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Cisco Connected Justice Virtual Visitation Solution (VVS) and Offender Reservation Platform

Mubashir Khan Principal Architect @Mubashi36167719

Daniel L. Stewart Sr Business Development Manager





The Easy Button Scheduling Remote Video Meetings

Virtual Visitation Solution (VVS)

Remotely Connecting Jails and Prisons with Courts, Lawyers, Probation/Parole, EDU, Healthcare and other Offender Based Services



Cisco Webex App

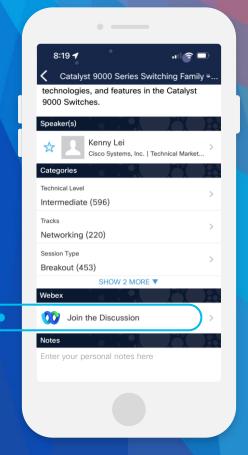
Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click "Join the Discussion"
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 9, 2023.



https://ciscolive.ciscoevents.com/ciscolivebot/#BRKXAR-1010

The Acceptance of Change in Corrections and Justice Agencies



Agenda

- Introductions
- Enable Live Demo by Scheduling of VVS call
- Framing the Picture of VVS and its Uses
- What Customers have been asking for
- Capabilities of VVS/Technical Overview
- Questions taken throughout Session

The Uses for remote Video in Corrections:

What is it used for?

- Remote automated scheduling of incarcerated persons (IP's) through an agency's people, process, flow as its foundation.
- Court Appearances and Hearings
- · Tele-medicine with FECC
- · Educational Content Delivery
- Attorney/Client meetings with privilege maintained
- Government agencies, re-entry groups/service providers access to (IP's) through automation
- Delivery of cognitive behavioral programming as well as classes for domestic violence and anger management

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What are the features

- Role Based system to align visitors properly for scheduling video sessions
- Role 1 The visitor module that allows a corrections agency to give rights for visitation to who they wish. This module has non-detectable officer live video and audio monitoring capabilities as well as full recording capabilities.
- Role 2 Professional visitor module that does not allow recording or monitoring of calls. This is for trusted partners of the agency, including probation/parole, lawyers, investigators etc.
- Role 3 Court representative module that allows a court to schedule a session with an IP for their court. This includes the ability to launch Cisco devices into Webex, Zoom and MS-Teams court collaboration platforms. Courts are nonrecorded and non-monitorable.

Can you empower an entire State Justice System with VVS

- one VVS for a State DOC empowers every court (local, County, State, Federal) access to the State DOC's incarcerated population, to self schedule sessions. It also gives the same access statewide to any attorney, policing agency, federal magistrate, immigration court or other trusted partner of the State DOC
- One VVS for a single County Jail gives the same access as noted above in the State DOC example
- In any State where a Multi-Tenant VVS is desired, Cisco can align any number of County Jails within that state, into a Multi-Tenant VVS Instance. This helps to reduce costs for each jail, and gives the same abilities as the examples above to all of those jails participating

VVS Solution Customer Journey and Ask's

Customer Needs

- Ability to have hybrid capabilities for maintaining daily workflows during normal business, lockdowns and instant pivot capability for disaster recovery (manmade or natural)
- Secure and reliable QoS to assure uptime and oversight of visitation policy built within their system
- Enhancing remote programs that are designed to help reduce recidivism and better outcomes for the release
- Reducing the number of individuals who enter their facilities for services that can be delivered remotely. Thus, reducing internal escorts and outside transports, etc.

