

Program to deliver full spectrum of benefits

Sometimes it's the simple things which make the biggest difference.

Maximising the time operational members spend on the AFP's core business is a major goal of the organisation and the central focus of the Spectrum Program.

Shifting between computer systems, filing multiple reports and individually writing a variety of applications can take operational members valuable time and possibly impact on the success of their work.

Even during the first of its three phases, the Spectrum Program has already brought clear benefits to operational policing that are generating high-level support.

Deputy Commissioner Close Operations Support Michael Phelan said these changes should cut the amount of paperwork while reducing the possibility of error being introduced when information is transferred between systems.

"The move to electronic search warrants makes me want to be a detective again," Deputy Commissioner Phelan said.

"Being able to enter details into an electronic format with self populating fields and having an affidavit and its associated warrants automatically generated will really help operational police do their work."

The initial enhancements the Spectrum Program have made to AFP systems and processes are

already providing greater operational efficiencies to the AFP and its members.

Other new features that have also been delivered to AFP operations include an improved system of notifications and being able to more easily upload documents into PROMIS – the AFP's main system for managing investigations and operational information.

Initial feedback from AFP operations on these first changes indicates that

they are significant time-savers and are considerably reducing frustration. They are also delivering operational outcomes. Suggestions have been received for future improvements and these will be considered during the second and third phases.

The second phase of the program is well under way. Changes that the Spectrum Program will bring over the next two years will enable investigations and intelligence projects to be planned and executed more effectively using purpose-

Subscriptions and notifications

For Detective Senior Constable Rab Albertson, one of the new features already delivered by the Spectrum Program is making his working life easier.

Rab works with ACT Policing's Criminal Investigations, the team responsible for managing the ACT's child sex offenders' register. As the number of offences increase, in line with global trends, it is more and more difficult to keep track of offenders and monitor any changes to their circumstances.

Rab has been using the subscriptions and notification feature released in September

2009 to good effect. Until the Spectrum Program release, Rab had to manually search AFP systems or rely on AFP members sending him information to find out if the offender's circumstances had changed. In September, he subscribed to receive automatic email notification whenever a change in a sex offender's circumstance was recorded. The type of change that Rab is advised of may be as simple as a change in address, or a link to a new vehicle. Or, it may be that the offender is being investigated for another offence.

"At the moment we monitor 88 convicted sex offenders in the ACT, so the automatic notification works especially well for us," he said.

"It is a much more efficient and timely way of doing things."

built tools. Searching across several information holdings will also be possible, with a greater ability to find connections between data. Automated reporting will also be included in future improvements.

Project teams are working with representatives from operational areas and specialist working groups to identify and refine business needs before proposed solutions are evaluated and piloted within the AFP environment. Due to the complexity of these projects, many of these changes will be delivered to operational members later in the program. However, products and

Search warrants process

AFP operational needs are driving the Spectrum Program so it was appropriate that one of the business process tasks has a federal agent as its project manager.

Federal Agent Juani O'Reilly is the project manager for three business projects, including changes to search warrants which AFP members are now using. The changes include automated forms that reduce unnecessary retyping of information throughout the documents.

Workshops were held across the AFP to find out what improvements to search warrants would help operational members. The solution was then designed with operational members having significant input.

Federal Agent Matt Heather was just one of the AFP members who contributed to the original scoping workshops for the search warrants project held in 2009.

"It is rewarding to see our input into the process result in a technical solution that will make the search warrant process more efficient and improve quality," he said. "Our feedback is that it is taking approximately quarter of the time this process used to take."



01: Detective Senior Constable Rab Albertson scanning email notifications generated by the subscriptions and notifications feature developed by the AFP's Spectrum Program.

02: Federal Agent Juani O'Reilly demonstrating the search warrants process to the Spectrum Program's Senior Responsible Officer, Deputy Commissioner Close Operations Support Michael Phelan.