INTERPOL

CEDEAO
ECOWAS

WAPIS GUIDE

DATA QUALITY
MANAGEMENT SYSTEM GUIDE

MAY 2021

CONTENTS

1

REMINDER

1.1 GENERAL CONTEXT

The WAPIS information system aims to increase the efficiency of law enforcement agencies involved in preventing and fighting transnational crime and terrorism in beneficiary countries, through enhanced information sharing and management.

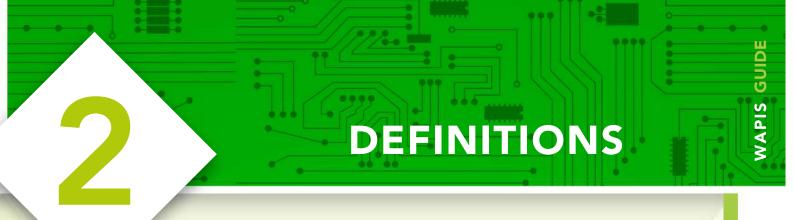The WAPIS Programme is being implemented on three levels:

› National level, with the creation of a national database in each beneficiary country allowing all competent national authorities to collect, record and exchange relevant police data.

› Regional level, through the establishment of a regional platform for countries to share authorized police data using their national databases.

› International level, where each national database will allow access to INTERPOL's global databases via the I-24/7 communications system.

1.2 EXPECTATIONS

Deployment of an international tool involves seeking the greatest common denominator, ensuring that there is a secure basis for a common mechanism while allowing for exceptions inherent to each country. These exceptions will be covered, if necessary, by ad hoc technical sheets.

The approach to data protection also varies, as some WAPIS countries do not yet have a data protection authority. Where there is no such an authority, it is recommended that the instructions in this Guide be closely followed, as they comply with current international standards.

This Guide is not intended to replace existing recommendations, but rather to bring added value in terms of data quality.

2

DEFINITIONS

2.1 DATA QUALITY

Data quality is traditionally defined as the measure of the condition of data.

It is based on a wide range of combined factors: adaptation to needs, accuracy, completeness, reliability and timeliness. Measuring the level of data quality should help to identify errors that need to be corrected. We refer to a "gap" whenever the error is compared with a predetermined standard.

This data quality is determined by the aims of the information system in question; it therefore takes into account specific factors such as legality, confidentiality, traceability, etc. (see below).

2.2 QUALITY MANAGEMENT SYSTEM

A Quality Management System (QMS) is a management and monitoring system. The decision to set up such a system is a strategic decision.

The QMS describes all the activities already set up or that need to be set up, by combining processes and resources. Its aim is to enable the continuous improvement of results and performance.

3 TARGET AUDIENCE

This Guide is intended for all those involved in monitoring, maintaining, populating and checking the WAPIS system.

3.1 BASED ON THE CURRENT MANAGEMENT SYSTEM

The Quality Management System (QMS) is based on the existing, overall management system. The aim is not to call into question the existing system but, on the contrary, to allow a deeper knowledge of quality and contribute to improving the management system.
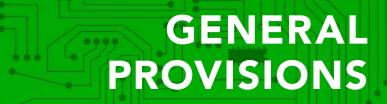
A modification of the overall management system will lead to the adaptation of the quality of management, in the direction embedded in the quality approach, that of continuous improvement.

3.2 FOR THE BENEFIT OF ALL STAKEHOLDERS

The advantages of guaranteeing the quality of data that is input, modified and stored in the WAPIS system may be shared by:

> **The users themselves** : The fight against organized crime and terrorism is part of an indispensable approach to quality. Only by seeking the truth can an investigation be presented to the judicial authorities without its impartiality being called into question. This search for truth requires the continuous checking of data managed and recorded in the system, the ultimate aim of which is to help law-enforcement agencies to work more efficiently.

> **Countries** : Each country participating in this ambitious project will be equipped with a coherent tool, allowing for a sustainable exchange at the national, as well as regional and international levels. The quality of the data and the efforts undertaken in this area also show the determination of each country to engage in a process of truth and justice.

> **Contributors** : The investment made by INTERPOL, the European Union and ECOWAS is considerable and should be made profitable by delivering a sustainable system, recognized by all the stakeholders for its continuous added value and the safeguards that it offers compared to the existing system. Quality is part of the definition of such added value.

