

Singapore Prison Service – iKiosk

The beginning of inmate self service



**SINGAPORE
PRISON SERVICE**

Singapore Prison Service (SPS) is an agency under the Ministry of Home Affairs. As a key member of the Home Team, its responsibilities encompass the safe custody and rehabilitation of offenders, co-operating in prevention and aftercare.

STEPPING UP OPERATIONAL EFFICIENCY WITH INMATE SELF-SERVICE KIOSK

Developed and custom-built for the Singapore Prison service by NCS, *iKiosk* is a Self-Service Kiosk that allows inmates to carry out non-sensitive and routine/administrative activities on their own. Part of effective rehabilitation requires inmates to take ownership of their actions; inmates will then inculcate a sense of self-responsibility and become contributing members to society. In line with this concept, the *iKiosk* allows inmate to perform certain tasks by themselves, which can only be done by the Prison Officer previously.

Currently, many activities in the Housing Unit (HU) require the help of Prison Officer, with some being routine and time-consuming. Some examples include printing and issuing letterforms, checking the outcome of inmates' requests etc.

With the deployment of *iKiosk*, inmates can now submit their requests and check the outcome of the requests on their own. Prison Officers would then be able to spend more of their time ensuring the security of the HU, enhancing staff-inmate interaction and rehabilitation of inmates. Their efforts can also be channelled to foster volunteer-officer collaboration with community partners and take on a more proactive role in rehabilitation.



CHALLENGES

- Handling routine tasks that are mundane and time-consuming
- Enhance optimization of Prison Officers' time allocation towards value-added tasks focusing on inmates' rehabilitation efforts

SOLUTION

- Development of a self-service machine for inmates to perform administrative transactions and requests
- Self-access to prison-related information; submit requests; check privileges and status of applications
- Self-printing of letterforms to write out to their families and friends

BENEFITS

- Enhance processing speed of daily requests
- Prison Officers are relieved from administrative tasks and can devote more time to security and rehabilitation
- Inculcate a sense of self-responsibility as inmates carry out non-sensitive and routine activities on their own



Inmate Self Service Kiosk (iKIOSK)

Currently inmates raise requests and query on the status of these requests through their Prison Officer. The process is tedious to the Prison Officer in which he has to attend to many inmates and answer their queries. The queries may be raised many times a day by individual inmates, adding to the daily operational workload of the Prison Officer.

iKiosk aims to allow inmates to self help such as:-

- Perform requests such as to replace wrist tag
- Check and redeem their privileges
- Print letterforms
- Check status of their requests and query
- Obtain inmate-related information

The iKiosk is developed as a web-based application and accessible by inmates during their out of cell time. Only inmates with a valid wrist tag and identification number can use the iKiosk, with all transactions conducted logged in the system. As login to the kiosk would require the printed barcode on the wrist tag, it will also serve to ensure optimal maintenance by the inmate. In the long run, there will be much savings in overall time and efforts.

The self-service machine can go beyond just serving the existing requirements. SPS is continuously exploring new ideas and features to improve the operational efficiency. Some of these include functions for inmates to report sick, browse the library catalogue and make library book reservations online. Inmate-related information within prison or out-of-prison could also be published through the kiosk to keep inmates abreast of the changes in policies, rules and regulations.

