



Staffordshire Police

Staffordshire Police increases the visibility of officers on the street with the RSA SecurID® two-factor authentication solution

Acceleration

Staffordshire Police implemented RSA SecurID® technology to provide their officers real-time, secure access to key police systems and information. RSA SecurID has helped accelerate the ability of officers to be better prepared when responding to incidents and has significantly reduced the amount of time they spend on administrative duties, enabling them to spend more time combating crime on the streets. In addition, with officers securely accessing information on their own, the support staff at the police station is freed up to provide more time to the general public.

“RSA’s secure mobile and remote access solution has now allowed our officers to report a crime at the scene within a secure systems environment. Previously this was just not possible. This equates to more time that officers can spend on the streets and will increase the effectiveness of our front-line officers. Staffordshire Police can combat crime more effectively whilst knowing that the very information they use to combat crime cannot be compromised.”

Ian DeSoyza, Project Manager, Staffordshire Police Department

The Challenge

Following the recent government initiative to reassure the public on safety and crime, police forces in the UK have been encouraged to develop solutions that increase the visibility of police officers on the streets. Staffordshire Police, a medium-sized police force structured around four operational divisions—Chase, North Staffordshire, Stoke-on-Trent and Trent Valley—realised that to improve the productivity of its officers and the reputation of its force in-line with the initiative, it needed to minimise the time spent by its officers in office-based administration activities. Staffordshire Police’s aim was to increase the visibility of its officers to 59 percent, with the long-term objective of removing the need for officers to return to their desks for administration duties.

With an estimated 10 percent of an officer’s time consumed in crime reporting alone, Staffordshire Police identified administration duties as an activity that could be streamlined to help achieve the goal. Having attended an incident, completing a crime report required officers to return to the police station and either report the crime via a clerk or through paper forms. By eliminating the need to return to the office, an officer’s visibility could be increased from 10 percent to 59 percent.

As a forward-thinking force, Staffordshire Police decided it needed to provide its officers with a mobile solution that could provide secure access to the Police National Computer (PNC) databases, providing access to all key police systems and information. However, in implementing a mobile solution for officers, the biggest concern was security. The force needed to ensure that only authorised officers could gain access to the PNC. And, if a mobile device was stolen, they wanted to be certain that no unauthorised user could access the sensitive information on the database.



The Security Division of EMC



The Solution

Staffordshire Police deployed a Citrix® thin-client solution over GPRS to a Panasonic P1 Tough Book (a “ruggedised” PDA). This enabled officers to access and input data in real-time from legacy back-office systems. “Using the Citrix software to deploy the solution means access to the network is always on, at any location, at any time,” said Ian DeSoyza, project manager in the department. “However, by running it over mobile devices, there was an increased possibility of police data falling into the wrong hands. We needed to address the security issues head-on to minimise the risk. The partnership between Citrix and RSA offered us a solution to meet this security need swiftly and securely.”

Staffordshire Police deployed RSA SecurID strong authentication to ensure that only authorised users could gain access to its highly confidential information systems via a PDA. On their belt, each police officer carries a personal RSA SecurID token, which generates a unique ‘one-time’ passcode every 60 seconds. This number must be entered together with the officer’s private PIN before access is granted to the network and the PNC. These two factors of authentication—something you know (the PIN) and something you have (the token displaying a single-use pass-code)—provide a much stronger proof of identity than passwords alone.

“We began using the device with 60 police officers in July, 2003” commented DeSoyza. “Coupled with a secure ‘gateway,’ RSA SecurID technology has provided a high level of access security to the Staffordshire Police network. Our aim is to have the entire force of 2,200 officers mobile over the next two years. We chose RSA’s solution because it was extremely cost-effective and also backed up with a strong presence in the UK. Competitive pricing and immediate support meant that RSA was the obvious choice for us.”

The Benefits

Staffordshire Police has already seen great benefits from the solution. Traditionally when officers performed on-the-spot police checks or attended an incident, they needed to radio the central administration support centre to gain the correct information on the suspect, vehicle or situation. Now, using RSA SecurID technology, they can immediately access information at the incident scene with the peace of mind that the information remains secure and confidential.

This has resulted in officers being better prepared prior to attending an incident. They can quickly and effectively check the nature of the incident, who reported it and any previous convictions of the offender.

The solution has also empowered officers to perform more checks, as information can be provided in seconds. For example, offenders such as disqualified drivers can be identified more easily. For colleagues at the police station, the solution means more time available to help the public, as they no longer have to give as much support to officers over the radio.

“Staffordshire Police can combat crime more effectively whilst knowing that the information they use cannot be compromised. Interest in this project has been enormous and we hope that other police forces will be able to benefit from a similar solution. For us this is just the beginning; we plan to allow mobile access to intelligence and major enquiry systems in the near future. We can now progress with more advanced applications knowing that the difficult security issues we face are being continually addressed by companies like RSA and Citrix UK,” concludes DeSoyza.

For more information on RSA, The Security Division of EMC, and its products and solutions, please visit www.rsa.com or www.emc.com.

About Staffordshire Police

Staffordshire Police, a medium-sized police force based in the UK, is structured around four operational divisions—Chase, North Staffordshire, Stoke-on-Trent, and Trent Valley. The force maintains a staff of approximately 2,200 police officers.



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