4

GENERAL PROVISIONS

The Quality Management System is based on an organizational concept called the "Deming Wheel", the cycle at the heart of this process.

PLAN

DO

DÉMARCHE QUALITÉ

CHECK

ACT

On the one hand, this approach leads to the continuous improvement of a mechanism based on an assessment, the regularity of which is to be determined; on the other, it results in modifying all identical mechanisms in the event of an error or variance. It not only allows a mechanism to be updated, but also allows for experiences to be shared.

The PDCA Cycle comprises four main phases and is broken down as follows:

> **Plan:** anticipate, establish objectives and processes necessary to providing results that meet the demands of the "customer" and the entity's policies;

> **Do:** implement in order to ensure that "customer" demands and the entity's needs are met;

> **Check:** monitor, oversee and assess the results obtained as well as determine the action to be undertaken to absorb the variances observed;

> **Act:** Correct and undertake action to smooth out variances as well as constantly improve performance.

The cycle begins and continues once each modification has been made.

In the context of WAPIS, the term "customer" means the recipient of the system, i.e. the user entity, public administration or country, and consequently, the citizen.

GENERAL PROVISIONS

5

SPECIFICITIES OF WAPIS IN TERMS OF QUALITY

Data quality is a necessary criterion that ensures the sustainability of the system and an effective interface between the various national, regional and international levels.

Various constraints must be taken into account in the approach to quality.

5.1 SPECIFIC CONSTRAINTS

› 5.1.1 Technical constraints

The computer system has been designed according to standards with which this Guide does not interfere.

As a reminder, data must be structured using pre-established formats linked to the program's technical architecture.

Too rigid an application restricts the adaptation of equipment to the needs of the field, while too flexible a tool does not fulfil predetermined needs, therefore making it difficult to analyse and cross-check data.

Technical constraints also encompass developments in IT hardware as well as the associated software.

› 5.1.2 Legal constraints

Only compliance with national legislation and the regulations in force in the country guarantees the system's sustainability. Quality also fosters compliance with the principles of personal data protection.

The main principles in this area are:

› Legality And Fairness

› Transparency

› Purpose Limitation

› Data Minimization

› Accuracy (Quality Of The Data)

› Right Of Access, Rectification, Deletion And Objection

> Limitation Of The Data Retention Period

> Integrity And Confidentiality

> Accountability

> **5.1.3   Operational constraints**

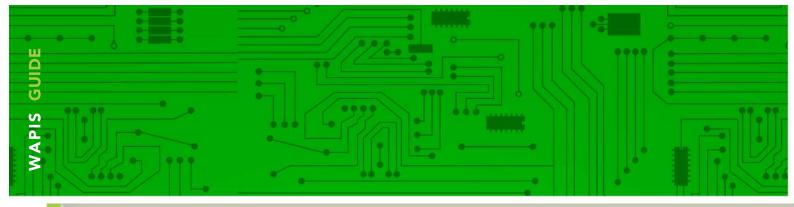The aim of WAPIS, in the fight against organized crime and terrorism, is to take into account operational constraints linked to data integration, some examples of which are listed below

> Identification of persons;

> Committing a criminal offence, legal procedures;

> Criminal cases and events;

> Perpetrators, co-perpetrators, accomplices, victims and witnesses;

> Stolen vehicles or the object of a positive query result, stolen or lost administrative identity documents, stolen weapons or the object of a positive query result, stolen generic items or the object of a positive query result;

> Nominative administrative measures;

> Administrative measures concerning minors;

> Administrative measures concerning foreigners (ban from staying in, entering or leaving the country, administrative expulsion order);

> Administrative procedures concerning searches for missing persons initiated at the request of a family member;

> Administrative procedures concerning unidentified persons.

The capacity to enter data (create/modify, access and produce data) the introduction of forms, the circulation of notes and lists, and the capacity to provide specific indicators all form part of the quality assurance process.

WAPIS must be recognized as an analytical and investigative tool, not just as a data archiving tool.