Into Action

- Cisco has worked with multiple Prisons and Jails to assure that the most common people, process, and technology workflows were considered in every role-based module
 - The first fully automated deployment was right here in Nevada
- Even in areas where some engagements have returned to normal (some courts), we find customers are interested in having the "next event" covered, by deploying a system for any pivot
- Long-held beliefs and resistance to technological advancements in justice immediately changed for most justice providers during Covid-19, allowing corrections to invest in the future

The Resulting Change

- A hybrid future is now in civilian and government operations
- Wide acceptance of change within justice systems has allowed corrections flexibility in creating their technology future
- Greatly expanded delivery of (IP) services through remote virtual engagements
- Better representation time for attorneys and clients (allows data insight into the length of time for such calls)
- Better connectivity to programs, education, and healthcare to help prison systems and jails to design deliverables via VVS to help address recidivism
- Sick call and violence levels within facilities are proven to be reduced by expanded visitation and programs



Live Demo

vvs-demo.cebtcloud.com

Live Launch of VVS Call to Orlando, FL, from Las Vegas, NV

Technical Overview



CISCO VVS Solution Framework



Pre-registered Remote Visitors



Video Device SIP

Multi-Platform Capable



Cisco Integrated Scheduler





VVS

Virtual Visitation Solution

Visitor, Officer, Attorney, Front Desk, Courts and Administrative Dashboard Views

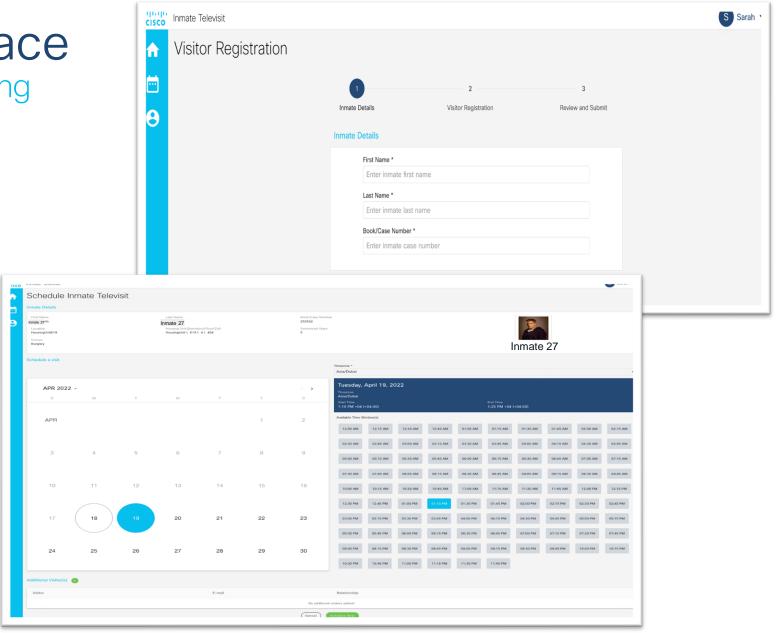


VVS - Visitor Interface

Visitor Registration - Scheduling

Visitor Registration and Scheduling

- Visitors can register to visit an Inmate. Once approved visitors will be notified and can schedule visits.
- System auto-selects the video endpoint and offers the available slots to select from





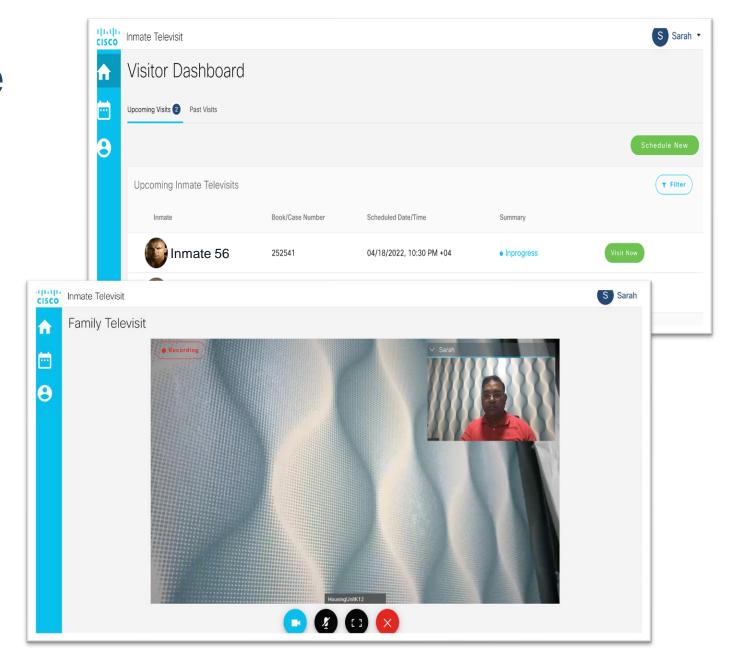
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VVS - Visitor Interface

