

# CAPITA

## Capita Portable Interview Recording

### Solution Overview

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EvidenceWorks

Commercial in Confidence

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## Contents

<b>1</b>	<b>Solution Overview .....</b>	<b>1</b>
<b>2</b>	<b>EvidenceWorks IRS Portable .....</b>	<b>2</b>
2.1	Interview type.....	3
2.2	Metadata entry .....	3
2.3	Preview .....	4
2.4	Recording .....	4
2.5	Interview finalisation.....	6
2.6	Channel labels .....	7
2.7	Audit.....	8
<b>3</b>	<b>Company Overview .....</b>	<b>9</b>
3.1	Why Capita .....	9
3.2	Operational Police Solutions .....	9
3.3	Professional Accreditations.....	9

## 1 Solution Overview

The EvidenceWorks solution is a secure, open and scalable solution for the Management of Digital Evidence for Criminal Justice agencies including the capability to ingest, catalogue, store, analyse and share media from multiple sources. The EvidenceWorks product suite additionally includes the EvidenceWorks Interview Recording System (IRS) for the production of Suspect, Victim and Witness interviews within fixed or ad-hoc locations.

The EvidenceWorks product is in live use at a significant number of Police Services ranging from 1,100 to 23,500 officers and is the leading enterprise scale digital evidence management solution in the UK.

EvidenceWorks deployments can be as simple as a single standalone IRS through to the full EvidenceWorks Digital Evidence Management (DEM) solution managing digital evidence from the full range of sources. EvidenceWorks DEM can be deployed as an on premise deployment model, where storage and server are located within the customer's location/s through to a secure cloud deployment shared by multiple services.

This document details the Portable Interview Recording System which is part of the Capita EvidenceWorks solution. This document is intended for use by Customers, Resellers and Capita staff.

## 2 EvidenceWorks IRS Portable

The EvidenceWorks IRS solution consists of purpose designed fixed and portable interview recording hardware units which can operate either in standalone mode (recording both Audio and Video data to DVD media), or a networked mode, uploading to a repository.

The Portable interview recording unit consists of a laptop with a high-quality USB microphone to record audio. Optionally (depending on the laptop model) other peripherals can be provided including

- 1 or 2 External DVD drives
- 1 or 2 USB cameras
- Camera tripod
- Laptop bag
- Extended life battery



Figure 1 – Portable IRS unit

The interview process can be fully configured and is detailed further within the following sections.

## 2.1 Interview type

Before commencement of an interview the user is prompted to insert the required number of DVD(s) prior to entry of the metadata. When the DVDs have been inserted and validated by the IRS as blank valid media the Start interview buttons will become enabled. The user will then be allowed to start the Audio Only or Audio/Video recording process.

## 2.2 Metadata entry

The system can be configured to collect metadata from the user or alternatively proceed straight to the recording process.

Standard metadata entry screens for Suspect, Victim or Witness can be utilised, alternatively the IRS software can be configured to require specific metadata.

The interview metadata collected is stored in a non-editable file. The file is digitally signed using the machines identity to prevent editing after the interview has been completed. The interview metadata is configurable to meet the needs of the agency using the equipment with both static and dynamic data fields specified by the system administrator. The configurable static data includes items such as Station ID, Interview Room, and Recorder ID. This is automatically applied for each interview. The software also produces automatic metadata such as the date and time of the interview, duration, and a unique interview ID applying to all media files associated with a given interview.

On completion of the metadata entry, interview recording can be commenced.

## 2.3 Preview

The system can be configured to present the preview screen shown in Figure 2 - Preview Screen below or alternatively proceed straight to the recording process.

Prior to the recording process the preview screen shows the images from the cameras to ensure that the cameras are working and adjusted to the correct view. Both the recording screen and preview screen allow the user to select either video stream for viewing. The preview screen additionally shows the audio levels for the left and right channels.



Figure 2 - Preview Screen

## 2.4 Recording

During recording a number of functions are available depending on the system configuration:

- Video stream selection – the two video stream selection buttons allow for viewing of video stream 1 or 2 both on the recorder.
- Microphone setup – the microphone setup button allows entry in to the microphone configuration screen to adjust recording levels. This would normally be disabled but is appropriate for the interview of vulnerable persons where speech levels may be reduced.
- Media setup - the media setup button allows for the adjustment of the picture in picture functionality and the location of the interview reference, time and date within the video streams. This function can be disabled.
- Hide – the hide button allows for non-essential detail to be blanked on the IRS screen to prevent it being a distraction to the interviewee. Whilst hidden, pressing any key returns the display. This function can be disabled.
- Pause – the pause button allows for the interview to be paused. A further touch of the pause key will recommence recording. This function can be disabled.

- Stop – the stop button allows for the interview to be stopped. When the interview is stopped the final part of the recording will be burnt to the DVD(s). The system will then present a recording confirmation and the SHA256 keys to prove interview authenticity. Upon completion of the interview the DVD(s) will be automatically ejected.

The Video Off, Pause and Stop keys can be configured to only activate when they are touched for a certain period of time. This is to ensure they are not inadvertently or maliciously activated.