› 5.1.4   Security and cybersecurity constraints

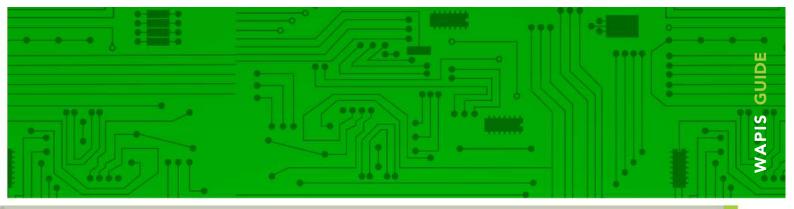Like any computer program, WAPIS must meet the four cybersecurity criteria given below:

› Availability

› Confidentiality

› Integrity

› raceability (Allowing Auditability).

With the implementation of technical mechanisms, already integrated into WAPIS, these constraints are taken into account and users and validators also pay them close attention.

Compliance with security and cybersecurity rules contributes to combating accidental or intentional data leakage, and in particular, the compromise and corruption of which the operators of centralized information systems are usually the target.

Besides the technical aspects, users must know and understand the criteria, as they alone can guarantee a full quality assurance system. This also involves good cyber hygiene.

Security and cybersecurity training, particularly in the area of "cyber hygiene", allows staff to refresh their knowledge and to ensure that they understand and comply with the rules in force. This training must be mandatory; if it is not included in the basic training programme, it must be provided on the job. The rules used for training on quality are set out below.

5.2 HUMAN RESOURCES

It is paramount that human and budgetary resources be taken into account for the purposes of enhancing quality.

› 5.2.1   The recruitment of staff - career plan

The staff responsible for data entry, and for managing and monitoring the information system should be subjected to a preliminary enquiry, in order to ensure their loyalty, in compliance with the laws, rules and customs of the country.

- › Operators - Operating a centralized information system requires a proper understanding of the system's context and aims. Applications from women are encouraged in accordance with generally accepted international rules.

- › Validators - It makes sense to favour executive staff from the operational corps of the administration when appointing validators.

Lack of consideration of the operational added-value of the roles of both the operator and validator will lead to their missions being undermined, and reduce the attractiveness of the positions proposed.
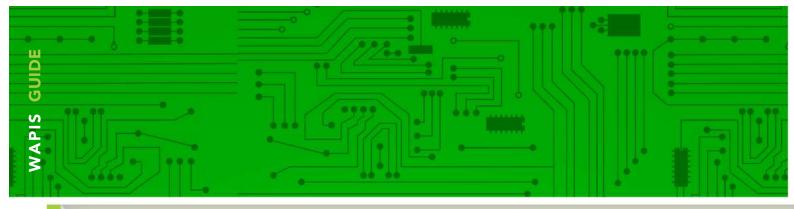
The personnel appointed to fill one or other of these missions must benefit from clearly defined career plans, leading to enhanced service during an incompressible period. Appointment to a position must be largely based upon objective criteria (competence) and not underlying criteria (geographical attractiveness, disguised disciplinary transfer, etc.).

For this reason, appointments to a Data Collection and Registration Centre (DACORE) – for a guaranteed minimum period of three years - is in line with the establishment of a quality approach.

Quality Supervisor - A quality supervisor shall be appointed within each entity: His or her role, preferably on a volunteer basis, allows the establishment and monitoring of the procedures described in this Guide. This role is not hierarchical, but provides assistance and advice for the decisions-making, for which the ultimate responsibility for executing them falls with the manager.

It may be useful to choose the quality supervisor from among the validators.

Administrators - Internal monitoring is the responsibility of the administrators.
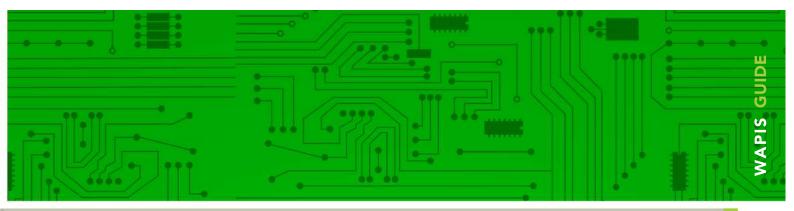
› 5.2.2 Training

› Training is indispensable for maintaining the quality of an information system. This will mean having both operators and validators on the team, whose knowledge is suited to the mechanism and its ambition.