Visitor Dashboard - One Click Visit

Visitor Login Creation

- Visitors can create a user account using their name and email address
- Dashboard screen will provide all the upcoming and approved visits
- User with a single click can autostart the visitation using WebRTC in the browser experience
- Visits may be recorded and monitored

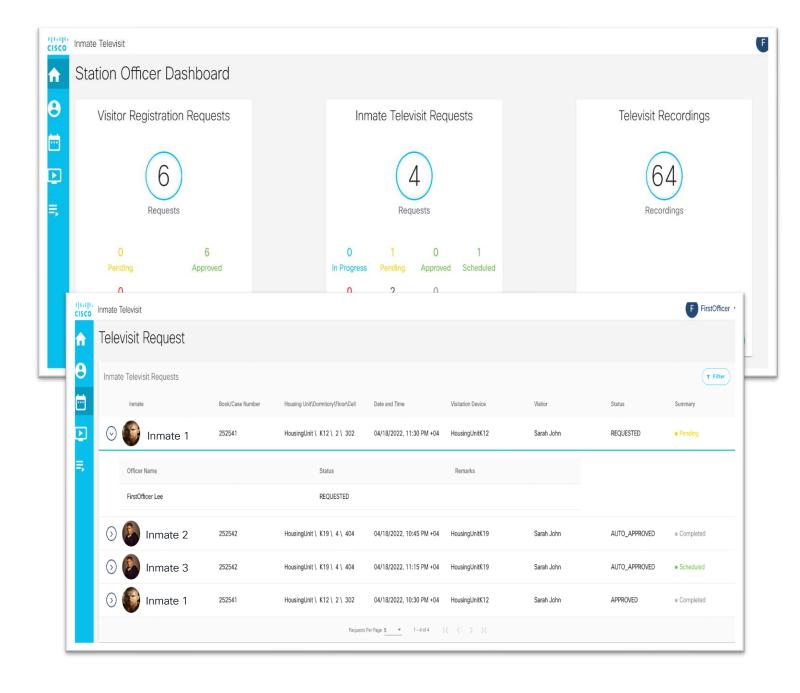




VVS - Officer **Dashboard Views**

Officer Dashboard

- Provides a quick snapshot to the officer of their registration and visitation requests
- Direct links to registration and visitation which require immediate attention
- Quick links to available recordings of inmate visits and in progress visitations





