exchange of information between the CJS agencies, including the defence, will be fully digital.



# The CJS Efficiency Programme

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The programme contains 2 priority workstreams to modernise and increase the productivity of the CJS:

- 1 Streamlined Digital Working** – to streamline and digitise the CJS process for the preparation and progression of cases whilst improving quality.
- 2 Exploiting the use of Video Technology** – video conferencing to be used routinely across the CJS wherever it offers a more cost effective alternative to the physical movement of people, provided the interests of justice are protected.



# How do the workstreams fit together?

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- **Streamlined digital working** removes inefficiencies in case preparation and progression thereby improving timeliness and quality. In addition digitisation brings savings in time, storage, paper and other costs.
- **Use of video technology** will enable witnesses to give their evidence remotely.
- **Virtual Courts** – the use of video technology in virtual courts enables defendants to participate in their court hearings remotely.



# Summary of Benefits

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- Quicker, more effective joint working and sharing of files
- Fewer adjournments and workaround due to lost files
- Reduced paper
- Efficiency savings and increased capacity for all involved
- Quicker communication with clear audit trail

# Summary of Benefits

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- Reduce file archiving costs
- Reduced transport and waiting times and costs
- Improved timeliness of case files
- Embedded quality standards
- Chambers save cost of moving briefs

# CJS Digital Working

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- Home Secretary, Attorney General and Lord Chancellor set an ambition for information to be transferred digitally between CJS departments digitally by April 2012.
- Policing and Criminal Justice Minister Nick Herbert has repeatedly said (publically) that achieving digital working is a minimum required achievement; it is commonplace in just about every other sector
- There is one CJS Programme Office overseeing the delivering of digital working by April 2012.
- All counsel who have been appointed to the Prosecution List will have undertaken to accept briefs electronically and to have obtained a secure email account within two months of appointment.
- Work continues with the defence.

# What is involved?

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***The aim is that the process will operate between arrest and disposal as follows:***

- ***The police will capture and store evidence digitally*** from the outset of the process (only by exception will this not be done digitally).
- ***The police will transfer case information and evidence to the CPS electronically*** (only by exception will this not be done digitally).
- During the charging and court preparation process, ***the police and CPS will work from digital 'case files' (no paper)***;
- ***The CPS will send Advanced Information and Committal/Section 51 Bundles to the courts, prosecuting counsel, defence and probation electronically***
- ***By April 2013 the CPS, Defence, Judiciary and Legal Advisor will work from digital case files.***

# CPS LONDON – CURRENT POSITION

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- Receipt of digital files from the Police began in Lambeth on 2 November 2011.
- By end January 2012 9 CPS Teams (16 Police Boroughs) will be in receipt of digital files.
- This equates to 35% of all new files will be received digitally by end January 2012.

# CPS LONDON – CURRENT POSITION

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- One CPS Team (2 Police Boroughs) will roll out digital working each week.
- By 28 March 2012 all CPS Team and Police Boroughs will be working from digital files.
- CCU working with Police – process to be agreed by end February 2012 and delivery of digital files to commence in March 2012.

# CPS LONDON – CURRENT POSITION

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- Receipt of digital files from City of London Police to commence in April 2012.
- Traffic Team – process to be agreed. Receipt of digital files to commence in April 2012.
- BTP – receipt of digital files to commence in April 2012. (Delayed because Police do not yet have access to suitable scanners).

# CPS LONDON – SERVICE OF PAPERS



- Service of Advanced Information Bundles provided digitally to court following implementation of digital file and to those defence solicitors who have agreed to accept digital service.
- Bundles to be provided 48 hours before hearing for bail cases.
- Overnight cases served digitally by 8.30 am for virtual court cases and 9.00 am for all other cases.
- By end January approximately 30% of Advanced Information bundles provided digitally to courts.
- Working with HMCTS and Judiciary on development of processes for service of Crown Court papers. Aim to test process during February 2012 at Croydon Crown Court.
- HMCTS testing the workability Wi-Fi in Croydon Crown Court.

