

VISUAL ANALYTICS FOR SENSE-MAKING
IN CRIMINAL INTELLIGENCE ANALYSIS

From analytics to analytic reasoning: A description and demonstration of VALCRI

A new tool for assisting crime analysts

Presentation to

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VISUAL ANALYTICS FOR SENSE-MAKING IN CRIMINAL INTELLIGENCE ANALYSIS





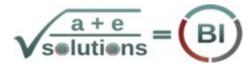
































FP7 Integrating Project: 18 organisations, 8 countries, 113 personnel, 44 months, €16.8mil (full cost)

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The Problem

- Large volumes of data
 - Multiple sources; missing, out of sequence, and deceptive uncertain and ambiguous; mysteries vs. puzzles
- Crimes are increasing and changing faster than we can keep up
 - "...the planning of terrorist attacks have accelerated from weeks to handful of days" (Andrew Parker, Director MI5, 2017)
- Fragmentary information
 - "...we only ever have fragments of information, and we have to try
 to assemble a picture of what might happen, based on those
 fragments." (Andrew Parker, Director MI5, 2017).
- The failure of imagination
 - The 9/11 Commission
 - This is the failure to figure out and explain how those fragments of information might be connected.

"MI5 boss Andrew Parker warns of 'intense' terror threat", by Gordon Corera, Security Correspondent, BBC, 17 October 2017, https://www.bbc.com/news/amp/uk-41655488.

The 9/11 Commission. (2004). Final Report of the National Commission on Terrorist Attacks upon the United States (0160891809). Retrieved from http://govinfo.library.unt.edu/911/report/index.htm

VALCRI: A next-generation system that facilitates human reasoning and sense making by ...

- Encouraging the use of expert intuition and imagination
 - to tentatively and playfully assemble the "dots" to create plausible scenarios that explain what might happen
- That is quick and easy to
 - analytically and rigorously test early hypotheses,
 - to rapidly discard those possibilities if proven wrong
 - re-formulate new ones to re-test
- By tight coupling with analytics

Analytics and Analytic Reasoning

Visual Analytics

 the science of analytical reasoning supported by automated [data] analysis techniques with interactive visualizations

James J. Thomas and Kristin A. Cook (Ed.) (2005). Illuminating the Path: The R&D Agenda for Visual Analytics National Visualization and Analytics Center. p.4

Analytic Reasoning

 — ... the thinking and reasoning associated with the process of intelligence analysis or tradecraft

Thomas, J. J., & Cook, K. (Eds.). (2004). Illuminating the path: A research and development agenda for Visual Analytics: IEEE CS Press.

 - ... the conscious and deliberate process of manipulating problem elements to discover a solution

Steenburgh, J. J. v., Fleck, J. I., Beeman, M., & Kounios, J. (2012). Insight. In K. J. Holyoak & R. G. Morrison (Eds.), The Oxford Handbook of Thinking and Reasoning (pp. 475-491). Oxford: Oxford University Press.

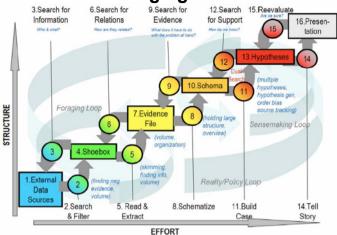
How Analysts Think vs What Analysts Do



Key Principles underlying VALCRI design

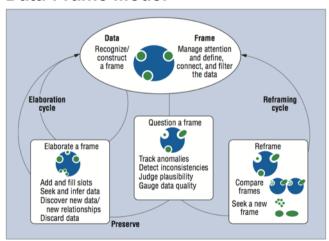
- Analytic reasoning: Expert intuition to scientific method
 - Imagination, insight, transparency, fluidity and rigour
- Humans decide; machines do the heavy lifting
 - Combine data from multiple sources into easy-to-digest information and charts
 - Given one, show me more like it: Semantic search
 - Show me what else / who else / where else / when else / why else / how else: Associative search
 - Encourage exploration and generate plausible explanations, & new leads
- Storytelling
 - Easy to assemble data into stories and re-assemble
- Transparency
 - Visibility, provenance, and security-ethics-privacy-legal

Information Foraging Model

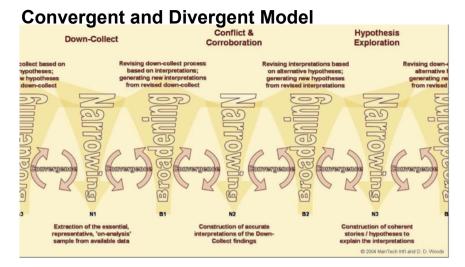


Pirolli, P., & Card, S. (1995). Information foraging in information access environments. Paper presented at the Human Factors in Computing Systems, CHI '95, Denver, CO.