VVS - Officer

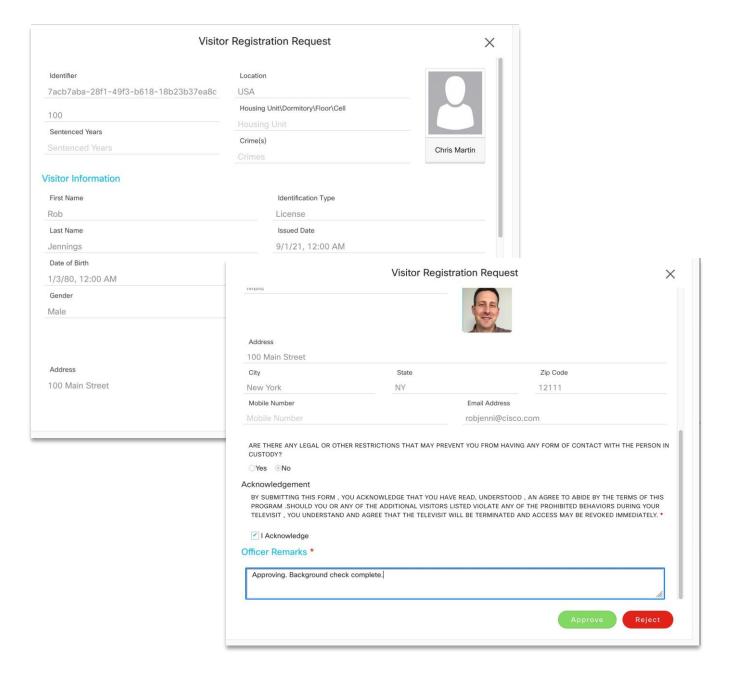
Visitor Approval

Registration Approval

- Once the row is selected. The officer. can review the information provided and approve or reject the registration with comments.
- Once approved or rejected the visitor will be notified via email or text message.

Visitation Approval

 The visitor will be notified of the approval/rejection via email or text. Specified guests will be notified of approval by email.



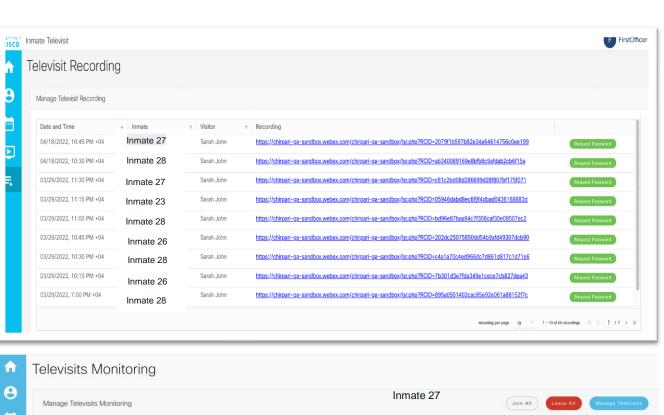


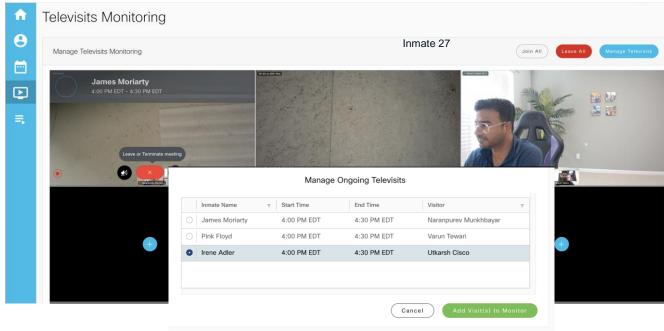
VVS - Officer

Recording & Live Visitation Monitoring

Secure Monitoring and Recording

- All Visitations (non-professional) can be recorded if desired
- Admin policy to be set to your protocols for recordings access links and passwords
- Monitoring is available for visits that are part of the officer's approval process
- Simultaneously monitor up to nine video Visitations at one time on one screen. Multiple screens can be used as well







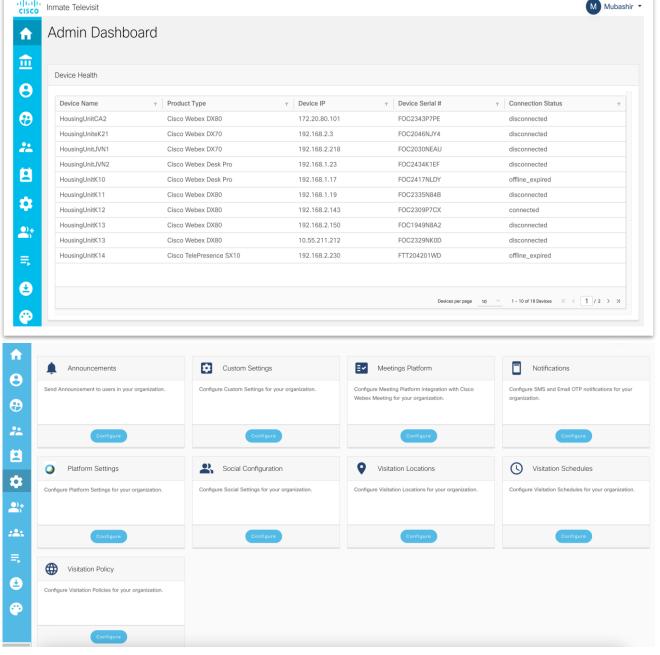
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VVS - Administration