The IRS can record two video streams that can be configured with a Picture in Picture (PiP) view. This will allow for example an interviewee head and torso view to be recorded with an inset room view.

During the recording process the recording screen as shown in Figure 2 - Recording Screen below shows a range of information and displays.



Figure 3 - Recording Screen

Recording duration – The recording duration is shown as an Hours, Minutes and Seconds Display

- Audio Levels – the recording audio levels are shown for the left and right channels as three indicators showing a frequency response, average level and rolling level.
- Message area – the message area shows that an interview is in progress. Other messages indicate faults and user prompts as shown in the two clips below.



Figure 4 - Example fault and prompt

- Recording – 'RECORDING' is clearly shown on the screen at all times during an interview.
- Video Image – during the interview the recording screen also shows the images from the cameras.

## 2.5 Interview finalisation

At the end of the interview process the DVD/s will be finalised with the interview being burnt to the DVD/s or queued for managed upload where network attached. Figure 5 - Finalising interview screen below shows the finalisation process with the DVD burning indicator at the top right of the screen showing a red indication.

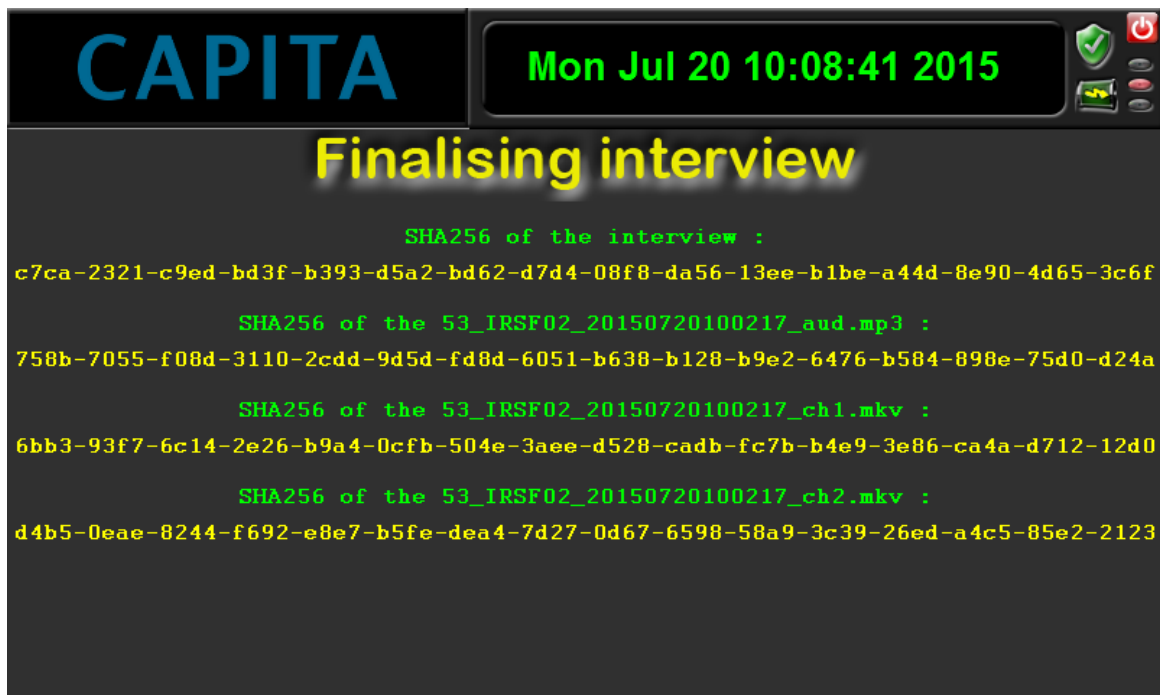


Figure 5 - Finalising interview screen

DVD burning is completed during the interview process with only the last piece of interview being burnt to DVD during the finalisation process. Using this process DVDs can be produced with 1 ½ minutes.



## 2.6 Channel labels

Each video stream has a channel label showing the current date and time along with an interview reference displayed. The position of the channel label can be positioned vertically on the screen by the system administrator. Figure 6 - Media adjustment screen below shows the channel label selected for relocation and positioned in the middle of the screen.

