# Supporting the Law Enforcement Community During COVID-19 and Beyond

*The COVID-19 pandemic spurred big changes throughout the public sector, and law enforcement is no exception. Lacey Wean, Director of the Law Enforcement Team at Carahsoft, walks through how the agencies that form the criminal justice system adapted to meet these challenges.*

### What are the most important trends in law enforcement today?

Some of the biggest trends include demands for police reforms and the need for technology to address these issues. Although they may seem independent, these issues often are highly intertwined, and many have been accelerated by the COVID-19 pandemic.

Citizens want transparency in their police departments. Recently, agencies have adopted analytics to address ethical concerns — including monitoring officer conduct — and they're earning citizens' trust with public-facing dashboards for greater transparency.

In addition, the COVID-19 pandemic has encouraged a surge in cybercrime, which presents challenges to law enforcement. Inter-agency cooperation and advanced tools allow investigators to reveal the identities of malicious actors and tie illicit digital currency to their crimes.

Social networking also offers digital avenues for criminal activity. Traditionally, law enforcement has been a step behind actors who use social media to obfuscate their activities, but new purpose-built tools are available to level the playing field by aggregating and analyzing social media for investigations. These solutions can also present evidence during the prosecution, which aids jurors' understanding of the case.

### How is COVID-19 impacting police departments?

COVID-19 created an unprecedented urgency for state, county and municipal workers to operate remotely whenever possible. This caught many agencies by surprise. Although these organizations moved with commendable speed to equip staff to work from home, the needs of the public only increased.

Law enforcement agencies had to quickly adapt to the dangers of a pandemic amid calls for police reforms. These officials had to balance protecting the public, themselves and their colleagues in an ever-changing environment. Many departments have come to appreciate how technology enabled them to address these critical priorities.

### How is the prevalence of video impacting law enforcement? How will this evolve?

Video is instrumental in solving crimes and increasing transparency in policing. However, the volume of video collected in recent years has increased the need for storage, evidence tagging and chain of custody solutions. The proliferation of Internet of Things devices in the home and workplace has expanded the number of sources for video evidence dramatically.

Facial recognition and artificial intelligence (AI), which can assist in identification and redaction, are just two of the use cases for greater integration of video into investigative work. When used responsibly, these technologies can help apprehend suspects quicker and correct for misidentifications.

### What does the increasing sophistication of autonomous devices mean for the future of law enforcement?

Autonomous devices such as unmanned aerial vehicles are in the early stages of adoption by law enforcement agencies. Drones are an effective tool for scene reconstruction, search and rescue, and critical incident response for a fraction of the cost of a helicopter.

AI and robotic process automation have benefitted many federal agencies, and could be adapted to law enforcement use cases, such as automating routine 911 calls and court processes to free up human resources.

Finally, security in the law enforcement community is a fight on two fronts: Law enforcement agencies must apprehend perpetrators of cybercrime and also protect themselves from cybercriminals. The number of local government agencies that experience ransomware attacks continues to rise. Every law enforcement executive must take steps to ensure their critical infrastructure is protected.

Carahsoft offers solutions on both fronts — tools to forensically investigate crime across digital and real-world environments, as well as solutions and partnerships with vendors and integrators to protect law enforcement agencies from cyber attacks and secure their critical data.

# Carahsoft IT Solutions for Law Enforcement

Carahsoft's strong relationships with leading law enforcement partners and our deep understanding of the law enforcement landscape provides customers with the confidence they need to accurately match project requirements with supporting technologies.

The Law Enforcement portfolio at Carahsoft brings together industry-leading software and hardware solutions to support Federal, State and Local law enforcement agencies. Carahsoft offers proven solutions to support the mission of progressive law enforcement agencies ranging from citizen facing applications to dark web investigative tools.

DEVICES

DATA MANAGEMENT, ANALYTICS & INTELLIGENCE

VIDEO & IMAGERY

FORENSICS

DARK WEB

DRONES

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| 4iQ | 802 secure | ACCESSDATA | ADF ADFINS.COM |
| Adobe | aws | AXON | BASIS TECHNOLOGY |
| BlackBag | BlackBerry CYLANCE | ca A Broadcom Company technologies | Cellebrite Digital intelligence for a safer world |
| Chainalysis | DARKOWL | ike GPS | MEASURE |
| MotionDSP | NS2 NATIONAL SECURITY SERVICES | okta | piXlogic |
| PRECISIONHAWK | Recorded Future | SAFR | silo By Authentic8 |
| SKYX | software AG GOVERNMENT SOLUTIONS | sonim BUILT FOR LIFE | tableau SOFTWARE |
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