

# Expedite Investigations & Safeguard Digital Evidence in the Cloud





# AGENDA

- Introductions
- Investigation Challenges in Today's Digital World
- NICE Investigate Solution
- How NICE Investigate safeguards and tracks evidence chain of custody
- Microsoft Azure CJIS compliance and security
- Free Grant Assistance
- Q&A

# Today's Speakers



**Rod Guy**  
VP Strategy and  
Business Development  
NICE Public Safety



**Rochelle Eichner**  
Director, Risk & Compliance  
Microsoft



**Patrick Botz**  
Director of Engagement  
NICE Public Safety

# About NICE Public Safety



**~150**  
countries

FOUNDED  
**1986**

**NASDAQ: NICE**

**PUBLIC  
SAFETY**

ENTERPRISE  
CUSTOMER  
ENGAGEMENT  
OPTIMIZATION

FINANCIAL  
FRAUD  
MANAGEMENT

**3,500+**  
employees

**Large Public Safety R&D  
and Services Organization**

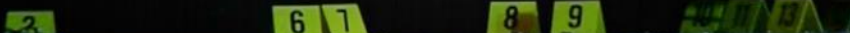
**4,000+ Public Safety System Deployments**

**\$1B+**  
in non-GAAP revenue

Invented & Patented  
**VOIP RECORDING**  
1 Million+ VoIP &  
200K+ RoIP channels  
deployed

**8 out of 10** of the largest cities in the US &  
**7 out of 10** in Canada use **NICE Inform**

# PDs Work on Tens of Thousands of Investigations Annually



# Investigations Getting More Complex



- WHO?
- WHERE?
- WHAT?
- WHY?
- WHEN?