› The training is also of interest in terms of offering professional prospects, specific to enriching a trainee's career. It enables the specification of responsibilities and strengthens trust in the hierarchy, and creates a network of experts who can assist one another.

› A formal certificate will be issued at the end of each training course. The certificate award ceremony will be conducted with due decorum in order to give the trainees a real sense of worth in their professional career.

› Knowledge of law, office applications and computer skills, the protection of personal data, as well as security and cybersecurity are complementary and form the central core of the training course in quality.

The training is conducted in two phases:

› Basic training: Training on quality standards will be included in the general training given to new collaborators (see Appendix).

› Ongoing training: There is a dedicated training module on quality standards, which reintroduces the general concepts (law, personal data protection, techniques, cybersecurity, etc.) and emphasizes aspects of quality. Such ad hoc training targets in particular targets currently employed staff who have not yet received training in quality, or will be used during "refresher courses". Two levels are necessary: Awareness training for all those involved, and more advanced training, covering aspects of management, for validators.

› It would be useful to have trained trainers in each country; the "Train-the-Trainer" course would correspond the training intended for validators, but would be supplemented to build awareness of training.

› 5.2.3   Budgetary aspects

Budgetary aspects are integral to considering quality-related constraints. It is important to calculate the cost before setting up the mechanism and to continue to do so throughout the information system's life cycle.

A non-exhaustive list of criteria follows:

› Human costs: recruitment, basic and ongoing training, career development of officials and other service officers;

› Equipment: overall equipment, meaning the premises and their security, data storage back-up sites, suitable IT equipment, small stocks of hardware accessories with a short lifespan (keyboard, mouse, etc.);

› Related costs: air conditioning, heating, electricity, miscellaneous costs;

› Equipment renewal: IT equipment quickly becomes obsolete (generally after three to five years of use);

› Routine maintenance: infrastructure, premises, office equipment.

5.3 INTERNAL CONTROL - INSPECTIONS - AUDITS

There are three levels of supervision involved in managing the WAPIS system.

These levels are by nature independent of one other, even if the fact that they overlap, contributes to the greater, continuous improvement of the system. They are as follows:

› **5.3.1   Supervision**

This is the first level of control, and particularly concerns quality control.

Depending on the volume of data to process, supervision must be either entrusted to administrators or delegated to the validators, but remains the ultimate responsibility of the administrator.
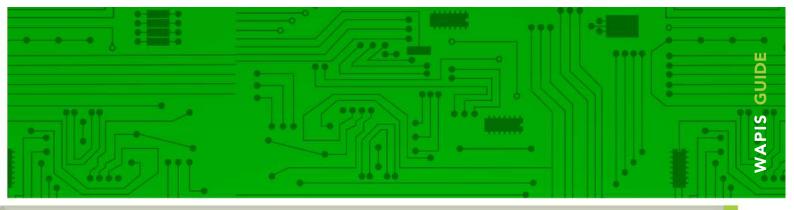
This supervision involves the constant monitoring of records from their updating to their deletion, to ensure compliance with the criteria of quality, namely, legality, accuracy, updating, and security.

› **5.3.2   Inspection**

Inspection involves monitoring carried out by the hierarchy, the aim of which is to detect abnormal behaviour, i.e. the leakage or theft of data, erratic behaviour or problems of command. This is an authoritative measure, which may be coercive, often implemented without prior warning, in a binding administrative and/or judicial framework, the outcome of which are not to be immediately disclosed.

› **5.3.3   Audit**

Audits may be carried out internally or externally. It is a joint, non-intrusive action which is undertaken with a view to understanding a situation and suggesting areas for improvement. Plans to carry out audits are announced; the aim is to evaluate activities and processes by conducting interviews, collecting and producing documents. As soon as the audit is finished, the hierarchy concerned is informed of the results which are then compiled into a report, in which detailed conclusions back up the initial impression made following the audit.

5.4 ASSESSMENT GRIDS

Irrespective of the monitoring method used (supervision, inspection, audit), it is important to draw conclusions and analyse them. In the absence of areas for improvement, it is incumbent upon the management to identify and implement the quality supervisor's proposals for improvement.

Standard assessment grids allow a long-term follow-up, and create a comparable process of reflection over space and time.

The main themes of the audit and assessment grids will provide information to complete the Quality Dashboard and are described in the Standard Operating Procedures (SOP).