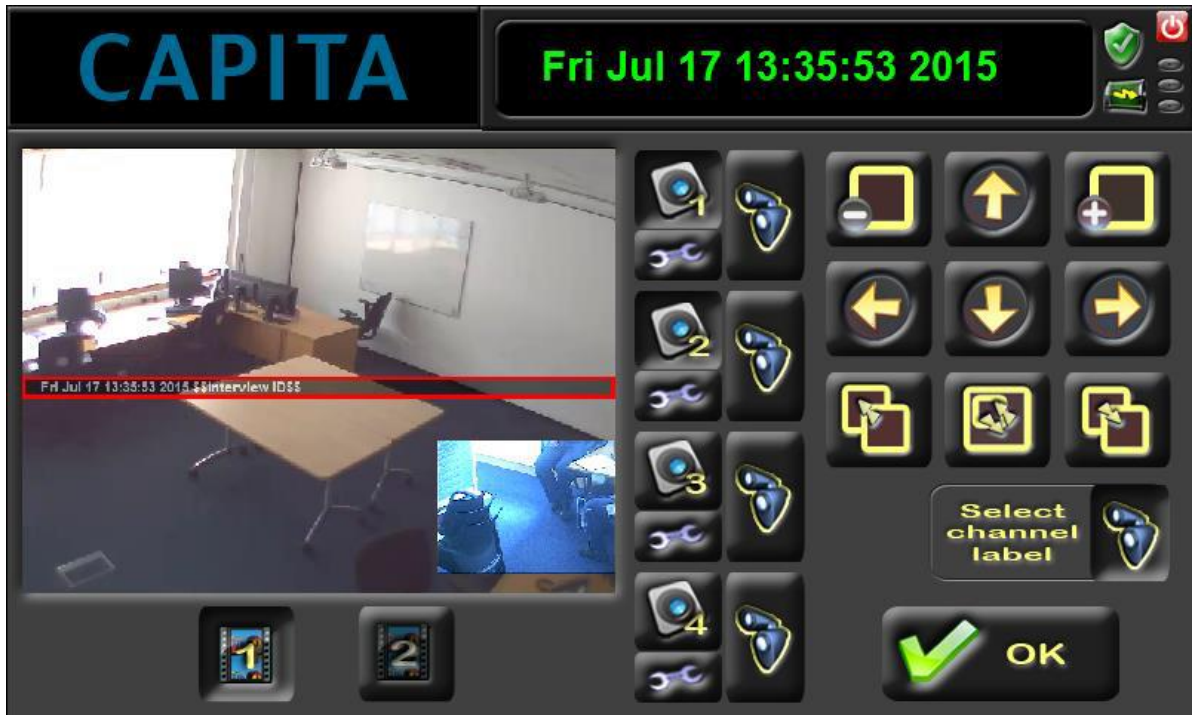


Figure 6 - Media adjustment screen

## 2.7 Audit

The EvidenceWorks IRS stores full audit information within any DVD/s produced during an interview, DVD/s burnt by an administrator and as a separate audit log on the IRS. The audit logs can be exported from the IRS unit to DVD by the administrator. The Audits include details as listed below.

- Interview dates and times
- Interview duration
- Interviewer details – (e.g. Collar number, rank and name)
- Interviewee details – (e.g. Custody reference (where applicable), Name, Date of Birth, Primary offence (where applicable))
- Other party details
- Interview file names for the audio and video files
- User functions – video off, pause, hide etc.
- User errors – e.g. where the Stop button has not been held for the correct period to stop the recording
- System faults
- SHA256 checksum

## 3 Company Overview

### 3.1 Why Capita

Capita is a leading supplier of technology enabled solutions and services to public sector organisations. With a strong track record extending over 30 years working with central and local government, public safety and justice agencies and third sector organisations, our mission is to help our customers intelligently maximise the use of assets and resources to achieve optimal operational efficiency.

Through careful listening and detailed exploration, we build a deep understanding of what our clients and their customers need. Our depth of experience in advising, shaping, implementation and operation combined with our clients' knowledge allows us to create innovative and transformational solutions that drive down costs and provide better customer experiences.

And we don't just design the solutions; we also deliver them for our clients, committing to a defined cost, proven business models and high quality standards. We're able to do this by drawing on our rich and varied capabilities and our extensive service infrastructure.

Capita is an agent for change, listening to our clients, creating unique solutions and delivering value to all our stakeholders.

### 3.2 Operational Police Solutions

Capita has provided core Command, Control and Records Management solutions to the blue light sector for many years. This portfolio of products and services includes Digital Evidence Management which is used by customers throughout the UK and Europe.

As a supplier to nearly half of the UK's Police Forces, Capita's EvidenceWorks digital evidence management solution provides the framework for our digital interview recording system, EvidenceWorks Interview and EvidenceWorks Manager. Interfaces to Case, Custody and Crime Recording systems enable organisations to streamline and improve the accuracy of evidential digital media.

EvidenceWorks incorporates complex technology allowing organisations to manage digital media in accordance with best practice and in accordance with the requirements of the UK Criminal Justice system.

Capita continues to participate in the Home Office Digital First programme, and is therefore ideally placed to ensure compliance with the requirements of the DETS once published.

Our systems are fully supported from our own fully accredited, UK based secure facilities by our security cleared staff.

### 3.3 Professional Accreditations

Capita has achieved the following accreditations to ensure our processes and skillsets are robust, current and in line with best practice.

- ITIL Service Management;
- ISO27001 Information Security Management.

Capita is certified and regularly audited by a UKAS accredited assessor to BS ISO/IEC 27001:2013. Our services and operations are compliant with BS ISO/IEC 27002:2013 and the majority of our staff hold BPSS approval or are SC cleared.

Capita also implements quality and environmental management systems that have been designed to meet the requirements of BS EN ISO 9001:2008 and ISO 14001:2004. These systems are currently being re-certified by a UKAS accredited certification body.