**PUBLIC  
PORTAL**



Citizens

Share Tips,  
Photos & Videos



Businesses

Register CCTV  
Cameras

**INVESTIGATION  
PORTAL**



Build Digital Cases

**PROSECUTION  
PORTAL**



Access Shared  
Cases & Evidence

**DATA  
SOURCES**



Solving the Challenge of Data  
**COLLECTION**









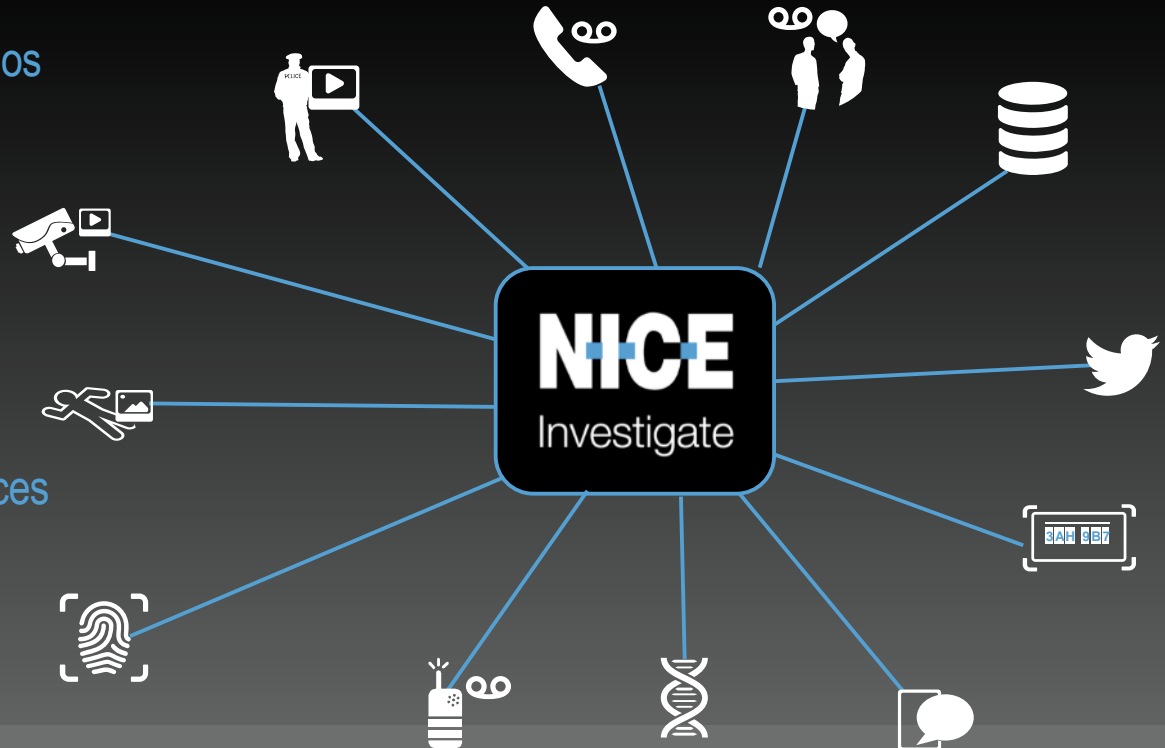
# CONNECTION TO AVAILABLE SOURCES



**COLLAPSES** information silos

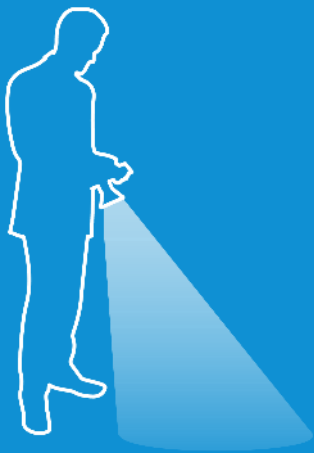
**PROTECTS**  
existing investments

**SEARCHES** across all sources



**DATA  
SOURCES**





Solving the Challenge of Data  
**ANALYSIS**

**NICE**<sup>®</sup>

# How It's Done Today

*creating a stack of*  
***DIGITAL CONTENT ON PHYSICAL MEDIA***

# Investigator Has Relevant Content



*But how to put it into context?*

**OR FIND WHAT'S MISSING?**

# Using Content Analytics to Uncover New Insights



Search using: Automatically  Threshold: either participant

RESET BUILD QUERY SEARCH

Results for: All Files

Row	Media File Name	Date/Time	Duration	Score
25	SC_44103517_2012016_271641_2012016_214600_86_803832	1/22/2016 8:42:51	00:02:34	84.131123
26	SC_44103517_13012016_195043_13012016_195328_40_402781	1/13/2016 7:50:43	00:02:36	82.390004
27	SC_44103517_13012016_185211_13012016_185412_2_40277449	1/13/2016 6:52:11	00:01:50	82.04881
28	SC_44103517_16012016_033609_16012016_034130_26_403008	1/16/2016 3:36:09	00:05:15	81.69681
29	SC_44103517_27012016_223348_27012016_223719_46_403913	1/27/2016 10:33:48	00:03:25	81.35223
30	SC_44103517_16012016_041933_16012016_042122_51_403011	1/16/2016 4:19:33	00:01:48	81.20632
31	SC_44103517_10012016_170609_10012016_172812_25_402518	1/10/2016 5:06:09	00:19:29	81.20597
32	SC_44103517_26012016_204054_26012016_204409_10_403964	1/26/2016 8:40:54	00:03:03	80.49327
33	SC_44103517_13012016_210635_13012016_211248_44_402789	1/13/2016 9:06:35	00:06:05	80.15615
34	SC_44103517_12012016_182767_12012016_183034_10_402697	1/12/2016 6:27:57	00:02:27	76.08643
35	SC_44103517_29012016_235150_30012016_000012_26_404096	1/29/2016 11:51:50	00:08:20	76.36716
36	SC_44103517_25012016_001753_25012016_001952_62_403714	1/25/2016 12:17:53	00:01:51	75.79948
37	SC_44103517_16012016_032136_16012016_032349_35_403007	1/16/2016 3:21:36	00:02:03	74.76734
38	SC_44103517_27012016_100740_27012016_100833_53_403865	1/27/2016 10:07:40	00:00:49	73.6836
39	SC_44103517_14012016_035347_14012016_035505_14_402820	1/14/2016 3:53:47	00:01:12	70.6399

Items: 1 - 39 of 39 Page: 1 of 1

Transcript: There is no transcript available for the selected media.

Details: Start: 1/25/2016 12:17:53 AM End: 1/25/2016 12:19:44 AM



Placed: 00:01:05:00:01:51

Filters: Additional Metadata: Job Queue

Query/Term: Joe's plumbing Score: 12.81

# Putting Evidence into Context: Timeline View


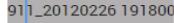



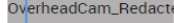



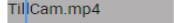
17 August 2015   \*   26 April 2016   25 April 2016


VIDEO	CCTV														
AUDIO	911/999														
		10:55	10:56	10:57	10:58	10:59	11:00	11:01	11:02	11:03	11:04	11:05	11:06	11:07	11:08

Tuesday 26 April 2016

Playlist: 3 item(s) [Clear all](#)

11:00 | 11:05 | 11:10

911_20120226 191800 1m55s (5)			911_20120226 191800 1m55s
 OVERHEADCAM_REDACTED.AVI (1)	 		OverheadCam_Redacted.avi
 TILLCAM.MP4	 		TillCam.mp4

11:00 |  11:00:13 | 11:10



# Putting Evidence into Context: Map View

**NICE INVESTIGATE** **CASES** **SEARCH**

ASSAULT  
201650003512  
ACTIVE

Address  
1400 Windridge Cir, Sanford, Florida, 32773

Incident date  
June 23rd 2016, 6:36:00 AM

**EVIDENCE** SUGGESTIONS DETAILS COMMENTS ACTIVITY REQUESTS SHARING

0 of 18 Ordered by **Time**

ASSAULT  
201650003512  
ACTIVE  
Address  
1400 Windridge Cir, Sanford, Flori...  
Incident date  
June 23rd 2016, 6:36:00 AM  
Assigned Investigator  
Rod Guy