# CPS LONDON – SERVICE OF PAPERS

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- Advanced Information and Committal/Section 51 bundles to be provided digitally to Probation on request.
- Bundles will be provided immediately on request for “stand down” or fast track reports.
- Bundles will be provided within 24 hours of request for all other reports.



Currently there are two virtual court centres:

- Camberwell Magistrates' Court
- Bromley Magistrates' Court.

A third, Westminster Magistrates' Court will be live from 28 March 2012.

# CPS LONDON – QUALITY ASSURANCE

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- CPS complete QA checks on receipt of every digital file.
- Daily briefings held between CPS and Local Borough Inspector and/or Commander.
- Feedback and lessons learned shared with all staff.

# CPS LONDON – PROSECUTING IN COURT

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- All CPS Prosecutors will be provided with a tablet device for use in court.
- All Prosecutors in the Magistrates' Court will be provided with tablet during February/March.
- All CPS Crown Advocates prosecuting in the Crown Court will be provided with tablet during April/May.

# CPS LONDON

## DIGITAL BRIEFS TO COUNSEL

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- Meeting with small number of clerks on 11<sup>th</sup> January 2012 to discuss and agree process.
- Provision of digital briefs to counsel will begin in February 2012.
- All briefs to be provided digitally by end May 2012 (except CCU).
- Briefs will be sent by secure e-mail to single point of contact in chambers (Clerks).

# CPS LONDON

## BRIEFS TO COUNSEL

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- Returned briefs (when agreed) to be forwarded within Chambers or between Chambers using secure e-mail.
- Additional evidence, correspondence and other material to be provided directly to counsel and copy to single point of contact in Chambers.

# Digital Working Tools

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The Bar will have access to two key digital working tools:

- **CJSM Secure Email**
- **Document Repository Service (DRS)**

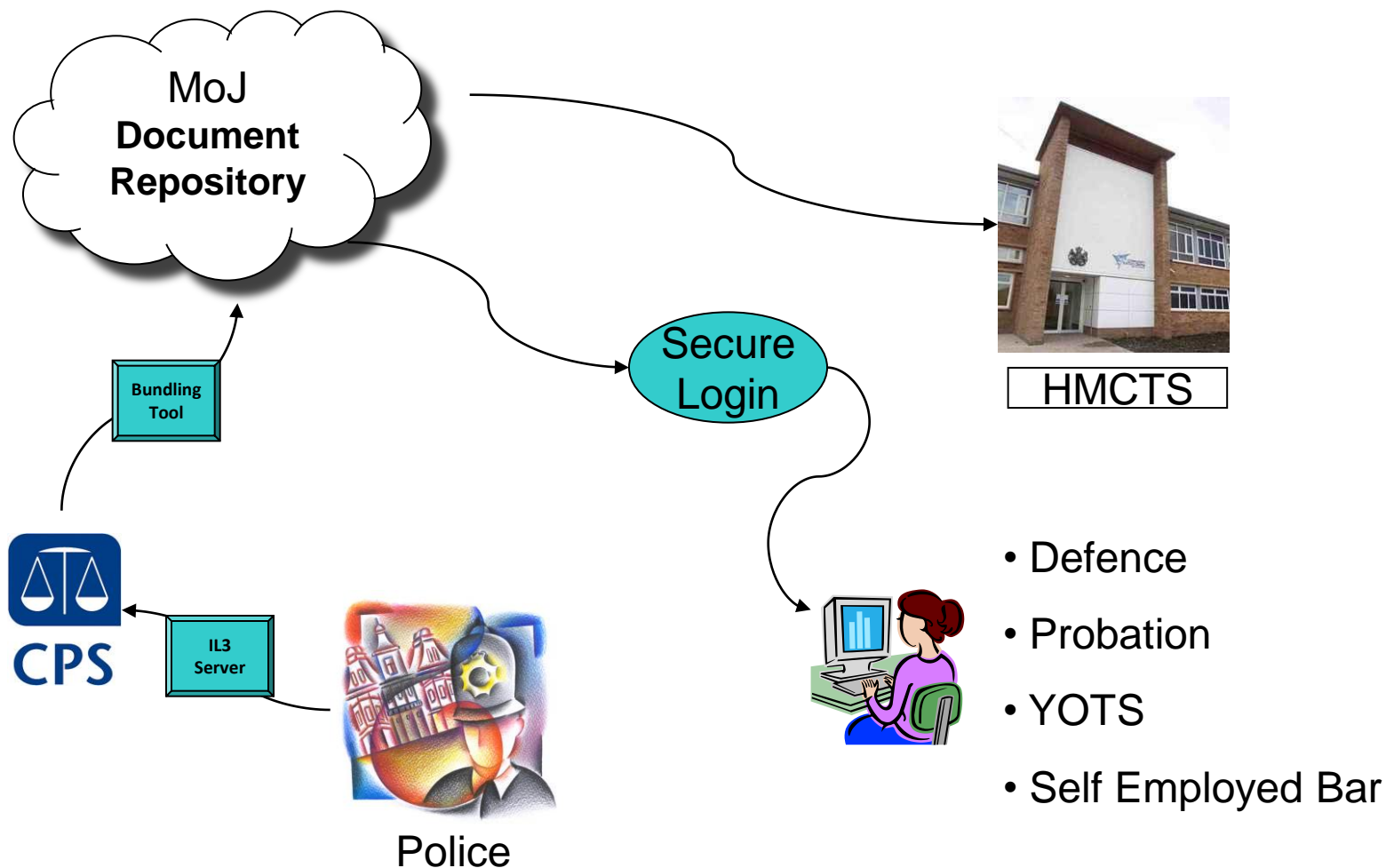
# The Document Repository Service (DRS)

