Massachusetts Department of Correction **POLICY**	Effective Date 2/23/2024 Annual Review Date 2/23/2024	Responsible Division Deputy Commissioner, Administration
Policy Name 103 DOC 759 SECURITY TECHNOLOGY	M.G.L. Reference: M.G.L., c. 124 sec.1 (c) and (q) DOC Policy Reference: 103 DOC 740 ACA/PREA Standards: 5-ACI-1F-04	
Attachments Yes ☐ No ☒ Inmate Library Yes ☒ No ☐ Public Access Yes ☒ No ☐	Applicability: Staff Location: Department Central Policy File Each Institution's Policy File Each Division Head or Unit Director's Policy File	

PURPOSE:
The purpose of this policy is to establish Department of Correction ("Department") policy and procedure concerning the identification, assessment, acquisition and utilization of security technology.

RESPONSIBLE STAFF FOR IMPLEMENTATION AND MONITORING OF POLICY:
Commissioner
Deputy Commissioner of Administration
Director of System Projects
Superintendents

CANCELLATION:
103 DOC 759 cancels all previous Department policy statements bulletins, directives, orders, notices, rules or regulations concerning security technology for Department institutions, divisions or units, and employees that are inconsistent with this policy.

SEVERABILITY CLAUSE:
If any article, section, subsection, sentence, clause or phrase of 103 DOC 759 is for any reason held to be unconstitutional, contrary to statute, in excess of the authority of the Commissioner, or otherwise inoperative, such decision shall not affect the validity of any other article, section, subsection, sentence, clause or phrase of this policy.

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759.01 GENERAL POLICY

Consistent with its mission of public safety, it is the Department's policy to utilize hardware and software security technology to support the operation of Department institutions and to enhance security functions including, but not limited to, perimeter security, communications, contraband detection, life safety, surveillance, restraint, inmate accountability, use of force, disorder management, facility physical plant operation and maintenance. Through its own efforts and cooperation with other organizations in accordance with 801 CMR 21.00, Procurement of Commodities or Services, including Human and Social Services, the Department shall identify and assess the most appropriate and cost-effective security technology to meet the needs of institutions and staff and to identify promising emerging technology and products.

759.02 DEFINITIONS

Security Technology: Technology utilized to support the operation of a correctional institution and to enhance security functions including, but not limited to inmate accountability, use of force, disorder management and institution physical plant operation and maintenance.

Security Technology Committee: The committee appointed by the Commissioner to assist the Deputy Commissioner of Administration in carrying out the function and activities set forth in this policy. The Committee may include members with expertise in institution administration, institution design and construction, information technology, special operations, procurement and legal matters.

Vulnerability Analysis: The vulnerability analysis is a systematic performance-based assessment used to determine the forms of threat that may exist within a institution/division. This analysis evaluates the physical plant design, operational practices, procedures, and policy compliance. This analysis examines the physical protection systems that are in place in an effort to prevent or limit the opportunity for threat to occur.

759.03 DUTIES AND RESPONSIBILITIES OF THE SECURITY TECHNOLOGY COMMITTEE

The duties and responsibilities of the Security Technology Committee shall include the following:

A. Convene at scheduled meetings at the request of the Deputy Commissioner of Administration.

B. Observe and evaluate vendor demonstrations of security technology products.

C. As appropriate, review and assess security technology products in collaboration with EOTSS.

D. Advise the Deputy Commissioner of Administration who in turn shall advise the Commissioner on all matters regarding the identification of problems and needs within the Department that may be addressed by appropriate and cost-effective security technology**.**

E. Advise the Deputy Commissioner of Administration who in turn shall advise the Commissioner on all matters regarding the identification, assessment, acquisition and utilization of appropriate and cost-effective security technology to meet the Department's requirements.

F. Prepare proposals to coordinate the provision of technical expertise in the assessment and utilization of security technology to the Deputy Commissioner of Administration.

G. Develop protocols for the assessment and field-testing of security technology by the Department in collaboration with EOTSS.

H. Coordinate the assessment and field–testing of security technology for the Department in collaboration with EOTSS.

I. Identify promising emerging technologies and provide manufacturers and developers with comments and suggestions for creating and customizing products to meet the needs of the Department in collaboration with EOTSS and the Director of Application Development and Support.

~~J.~~ Identify the best practices for utilization of security technology and oversee the development of Department protocols to incorporate such practices in collaboration with EOTSS and the Director of Application Development and Support.

K. In conjunction with the Department's Division of Administrative Services, EOTSS and the Director of Application Development and Support, develop procurement specifications for the acquisition of new security technology, and as appropriate, incorporate assessment and field-testing requirements in requests for response for the procurement of security technology in accordance with 801 CMR 21.00, Procurement of Commodities or Services, including Human and Social Services.

L. In conjunction with the Training Academy, develop staff training necessary for the utilization of new security technology.

M. Develop vulnerability assessment protocols and coordinate all aspects of conducting vulnerability assessments within a Department institution or

division in accordance with EOTSS IS.016, Enterprise Vulnerability Management Standard. All written proposals shall be submitted to the Deputy Commissioner of Administration.

759.04 GENERAL REQUIREMENTS AND PROCEDURES FOR THE IDENTIFICATION, ASSESSMENT AND ACQUISITION OF SECURITY TECHNOLOGY

The below shall be in accordance with 801 CMR 21.00, Procurement of Commodities or Services, including Human and Social Services and EOTSS IS.016, Enterprise Vulnerability Management Standard:

A. Except as otherwise determined by the Commissioner, the Department shall not procure new security technology products without completion of the product review process in accordance with this policy.

