BREAK OUT!

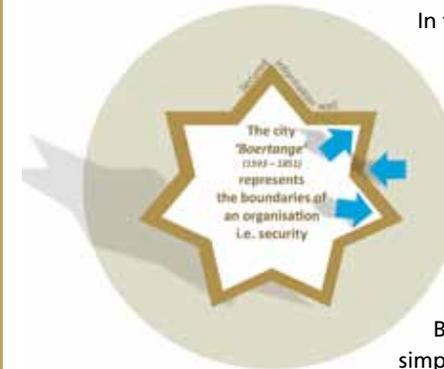## LIVING IN THE NEW UNREALITY

Huub Stiekema

The new reality

Now you are the voice
You will lead not follow
You will believe not doubt
You will create not destroy
You are a force for good
You are the leader
Defy all odds

Set the new reality

(based on A. Robbins, Rome 2009)

FOREWORD

In the Spanish war, Willem van Oranje ordered in 1580 A.C. the building of a 5 star shaped defence wall around the city of Boertange in the Netherlands. The only way in or out was via a narrow sand path through the swamps. While this afforded good security, it also meant that the citizens of the village could not easily trade, work, live or play with the citizens of other villages. In reality the city of Boertange was not secure at all. It was simply isolated.

Society in the industrial era is based on mass production, mass distribution, mass consumption, mass education, mass media, mass recreation, mass entertainment and mass destruction. Combine this mass orientation with standardization, centralization, concentration, and synchronization, and the basics for the current bureaucracies are shaped; it's society, as we know it.

Society now is at the crossing point of two eras: from industrial to the information era or economy. In the industrial era management gurus like P. Drucker (Austria), M. Porter (USA), C.K. Prahalad (India) and A. Toffler (USA) defined the corporate structures, as we know it, but also predicted the current information era by defining ingredients of change because of the use of information. The current post-industrial society with a polluted earth, a devastated environment, a broken economy and a fragmented humanity are the chaotic remains of the past industrial era and the beginning of the information economy, where the old boundaries will break down. The Industrial Revolution has cost us more than it ultimately delivered. Society has to turn – is already turning - the bow of the ship to use information as a new resource to come up with bright solutions to create a better world. The tools of the new era are sophisticated digital communication technologies. They are being used by the best semantic processors on the planet; you and me. The information era becomes a global network structure facilitated by Internet technology. Today, mass-adoption of information and communications technology is breaking down corporate structures and boundaries and creating new horizontal structures: people and businesses interacting with each other across pre-existing business and nation state walls. Social structures and new technologies are therefore influencing the way people live and interact.

The Internet has enabled a 'mass-breakout'. There are many societal and economic benefits to this, and there are also new risks and threat levels.

Criminals use the new information technology too and have created a whole new 'line of business' based on new technology. Information can be worth a lot of money and all kind of social, and industrial structures are based on the use of information and technology. Criminals can harm society seriously by using traditional and modern technology.

Since the modern police service was founded, it has always adapted to the changing environment around it; not as early adaptor, but as true follower of societal changes. Police organizations are bound to criminal law and criminal procedures and therefore are used to reacting to societal developments. The question now is not if, but how and when, will government in general and specifically the police organization adapt to the mass-breakout and step into the outside world and its technologies. Understanding this outside world is essential for police management and its administration. This transformation brings along various paradigm shifts for society and for police organizations. The grand question therefore is how, when and by who, will upper police management assess current paradigms around internal and external communication, collaboration with partners, openness or sharing information, the usage of modern technology and positioning innovation, in order to enable next policing to grow to 'serve and protect' in a human-digitized world. This book is one of the scenarios of doing police work, 'next policing'.

The concept of next policing is a vision to a new form of executing police work in the near future – our current reality - based on using information, intelligence, technology and new ways of collaboration at the centre of the vision. It is not about policing scenarios in the world in 2025, because not only is that the ground of 'Pearls in Policing'[1], but the new reality of mass-everything is the reality of now also. Next policing is about the change of the fundamental paradigms of the police organization given emerging information and communication technologies, which will have a deep impact on communication and collaborating patterns between people, organizations, scientific institutes and … criminal behaviour. Because of that and the inherent information dominance, police business as it is now, is history; business as usual doesn't exist anymore.

From a corporate information technology perspective international companies and governments have been very busy investing in large data centres around the world. A key goal was to deliver secure data with highest integrity against the lowest cost possible. Billions of dollars were spent on standardisation of information technology in a traditional 'record keeping' way. But did it deliver up to the promises? Or do we now see that there is a big leap between constraining end-users by corporate information technology governance and, supporting end-users by highly collaborative Internet functionality and open

source data. By far the most demoralizing decision from government's upper management is to prevent their employees to work with the Internet out of fear of the unknown. By that statement management expresses to the company that they don't understand this movement, society, colleagues and the new forms of collaboration and the applications they use. In a negative explanation management sends out a message of mistrust and misunderstanding. From an information technology perspective the grand question is how to facilitate both the 'black wire' and the 'white wire', i.e. the corporate local area network and the Internet.

This book doesn't give all the answers, because future questions are not clear. It gives insight of the digital society and a few consequences of a digitized society in which we live. The book doesn't contain the truth, but intends to initiate several discussions amongst professionals and strategic management. If strategic management decides to put aside the underlying messages, then, for sure, the impact of the information era on the police organization is not foreseen and the business will dramatically fall down in performance; professional criminals will certainly use the new technology to their benefits.

