



CRIME AND CORRUPTION COMMISSION

TRANSCRIPT OF INVESTIGATIVE HEARING

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FORTITUDE VALLEY WITH RESPECT TO

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LEGEND

30 PO Presiding Officer – ALAN MACSPORRAN QC
CA Counsel Assisting – JULIE FOTHERINGHAM
HRO Hearing Room Orderly – FALLON SMITH
W Witness – TIMOTHY JOSEPH DILLON
LR Legal Representative – TROY SCHMIDT, for Queensland Police Union

OFFICIAL

Copy 1 of 1

CA I call Timothy DILLON.

PO Good afternoon, Mr DILLON.

W Hello.

PO Would you prefer an oath or affirmation?

W I'll take the oath, please.

10

PO Thank you.

HRO Raise your right hand and repeat after me, please. The evidence which I shall give.

W The evidence which I shall give.

HRO In these proceedings.

20

W In these proceedings.

HRO Shall be the truth.

W Shall be the truth.

HRO The whole truth.

W The whole truth.

30

HRO And nothing but the truth.

W And nothing but the truth.

HRO So help me God.

W So help me God.

PO Have a seat, thanks.

40

CA Good afternoon, Mr DILLON.

W Hello.

CA Hello. You were provided with an attendance notice for today?

W Yes, I have been.

CA Yes. I'll just show you a copy of it that we have here.

W Yes, I recognise that.

CA Thank you. I tender that document.

PO Exhibit-

CA -And you've also prepared a submission as well.

10 W I have.

CA I will show you a copy of that document.

PO I mark the attendance notice Exhibit 134.

ADMITTED AND MARKED EXHIBIT 134

CA We're just getting it. It is up on the screen though.

20 W UI yes.

CA So that's you and that's dated the 13th November 2019?

W Yes.

CA Yes. I tender that document.

PO Okay. Sorry. Yes.

30 CA So, Mr DILLON, you are the Acting Director of Digital Transformation within the Public Safety Business Agency?

W That's correct.

CA Otherwise known as PBSA.

W PSBA.

40 CA Yes. And you have been employed with PBSA since 2014 when it was first established?

W That's correct.

CA And prior to that you were employed with the Queensland Police Service for three years also in the technology and information technology area?

W Yes, that's correct.

CA And prior to that you were contracted by the Queensland Police Service to work on corporate audit projects for six years?

W Yes.

CA And you've spent most of your working life in analysis programming and technology delivery?

W Yes, that's quite right.

10

CA You have a Bachelor of Information Technology in System Development and a Bachelor of Human Resource Management?

W Yes.

CA Now, could you just talk to the submission with respect to – from 2006 when you assisted with respect to the Queensland Police Service records and information management exchange, otherwise known as QPRIME, the introduction of that?

20

W Right. I was contracted in from my previous employment to work in QPRIME. My particular interest was testing and verification that what people were doing inside of QPRIME would be successfully recorded in the audit trails. That project worked with a number of people and we were successfully able to take the audit trails that are created by Niche, which is the company that is at the heart of the QPRIME system, and all the interfaces and integration that connect QPRIME to other government, both State and Federal systems, and ensure that the audit trail represented what people were doing in that system.

30 CA Thank you. And you are providing evidence in relation to QPRIME and QLite.

W QLite, yes.

CA Can you just explain what QLite is.

40

W Right. QPRIME is a major operational system. QLite is a mobile system that authorised officers used to conduct workflow based business out in the field away from network connections. It's traditionally run on Apple devices, Apple iPads, where the operator of that device logs on, identifies themselves, supplies passwords, and if they meet all the necessary criteria they can then access the QLite system. When they access the QLite system, in my statement, there is a warning screen that comes up advising them terms and conditions of use. They also need to put a signature into that because some of the workflows initiate ticketing and those ticketing devices need to have a signature on them to be able to be issued to offenders.

CA And both of those databases have audit logs?

W They do. They have extensive audit logs, yes.

CA And for auditing, the audit logs, at the moment there's only the ability for reactive audits; is that correct?

W Yes, as far as I'm aware. Yes, it is a record of what happened rather than what someone might be doing. So, generally speaking, as far as I'm aware the investigators use it to respond to requests. Occasionally patterns of behaviour may be noticed and they can use the tooling that we've given them to discover and act on those things. But for the most part I believe it is reactive.

CA And with Niche could you explain a little bit more detail what that is and how data management can be improved by requesting changes to the audit trail for QPRIME?

W Yes. The QPRIME is the name of the policing system. At the heart of that is a company called Niche, who is a Canadian information technology provider who specialise in policing systems and that Niche system is used around the world. It was certainly considered to be a suitable candidate for Queensland Police. It is used in a number of establishments worldwide and throughout Australia.

