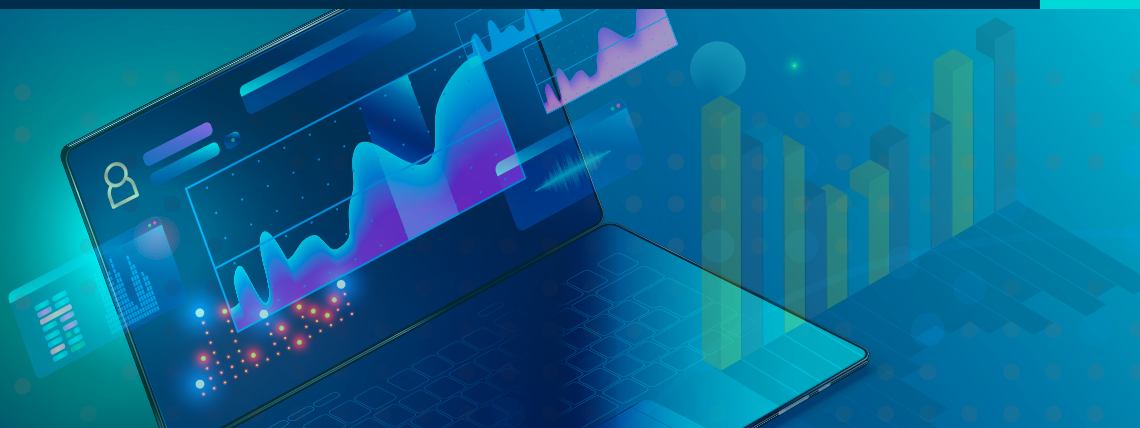# Manage covert human intelligence sources in a controlled, yet transparent way

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Effectively cultivate, recruit and manage confidential human sources.

Securely collect, combine, analyze and govern intelligence data.

Minimize risk with comprehensive, effective processes and strategies.

The Issue

Most law enforcement and intelligence agencies use confidential human sources (often referred to as covert human intelligence sources (CHIS). Practices, procedures and requirements governing CHIS activities are different for every agency. The public, courts and politicians expect that activities performed by every CHIS will be legal, ethical and in line with human rights legislation. They also expect that human sources will be managed with the highest levels of integrity.

All the same, the threats of insufficient management controls, compromise and corruption are present. Efforts to have human sources gain greater access to criminal networks require that law enforcement have effective controls and policies in place to govern the use of those sources. When things go wrong, the public's confidence in policing is eroded. To complicate matters, compromised sources are at substantial risk of violence. Every agency's goal is to protect their sources, their handlers and their reputation.

The Challenge

Maintaining compliance. Complying with legislation, policies and national standards requires rigorous management of all CHIS activities. SAS® data analytics technology enables rigorously governed processes while intuitive dashboard views reveal insight into activities across the organization.
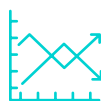
Minimizing multifaceted risks. Technical challenges with gathering intelligence have intensified, making traditional confidential informant handling increasingly necessary. There are inherent risks in cultivating, recruiting, handling and managing human sources. Through advanced analytics technologies, SAS helps to quickly identify and alert about escalating risks or anomalies in handler or source behaviors.

Targeting sources effectively. Achieving an accurate view of existing confidential sources and gaps in coverage is challenging. Capability mapping helps by showing what sources you have and what coverage you need at any given time.

Our Approach

Process rigor and governance help agencies comply with multiple policies and guidelines for CHIS management. Our comprehensive, secure solution covers operational activities ranging from cultivation, establishment and authorization to conduct, use of the source and deactivation. The solution includes enriched intelligence products along with an intuitive dashboard for a visual overview of all activities. We provide software and services that enable you to:

- **Comply with a wide range of policies and procedures.** Through rigorous governance and managed workflows and processes, you'll have assurance that your work complies with legislation and agency policies.

- **Manage the entire CHIS program securely and effectively.** SAS helps you oversee and evaluate performance of handlers, sources and agency components – and identify HR issues and training needs. Handle reviews for authorities and configure your risk assessment process to match your needs.

- **Improve operational and intelligence processes.** Capability mapping provides an accurate, dynamic view of source coverage. It highlights coverage gaps and better informs source targeting and development strategies. This allows you to see which areas require additional coverage.

SAS® Difference

With SAS, law enforcement and intelligence agencies can take a proactive approach rather than responding after a crime has occurred. SAS helps you:

- Adhere to a comprehensive yet streamlined intelligence process – from start to finish.

- Combine and evaluate enterprise-wide data to achieve a rich, contextual view of items like intelligence and incidence reports or performance reviews. Sensitive information remains secure, so you can safely share confidential data and minimize the potential for security leaks.

- Monitor activities across the organization with a comprehensive, interactive dashboard. The dashboard streamlines management of people and activities across multiple components and provides the detailed oversight required for regulatory and policy compliance.

- Identify anomalies in handlers' management of sources by alerting supervising staff to patterns of activities that deviate from mandated practice or represent potential escalating risk to the source, handlers or organization.

SAS provides a systematic, governed way to approach the entire range of CHIS management. Our solution reduces all types of risks – for human sources, officers and the organization.

Learn more about SAS and human source management.