



FIFE CONSTABULARY CLASSIFYING Messages for GPMS Compliance with TITUS®

Police forces in the UK must comply with the British Government Protective Marking Scheme. A key component of this is information labelling in order to protect information that is shared with other organizations.

Organization Profile

Fife Constabulary, one of eight Scottish Forces, covers the region of Fife, which is situated to the north of Edinburgh. Responsible for a population of over 350,000, the constabulary typically deals with over 750 calls per day.

Business Situation

The communications and IT department within the organization is constantly striving to stay at the forefront of technology to ensure that the constabulary continues to operate effectively and securely.

"At Fife Constabulary, we recognize the need to stay at the top of our game when it comes to technology, especially as it pertains to security issues," said Bill Parker, Head of Communications and IT at Fife Constabulary. "Police forces are clearly organizations that deal with a lot of sensitive information and it is absolutely vital that such information is protected and secured using the best solutions available."

Challenge

It was decided that the department needed to further enhance information security by introducing tools which would effectively ensure staff adhered to security policies. Members of the criminal justice community in the UK have a mandate to comply with the Community Security Policy, part of which relates to the protection and secure management of information assets within their organizations.

Solution

Fife Constabulary saw value in TITUS Message Classification™ and its ability to help the force achieve compliance in areas of the security policy pertaining to information labelling. It also became clear that TITUS Message Classification could help the constabulary in becoming compliant with the British

Government Protective Marking Scheme (GPMS). The scheme provides a common baseline for safeguarding information, particularly when it is shared by different organizations.

"Police forces across the UK made a decision to adopt the government's protective marking scheme and Fife Constabulary is no exception," said John Baker, Deputy Head of Communications and IT at Fife Constabulary.

"We recognized that TITUS Message Classification would be able to help us become compliant with the areas of the scheme that relate to the marking of electronic information, and this made the software very attractive to us."

John Baker

Deputy Head of Communications and IT at Fife Constabulary

With a strategy focused on three pillars – identify, mark and manage – Fife Constabulary was able to ensure an end-to-end process for handling sensitive information. Users are forced to identify the value of data before sending. At the marking stage, consistent visual markings and metadata are added which help to raise awareness, allowing, in the manage stage, for the right data to be shared with the right people, and ensuring that marking standards are complied with. The end result is automated protection which ensures information is handled correctly.

A key reason why TITUS was selected by Fife Constabulary was because the solution is as easy to use as spell check. "The police community can be resistant to change, especially with technology as this is not their core area of focus. Our officers are out working



in the community, responding to calls and emergencies, so we had to ensure that any solution we chose would be simple to learn, and then to use on a daily basis," explained Grahame Waite, Information Security Officer at Fife Constabulary.

TITUS Message Classification was rolled out in a matter of a few days, and seamlessly integrated with existing infrastructure. "There were no issues with the deployment of the product, and we are certainly satisfied with what TITUS has delivered. The product does exactly what they told us it would do. It's a clean, simple tool for user-based classification of email messages," said Baker.

Benefits

Fife Constabulary is using TITUS Message Classification to classify its emails under three groups:

- "Not protectively marked" – for emails that have no restriction on who can or cannot view them;
- "Restricted" – for more sensitive emails that, if disclosed, could have a detrimental impact on an individual(s) or an investigation, or could breach legislation such as the Data Protection Act.
- "Confidential" – for emails that, if disclosed, could have a serious detrimental impact on an individual(s) or major investigation, or could breach legislation.

Since rolling out TITUS Message Classification, Fife Constabulary is now able to share information effectively and securely within their organization, and with partners. Every single email within the organization is classified and marked and users have to make a choice before they send the information.

Graham Waite explains, "All of our users clearly understand that they are responsible for classifying their data and deciding how it should be handled. Users are forced to select a marking, and it is truly a great educational tool. We are essentially embedding the requirements of the GPMS and now our users understand the value of the information. Officers in the field often make a note in their notebooks as to how to classify information when they come back and prepare reports. Employees are actively engaged and thinking about how to handle their information which makes our job that much easier."

By having every email marked, the organization is able to ensure compliance with GPMS and the Community Security Policy. With clear and consistent standards for all email communications, the organization is able to mitigate risks and avoid costly and embarrassing data leaks.

Tight integration with MailMarshal means that email security is even more robust. Rules have been written that recognize the metadata provided by TITUS and enables the IT team to quickly identify any issues. "We have taken a bit of a hard line and are able to go back to employees to let them know that anything that was being sent incorrectly or to the wrong place has been deleted. This enables us to eliminate risk and ensure information is handled correctly. Usually if this happens once or twice, it doesn't happen again as users get a better understanding of how to classify and handle their information," said Waite.

"TITUS Message Classification is a valuable improvement to our information security capabilities, and by helping us to achieve compliance and mitigate risk, it can be considered a success."

John Baker

Deputy Head of Communications and IT at Fife Constabulary

Fife has led the way to other forces in Scotland purchasing TITUS solutions. The success of Fife Constabulary has resulted in a drive to classify and mark email using a consistent platform. Waite explains, "All of the forces now have TITUS, and this enables us to take secure information sharing to a whole new level. We are able to share information securely and increase our co-operation on investigations and other initiatives across Scotland. We have peace of mind that information is secure and we are able to work with greater efficiency on matters of public safety."

About TITUS

TITUS is the leading provider of security and compliance software that helps organizations share information securely while meeting policy and compliance requirements. Our solutions enable military, government, and large enterprises to raise awareness and meet regulatory compliance by visually alerting end users to the sensitivity of information. Products include TITUS Classification, the leading message, document and file classification and labeling solutions; TITUS Aware, products that enhance Data Loss Prevention by detecting sensitive information at the desktop; and the TITUS family of classification and security solutions for Microsoft SharePoint. TITUS solutions are deployed to over 1.5 million users within our over 300 military, government and enterprise customers worldwide, including Dow Corning, United States Air Force, NATO, G4S, Paternoster, Pratt and Whitney, Australian Department of Defence, and the U.S. Department of Veterans Affairs. For more information, visit www.titus.com.



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HEADQUARTERS: 343 Preston Street, Suite 800 | Ottawa, Canada K1S 1N4 | Tel: +1 613.820.5111 | info@titus.com

USA: usa@titus.com | EMEA: emea@titus.com | Asia-Pacific: apac@titus.com