A model called the "Five W's model" is appended to this Guide.

5.5 STATISTICAL INDICATORS

It is necessary to be able to measure the Quality Index of the programme by using indicators. These indicators help to analyse the processes and assess shortcomings.
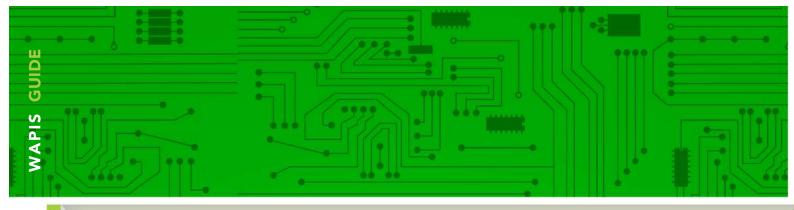
› 5.5.1   Satisfaction indicators

Satisfaction is an indicator to be sought after. In this case, satisfaction will be expressed at various levels of the system – national, regional and international. Satisfaction is measured through questionnaires sent out at national, regional and international level, as well as through the study of mission and meeting reports.

Each index of satisfaction or dissatisfaction must be processed and publicized within the WAPIS community, through newsletters.

Beyond the subjective aspect, ratios may be used to supplement this procedure:

› Number of wanted persons located following database queries;

› Number of persons detained at borders after being recorded in the database of wanted persons;

› Number of stolen vehicles recovered using the system;

› Etc.

All these indicators also contribute to improving quality: any false indication reduces the system's success rate. Statistical indicators are based on two main types of indicators: activity indicators and performance indicators.
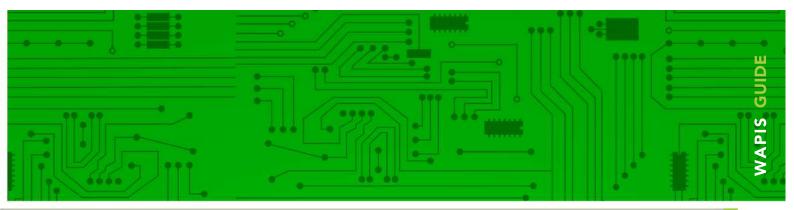
› **5.5.2   Activity indicators**

These indicators are used to measure the system's activities (see list below):

› Number of records;

› Number of edited records;

› Number and type of data shared at the regional level;

› Number and type of data shared at the international level;

› Number of training courses;

› Number of staff allocated to tasks:

  • Breakdown of staff by grade,

  • Changes in the average age of staff, male-female ratio.

› **5.5.3   Performance indicators**

› It is necessary to configure a feedback mechanism about user satisfaction and to show any discrepancies in performance.

› Performance indicators also make it possible to judge the progress of new measures introduced to improve the system's quality.

› The performance indicators for quality are shown below:

› The number of dismissed cases is an essential criterion in assessing performance. This criterion may be combined with the following assessments:

  • Reduction rate of errors detected over a defined period (monthly, quarterly, annual, etc.),

  • Error rate in proportion to staff training (understanding the action taken and effectiveness of supervision);

› Staff turnover or the ability to retain trained staff.

> **5.5.4   Training indicators**

These indicators help gauge the effectiveness of training. The main training indicators are listed below:

> Number of trainers available;

> Number of trainers to be trained;

> Number of trainees trained;

> Number of trained staff still working in the same positions (understanding "turnover");

> Progress in terms of scores after the training (to gauge the suitability between the recruitment and duties to be taken up).

> **5.5.5   Monitoring and audit indicators**

Monitoring and audits are based, in full or in part, on the study of the preceding indicators. They analyse performance and generate their own indicators, particularly in relation to activity:

> Number of audits

> Frequency

> Consideration of the recommendations and impact assessment.

5.6 IMPROVEMENT PLANS

Quality is part of a virtuous circle, of continuous improvement.

It is an iterative exercise. It is based on the fact that any detected error deserves to be corrected; it allows all the community affected to rectify the same error and to derive more benefit from it.

Improvements, however, must be made within a defined period of time in the context of a plan. The improvement plan is implemented within a given timeframe, after validation, following an impact analysis (ratio between advantage of change, budgetary or human costs, long-term interests, etc.), without losing sight of the need for reactivity and repetition. It is appropriate to gradually increase corrective action, and to make it a part of a long-term process.