1400 Windridge Cir, Sanford, Florida, 32773

201650003349  
201650003417  
201650003512  
201650003582  
201650003598  
201650003606  
201650003640  
201650003643  
201650003615  
201650003640  
201650003615

Sanford, FL (SFA) Auto Train Station

1000 m



Challenge:  
**SHARING**

**NICE**<sup>®</sup>

# Sharing Evidence is Highly Manual



**RMS**



*Delivering a stack of  
DVD's to prosecutors  
and expecting them to  
make sense of it all*



# Sharing Made Simple

NICE®



NICE®

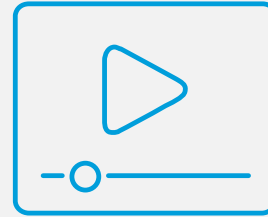
# NICE Investigate Prosecutor Portal



Digital  
Evidence at  
Your Fingertips



Brings  
Discovery into  
21st Century



Video Makes it  
Easy to Tell the  
Story



Built-in Chain of  
Custody & Secure  
Cloud Storage



**NICE** • Investigate  
**SECURITY**

**NICE**®

# How NICE Investigate Secures and Protects Evidence

- CJIS Ready
- Ongoing partnership with Diverse Computing Inc.'s CJIS Audit and Compliance Experts (CJIS ACE)



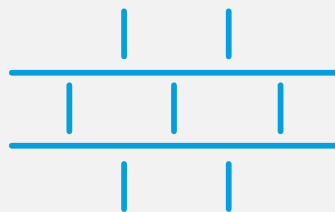
# How NICE Investigate Secures and Protects Evidence



Strong  
Encryption



Single Sign On &  
Two-Factor  
Authentication



No Inward  
Firewall Holes



Antivirus  
Protection



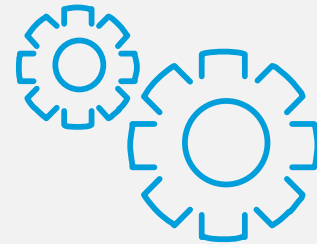
# How NICE Investigate Secures and Protects Evidence