The QPRIME system has at its heart that Niche system. But QPRIME is bigger than that Niche system and the Niche system is an open system in the sense that it allows for interfaces and integration. Niche provide mechanisms to do that. And some of those things are connectivity to other Queensland Government system, perhaps looking up driver's licence information from Transport and Main Roads through to the prosecution and delivery of charges through to the Department of Justice and other agencies.

Some of those systems are built in as part of the Niche product, others are actually devised by system developers who will write and use some of those Niche provider facilities to make the QPRIME system work.

CA And is there the ability to obtain access to a wider range of tools for-

W -Yes, sorry, and that's what we've asked Niche to do. One of the considerations we've given, and given some deep consideration, is at the moment we apply what they call transformation rules when we're loading that Niche information into a database. That makes it easier for investigations to occur and to find out what people have done, and that's based on a series of patterns. What we've asked the Canadian company Niche to provide us is an estimate can they provide some of those interpretations based on the actual activities that are going in the database rather than things we interpret as we're loading the data into the system. That interpretation is quite an onerous thing to build and maintain. Our hope is that if we can get the Niche system to do that it would be easier and cheaper to maintain a future audit trail and also open up to predictive analysis and other tools that may be available in the modern market place.

CA Could you explain a little bit more about the ability to do proactive investigations and also predictive data analytics within-

W Yes.

CA -the current QPRIME, it's capabilities for the future and if that requires any additional funding or software, how much that is and how long it will take to install.

10 W Right. That's a long piece of string. I think there's four areas where things could be improved based on some of the consideration I've given this matter. One of those firstly is geographical I'll call it where, if you're looking at a particular workflow that an officer might do, if they're looking at data that's outside their geographical area that's a peculiar thing. Now that might be perhaps someone in Brisbane looking at someone who resides in Cairns or Mackay. That may seem to be something that may need some attention. However that person may be driving through Brisbane or another location and it might be a normal activity. So their officer-in-charge could perhaps investigate that in terms of appropriate use.

20 The second area that may need attention is workflow. A normal workflow may take a particular amount of time and involve a certain range officers with specialist skills. That's from the creation of an incident through to its resolution through courts. With a normal workflow with the normal expectation is particular people of particular grades and skills would be examining those records. If people who are outside of that workflow were looking at things, then that could be flagged for investigation by the officers-in-charge. That's the second one.

30 The third matter I've thought of is perhaps we could look at using particular campaigns and that may be from time to time training and reminders need to go out and the question may be raised, "Are people using the system for these particular things?" It may be a matter pertaining to some particular type of crime, violence or just sticky-beaking at murders and things that people might consider to be of interest or fascination. They could actually be attended to and looked at as a special case with parameters around that.

40 And the fourth one is behavioural. If people are doing things that don't seem quite right. That might be perhaps a male officer who looks up five females in a row. It's not normal behaviour in terms of a workflow to do that. They may be doing something unusual. So these are the sorts of predictive things that I've thought of and there's many more besides that that could actually be built into the QPRIME audit to reveal the core information and then through the analysis systems that can be built on top of that audit data afterwards.

In terms of cost, the simple thing, the technology may be quite easy to implement, but there's a lot of procedural things that the police would have to go through behind that in terms of specifying exactly what they're desiring in

terms of the outcomes and we can then achieve that through any number of work packages that we get. Cost, I'm not quite sure what the cost would be. Certainly the development of the QPRIME system and its audit so far has been in the order of hundreds of thousands of dollars. It would be a similar amount if there was an expectation to match and increase the number of workflows to be examined.

10 CA And, just going to your submission on page 2, that's the current logon screen for the Queensland Police Service?

W That screen actually occurs in two places. That's the niche logon screen. It's also the same logon warning in terms of conditions when it actually starts just a normal desk top session as well.

CA And going over the page to page 3, you show a screenshot of where, after that, to access QPRIME the user needs to enter a reason and then there's an additional remarks section. So for the reasons you've got 14 options there. Could you just go through those.

20 W Yes, there are those 14 options. They're configurable in the system and that list could be extended, but it includes things like an operator in a Correctional Centre, court or prosecution, criminal profile or intelligence, custody, an inquiry investigation, occurrence, quality assurance, Right to Information Act, security checked, suspect person, task administration, traffic incident or warrant.

CA And then after that could you explain about the additional remarks section?

30 W Yes, what I've seen people use that for is to actually describe in particular what they're doing and why they are accessing the system. The additional remarks in some cases I've seen are quite extensive and in some other cases they're quite short. It is a mandatory field and requires some input and I think sometimes insufficient remarks may be recorded.