This hierarchical approach also allows each participant's responsibilities to be increased and to define margins for action.

For example, a typing error picked up by a supervisor will be dealt with immediately; the establishment of regional teams of operators/validators will require taking decisions at national level, accompanied by a staffing and resource budgetary plan.

A quality dashboard makes it possible to track progress in the continuous improvement measures.

5.7 QUALITY DASHBOARD

The Quality Dashboard is a tool for steering the continuous improvement process.

The Dashboard, from a fixed situation in time and after an audit, allows the monitoring of defined themes. It helps to reduce uncertainty and makes the risk-taking that is inherent in any decision-making easier. It measures a given situation before optimization and monitors the optimization curve.

It is a tool that supports the decision-making process.

We recommend using a model that is easy to understand and user-friendly. A limited number of indicators provide a view at a glance.

A model is appended to the current Guide.

5.8 OPERATIONAL PROCEDURES

The Quality Management System (QMS) requires documentation including Standard Operating Procedures (SOPs), which are an indispensable component.

The SOPs will be covered in documents of a general nature. The SOPs will be adapted according to the particular features of each country contributing to the WAPIS system.

The purpose of SOPs is to describe data processing, and the types of data recording, validation and consultation. Their purpose is to describe the likely risks and how to mitigate them. Their aim is therefore to reduce the likelihood of incidents and describe how to deal with them if detected.

In addition, SOPs describe the procedures for transferring and sharing data, as well as those to be followed in the event of a data breach/leakage, and any other incidents, including how they should be recorded.

SOPs provide both a measure of security and quality assurance.

6

SUMMARY – CONCLUSION

This document aims to propose a Quality Management System (QMS) in WAPIS. It will be presented in a well-argued manner during the training course for DACORE managers, with particular emphasis on Chapter 5.

This management system is not only based on the existing organization but also on an understanding of quality practices, and will highlight specific features of WAPIS.

The management system integrates the concept of continuous improvement in the quality of data in the context of an approach based upon the PDCA cycle.

› **Plan:** Use this Guide to anticipate, to plan recruitment and training, to budget for annual needs, prepare the necessary audits, etc.

› **Do:** Carry out quality control by relying on quality standards, creating indicators and useful dashboards, organizing training, etc.

› **Check:** check, oversee and assess, monitor the indicators and dashboards, carrying out routine checks, setting up a regular cycle of audits, etc.

› **Act:** correct, undertake any necessary action, review needs, encourage initiatives, etc.

The success of a quality approach depends on the human factor.

The Quality Management System (QMS) also requires documentation, for which this Guide is the backbone and the SOPs are the offshoot.

REVISION

This Data Quality Management System Guide is a document that should be revised at least once a year; and, by its very nature, every time that there is an incident that can bring added-value. It is therefore important to reread it carefully in the light of various presentations, training courses and audits, to identify any gaps and propose for improvements for remedying them.

DATA QUALITY TRAINING PROGRAMME

The training courses described below list all the specific features on this subject and are to be considered as an ideal corpus for training newcomers.

These training courses may:

› Be delivered as stand-alone training; or

› Be integrated into more general training courses in which case, they are to include a concentrated version of the presentation of at least the content below and the minimum material will be a duplicate of the "refresher course":

• Data quality – definition – contribution;

• Legal environment, personal data protection;

• Cyber hygiene;

• How to improve one's quality potential;

• Risks due to a lack of checks, the role of the quality supervisor;

• Supervisory authorities, their duties, possible sanctions.

TRAIN-THE-TRAINER DATA QUALITY TRAINING

This training course addresses quality-related aspects of data entered into the WAPIS application.

> **Training objectives:** After completing this training, participants will be able to:
>   - Train relevant staff themselves;
>   - Perfect appropriate training methods;
>   - Understand and explain the importance of quality data;
>   - Understand and explain the importance of personal data protection;
>   - Understand and explain the importance of personal data protection;

> **Course length:** 10 days

> **Format:** Classroom-based or e-learning

> **Number of participants per training session:** Six maximum

> **Target audience**: Training staff assigned to WAPIS

> **Prerequisites:** Participants are trainers, or have been designated to become trainers soon. Training on the use of the system. A sufficient level of knowledge in criminal law, special criminal law and criminal procedure. They must have at least an interest in IT.