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## What is it?

- The Police to share documents and media such as video files, images, audio files etc. with the CPS.
- The CPS to publish case material (sets of documents and media files specific to a case and which are to be provided to the Courts and Defence).
- Links to the case will be sent by secure email.

# The Document Repository Service (DRS)





# The Document Repository Service (DRS)

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## Dates:

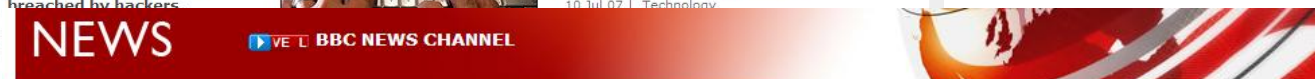
- Repository agreement signed 28<sup>th</sup> September 2011 by CPS
- **October** - 1 Area tests a few cases
- **November** – develop the business processes & 3 or 4 more areas test a few cases
- **Jan – Feb 2012** All Areas use for a handful of cases
- **Summer 2012 onwards** – all Areas use for all cases

# Secure Email

## Why do we need Secure Email?



- News Front Page
- World
- UK
- England
- Northern Ireland
- Scotland
- Wales
- Business
- Politics
- Health
- Education
- Science & Environment
- Technology



- News Front Page
- World
- Africa
- Americas
- Asia-Pacific
- Europe
- Middle East
- South Asia
- UK
- England
- Northern Ireland
- Scotland

**US08 FULL ELECTION COVERAGE**

Electoral College votes      Winning post 270

 <b>Obama</b> - Democrat	<b>365</b>
 <b>McCain</b> - Republican	<b>173</b>



# Main Threats to Normal Email



## ○ Hacking of Hosted Mailboxes


Web Images Videos Maps News Shopping Gmail more ▾






**Google** how to hack aol email accounts  Search Instant is on ▾

About 270,000 results (0.18 seconds) [Advanced search](#)

