



## Introducing New Technologies into Law Enforcement (INTiLE) Framework

### 1. Background to the INTiLE Framework

Introducing new technologies into law enforcement might be considered relatively easy and straightforward, but evidence of actual introductions, including The London Gangs Matrix, Automated Facial Recognition (particularly through the ‘Bridges’ case), Mobile Device Kiosks (particularly within Scotland) and Clearview AI suggests a more complicated position. This creates a gap in understanding *how* to introduce new technologies, particularly for operational purposes. The INTiLE Framework seeks to be a method in which to help fill this gap.

It has been devised as part of a wider mixed-methods PhD research into INTiLE through qualitative interviewing, to better understand *how* to successfully introduce such technologies. A number of different members of UK law enforcement (from those at an operational level through each level up to and including executive leaders), UK regulators and international senior/executive law enforcement officers were interviewed to obtain a broad range of perspectives to help support the development of the INTiLE Framework.

### 2. The Purpose of the INTiLE Framework

The purpose of the INTiLE Framework is to help those involved in introducing new technologies to better understand the component parts required to successfully achieve what is a complex subject. The Framework itself cannot guarantee a successful implementation, as each case will be very different and local issues (particularly non-technology aspects) will significantly influence how successful any introduction will be. But it can serve as a means of supporting those introducing new technologies into an operational area by identifying some of the key areas which need to be considered, which might not otherwise be obvious.

### 3. How to Use the INTiLE Framework

The INTiLE Framework should be considered as a guiding framework to help support successfully introducing operational new technologies within (UK) law enforcement. Following every step may not be suitable for all, whereas other introductions of new technologies may benefit from each step. It has been deliberately written for three key levels: strategic, tactical and operational (which is likely to include project teams seeking guidance on the key considerations for introducing operational new technologies within UK law enforcement coupled with representatives of the end user communities directly involved in their introduction). The strategic level tab provides an overview of the component parts, with a more detailed level being provided on the tactical level tab. The operational level tab provides a thorough series of questions to hopefully help those using it to really understand what they should be considering, with the goal being to help support those at this level in introducing new technologies more successfully than they might otherwise have done by providing a breadth of factors which need to be considered.

### 4. When to Use the INTiLE Framework

The Framework can be used for different purposes, such as helping to pro-actively identify some of the key areas which will need to be considered ahead of a project commencing. It

could also be used as a guide for those already undertaking such projects to help confirm whether the breadth of issues identified during the research for successful introduction have been considered. Or it could be used throughout each step of a project introducing operational technology to help ensure success, particularly given inevitable budgetary constraints and needing to ensure value-for-money is delivered.

## 5. Who Should Use the INTiLE Framework

The Framework can be used by a range of different individuals and roles depending on individual requirements. It could be used at an executive/senior leadership level to obtain an initial consideration of what introducing new operational technology may involve (particularly the non-technology dimensions), at a management level to understand the complexities of such introducing operational technology and the importance of involving operational end users. Or it could be used by project teams, more familiar with broader project management functions but requiring a framework more focussed on the operational dimensions, coupled with supporting any end users involved in supporting projects to familiarise themselves with the scope of areas needing to be considered.

Likewise it might also support other sectors outside of law enforcement having to introduce operational new technologies who may experience a similar gap in knowing how to do so successfully and the key considerations they need to address.

## 6. Why Use the INTiLE Framework

This is a free tool for *all* to use (the research for which has been funded by the Open University's Centre for Police Research and Learning and a College of Policing bursary) and is believed to currently be the only tool of its kind focussing on the introduction of new technologies into law enforcement, particularly for more operational technologies. The foundation of this tool has arisen from empirical interviews of a broad spectrum of people with direct experience in this field rather than just being theoretically or academically based.

## 7. What the INTiLE Framework Should Not be Used for

The framework does *not* seek to replace existing established methods or requirements currently used as part of introducing technology, such as project management approaches, Data Protection Impact Assessments, Public Sector Equality Duty assessments, data/digital ethics assessments. Nor should it replace any tools for introducing specialised technologies such as Artificial Intelligence or Machine Learning. It does, however, seek to work alongside these and provide *additional* support in successfully introducing new operational technologies to law enforcement. Likewise, the framework is not intended to be used as an auditing tool. The level of expertise in successfully introducing new operational technologies is insufficiently mature to enable it to be used for auditing purposes. It should, therefore, be used in a pro-active supporting manner to help guide those involved in this area to achieve successful introductions.

## 8. Providing Feedback

All feedback regarding this Framework is welcomed and comments should be made by completing the feedback form and emailed to [russell.hinton@open.ac.uk](mailto:russell.hinton@open.ac.uk). All feedback will be reviewed and, where applicable, revisions will be incorporated into the Framework.