Dashboard and Configurations

Dashboard

- Quick overview of device health
- User and Visitor Management
- Core platform settings and ability to integrate with SMS and Email Gateways
- Approval Groups for registration and visitation by location and process
- Announcements
- System Configurations



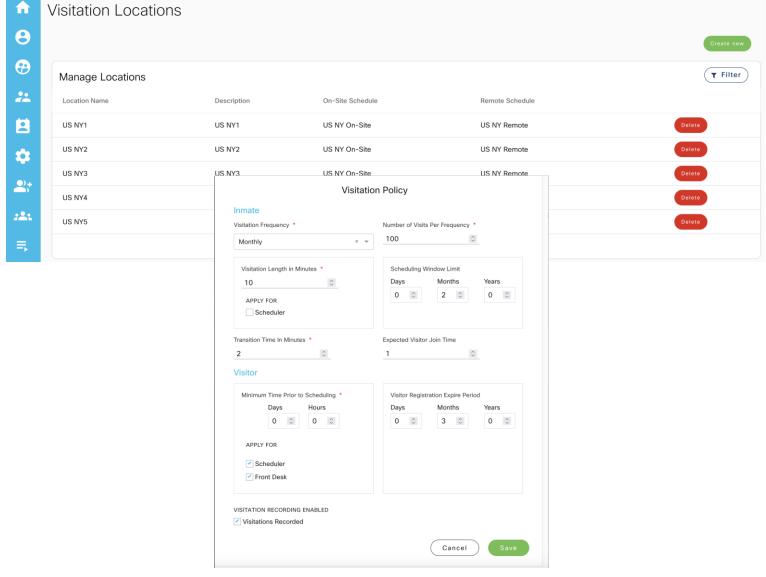


VVS - Administration

Scheduling and Policies

Visitation Schedules

- Schedule creation allows the administrator to define multiple schedules and time zones
- Can be defined per location to manage when meetings, appointments, or visits are allowed to take place
- Schedules show detailed working hours per day for each location
- Visitation Policies can be managed at the system level.



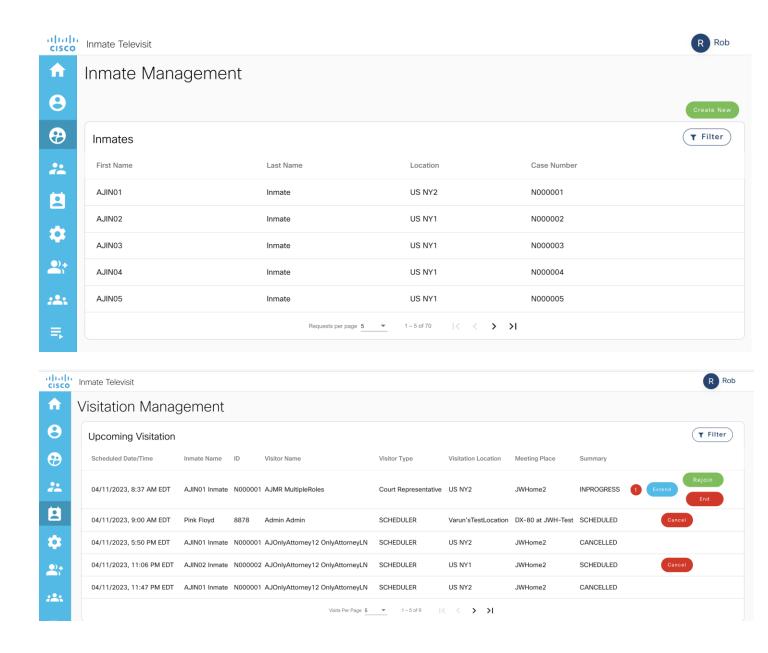


VVS - Administration

Inmate Management

Inmate Information

- Displays the name, location (housing unit, cell, floor, etc..), case number, and reason for incarceration
- Pull information from current Jail Management Systems if the platform allows
- Ability to manage and view visitation details.