**Everything**  
 Images  
 Videos  
 News  
 Shopping  
 More

**How to Hack AOL, Hotmail, Yahoo**    
 This means, that EVERYONE having a valid AOL account can **hack** as many other ... There is no magic **email** address or series of commands that will reveal the ...  
[www.pwcrack.com/howtohackaol.shtml](http://www.pwcrack.com/howtohackaol.shtml) - [Cached](#) - [Similar](#)

**Videos for how to hack aol email accounts** 

	<p><b>How to hack gmail,yahoo,aol,msn accounts</b></p> <p>1 min - 23 Jun 2008          Uploaded by lightningtv00  <a href="#">youtube.com</a></p>		<p><b>how to hack aol email password, how to hack ...</b> </p> <p>11 min - 13 Feb 2010  <a href="#">dailymotion.com</a></p>
	<p><b>Hack AOL Email Password with Download Links ...</b> </p> <p>15 sec - 19 Jan 2010          Uploaded by ericeekool  <a href="#">youtube.com</a></p>		

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## ○ Interception in Transit

Extract from: Your Email can be intercepted ! Check How

22 March 2008 No Comment Posted By Ashik

**Top 10 Places Your Email Can Be Intercepted**

### iii. Interception by Internet Service Provider

All Internet traffic to and from your machine flows, by definition, through the systems of your Internet Service Provider (ISP) – the ISP is your connection to the cloud. Your ISP, a renegade employee of your ISP, or someone working in cooperation with your ISP can intercept and read your email with ease. (This is why the fed targets ISPs for Carnivore implementations.)

Most ISPs are highly ethical and have the best interests of their customers at heart; however, there have been instances of less scrupulous ISPs taking advantage of the trust their users place in them. There was a case in San Francisco where an ISP was charged with multiple counts of intercepting email traffic between January and June 1998 from one of their business customers, namely Amazon.com, and forwarding the insider information contained therein to a competitor.

They settled the case with prosecutors in November 1999. There have been other instances of this type of behavior, but these cases are frequently settled with relatively little press. This is not just limited to small ISPs however; in the case of a large ISP it is much more likely that it is a renegade employee intercepting messages than the ISP itself, but the ease of interception is just the same.

# Interception in Transit

Received: from [10.103.250.94] (helo=out.ip11nec.int.opaltelecom.net)  
 by mailin1nec.int.opaltelecom.net with esmtp id 1PisBS-0004xq-8C  
 for diandjace@talktalk.net; Fri, 28 Jan 2011 17:32:30 +0000  
 X-IronPort-Anti-Spam-Filtered: true  
 X-IronPort-Anti-Spam-Result: AnkBAF6MQk3Zkre/kWdsb2JhbACCQpNujmUBAQEBCQsKBxEDlasPghiFEIkHAQQEAYVKBI9rgxc  
 X-IronPort-AV: E=Sophos;i="4.60,393,1291593600";  
 d="scan'208,217";a="176121992"  
 Received: from nm17.bullet.mail.ukl.yahoo.com ([217.146.183.191])  
 by in.ip11nec.int.opaltelecom.net with SMTP; 28 Jan 2011 17:32:26 +0000  
 Received: from [217.146.183.210] by nm17.bullet.mail.ukl.yahoo.com with NNFMP; 28 Jan 2011 17:32:26 -0000  
 Received: from [217.146.183.169] by tm3.bullet.mail.ukl.yahoo.com with NNFMP; 28 Jan 2011 17:32:26 -0000  
 Received: from [127.0.0.1] by omp1010.mail.ukl.yahoo.com with NNFMP; 28 Jan 2011 17:32:26 -0000  
 X-Yahoo-Newman-Property: ymail-3

- This email has passed through 5 servers from sender to recipient (red text)
- Each of these servers may be in a different geographical location.
- Each server has to be maintained by a human.

# Interception in Transit

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- How do you know who is looking after the servers your mail passes through?
- How do you know where in the world the servers which pass (and hold) your email are?

Answer =YOU DON'T!