Data-Frame Model

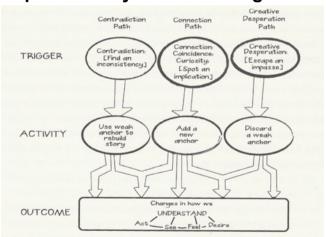


Klein, G., Philips, J. K., Rall, E. L., & Peluso, D. A. (2007). A data-frame theory of sense-making. In R. R. Hoffman (Ed.), Expertise Out of Context: Proceedings of the Sixth International Conference on Naturalistic Decision Making (pp. 113-155).



Elm, W., Potter, S., Tittle, J., Woods, D., Grossman, J., & Patterson., E. (2005). Finding decision support requirements for effective intelligence analysis tools Proceedings of the Human Factors and Ergonomics Society Annual Meeting HFES 2005 (pp. 297-301).

Triple Pathway Model of Insight

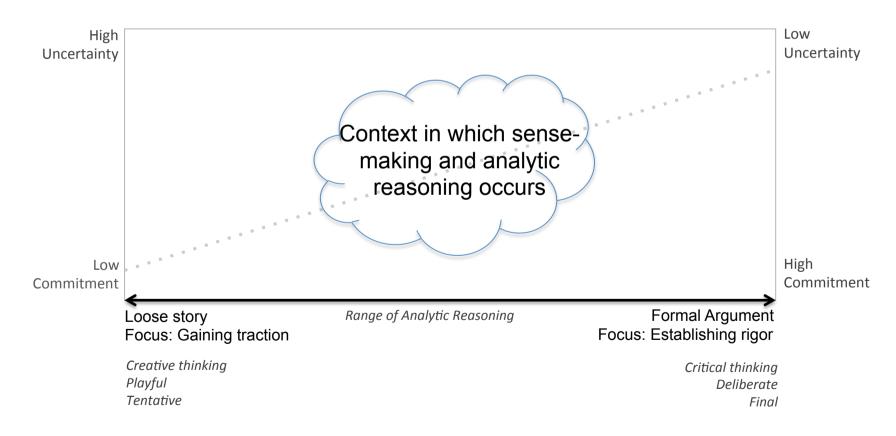


Klein, G. (2013). Seeing what others don't: The remarkable ways we gain insights. New York, NY: Public Affairs, a Member of the Perseus Book Group.

How Analysts Think: Sense-making Triangle Dealing with Ambiguity, Missing, Out of sequence, Deceptive Data

Wong, B. L. W. (2016). Fluidity and Rigour: Addressing the Design Considerations for OSINT Tools and Processes. In B. Akhgar, P. S. Bayerl, & F. Sampson (Eds.), Open Source Intelligence Investigation: From Strategy to Implementation (pp. 167-189). Cham, Switzeland: Springer International Publishing AG. Wong, B. L. W., & Kodagoda, N. (2016). How analysts think: Anchoring, Laddering and Associations Proceedings of the Human Factors and Ergonomics Society 60th Annual Meeting, 19-23 September 2016, Washington, D.C., USA (pp. 178-182): SAGE Publications.

