

(MISSTP) IT MODERNIZATION REPORT

08 December 2022

STRATEGIC PLANNING

SESSION 2022



correctional services

Department:
Correctional Services
REPUBLIC OF SOUTH AFRICA

CONFIDENTIAL

PURPOSE

The purpose of this presentation is to:

- Update the 2022 Strategic Planning Session on IT Modernization efforts, progress, update and Action Plans
- Outline the prioritization of ICT solutions towards the modernization of the Department, and the criminal justice system at large
- Outline an ICT solution approach to combat security threats in DCS correctional facilities and offices
- Contextualize security technologies in an effort to avert security threats such as contrabands, violence, prison “economy” and commission of further illegal activities
- Outline the IT modernization systems architecture framework, enhancing the concept of an Integrated Security Systems (ISS) within the DCS context, and business intelligent systems for comprehensive reporting

BACKGROUND

- The DCS has entered into a collaborative partnership with **CSIR**, a State-Owned entity for a research and development of customized, fit-for-purpose ICT and security technologies solutions
- The Department also entered into a collaborative partnership with **SENTECH**, a State-Owned entity, whose primary mandate is to provide 'common carrier' broadcasting signal distribution services to licensed broadcasters in South Africa
- The IT Open Day held on the 10th and 11th May 2022, at the Johannesburg Management Area, featured CSIR, SENTECH, SITA and the Integrated Justice System (IJS) presentations
- The Department is yet to execute a project with SENTECH, pending procurement processes.

REQUIRED INTERVENTIONS

- Progress on IT Modernization efforts, inclusive of the
 - Centralized Offender Lifecycle Management System (IIMS)
 - Integrated Criminal Justice System
 - Biometric Systems
 - Integrated Electronic Monitoring
 - Telephone Management System (VoIP)
 - Offender Telephone System (Online Visits)
 - Enhanced Integrated Security System (eISS)
 - Integrated Case Management System (ICMS)
 - Cashless Society
 - JICS Mandatory Reporting
 - LAN/WAN Infrastructure Upgrades
 - Mesh-network and Cloud Computing
 - Telemedicine (eHealth)
 - Physical Security Technologies
 - Device Management (contraband cellphones)
 - Virtual National Command Centre (vNCC)



IT MODERNIZATION PROJECTS IN EXECUTION

Branch GITO has the following MISSTP projects in execution:

- 1) Integrated Inmate Management System (IIMS) – Currently rolled out to 44/461 sites with the Remand Detention module only. Pending arbitration proceedings to be finalized, to enable development of the outstanding IIMS modules. These include Incarceration & Corrections, Health & Pharmacy, and Community Corrections
- 2) Microsoft Services – Upgrades to unsupported Microsoft platforms (i.e. Mailbox, Servers/PC Operating Systems, Desktops/Laptops MS Office, and Active Directory). Development of MS SharePoint document workflow and repository for records management. Various sites completed upgrades, target 360 sites over a three year period.
- 3) Voice over IP (Telephone Management System). 21/29 sites completed. Rollout sites dependent on cabling and bandwidth upgrades readiness.
- 4) LAN/WAN Switches equipment – 31/65 identified sites completed for new switches installation. Dependency on data lines and cabling availability.
- 5) Internal Firewall – Service provider commenced project to install two (2) internal FWs at SITA and Head Office.
- 6) Electronic Monitoring – completed 24/37 (65%) milestones, the solution pre-demo was conducted in June 2022, and estimated completion date as February 2023. The HSRC independent research on socio-economic impact analysis of EM completed in September 22
- 7) Performance Information Management System – Interim solution implemented (OneDrive). eCorrections developed for the capture of APP and AOP indicators, currently in testing stage.
- 8) Biometric systems – Finalizing completion of 10 prototype biometric devices, to be utilized as mobile apps for offender management processes including identity verification, daily count, rollcall and other attendance registers purposes at correctional centres and community corrections. Manufacturing of devices in progress, dependencies on external sourcing markets for electronic components.

IIMS ROLLOUT SCHEDULE

IIMS has been rolled out to the following 44 sites in full operation, except 1 site which has since been closed due to renovations

■ 2021/22

- 27. Pollsmoor Max, WC
- 28. Goodwood, WC
- 29. Polokwane, LM
- 30. Qalakabusha, KZN
- 31. East London Female, EC
- 32. East London Med B, EC
- 33. Thohoyandou Female, LM
- 34. Thohoyandou Med B, LM
- 35. Makhado, LM
- 36. Modimolle, LM
- 37. Kroonstad Female, FS
- 38. Odendaalsrus, FS
- 39. Rustenburg, NW
- 40. Mogwase, NW
- 41. Sasolburg, FS
- 42. Ermelo, MP

■ 2020/21

- 13. Heidelberg, GP
- 14. Krugersdorp, GP
- 15. Nigel, GP
- 16. Nelspruit, MP
- 17. Barberton Town, MP
- 18. Klerksdorp, NW
- 19. Potchefstroom, NW
- 20. Grootvlei Max, FS
- 21. Pietermaritzburg, KZN
- 22. Durban Female, KZN
- 23. Durban Youth, KZN
- 24. Durban Med A, KZN
- 25. Pollsmoor Female, WC
- 26. Pollsmoor Med A, WC

■ 2022/23

- 43. Mthatha, EC
- 44. Grahamstown, EC
- 45. King Williams Town, EC

■ 2017/18

- 1. Pretoria KMII, GP

■ 2018/19

- 2. Johannesburg Med A
- 3. Pretoria Female, GP
- 4. Johannesburg Female
- 5. Witbank, MP
- 6. Middelburg, MP
- 7. Carolina, MP (closed due renovations)