# Criminal Justice Secure eMail (CJSM)

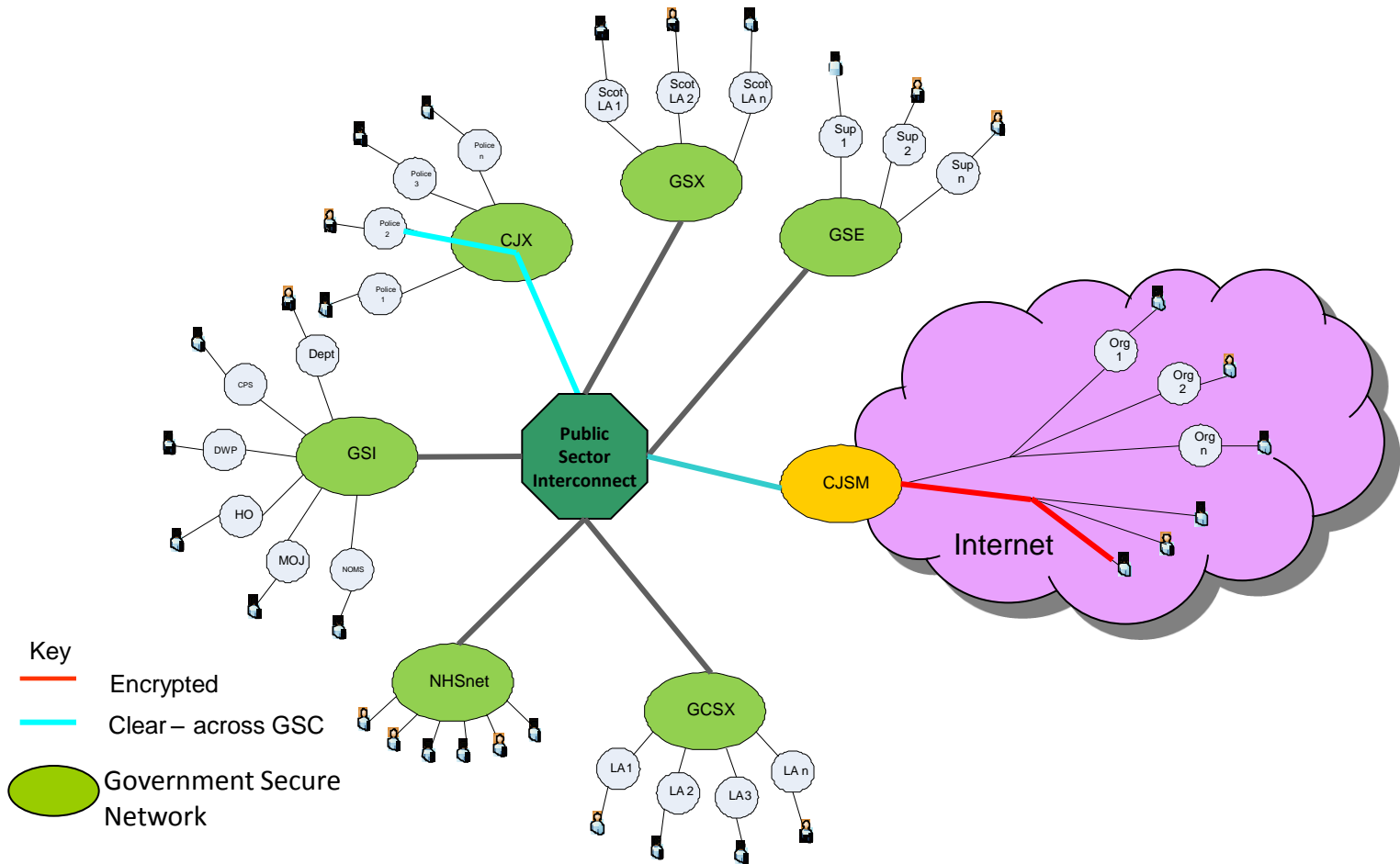
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- CJSM – built to provide a secure connection between government and police secure mail systems and the third sector including:
  - Defence, Counsel, Victim Support, Forensic Services, Rehabilitation Centres, etc.