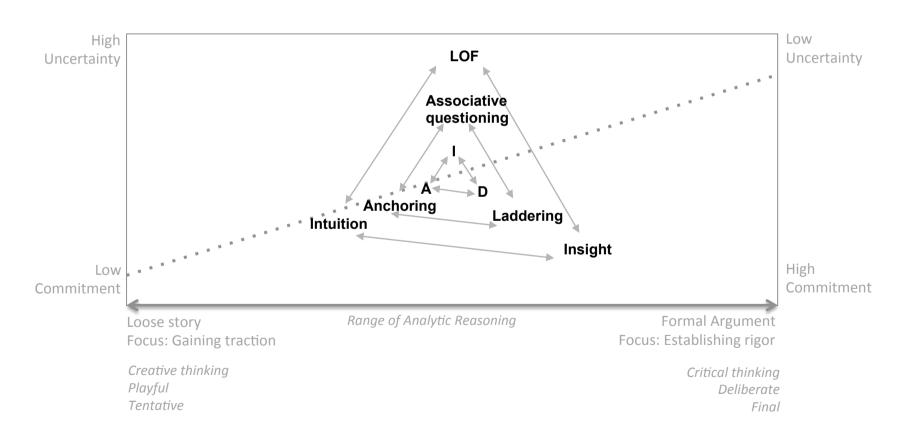
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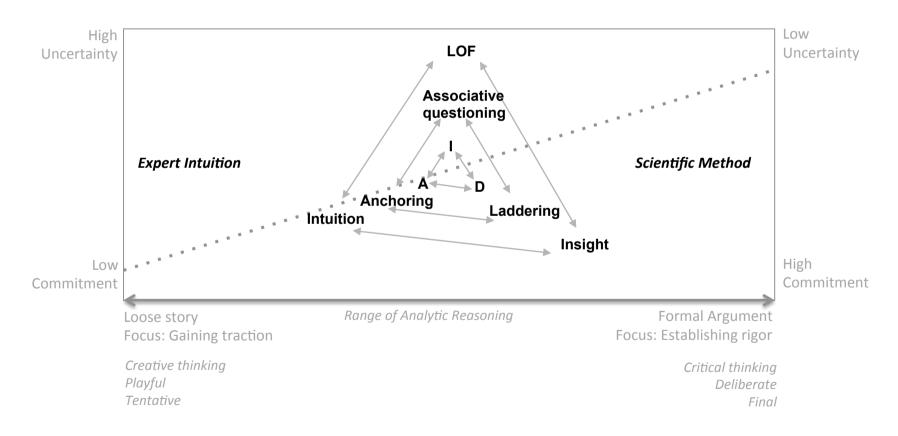
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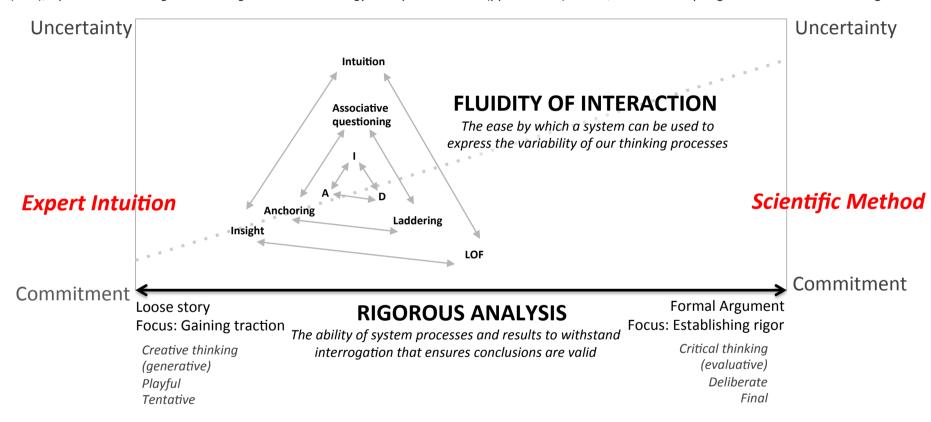
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Expert intuition to scientific method: Fluidity and Rigour Model for Interaction Design