CA Might it be a bit hard to put sufficient remarks where there's a user who is required to look at multiple different members of the public's records-

W There are two cases there I can think of.

40 CA -say 30 or so in one session, they don't log on each time, do they?

W No.

CA It's logon, and then there's access at large and they undertake their tasks on different-

W If they could describe their duties there, say they are a radio operator or someone who had a particular role, they could describe that role and if they were authorised to do any number of activities under that role, their role description

or other terms and conditions could be reiterated there. It does take some time to change that, but it is a feature of the system which I can think we're going to talk about in a moment where you can invoke that screen at any stage.

CA Could you explain more about that?

10 W Right. The reason for access screen, which the screen is called, by default it's always there at initiation of any new session. However, based on requests or demand or need, you can change that reason for access. Someone may start off with one particular purpose, be interrupted and have someone come along and say while you're in there can you look at this record for me. According to the QPRIME training I had at the time the system was released what you do is put in a different reason for access and you can actually name the inquirer there. So if you're doing it, and this is called "on behalf of" is one of the cases, so if you're doing something on behalf of someone. And this is perhaps a classic case, would be the radio operator who may receive any number of calls from officers requesting information prior to entering premises or getting security information, they would probably be encouraged to record that detail. So we'd note them as the main user because they have that session open, but they're providing that information to another person. So that's a fairly regular and reasonably usable feature, but it does take some time to do that. So it depends on the person's role, but it is certainly common for people to do that.

PO Mr DILLON could I just ask, when you say the reason for access is a mandatory field-

W Yes, you can't get past that screen unless you fill in all the attributes that that screen requires and meet the minimum data entry requirements.

30 PO So does that mean you have to select one of those 14 reasons?

W You must select one of those reasons and then you can optionally enter any additional remarks. I think the minimum of additional remarks is only three characters, if my memory is correct.

PO So you have to enter at least three characters?

W You must enter – yes, you must enter three characters.

40 PO Does it have to be intelligible, could it be three Xs for instance?

W It could well be. And I have indeed seen that on one occasion when I was looking at something. But I'm not sure what's in there at the moment because I don't have any access to that on a regular basis.

PO But if that non-responsive response is given that would be logged and auditable?

W Yes, absolutely. It is in the audit trail and these reasons for access are quite readily accessible through the inquiry tools that the investigators use.

PO Thank you.

CA Yesterday when the Commissioner of the Queensland Police Service was here giving evidence the matter of access control lists arose.

W Yes, yes.

10

CA And are you able to elaborate on what is an access control list?

W I can. I haven't prepared that as part of my submissions.

CA Well, it might be helpful to just show you the document which we referred to yesterday. It is part of the Queensland Police Service's response to our questioning, our questions to them in preparation for that.

W I haven't read that.

20

CA It's a couple of paragraphs, I'll just-

W -Yes, please, if you could highlight them for me.

CA It is exhibit 97, if Mr DILLON could be given a copy of that. And it was raised by counsel for the Queensland Police Service that it may be called a level and not a list, and so for completeness I'll show you the previous page where it's written out in full and maybe you could sort of explain. So that's page 2. I'll show you page 2 as well. Have we got page 3 there? Page 3. Yes, that's Exhibit 97. If Mr DILLON could see that. And then a new document, page 2. I tender that.

30

PO Just so we can get them in order the attendance notice for Mr DILLON, I think I marked, I'll reiterate Exhibit 134. The submission from Mr DILLON as 135 and this document is exhibit 136.

ADMITTED AND MARKED EXHIBIT 136.

CA Thank you. So you see on page 2, it says there under QPRIME, that paragraph, mentions access control lists and calls them ACLs.

40

W Yes.

CA So that paragraph there I'm interested in. If you can have a little read of that one. And then when you've finished if you could go to page 3 in the bottom portion of which starts with QPRIME. "QPRIME does not specifically restrict" and it talks about ACLs there. So if you could just sort of explain more in relation to what is being said there in those two sections.

W Right. Okay, I can do my best to answer as I understand it. The ACLs are an access control by which-

CA -Are they a list or a level?

W No, they're actually a control.

CA Right.

10

W And I can explain, I think, what that means. What happens in QPRIME is there's attributes in the database that are held. Some of those are clear. That means that there is no controls on those and they can be readily returned and returned to a screen and processed by any qualified officer.