> **Number of training sessions:** At least one per country.

> **Course content:**
>   - Perfect a teaching approach;
>   - Tools for the trainer;
>   - Training module:
>   - Golden rules for data quality,
>   - Cyber hygiene,
>   - Refresher modules on WAPIS basic training for data entry operators,
>   - Refresher modules on personal data protection,
>   - Refresher procedure for checking and validating data,
>   - Risks due to the lack of checks, the role of the quality supervisor,
>   - Supervisory authorities, their duties, possible sanctions;

> Statistical indicators to be set up.

BASIC TRAINING ON DATA QUALITY (OPERATOR MODULE)

This training course addresses quality-related aspects of data entered into the WAPIS application.

› **Training objectives:** After completing this training, participants will be able to:
  - Understand and explain the importance of quality data;
  - Understand and explain the importance of personal data protection;
  - Understand and explain the risks of "cyber-insecurity".

› **Course length:** Two half-days

› **Format:** Classroom-based or e-learning

› **Number of participants per training session:** Six maximum

› **Target audience:** Staff assigned to WAPIS

› **Prerequisites:** Data entry operators

› **Number of training sessions:** To be decided on a case-by-case basis per country.

› **Course content:**
  - Data quality – definition – contribution;
  - Cyber hygiene;
  - Key actions to implement to improve one's quality potential;
  - Risks due to the absence of checks, the role of the quality supervisor;
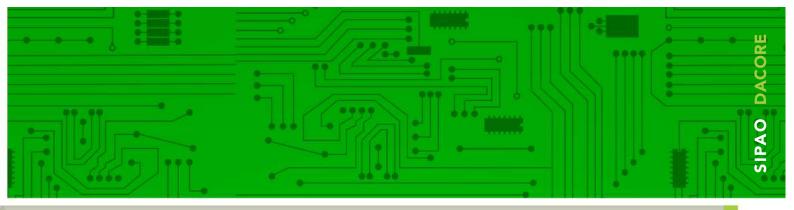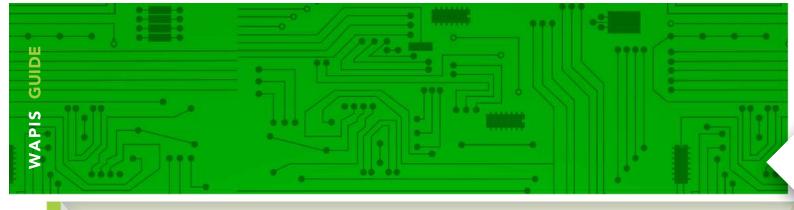 - Supervisory authorities, their duties, possible sanctions.

ONGOINGTRAINING ON DATA QUALITY (VALIDATOR MODULE)

This training course addresses quality-related aspects of data entered into the WAPIS application.

> **Training objectives:** After completing this training, participants will be able to:
> - Understand and implement quality aspects into their role as supervisor;
> - Understand and explain the importance of quality data;
> - Understand and explain the importance of personal data protection;
> - Understand and explain the risks of "cyber-insecurity".

> **Course length:** Four half-days

> **Format:** Classroom-based or e-learning

> **Number of participants per training session**: six maximum

> **Target audience:** Validators assigned to WAPIS

> **Prerequisites:** Data entry operators. Sufficient level of knowledge in criminal law, special criminal law, criminal procedure (LEO level)

> **Number of training sessions:** to be decided on a case-by-case basis per country

> **Course content:**
> - Data quality of data – definition – contribution;
> - Cyber hygiene;
> - How to improve one's quality potential;
> - Managerial aspects of the supervisor's role;
> - Key points to monitor;
> - Business performance indicators;
> - Risks due to a lack of checks, the role of the quality supervisor;
> - Supervisory authorities, their duties, possible sanctions.

ONGOING TRAINING ON DATA QUALITY (REFRESHER COURSE)

Training objectives: After completing this training, participants will be able to:

›   **Training objectives:** After completing this training, participants will be able to:
   - Understand and explain the importance of quality data;
   - Understand and explain the importance of personal data protection;
   - Understand and explain the risks of "cyber-insecurity";
   - Hone their skills in this field.