- **CJSM reduces the threats:**
  - **Servers are held in known locations and managed in accordance with the Government Security Policy Framework**
  - **All staff with access to the servers are vetted and have Government Security Clearance to SC**
  - **CJSM has two anti virus engines running at all times**
  - **An Intruder Detection System checks to see who is trying to access CJSM 'illegally'**
  - **You have to be a part of a trusted community in order to send emails through it**
  - **This ensures both ends have been authenticated and can be trusted.**
  - **All GSC users are part of the community (although many don't know it yet!)**

# Government Secure Community & CJSM

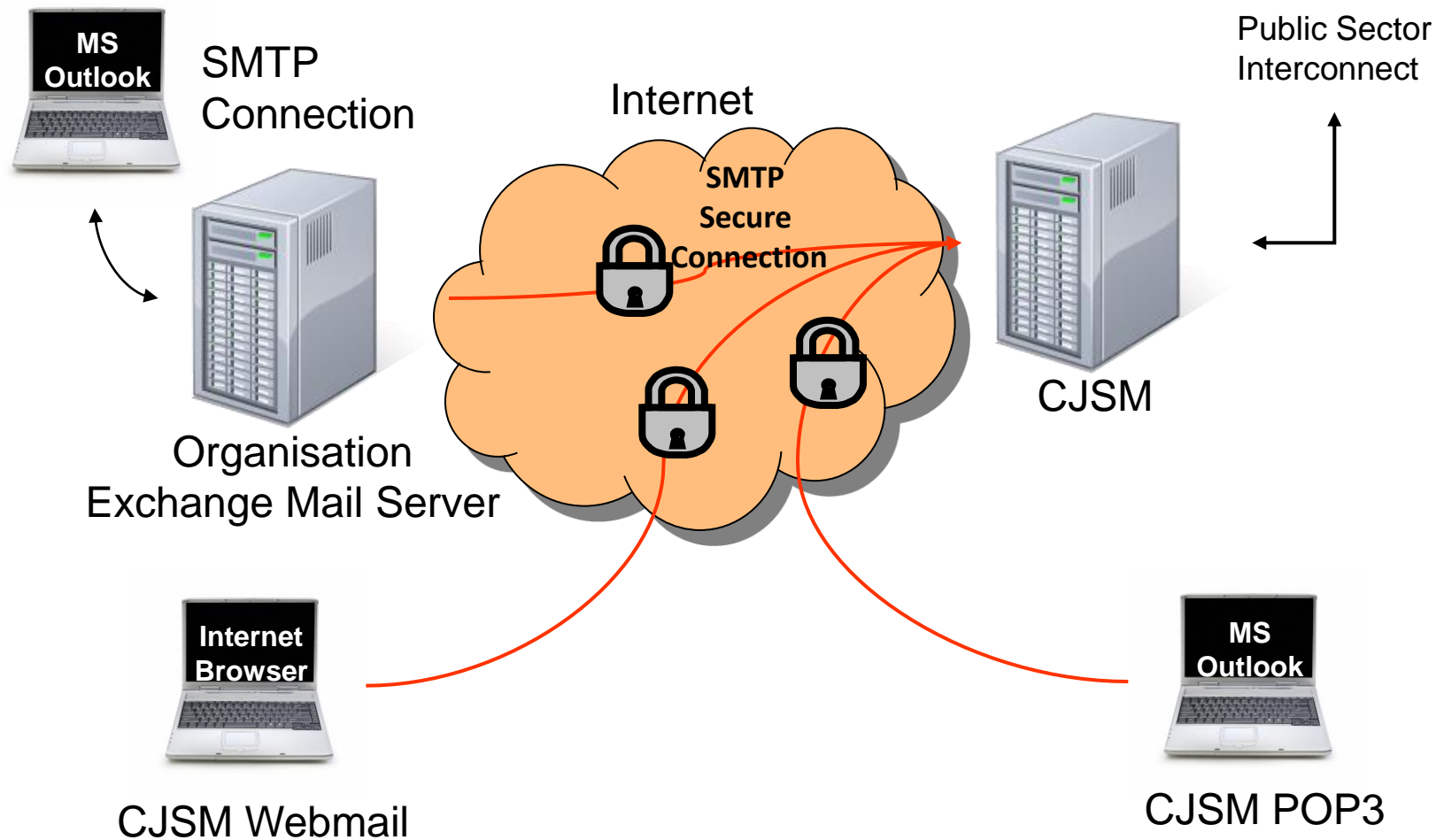


# CJSM - The key benefits



- **Secure** - The provenance of electronic documents can be difficult to establish. All documents received by Secure eMail have come from a **known and vetted closed community**;
- **Safe** - The Secure eMail service **will not import viruses** or other undesirable data alongside a message;
- **Economic** - The service is **free to take up and to use**. It cuts out much of the need for faxing or distributing by "snail mail";
- **Effective** - "Received/read" message services on the user's email service are supported;
- **Efficient** - **Reduces delays** in making documents available to others
- **Convenience** - Users can pick up and respond to emails at their own convenience – reduces the frustration of the 'phone
- **Flexible** - Electronic documents can more easily be manipulated

