WIG
The Whitehall & Industry Group
connecting the sectors

'Technology & Digital' Series
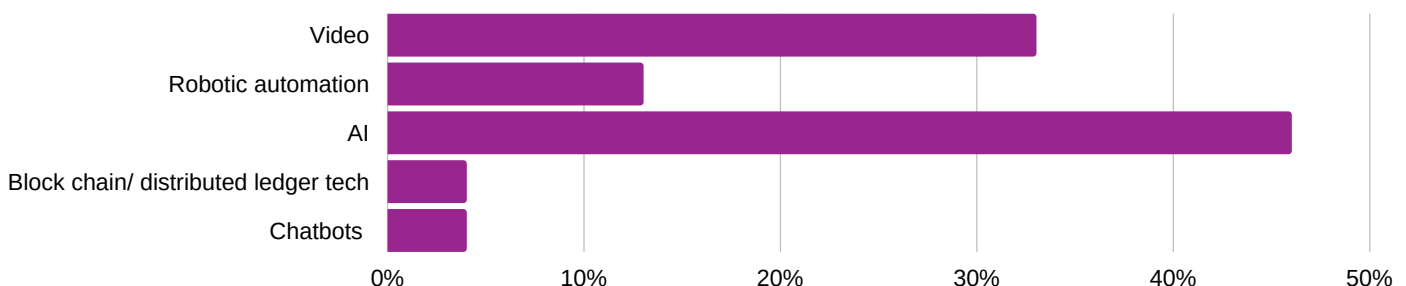## Digital transformation in the Crown Prosecution Service

Expert Insight

We were delighted to be joined by Mark Gray, Director of Operations, Digital & Commercial, at CPS for a webinar discussing the organisation's digital transformation. He covered a wide range of topics, with some of the key points including:

- Digital transformation is first and foremost a cultural transformation.
- In 2015 CPS printed over 200 million pages, but is now believed to be the most digitally-advanced prosecution service in the world.
- The increase in data handling has been exponential, in line with the rise in multimedia evidence, largely from mobile phones and social media.
- Having adopted cloud systems, which are scalable and adaptable, the CPS was in a good position to react quickly to new realities of COVID-19, such as increased remote system access.
- 15,000 video court hearings have now been carried out, alongside other rapid tech deployment in response to the pandemic, such as a chatbot to support staff in navigating government guidance.
- CPS is investing in innovation to future-proof the organisation and benefit the wider criminal justice system.
- Initiatives include trials of AI tech for sorting through text, audio and video data and building the 'common platform', a shared digital infrastructure system with Her Majesty's Courts & Tribunal Service.

Cross-sector Opinion

50+ WIG members from across the sectors joined us live, and we asked them: which 'disruptive' tech do you think will have the biggest impact on the UK criminal justice system over the next 5 years?

Our members' questions

Our members posed a number of interesting questions on both the people and operational sides of digital transformation. Some of the issues raised included:

- Balancing the need to move quickly on digital transformation against both security risks such as hacking, and implementation risks.
- How the CPS is developing AI capability; the benefits of developing capability internally and working with the private sector, and practical approaches to integrating potential AI models into digital systems.
- Measuring the impact of digital transformation.

WIG members can listen to Mark's presentation here
To see our full programme of webinars, visit **www.wig.co.uk**