VVS - Attorney/Medical

Dashboard and Scheduling

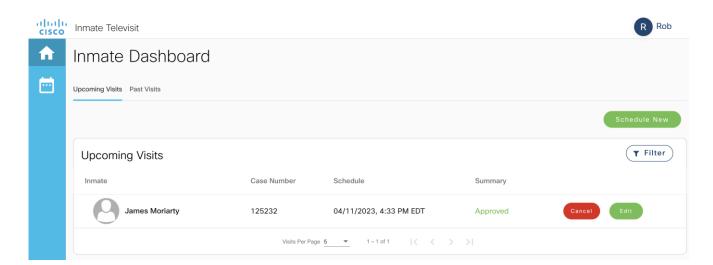
Dashboard

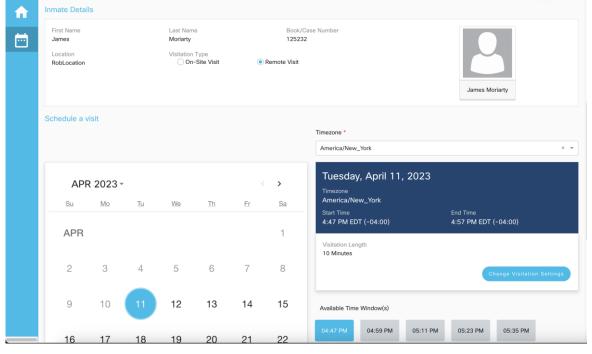
- See upcoming schedule
- One-click into visitation at the designated start time
- Visitations are never recorded

Schedule

 Schedule visitations based on system policies and approval processes







VVS - Front Desk

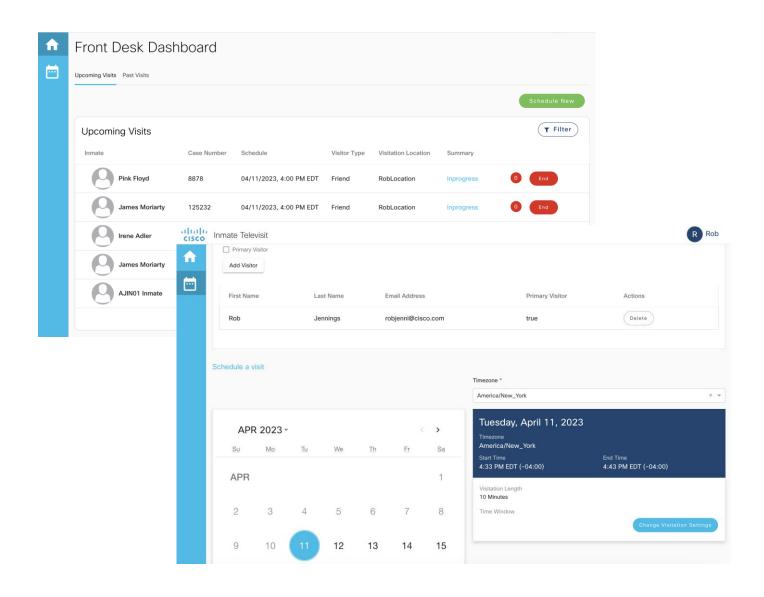
Front Desk View and Scheduling

View

- Able to view the upcoming schedule
- Visibility into visitation details

Schedule

- Schedule visitations on behalf of other users (Attorney, Family)
- Edit or move visitations as needed