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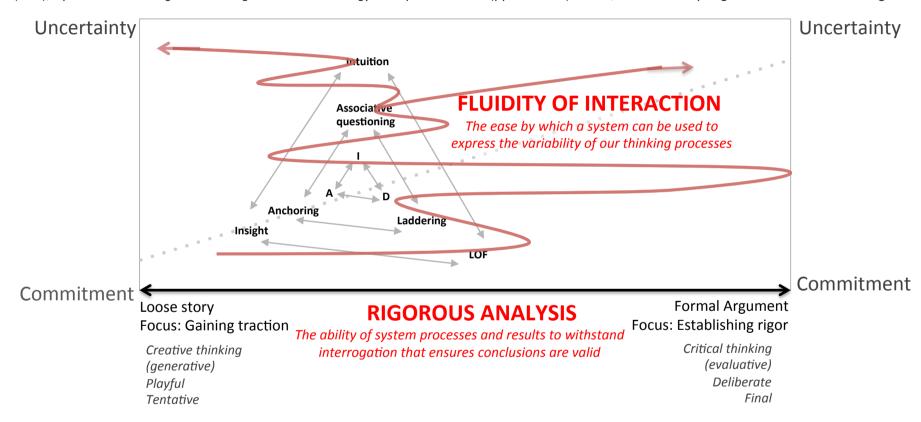
Legend

Inference making: Induction (I), deduction (D) and abduction (A) **User strategies**: Anchoring, Laddering, Associative question

Cognitive Acts: Intuition, LOF and Insight

Expert intuition to scientific method: Fluidity and Rigour Model for Interaction Design

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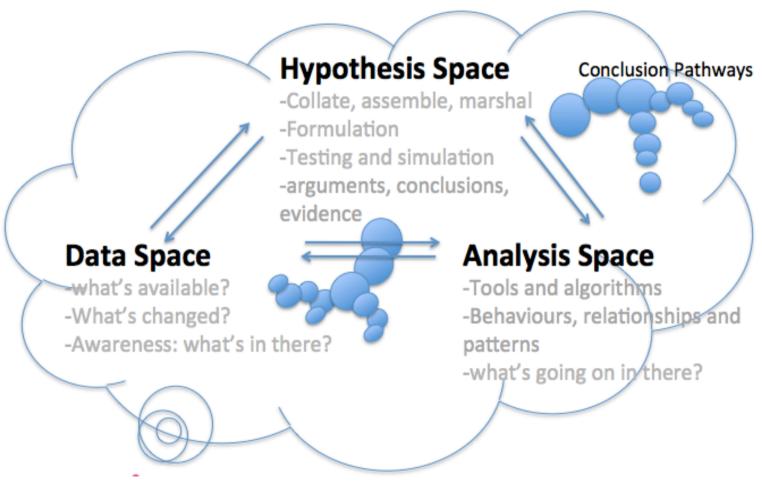


Legend

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Supporting How Analysts Think: Reasoning Workspace



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Operationalising Fluidity and Rigour Model

Persistence Thinking landscape

- nearby detail to help assemble and construct;
- farther away summarise and a place to park and mull;
- distance helps orientate and gain context where situational and contextual information is located

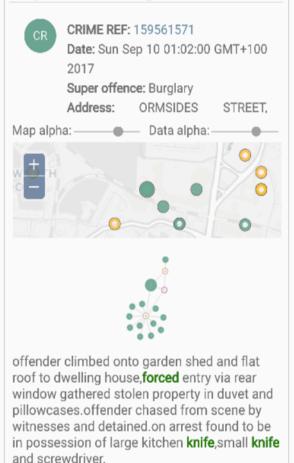


Operationalising Fluidity and Rigour Model

Tactile Reasoning for Tentative and Playful Interactions

 An interaction technique that stimulate human analytical reasoning Humans decide; Machines do heavy lifting 🗈 🗆 🗡

- Humanly unfeasible to search multiple databases (e.g. 250+) in time available
 - look for similar, collate similar
 - arrange data to show relationships
- Combine data from multiple sources into easy-to-digest information and charts
 - structured AND unstructured
 - 'Joined-up picture' data entity model enables complex queries
- Facilitate complex queries:
 Criminal behaviour vs. retrieve records
 - Which persons either pose a high risk for the community or are harmed unusually often?
 - Which unsolved crimes could be committed by any of the known offenders?
 - Which cars or other events could be related to an unsolved crime?