20

During the process where ACLs are added you get different levels of access to particular things. Those access controls entitle you or reduce what you can see. Some records have access controls placed upon them and then only people who have matching credentials are allowed to see them. By that I mean there may be 10 people with a particular name, if you did a normal search you would see those 10 people. But if one of those people had an ACL and I was not privileged to see that information, when I did my search I might only see that there were nine people because the tenth, with those controls put in place was hidden. Someone with better control access than me would may be able to see all 10 of them.

CA Is there the ability for QPRIME to set up any automated flags? It mentions there with the ACL there's a notification.

30

W Yes, there are two attributes, I think, that come into play here. There are the ACLs which can protect records.

CA But they also control access?

W They also control access, yes.

CA Not all staff members can see them?

40

W No, no, no. Things do become, for want of a better word, it becomes privileged. You know, the addresses of significant VIPs and others may be hidden their access controls on those types of records. We don't want perhaps people looking at the Premier's home address and things like that. All people in the State of Queensland may exist in that database, some of those records for very good reasons, and for reasons an investigation maybe hidden from time to time. And remain hidden. Human assets and those sorts of things perhaps are in there, but they're also not readily accessible.

So the other attribute that is worth considering here is flags as well. Flags can also be set on people as well. So if a particular person is searched for a flag is set and that sends off a notification to the person who set the flag. The common case I recall when I was working with investigators were people who were flagging their own record so they could see if anyone was touching their record, because that would alert them to the fact that perhaps Ethical Standards or someone else was examining their record or someone had frivolous access to it.

- 10 CA So if a record is flagged what happens when it is accessed?
- W The person who put that record flag on is usually notified.
- CA Right
- W Usually it's an officer in charge of an investigation or someone with authority to do those flagging things.
- 20 CA So one category of the public, where, throughout these proceedings it's been identified there is a need for additional protection around the more sensitive information due to the result in potential harms, are of domestic violence victims. Ready identifiable in the system, ones with domestic violence orders.
- W Yes.
- CA So in theory the Queensland Police Service could go through their database and identify every person with a current domestic violence order?
- W I think so, yes.
- 30 CA And put a flag on all those files?
- W I believe they could do that, yes. Either set an ACL if it was a matter being investigated.
- CA If it's an ACL, though, from your definition today it isn't clear from the response material which we had a view to, it actually shuts down access.
- W It can hide things, yes.
- 40 CA So that wouldn't be a good idea for a domestic violence victim where there may be access-
- W No, not if you need them to be found rapidly.
- CA Yes. But putting that aside, it would be possible to set up a flag so that someone, and the person who has put the flag on could then be alerted and do-
- W -It could be a role rather than a person as well.

CA A role? Yes.

W Yes, I would have to look at the configuration required for that, but my recollection is yes, a person or a role could be set for those flags.

CA And Assistant Commissioner COWDEN gave some evidence yesterday with respect to declarable associations of covert operations that there was some flagging, I believe, already in place?

10

W I'm not sure how it is operated at the moment. From an audit point of view all I can tell you if those ACLs are set and those flags are set they appear in the audit trail.

CA Right.

W So again, I can't comment on operational use because that's not my area of operation.

20 CA Right.

W But I believe they are widely used.

CA Okay. And just going back a couple of steps, the reasons for access, is it just for, back to the QPRIME logon, the reasons for accessing is it just for the initial access or for each search?

30

W No, it is set only at initial access. The operator can change it to any search. If they believe it is warranted to change that reason for access, they can invoke that second screen and change their reasons for access a second time.

CA And in the response document which you've got two pages of, the Queensland Police Service mentioned that there was a pilot in 2018 between PBSA and themselves to use predictive software tools.

W Yes, we did.

CA What was that?

40

W Yes. We took some audit logs and we were able to store them on premises and we had a qualified external vendor who had gone through security checks and all the necessary controls, they were able to apply some of the tools and tooling to that data that was in a different format to how it is now, but certainly a recognisable format from those audit logs, and they were able to start doing that analysis. It was considered to be onerously expensive to do both systems, so that's why we were pursuing the avenue initially, that niche change their record to make it easier and then we can apply that new way of investigating to the data. And perhaps maintain existing tools as well depending on need.

The good news was, I guess, with that system when it was analysed the performance was excellent and the results were compatible and consistent with the current investigation tools that the investigators use. So that was, I think, a fairly important discovery during that process.

CA Thank you. That's all. I don't have any further questions.

10 PO Thank you. Mr SCHMIDT?

LR No, thank you, Chair.

PO Thank you. Thank you for coming, Mr DILLON. You're excused.

W Thank you very much.

HRO All rise. This hearing is now adjourned.

20 PO Just is that till 2 o'clock, we have another witness.

CA 2 o'clock, yes.

PO 2 o'clock. Thank you.

END OF SESSION