Protects Chain  
of Custody



Detailed Audit Trails  
& Activity Logs



Flexible Integration  
Options



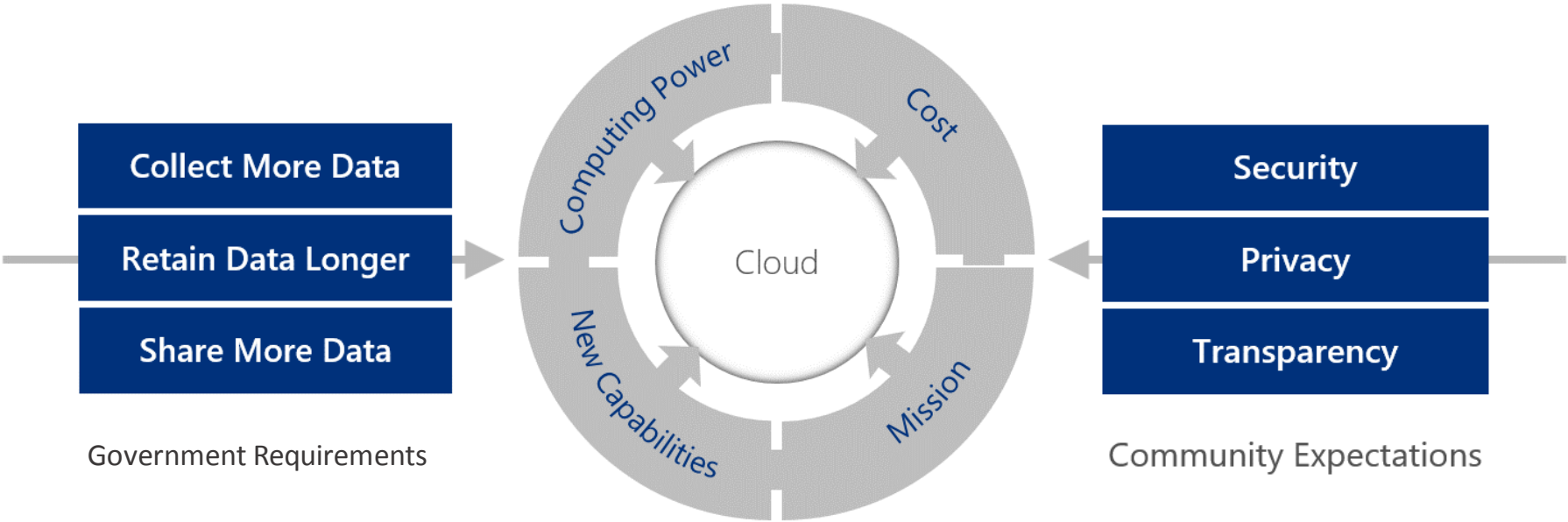
# AZURE

## Security & CJIS Compliance

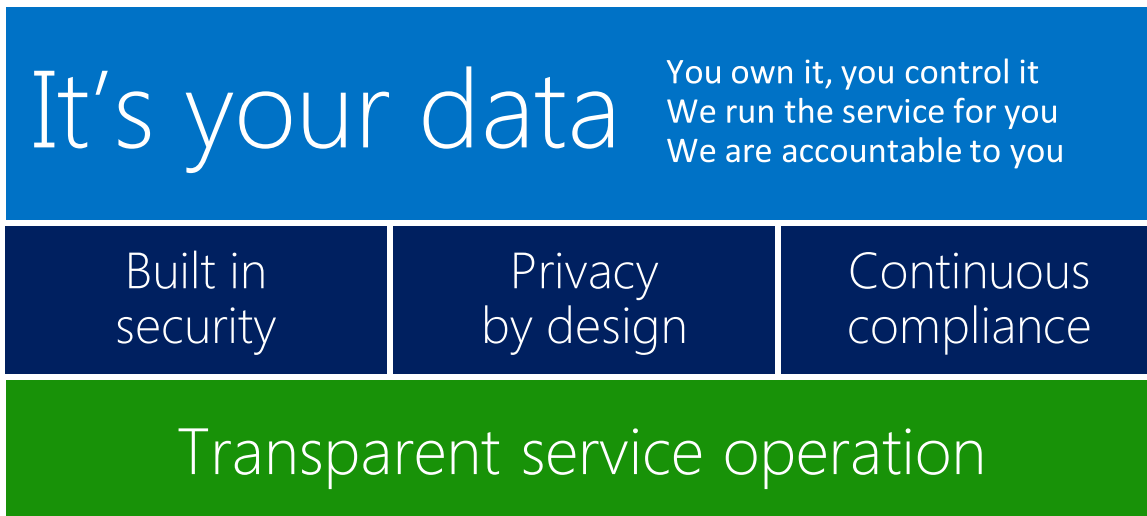


Rochelle Eichner

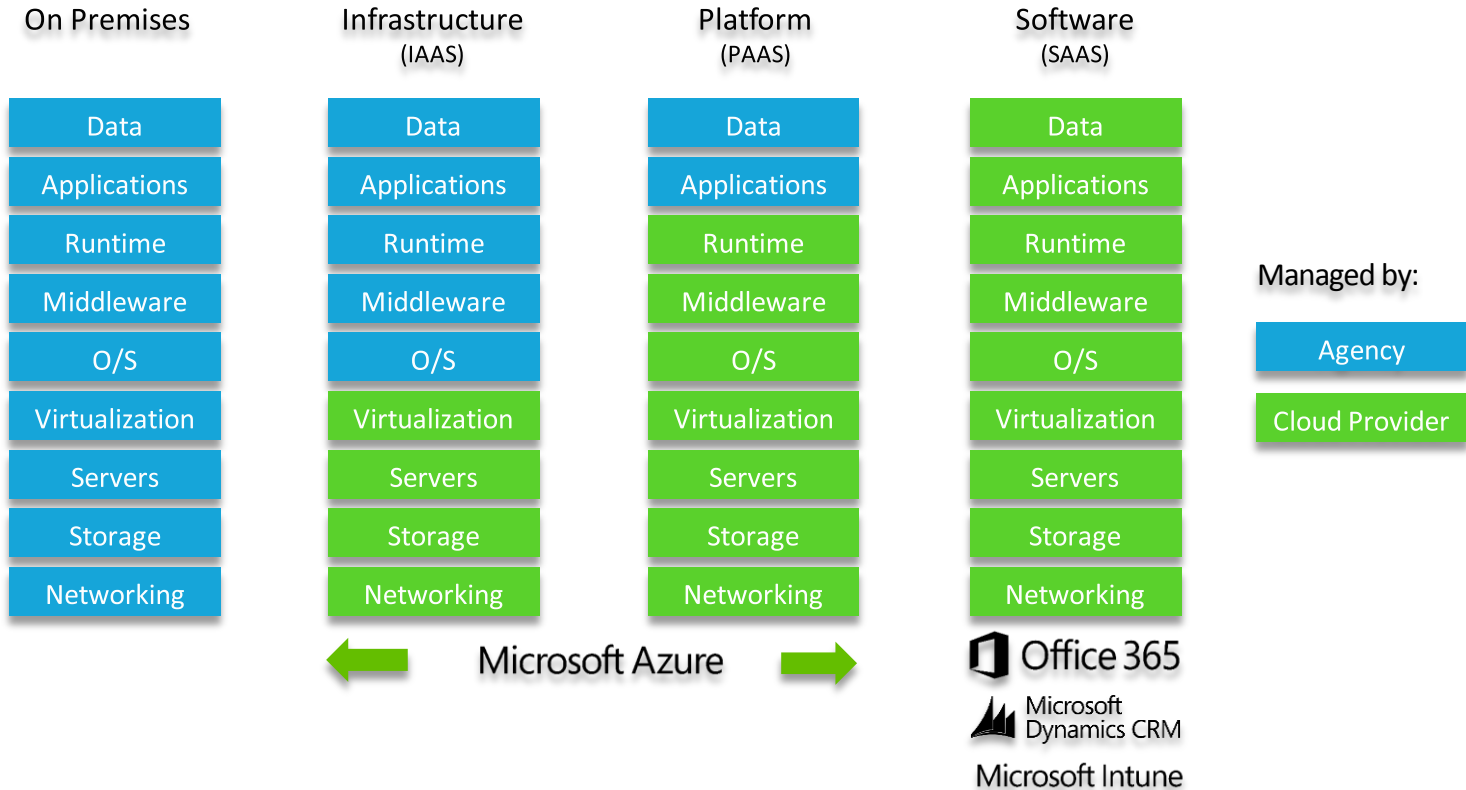
# Government and the Cloud



# Cloud principles








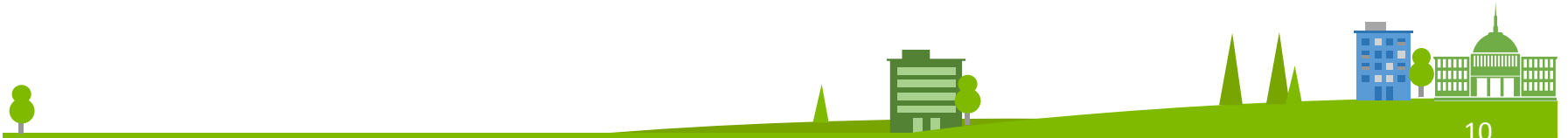
