



Fife Constabulary: classifying messages with Titus Labs

Fife Constabulary is one of eight Scottish Forces. It 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. The Force establishment currently sits at approximately 1,700, virtually all of whom are Microsoft Outlook email users.

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.”

In 2005, it was decided that the department needed to further enhance the area of information security by the introduction of 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.

In order to help achieve compliance with this policy, Fife Constabulary initially decided to purchase NetIQ’s Mail Marshall content scanning product to verify outgoing email. The constabulary was concurrently made aware of Titus Labs’ Message Classification software as a tool that could provide additional features pertaining to information security by allowing users to appropriately label and mark their information for greater security awareness.

Message Classification is the premier classification and policy enforcement software for Outlook that allows users to manage the classification, distribution and retention of valuable corporate email. Fully customizable, this initial product offering from Titus Labs is already deployed by large organizations throughout the world.

Fife Constabulary saw value in the product’s ability to help the force achieve compliance in areas of the security policy that pertain to information labelling, but it also became clear that Message Classification could help the constabulary in becoming compliant with the British government’s Protective Marking Scheme. 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 Message Classification from Titus Labs 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.”

In late 2005, Fife Constabulary began a staged roll out of the Titus Labs software. The organization is classifying 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.

“There were no issues with the deployment of the product, and we are certainly satisfied with what Titus Labs have delivered,” said Baker. “The product does exactly what they told us it would do. It’s a clean, simple tool for user-based classification of email messages.

“Security products cannot be evaluated by traditional return on investment metrics, but I can say that 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,” he added.

There have been no reported problems from any users, and the constabulary intends to explore options for further integration of the Titus Labs software in future.

“Certainly, we would be looking to expand the capabilities of the Titus software and combine it with other applications to perform functions such as message channelling based on classification.” said **Grahame Waite, Information Security Officer at Fife Constabulary.**

For more information or to download a trial version of the software, go to www.titus-labs.com.