Whatever the outcome of strategic management, I sincerely hope the police manager reading this finds the help to step into the 21st century. After reading this theory the police manager maybe transformed from the "TV-generation" to the "Gaming-generation" and so has a clear vision that the network and information dominant society is the society he has to 'serve and protect'. The police manager is connected to ideas and common understanding of what happens in modern technology and, more importantly, modern communications. The police officer can transform himself from a passive viewer to an active participating decision maker that would likely to make him a better police officer as well.

Unfortunately most professionals are confused too, because there is no clear direction. An important suggestion is to use the Internet more frequently, to look for new experiences and to initiate the discussion internally. For that purpose I have set up an Internet site for police business, Intelligence, technology and mass communication (http://www.policetribe.com). You are warmly invited to be a part of that community and share knowledge of modern technology and communications, and also to mingle in the discussions on the Internet about your business. The adage of this community is: 'we know more than I do'. You can also follow other discussions via Twitter, by following 'policetribe' or see some real cool stuff on YouTube.
The title of this book: 'Break out!' can be taken literally. Outside of work people are already living in the information space - the new reality. It's the reality of

the criminal world, it's the reality of their home situation and the very people the police is working on to protect and serve.

But, when the police officer goes to work he puts the corporate-'4 walls' around himself; he puts his uniform and weapons on and he is using the internal 'black wire' corporate information stream only, protected by a strong internal firewall. He emerge himselve into a 'bubble of unreality'. But how can he continue to, 'protect and serve' those who need it the most? Although I realise that this is one, and perhaps my, reality, it is still the context and the big question I give the reader to consider.

Finally I'm sure of one thing and that is that 'intelligence' rocks and the Internet is not a hype. It is the key element for police business to grow into the next century. It will be the next and exiting era in human behaviour.

Huub Stiekema
Business innovator

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[1] An international cooperation between national police forces to foresee the future of society and with that future policing.

CONTENT

1

THE BIGGER PICTURE

Since society lives in a global information hub and policing is allways a part of society, it is inevitable to contextualize a few global developments. Local developments can then be placed into perspective of global changes; the term 'glocal' applies. It covers the technological changes and the impact it has on society as we know it. Information availability is not territorial but global to an increasing public; criminals and terrorists included. It is increasingly available for the public and people step into the information age; society drives that with the Internet. The Internet is the technological backbone of this massive change. It is a new threat and it provides also a cure. It's therefore necessary to redefine paradigms and shape the new future for a police organization pro-actively.

2

THE INTERNET SOCIETY

The internet society describes the new digital society in general and elaborates on the development of new crimes and the changes for the police organization. The Internet has already 'happened' to society and most of us realise that; the paradigm shift is a fact. Now society must learn to understand this shift and adapt the new rules accordingly. For the last decades, corporate and administrative leaders led their business based on their traditional knowledge and powers. Now information availability is phenomenal and it marks the Internet as the ultimate power distributor. 'Living in a bubble' wasn't a problem for the police organization in 1999. Only 10 years later it became a serious challenge. The police organizations must redefine their business to be able to create a sustainable environment in which they can support a network oriented safety concept.

3

THE INTELLIGENCE FLIP

In general data quality in police organizations is poor, information processes are isolated, systems and functionality are not designed for building an intelligent organization and laws prohibit intergovernmental collaboration. The global trend is the availability of information anywhere and anytime on any device possible. From ancient history police depends on information to turn into beneficial intelligence and knowledge. What happens to the intelligence function in the global information era? In what way must the organizing principles be reset to keep an effective policing strategy? Can the police take the risk of having no strategic intelligence at all and how does this challenge the current models of 'unreality'. Senior management must make decisions about tomorrow, today!

4

POLICING IN DIGITAL SOCIETY

Over the past decades police organizations have evolved from a semi-military organization servicing administrative and juridical tasks to a more society-oriented organization, in which people in the cities, suburbs, quarters and communities were the main focus for police work. Late 20th century, the police developed itself as co-creator of social security based on an integrated community based security philosophy. Police action alone can never free neighbourhoods from crime and violence. Nor by itself can it reduce fear. Only when law enforcement is viewed as an integral part of a fully accountable government structure, it will we be able to systematically create strong communities resistant to disorder and crime. Can the use of technology and the availability of information support these goals?

5

MODERN POLICE ORGANIZATION

Managing relationships and leveraging information in new ways can be seen as important trends of modern time caused by the development of the Internet. Both are meaningful in societal security because open and transparent relationships, communities, the exchange of information contributes a lot to security. Police organization though are build upon past beliefs, hierarchies, command and control principles and are 'closed unless' instead of 'open until'. The light speed of societal - and technological changes create a hugh stepping stone for any organization. Policing in the future must be community based, intelligence led and supported by cutting edge technology. The grand question though is how to benefit from this available technology.

6

INSECURITY WE TRUST

In many terms, but certainly in terms of security the Internet can be compared with a normal 'in real life' city. In cities there are slums, there are rich neighbourhoods, libraries, museums, art galleries, restaurants, normal buildings, places for entertainment and shops. There are also places that you don't want to go: dark allies, dangerous suburbs and isolated streets and locations. Society is now breaking down barriers and the Internet supports this process of liberalisation. This 'real life' break down took decades of discussions, debates or decisionmaking. It resulted in a more open society. Society opens up and police organizations seem to fall behind. Slowed down by carrying the burden of a closed culture and many privacy - and information security laws prohibiting cultivating an open communicative organization.