

DIGDOK

Innovation through the digitalization of analogue prisoner-related documentation processes in the penal system

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Partners: University of Applied Sciences Technikum Wien, Ministry of Justice, Vienna Centre for Societal Security

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International Digital Security Forum (IDSF)

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DIGDOK - AIMS

Digitalization of prisoner-related documentation processes:

- 2 Austrian prisons
- Survey of security-relevant routine activities
- Modelling of processes
- Analysis of digitization and automation potential
- Analysis and description of optimisation potential
- Roadmap for scenarios for digitalization



DIGDOK - Methodology

Mixed-method design

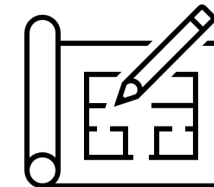
- business informatics methods
- qualitative empirical methods
- circular research procedure of grounded theory based situational analysis

Survey

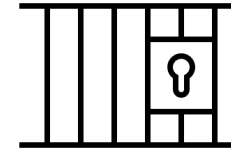
- focus groups, expert-interviews, participatory observation

Analysis

- mapping of processes with BPMN
- qualitative contrasting and comparing the results
- description of use cases and solution scenarios
- evaluation with technology spike and stakeholders



Preliminary Results of Field Research



1. Field Survey
2. Technology Analysis
3. Results

- similarities
- contrast

Closing gaps between strategic and end-users perspectives

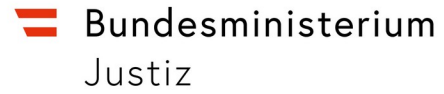
Conclusion and Prospect

1. Optimizing of working-flows

- Use case description
- Possibilities for digitalization

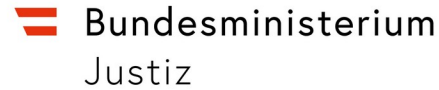
2. Acceptance of end-users

- Technology Spike for one specific scenario
- Digitalization influences on practitioners daily work
- Analysis on influences on technology acceptance



Q & A





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Sources

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Business Process Model and Notation, www.bpmn.org, 2022

User Acceptance of Information Technology, Venkatesh et. al., 2003