NOMINAL REF: 102740070X Forename: TIMY Surname: BUI

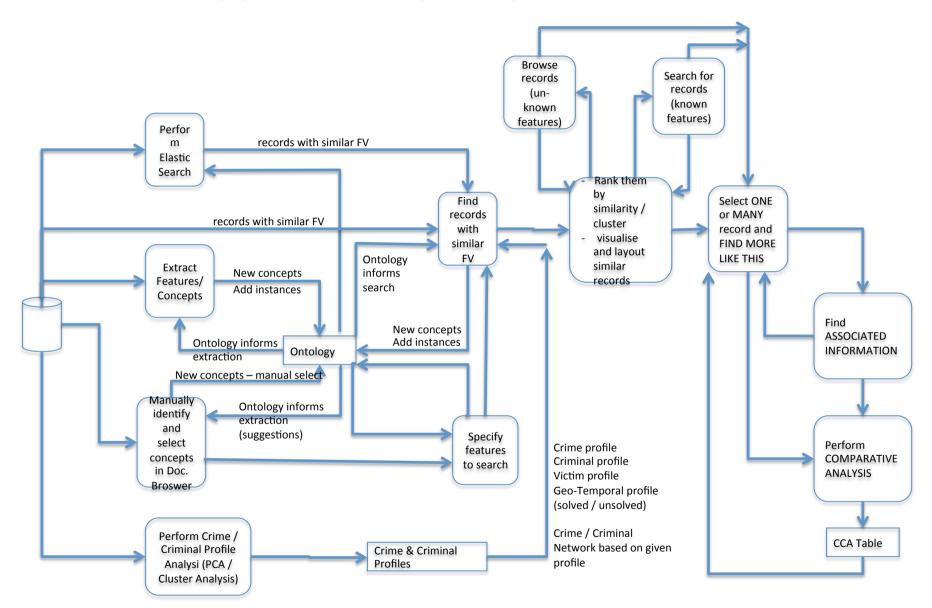
Gender: F Career Role: VD

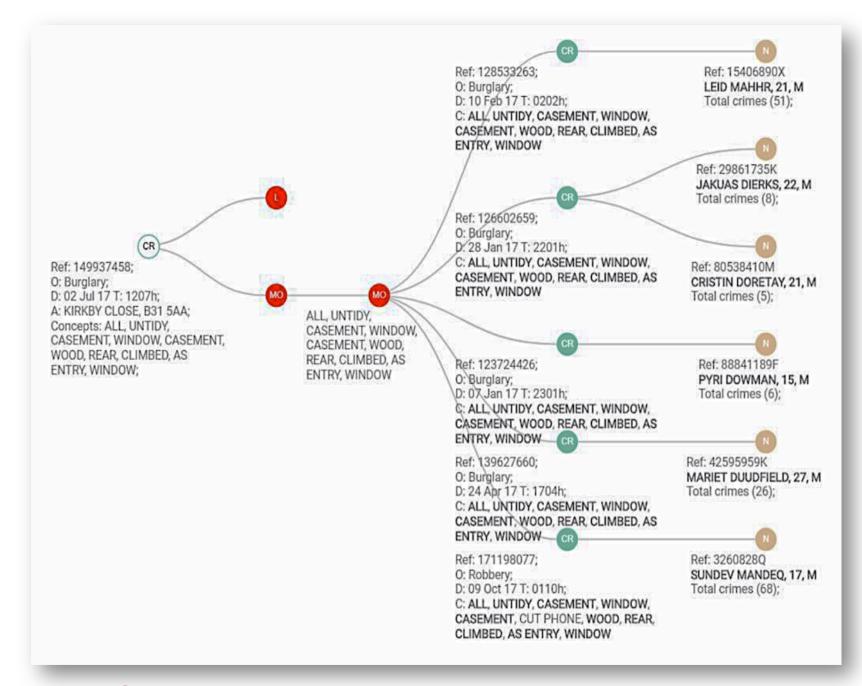
Run Assoc. Search

Humans decide; Machines do heavy lifting

- Encourage exploration and generate plausible explanations & new leads
- Semantic Similarity: "Given one report, show me more reports like this"
 - Based on structured and un-structured text
 - Transform stack of reports into Comparative Case Analysis tables
- Associative search: what else? who else? where else?
 when else? why else? how else?
 - Proactively suggests other crimes in the same area and period that may provide new leads or a potential suspects list

DRAFT - COMBINED SEARCH





Storytelling

- Easy to assemble data into stories, and re-assemble
- Visual persistence
- Easy re-assembly lowers effort to consider alternative possibilities and encourages imagination
- New visuo-spatial arrangements (of data and analyses) enables insight

