CSNSW
INMATE COMPUTER NETWORK

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1. **Recent history** of inmate computers and **current use** of the CSNSW inmate computer network

2. **New computer technologies** - developments, use and opportunities
   - uptake of e-learning in VET delivery
   - a case for prisoner access
   - dilemma for prison authorities

3. **International examples** of prisoner access to in-cell computers, the internet and email

4. **Future directions CSNSW** - computer based delivery of services and programs
Inmate PCs: 2006 vs 2010

Total Inmate PCs

- 663 Inmate PCs in 2006
- 1134 Inmate PCs in 2010

Total OAC PCs
## Inmate Computer Network

<table>
<thead>
<tr>
<th>2006</th>
<th>2010</th>
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<tbody>
<tr>
<td>• Non-standard hardware and variation of quantity and quality across environment. No technical support</td>
<td>• Standardised hardware replaced on a 2 yr lifecycle. Technical support.</td>
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<tr>
<td>• No standard applications and no governance over licenses and deployment</td>
<td>• Standard approved suite of applications able to be centrally deployed</td>
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<td>• No ability to support networked services. Files transferred via floppy disk.</td>
<td>• Platform to support a large range of networked services such as Legal Portal. Files accessible from any site.</td>
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<td>• Range of PC use limited to standalone (or small local network) PCs for classrooms only</td>
<td>• Network PCs now serve industry, Education and legal access needs</td>
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<td>• Inmate access threatened from lack of security and security breaches</td>
<td>• Security over environment greatly enhanced providing audit and other controls</td>
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CSI COMPUTER REFURBISHMENT UNIT

- Employs 10-12 inmates
- Has refurbished / recycled 3410 PCs since 2005
- Recycling of materials saves $22,500 per year disposal costs and $390,000 leasing costs

<table>
<thead>
<tr>
<th>Equipment Received</th>
<th>Equipment Re-used (green conversion)</th>
<th>Equipment Recycled</th>
<th>Re-usage percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>6800</td>
<td>3390</td>
<td>3410</td>
<td>49.85%</td>
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Digital Revolution
2011 SURVEY
VET STUDENTS USE OF E-LEARNING

• 82% had some e-learning in their course

• Two-thirds used interactive learning resources on-site as well as off-site

• 40%+ have experienced e-learning web-based seminars, virtual classroom environments or web 2.0 technologies (eg blogs, wikis)

• 60% report e-learning experience has increased their skills and confidence in using technology

  55% said e-learning helps to do current job better,
  42% said helped them to get a better job
  66% said they expected improved future employment outcomes

• 66% of VET students said e-learning activities and e-learning resources were effective in helping them to learn.

*E-Learning Benchmarking Survey - Australian Flexible Learning Framework
The Future of Offender Access

CSNSW Offender Access Environment

- "Green" PCs (2008)
- OAC Network (2009)
- SCOC Kiosks (2010)
- In Cell Access & IPTV Broadcast (2011-12)
- Future Offender Services (2012-13)

### Functions

#### Standalone
- Legal Briefs
- Legal Information
- AEVTI (Education)
- CSI (Industries)

#### Networked
- Trust Balances (Financial)
- Buy Up Orders (Commissary)
- Visitor inquiries
- CSSL (Grievances)
- Schedules (Programs)
- General Inquiries (Classification) (Legal) (OIC)

### Devices

- OAC Green PC (Recycled by CSI)
- Touch Screen Kiosk
- In Cell Terminal

### Approved Offender Access Policy & OAC Security Model

- "Shadowing" capability
- Centralised auditing of files, content and behaviour
- Centralised auditing of transactions with links to OIMS buy-up, visits, financial transactions, incidents, OIC, case notes etc.
- Centralised auditing of files and tracking "online" behaviour
- Email scanning (keywords)
- Voice Recordings (Speech to Text)
- Reduced contraband from physical mail
QUESTIONS?