# Government Cloud – Shared responsibility



# Hyper Scale Computing for U.S. Government

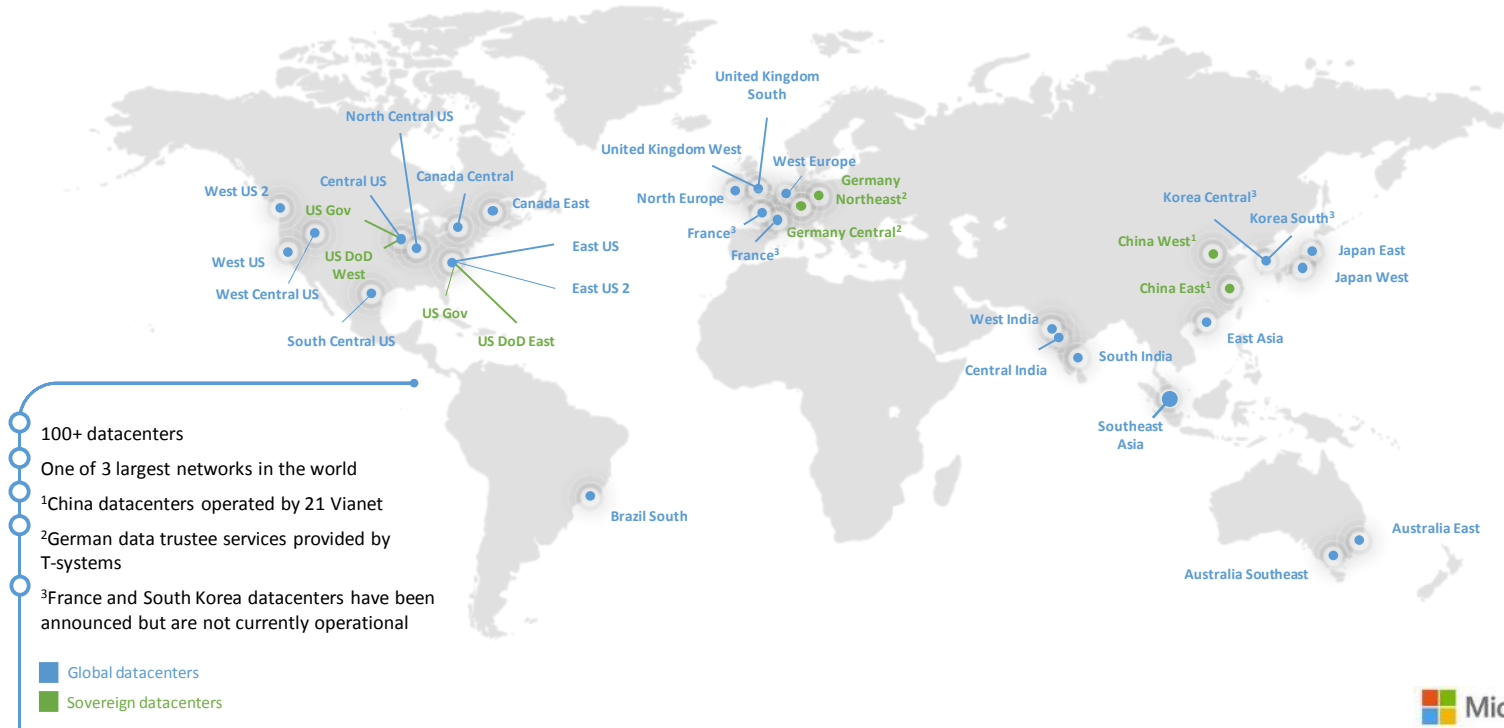
Government customers want the many benefits of the cloud—instant scalability, guaranteed availability, and usage-based pricing—combined with specialized security, data control, privacy and compliance requirements.