B. Superintendents, who identify security technology needs at their institutions, or products to be considered by the Department, shall submit their recommendations to the Deputy Commissioner of Administration, through the appropriate Assistant Deputy Commissioner. Directors who identify security technology needs or products to be considered by the Department shall submit their recommendations to the Deputy Commissioner of Administration through their division heads. The Security Technology Committee may also recommend security technology products to the Deputy Commissioner of Administration, who shall make recommendations to the Commissioner. The Commissioner shall determine the Department's security and technology requirements, the Department's priorities for the identification, assessment and acquisition of security technology, the types of products to be considered for assessment and field-testing, and the types of products to be procured.

C. Following approval of requests (by the Deputy Commissioner of Administration) submitted by a Superintendent, Director or upon a direct request from the Commissioner or Deputy Commissioners to identify, assess or field-test a product, the Deputy Commissioner of Administration or designee shall:

1. Consult with the product manufacturer or distributor to identify products and obtain product samples for evaluation;

2. Identify an institution or site suitable for the assessment or field-testing, and consult with the appropriate Assistant Deputy Commissioner, the Superintendent or Director;

3. Design an assessment or field-testing protocol and create and provide instruction and evaluation sheets for utilization by staff

engaged in assessing or field-testing products. They may consult with the Director of Research and Planning to develop a study design and method of data analysis;

4. Consult with the Legal Division to identify regulatory and other legal issues attendant to the assessment or utilization of the product;

5. Consult with the EOTSS (Executive Office of Technology Services and Security) and EOPSS-IT regarding technical issues, including the compatibility of the proposed product with the Department's existing information system;

6. Consult with and obtain approval from the Director of the Division of Resource Management for any proposed product assessment that will require modifications to the physical plant of an institution. Any physical modification shall require the appropriate permit as described in 103 DOC 740, *Maintenance and Sanitation Standards*;

7. Consult with other state and federal agencies and organizations to obtain and share assessment and test results pertinent to the proposed product.

D. The Superintendent or Director of an identified assessment or field-testing site shall identify staff to conduct the assessment or field-testing, and ensure that such staff are trained in the utilization of the product, the assessment or field-testing protocol, and the proper completion of any evaluation forms.

E. During the assessment or field-testing process, products shall:

1. Be utilized only for purposes identified by the manufacturer;

2. Be utilized only in accordance with the manufacturer's instructions and directions, at settings and in conditions identified by the manufacturer, and in accordance with any protocols developed by the Security Technology Committee and approved by the Deputy Commissioner of Administration;

3. Be utilized only by designated Department staff. Products may not be utilized by vendor staff or other persons without the authorization of the Commissioner;

4. Be assessed and field-tested only at sites determined by the Deputy Commissioner of Administration. Staff may not remove products

to other locations without the authorization of the Deputy Commissioner of Administration;

5. Be utilized in a manner and all care given to ensure that non-consumable equipment is not abused or damaged. Products shall not be disassembled, except for the extent required by the manufacturer's instructions for routine adjustment or maintenance;

6. Not be modified;

7. Not when under assessment or field-testing, be utilized to substitute for existing products or processes, except as directed by the Commissioner;

8. Not when under assessment or field-testing, be utilized for the purpose of staff safety or protection, except as directed by the Commissioner;

9. Not when under assessment or field-testing, be utilized on inmates or visitors, except as directed by the Commissioner;

10. Not cause inmates to be disciplined as the result of the utilization of products under assessment or field-testing, except as directed by the Commissioner;

11. Not cause the privileges of visitors to be abridged as the result of the utilization of products under assessment or field testing, except as directed by the Commissioner;

12. Have any problem or issue regarding the utilization of a product under assessment or field-testing be documented by a confidential incident report in addition to an urgent matter report.

F. Upon completion of the assessment or field-testing, the Superintendent or Director shall compile evaluation forms, receive comments from staff, and complete a report summarizing the assessment or field-testing process, with recommendations regarding the effectiveness, quality, and suitability of the product. The narrative shall be comprehensive and include any recommendations for improving the product. The Superintendent or Director shall forward the report and evaluation documents to the appropriate Assistant Deputy Commissioner or Division Head. The Assistant Deputy Commissioner or Division Head shall forward the material, along with their recommendations, to the Deputy Commissioner of Administration. The Deputy Commissioner of Administration shall submit a final report and recommendation to the Commissioner. As appropriate, this report shall include an assessment of:

1. The product's compatibility with, and contribution to, the public safety and security needs of the Department;

2. The product's compatibility with the Department's existing systems;

3. The product's potential for upgrading and expansion;

4. The product's reliability;

5. The product's expected useful life;

6. The product's potential for obsolescence;

7. The product's cost-effectiveness;

8. Maintenance and repair issues;

9. Product references from other agencies and offices; and,

10. Recommendations for product modifications or improvements.

G. All product assessment and field-test records shall be confidential and shall be maintained by the Deputy Commissioner of Administration or designee and shall not be considered public records.

In the event of a department wide loss of computer infrastructure; a contingency plan for Continuity of Operations Plan (COOP) is located in the Deputy Commissioner of Administration's Office.