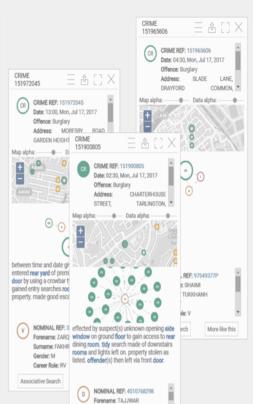
$$-A-B-C-D-E$$

$$-B-E-D-?-C...$$

Explanatory narrative







Sumame: CHANDLER Gender: M Career Role: RD Associative Search

More like this



CRIME

Gender: F

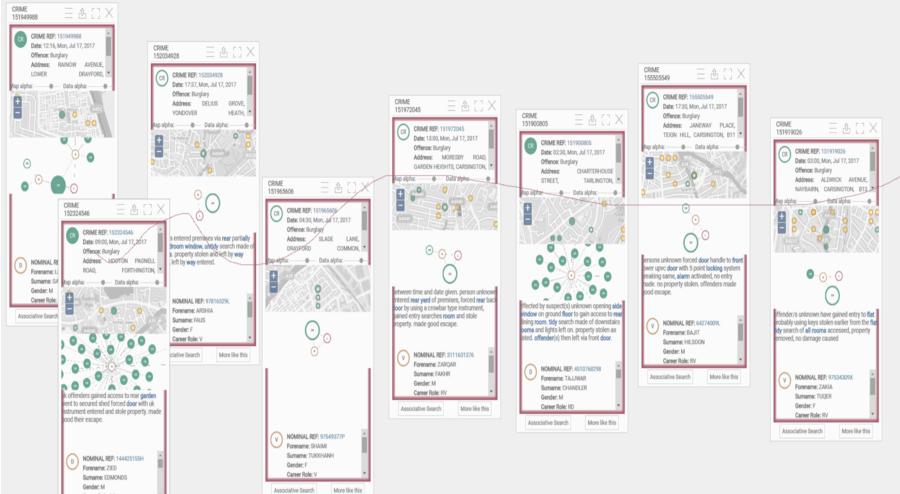




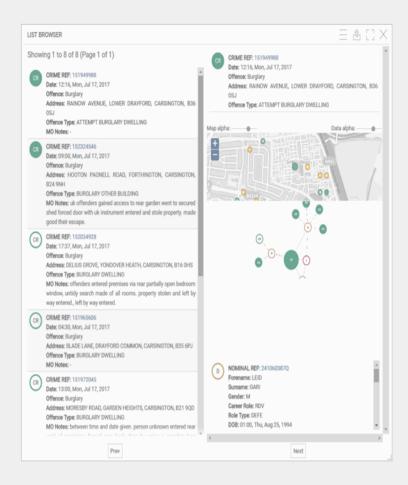


Career Role: RD
Associative Search

More like this

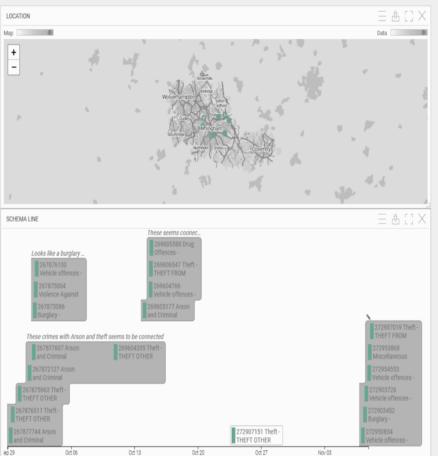


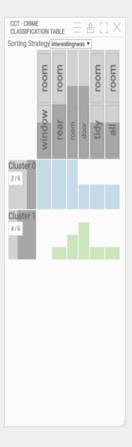












Transparency: Visibility, provenance, and security-ethics-privacy-legal

- SEPL concepts: Security, Ethics, Privacy and Legal issues
- Ensure analysts and investigators have the best tools to make sense of large amounts of private and personal data, while respecting the rights and privacy of individuals

VALCRI

- Fine-grained access control via OpenPMF vs. role-based access
- Transparency and accountability



"Today we were unlucky, but remember we only have to be lucky once – you will have to be lucky always."

IRA statement the day after the Brighton bombing