<b>Community</b> 	<b>Data Isolation</b> 	<b>Data Location</b> 	<b>Security</b> 	<b>Compliance</b> 
U.S. State & Local, Federal & partners that support these entities.	Provides physical and logical isolation.	Data is stored within the United States.	Provides screened <b>U.S. persons</b> and policies to help protect data and applications.	Continuous commitment to meet rigorous compliance demands (e.g. FedRAMP, CJIS, etc.) of a government-community cloud.

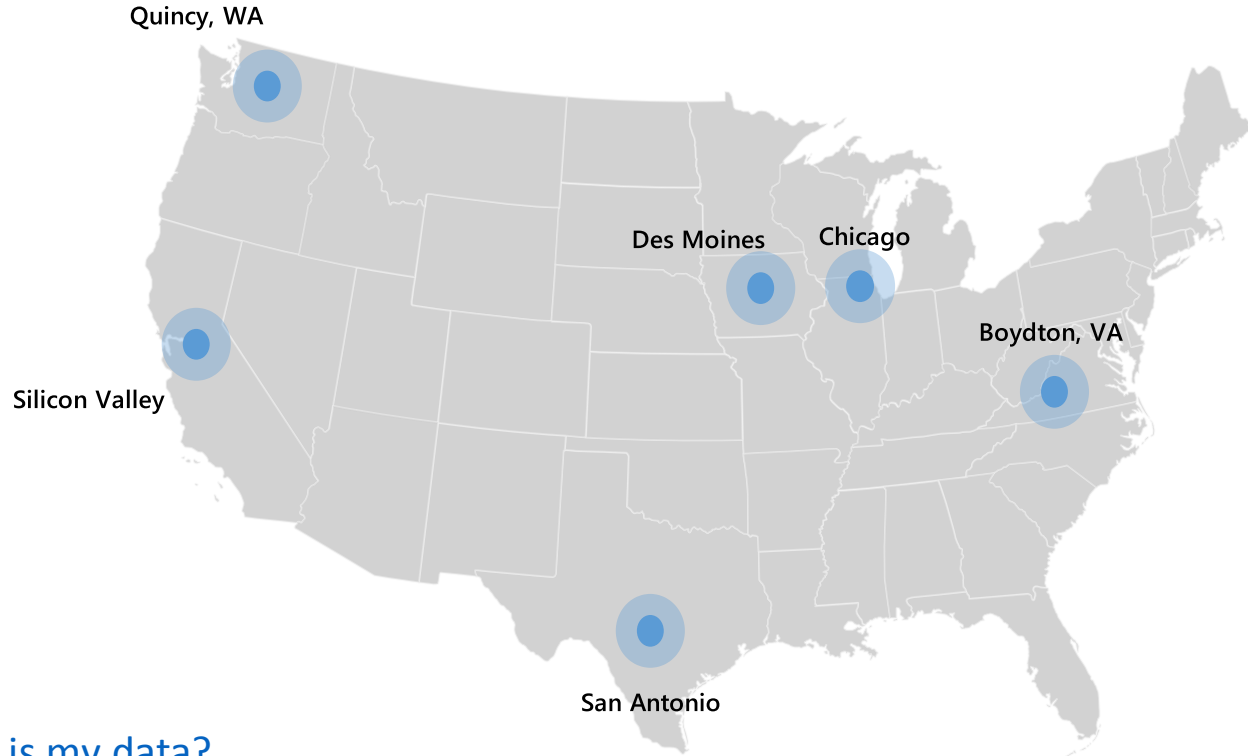


# Cloud Infrastructure Investments

36 Regions Worldwide



# Microsoft Government Cloud Locations



[Where is my data?](#)