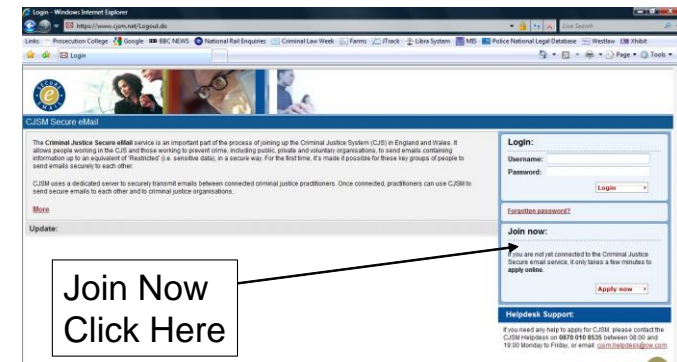
# CJSM Secure eMail Overview



# Getting Connected to CJSM



- Details of person/persons wishing to connect
- Completion of technical on-line questionnaire
- Completion of terms of connection
- Setting up accounts
- Activate accounts
- ....and you are ready to go



- For more information go to [www.cjsm.justice.gov.uk](http://www.cjsm.justice.gov.uk) – and online training suite is also available here
- Or to sign up go to [www.cjsm.net](http://www.cjsm.net) and click on ‘Apply now’
- CJSM Helpdesk available on 0870 010 8535 Mon-Fri 8m to 7pm or [cjsm.helpdesk@cw.com](mailto:cjsm.helpdesk@cw.com)

# Demonstration

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## Mark Barrington

- Demo of Electronic Bundle PDF
- Demo of Tablet PC

## Sue Patten

- Demo e-Bible

# Questions?



## **CPS London Digital Working**

**[london.electronicworking@cps.gsi.gov.uk](mailto:london.electronicworking@cps.gsi.gov.uk)**

## **CJSM Helpdesk**

**[cjasm.helpdesk@cw.com](mailto:cjasm.helpdesk@cw.com)**

**[cjasm.helpdesk@cw.cjasm.net](mailto:cjasm.helpdesk@cw.cjasm.net)**

**0870 010 8535**

## **FAQs**

**<http://www.justice.gov.uk/downloads/about/moj/cjs-efficiency/info-defence-practitioners.pdf>**

## **CJSM T&Cs + FAQs -**

**[http://frontline.cjsonline.gov.uk/includes/downloads/guidance/better-use-of-technology/Term\\_Conditions\\_Multiple\\_Users.pdf](http://frontline.cjsonline.gov.uk/includes/downloads/guidance/better-use-of-technology/Term_Conditions_Multiple_Users.pdf)**