■ 2019/20

- 8. St Albans Med A, EC

■ 2020/21

- 9. Port Elizabeth, EC
- 10. Boksburg Juv, GP
- 11. Boksburg Centre A, GP
- 12. Modderbee, GP



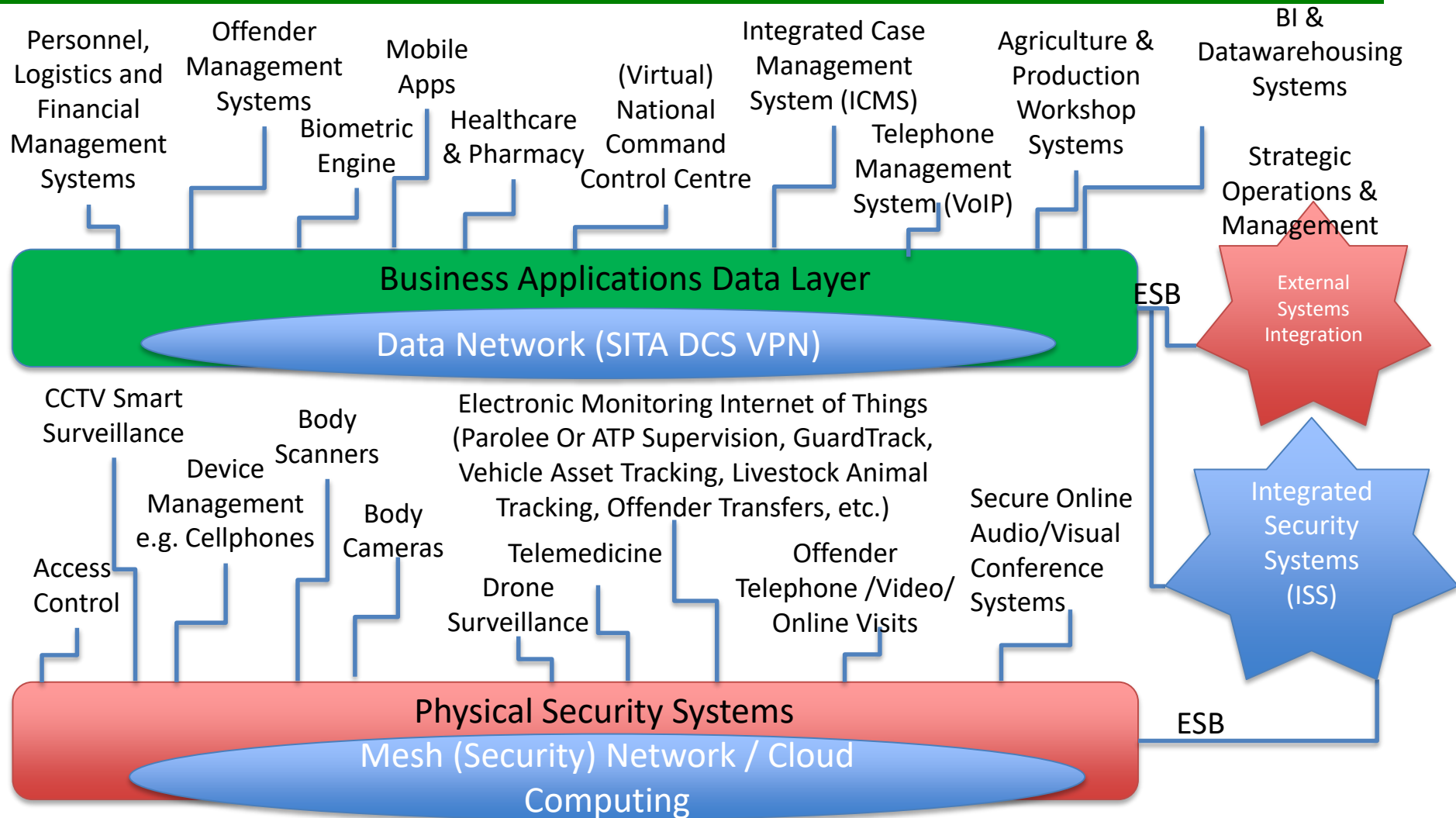
PROBLEM STATEMENT

- Along with attempts to bring contraband in through the front door, advances in modern technology have created the opportunity for remote controlled drones to be used in smuggling contraband
- Sometimes contraband is introduced through more official means. Corrections officers and service providers have been observed smuggling contraband to inmates.
- The other major avenue of contraband introduction is self-manufacturing by inmates. For example, repurposing non-contraband items (such as packaged fish products for currency, prescription medicine), or as complicated as physically modifying objects to build weapons e.g. dining utensils, woodshop parts, and even meat bones from meals

PROBLEM STATEMENT

- Beyond the violence associated with gang control of the cellphones and drug trade, the presence of drugs and alcohol intoxication can hinder rehabilitative efforts. Furthermore, drug overdose has caused many deaths in correctional facilities.
- The technologies used to detect cellphones likely will be quite different from those used to detect drugs. Furthermore, the technologies used to detect drugs hidden in mail e.g. postage stamps, will be different from those used to find drugs that have been smuggled within a body cavity
- There is no single technology that will detect all contraband. Technologies capable of effectively detecting contraband represent a current and ever evolving need in the correctional service

SOLUTIONS ARCHITECTURE FRAMEWORK (EA)





correctional services

Department:
Correctional Services
REPUBLIC OF SOUTH AFRICA

Department of Correctional Services (DCS)

**Head Office: Correctional Services
124 WF Nkomo Street
WF Nkomo & Sophie De Bruyn Streets
Pretoria Central
Private Bag X136
Pretoria
0001**

Website: <http://www.dcs.gov.za>