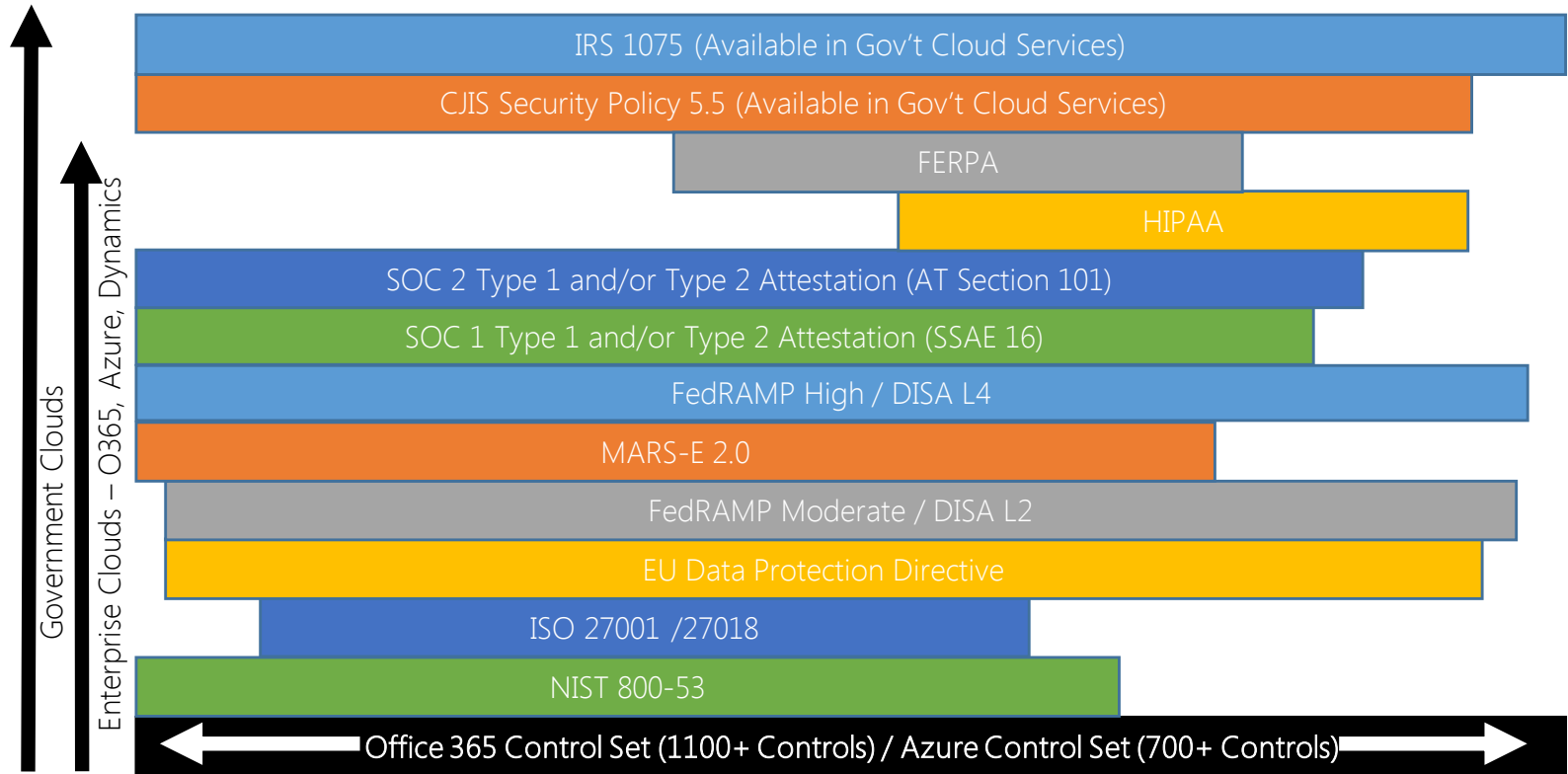


# Microsoft Government Cloud covers 50 compliance regimes

Azure has the deepest and most comprehensive compliance coverage in the industry

Global	 ISO 27001	 ISO 27018	 ISO 27017	 ISO 22301	 SOC 1 Type 2	 SOC 2 Type 2	 SOC 3	 CSA STAR Self-Assessment	 CSA STAR Certification	 CSA STAR Attestation							
US Gov	 Moderate JAB P-ATO	 High JAB P-ATO	 DoD DISA SRG Level 2	 DoD DISA SRG Level 4	 SP 800-171	 FIPS 140-2	 Section 508 VPAT	 ITAR	 CJIS	 IRS 1075							
Industry	 PCI DSS Level 1	 CDSA	 MPAA	 FACT UK	 Shared Assessments	 FISC Japan	 HIPAA / HITECH Act	 GxP 21 CFR Part 11	 MARS-E	 FERPA	 GLBA	 FFIEC					
Regional	 Argentina PDPA	 EU Model Clauses G-Cloud	 UK GOV.UK	 China MLPS	 China GB 18030	 China TRUCS	 Singapore MTCS	 Australia IRAP/CCSL	 New Zealand GCIO	 Japan My Number Act	 ENIS A IAF	 Japan CS Mark Gold	 Spai n ENS	 Spain DPA	 India Meity	 Canada Privacy Laws	 Germany IT Privacy Grundschatz Shield workbook

