

Disclosure Management System Deployment



Reliability Matters

The Client

In late 2015, CTG UK (CTG) embarked on their largest Disclosure Management System (DMS) project with a major UK Telecommunications Operator (TO).

The Project

The client selected CTG's DMS system, after an industry procurement exercise, for its mature, robust and feature-rich lawful disclosure solution that is used by over 4,000 Law Enforcement Agency (LEA) officers around the world. The DMS application is compliant with the UK Investigatory Powers Act (RIPA 2010) and (as of 2016) the Investigatory Powers Act (IPA 2016) regulations and allows law enforcement to request a range of communications data in support of criminal, public safety,

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and fraud investigations. CTG was also chosen because of their recognition as a trusted service and delivery partner by the client, the wider UK LEA community, and the UK Home Office.

The work assignment represented a complex project for both CTG and the client in terms of the additional enhancements required for the DMS application, including the development of a new web service based mediation system, which was required to facilitate communication with the client's various back-end data retention data sources.

The Results

Working with a number of the client's cross-functional project, technical, and disclosure teams, the CTG work effort involved the development of 27 new DMS application end-user features over a 20-month period. The scale and complexity of the development work for both DMS and the client's in-house mediation system is evidenced in the fact that the User and Operational Acceptance Test phases of the project took four

additional months of comprehensive and rigorous testing. Finally, on the 20th of December 2017, after 415 working days since work commencement, the client's DMS application became operational.

Continued Enhancements

DMS enhancements have continued since the completion of the initial engagement, including a new machine-to-machine application protocol interface (API) upgrade, which was required to support direct LEA connectivity. This new project presented a number of technological challenges for both CTG and the client's new mediation system and infrastructure platforms. The new requirements of the API interface resulted in further enhancements to the DMS application bringing the total new user interface functions to 30. Through close collaboration across multi-teams, CTG and the client were able to successfully go-live with the new DMS/API release on the 17th of September 2018.

The latest DMS deployment went live in February 2019. Subsequent feedback from the client and the LEA community has been very positive and the new functionality well received. The DMS application has remained both robust and stable throughout and, to date, the system has received in excess of 20,000 disclosure requests (February – October 2019) from law enforcement. These results demonstrate the importance of the DMS to the lawful disclosure and specialist telecoms teams in the prevention of crime, saving lives, and supporting the criminal justice system.

Throughout the project, the client was extremely impressed with the level of professionalism, flexibility, and

delivery capability shown by the CTG project team, most especially in their UK communications data domain experience and their overall knowledge of the IT systems and requirements of the UK LEAs, UK telecom operator's, and UK government legislation. The client also appreciated the strong cultural relationship that had developed during the project between the two organisations and regarded CTG's overall project approach and attitude as exemplary supported by an impressive, collaborative culture.

▼ *The DMS application has received in excess of 22,000 disclosure requests. (February – October 2019)*



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