›   **Course length:** Two half-days

›   **Format:** Classroom-based or e-learning

›   **Number of participants per training session:** six maximum

›   **Target audience:** All staff assigned to WAPIS

›   **Prerequisites:** Data entry operators

›   **Number of training sessions:** To be decided on a case-by-case basis per country

›   **Course content:**
   - Data quality – definition – contribution;
   - Legal environment, personal data protection;
   - Cyber hygiene;
   - How to improve one's quality potential;
   - Risks due to a lack of checks, the role of the quality supervisor;
   - Supervisory authorities, their duties, possible sanctions.

›   **Annual refresher course or with each notable change:**
   - The Deming Wheel;
   - 360 degree review;
   - Continuous Improvement Process.

APPENDIX 2

ASSESSMENT GRID OR THE "FIVE W'S MODEL"

INPUT DATA

(This is the area which is being addressed)

WHAT?   What is it exactly?

WHO?
Direct stakeholders
Those who are affected on a daily basis
Indirect stakeholders
Those who are affected by a knock-on effect

WHERE?   Specify the perimeter concerned

WHEN?   State the most specific dates possible

HOW?   Specify the circumstances and the consequences

WHY?   What is the use of solving the problem, the impact expected?

Free text

Output Data
Specify the chosen solution and the action plan set up

APPENDIX 3

WAPIS QUALITY ASSESSMENT

Subject / Question *** Fill in "Yes" or "No" with a number 1 or 0 ***	Yes	No	Comments
Quality			
Sharpness - Precision - Relevance			
Are the data returned by the operator compliant?	1		
Are we able to measure the errors made?	1		Who is responsible for this?
Do we have a register for monitoring errors and their compliance?	1		
Completeness			
Are the filled-in forms complete?	1		
Do the free fields meet the expected need?	1		
Does the system cover all the department's activities?	1		
News			
Is the system up to date?	1		
Can we check the data update?	1		
Temporality			
Are the data updated?	1		
Is there a maximum data retention period?	1		If so, which one(s)?
Are the unnecessary data deleted?	1		
Redundancy			
Are redundant data detected?	1		
Are redundant data deleted?	1		
Audit - Control			
Is the supervisor the operator's immediate superior?	1		
Does an external department audit the system?	1		
If so, is it:			
an internal audit department (general inspection)?	1		
an external authority (Justice, independent authority)?	1		Specify
Training - Have the operators been trained on:			
cybersecurity?	1		
cyber hygiene rules?	1		
the protection of personal data?	1		
quality?	1		
Cybersecurity			
Availability			
Is the system regularly unavailable?	1		
Do you have an electric generator dedicated to the DACORE?	1		
Is the system protected by an inverter?	1		
Does an alternative to the system provide access to information if the system becomes unavailable?	1		Specify: none - or if a mode exists, which one?
Confidentiality			
Is the room which gives access to the system isolated?	1		
Does the room giving access to the system have enhanced security?	1		
Is the technical room separate and secure?	1		

Extract showing the WAPIS Quality Assessment Grid in an Excel spreadsheet

APPENDIX 4

QUALITY DASHBOARD MODEL

Simplified model
WAPIS quality dashboard

Indicators	2020	2021	Growth	Comment	Status
Number of records entered	4 500	6 000	+ 33 %	Increase in activity	
Number of errors detected	450	500	+ 11 %	Training plan	
Ratio	10%	8.3%	- 1.7 points	Better training for operators	
Age of IT equipment	5 years	6 years		Equipment obsolete. Risk already reported in 2020.	

Staff transfers:
No request

Absenteeism rate:
2021/2020 : -15 %

Rate of ongoing training:
2021/2020 : + 30 %

Example of an extract of a simplified dashboard

**INTERPOL BUREAU RÉGIONAL
ABIDJAN ANNEXE
RUE E70, À PROXIMITÉ DE L'ÉGLISE
BON PASTEUR
RIVIERA 3 EECI, LOT 1199 ILOT 125
ABIDJAN
CÔTE D'IVOIRE**

WWW.INTERPOL.INT

@INTERPOL_HQ   WWW.INTERPOL.INT   INTERPOLHQ