# Achieving "High Bar" for Compliance Standards





## How Microsoft Assists Customers with CJIS

Personnel Security  
Background Checks

Security Awareness  
Training

Formal Audits

Security Incident  
Response

# Microsoft CJIS Implementation Guide

- Aligned to 13 Security Areas of CJIS Security Policy v5.5
- Provides guidance for SaaS, IaaS, PaaS Cloud Deployments
- Available at [microsoft.com](https://microsoft.com)



# Microsoft Trust Center

The screenshot shows a web browser window with the URL <https://www.microsoft.com/en-us/TrustCenter/Compliance/CJIS>. The page title is "Microsoft Trust Center" and the sub-page is "Criminal Justice Information Services (CJIS) Security Policy". The navigation menu includes Home, Security, Privacy, Compliance, Transparency, Products and Services, Legal & Compliance, Community, News, Events, and Resources. The main content area features a large image of a person in a red shirt working at a computer in an office setting. Below the image is a breadcrumb trail: "Microsoft Trust Center // Compliance // CJIS". The main text explains that the Criminal Justice Information Services (CJIS) Division of the US Federal Bureau of Investigation (FBI) gives state, local, and federal law enforcement and criminal justice agencies access to criminal justice information (CJI)—for example, fingerprint records and criminal histories. It states that US law enforcement and other government agencies must ensure that their use of cloud services for the transmission, storage, or processing of CJI complies with the CJIS Security Policy, which establishes minimum security requirements and controls to safeguard CJI. The text further explains that the CJIS Security Policy integrates presidential and FBI directives, federal laws, and the criminal justice community's Advisory Policy Board decisions, along with guidance from the National Institute of Standards and Technology (NIST). The Policy is periodically updated to reflect evolving security requirements.

**Azure Government**

**Dynamics 365 U.S. Government**

**Office 365 U.S. Government**

**Helpful information**

**Attestation**  
The FBI does not offer certification of Microsoft's compliance with CJIS requirements. Instead, a Microsoft attestation is included in agreements between Microsoft and a state's CJIS authority.

3:48 PM 1/27/2017

# What Should US Government Demand?

	Separate data centers for US government agencies with physical, logical, and network isolation from a cloud vendor's commercial cloud.
	Restricted to US federal, state, and local government agencies and their third-party solutions.
	Data stored only within the United States.
	Powerful infrastructure, storage, and identity management capabilities delivered through cloud, on-premises, and hybrid solutions.
	Datacenters geographically distributed more than 500 miles apart for geo-resilience.
	Screened U.S. citizen personnel only in the data centers.
	<u>Contractual commitment</u> to meet rigorous compliance standards like CJIS, FedRAMP-High, HIPAA, and IRS-1075

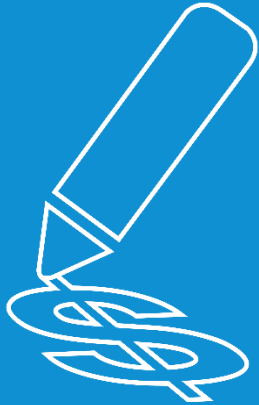
***“Security / Privacy / Compliance is not a checkbox...  
...it’s a commitment.”***





**PoliceGrantsHelp.com**

POWERED BY *POLICEONE.COM*



**GRANT ASSISTANCE**

**NICE<sup>®</sup>**



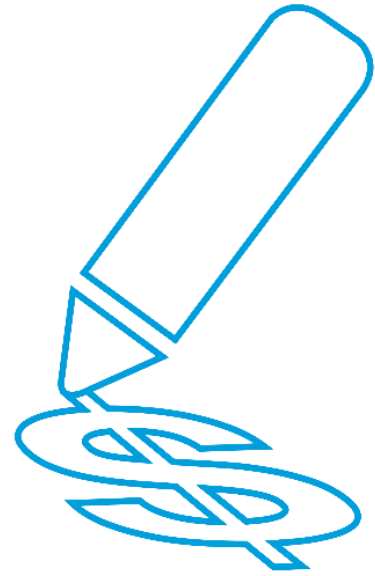
# Getting Grant Assistance is Easy

You get:

- Review of related grants
- Online grant writing training
- Free grant reviews
- Grant alerts
- Discounted grant writing services

**Request Free Grant Assistance at:**

[www.PoliceGrantsHelp.com](http://www.PoliceGrantsHelp.com)



# Thank You

Phone: 866.999.NICE

Email: [PSInfo@nice.com](mailto:PSInfo@nice.com)

Web: [www.nice.com](http://www.nice.com)

**NICE**<sup>®</sup>