

Considering the Adoption and Implementation of New Technologies

A framework is utilized by decision-makers to assist with the understanding of complexities and challenges associated with the adoption of new technologies. The following framework illustrates the implications to be considered prior to adopting or implementing new technologies for law enforcement use:

Use framework when considering new technology adoption:

- What is the purpose of adopting this technology?
- How will this technology advance my law enforcement mission?
- What are the initial and recurring financial costs associated with the technology?
- What are the legal, ethical, or policy implications of use of the technology and any data obtained via the technology?
- What are the potential implications on privacy and civil liberties?
- What might be the public's reaction?
- What additional risks could the agency be exposed to should they choose to adopt the new technology?

Use framework when considering new technology implementation:

- How will this technology be deployed and by whom?
- Who will have access to the technology or data obtained by it?
- What are audit procedures to ensure sensitive data is protected and public confidence is maintained?
- What training is required on the use of the technology or handling of the data, how often must it be conducted, and by whom?
- How will the officers' work routines change as a result of the new technology?
- What obligations might there be in adopting a particular technology on the larger agencies, that have the wherewithal to obtain these expensive technologies, to share these technologies with smaller neighboring agencies?

Consider partnerships or mutual aid when considering technology:

- Will your agency benefit from cost sharing?
- Will your agency benefit from sharing assets?
- Will your agency benefit from jointly applying for grant money?

Consider legal, constitutional, civil liberties and privacy issues:

- What are law enforcement restrictions on use of commercial data?
- Are these restrictions constitutional, statutory or legal?
- What are privacy and civil liberty concerns with how data is stored and managed?
- What methods of safeguarding the data and auditing the use of the data are in use?

Communicate transparently with the All Constituencies:

- Will the public support or object to law enforcement's use of this technology?
- How will courts and juries view law enforcement's use of this technology?
- Are there accreditation regimes associated with the use of this technology?
- Will the use of this technology withstand legal scrutiny?

Consider impact on officer workload and other stressors:

- How many officers are required to operate/supervise the use?
- What other tasks do these officers have?
- What are the training requirements for the users?

Complete due diligence with potential vendors:

- Do you understand the vendors' products and services?
- Are the vendor claims verifiable?
- Do you have supply chain concerns with the vendor?
- Do you have security concerns with the vendor?
- Do the vendor's products adhere to industry standards?
- Are the vendor's products compatible with the agencies current systems and applicable protocols?

Note on due diligence:

Due to the sensitive nature of law enforcement activities and the privacy rights and civil liberties implicated by those activities, special consideration should be paid when assessing non-domestic [foreign] vendors for both supply chain and security reasons.

Determine and account for the total cost of ownership:

- Have you considered the total upfront costs associated with acquiring the technology?
- Have you considered the total costs of operating associated with the technology?
- Have you considered the total maintenance costs?

Determine and account for the cybersecurity implications:

- Do you use a strong cyber security risk framework?
- Do you employ and routinely audit cyber risk mitigation strategies?