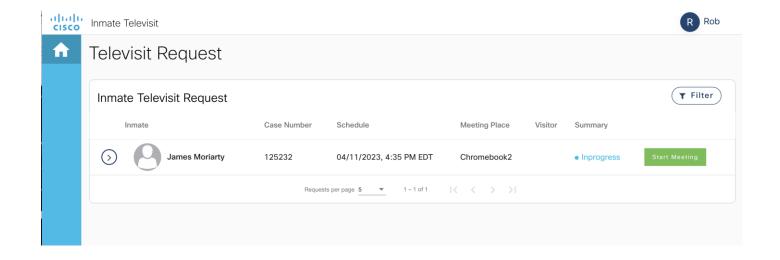


VVS - Facilitator

Front Desk View and Scheduling

Start visitations

- Allows visitations to be started for offenders on non-Cisco devices (tablets, PCs)
- Facility users can log in and see the upcoming schedule in the browser
- Click on a Start Meeting to join
- The facility user is logged out leaving only the ongoing visitation within the browser



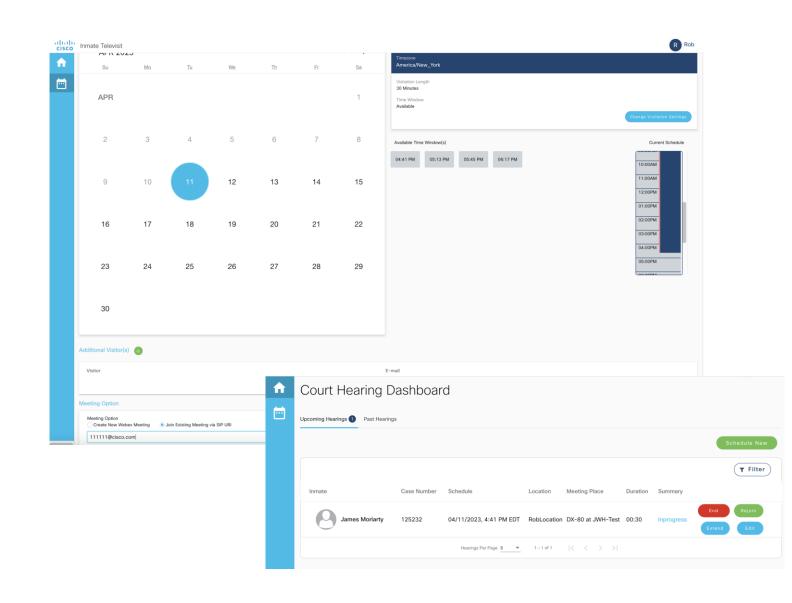


VVS - Court Representative

Court Scheduling

Scheduling

- Schedule an inmate for a specific location and device
- Webex links are provided for additional control of hearings
- Court Rep groups can share the schedules
- Allows connection to either Webex or can be used with Zoom or Microsoft Teams via SIP dial.
- Hearings can be extended if schedules allow





Fill out your session surveys!



Attendees who fill out a minimum of four session surveys and the overall event survey will get Cisco Live-branded socks (while supplies last)!



Attendees will also earn 100 points in the Cisco Live Challenge for every survey completed.



These points help you get on the leaderboard and increase your chances of winning daily and grand prizes



Continue your education

- Visit the Cisco Showcase for related demos
- Book your one-on-one
 Meet the Engineer meeting
- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs
- Visit the On-Demand Library for more sessions at www.CiscoLive.com/on-demand



Thank you



Cisco Live Challenge

Gamify your Cisco Live experience! Get points for attending this session!

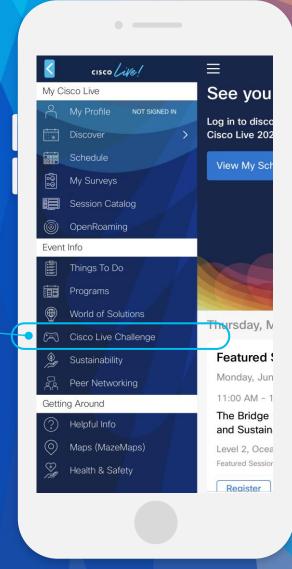
How:

- Open the Cisco Events App.
- Click on 'Cisco Live Challenge' in the side menu.
- Click on View Your Badges at the top.
- Click the + at the bottom of the screen and scan the QR code:









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