



**SINGAPORE
POLICE FORCE**
SAFEGUARDING EVERY DAY

POLICE MEDIA FACTSHEET

POLICE WORKPLAN SEMINAR 2024 – ‘A FUTURE-READY SPF: CYBER AND BEYOND’

At the Police Workplan Seminar 2024, the Singapore Police Force (SPF) will unveil initiatives that:

- (a) strengthen cybercrime and scams-fighting capabilities;
- (b) leverage Artificial Intelligence (AI) to enable new frontiers in policing; and
- (c) partner the community to fight cybercrime.

Strengthen Cybercrime and Scams-Fighting Capabilities

Leveraging technology to combat scams

2. Tackling scams and malicious cyber activities requires close collaboration between the authorities and online service providers. The Online Criminal Harms Act (OCHA), which MHA is progressively operationalising since 1 February 2024, empowers the Government to issue directions to online service providers, other entities, and individuals to restrict the exposure of users in Singapore to online criminal activities. It also provides a framework to strengthen partnerships with online services to counter scams and malicious cyber activities. At the Police Workplan Seminar 2024, the SPF will showcase new tech capabilities developed to support OCHA.

Scam Analytics & Tactical Intervention System (SATIS)

3. The Scam Analytics and Tactical Intervention System (SATIS) is a customised dashboard that is used to triage, assess, and disrupt scam websites swiftly. Developed in collaboration with GovTech and HTX (Home Team Science & Technology Agency), the key features of SATIS include:

- (a) The use of classifiers and analytics to triage and assess websites;
- (b) Automated extraction of websites' features from scam URLs;
- (c) Automated abuse reporting with web registrar and web host; and
- (d) Case assignment and tracking.

4. SATIS allows the SPF to make assessments and disrupt scam websites more quickly. With SATIS, the amount of time required to disrupt a scam website is reduced by about 75%, compared to using manual methods for assessment. In the last year, more than 25,000 scam-related websites have been identified and disrupted by SATIS.

5. In the next phase of development, the SPF will work with GovTech and HTX to enhance SATIS by incorporating AI and machine learning capabilities, such as using GovTech's recursive Machine learning Site Evaluation (rMSE) and HTX's LinkEval, which can analyse websites and determine if they contain malicious content.

6. This is part of the SPF's continuous efforts to tap on the latest technology to transform into a cyber-ready Force to safeguard our community.

One-stop portal on scams

7. The SPF continues to work with various partners to make it easier for the public to find information and seek help on scams. To improve the accessibility of such information on scams and increase the use of anti-scam related channels and initiatives, we are working with partners to develop a one-stop portal that consolidates information from various existing anti-scam resources. The new one-stop portal will prioritise user experience by streamlining available information and provide easier access to resources the public may need, such as guidance for those who suspect they have fallen prey to a scam, and the latest anti-scam measures to take. It will also provide updates on the latest scam trends and variants. The new portal is expected to be launched in Q3 2024.

Enhancements to Anti-Scam Helpline

8. Currently, members of the public can call the National Crime Prevention Council's (NCPC) anti-scam helpline (1800-722-6688) from 9am to 5pm on weekdays, to enquire if a situation they are facing is a scam. To allow prompt intervention in suspected scam cases, the operating hours of the helpline will be extended. In addition, the helpline will be shortened to 4-digits (1799) for easier recall. The SPF and the NCPC are also working with partners to explore how the helpline can quickly connect callers to banks in the event of a suspected scam, so that their bank accounts may be frozen immediately.

9. With the rise of scam cases involving the impersonation of SPF officers, the helpline will also allow callers to check if a call or message they received claiming to be from the Police is legitimate, or if it is a scammer impersonating the police.

Cybercrime Fighting Capabilities

10. To combat cybercrimes, the SPF is setting up a new Cyber Ops Cell (COC) by end 2024 to coordinate intelligence, investigation, operation, and disruption responses to cybercrime cases requiring real-time interventions. In addition, the SPF will introduce the Cyber PNSF vocation to tap on cyber talents from the Full-time National

Service pool to combat cybercrime. Cyber PNSF officers will be deployed as cybercrime operators, performing roles such as threat hunting and scam disruption. Further details on the Cyber PNSF vocation will be shared in August 2024.

Vehicle Forensics

11. At the Workplan Seminar, the SPF will showcase a mock-up vehicle and demonstrate how datasets stored in vehicles and their electronic systems can be extracted and analysed to support investigations.

12. For example, in late 2022, the Cybercrime Command received a request from the Traffic Police, requiring assistance to extract data from the vehicle's infotainment system for investigations into a case of speeding. Analysis of the data extracted from the infotainment system subsequently led to the conviction of the traffic offender.

13. The Vehicle Forensics Team has worked with HTX to develop capabilities to perform data analysis on datasets extracted from the following vehicle data sources when required for investigations:

(a) Car Infotainment System

- The car infotainment system facilitates connections with external devices, allowing Forensics Examiners to access vehicle information including GPS data, media playback, Bluetooth connectivity, and vehicle data.

(b) OBD (On-Board Diagnostics) Port

- This port allows external devices to connect to the vehicle's computer system. Scanners or readers can be plugged into the OBD port to communicate with the vehicle's onboard computer (Electronic Control Unit, Engine Control Unit), allowing the Forensics Examiner to retrieve telemetry data and diagnostic trouble codes (DTCs).

Mobile Malware Demo

14. To raise awareness and improve education on the dangers of malware, the SPF has developed a software that showcases how mobile malware affects the targeted victim and how SPF can perform malware analysis to determine the source of the malware. The software will show how malware is designed to intrude mobile phones to gain unauthorised (remote) access to the device's operating system to obtain information such as internet banking credentials.

Leverage AI for New Frontiers in Policing

Self-Lodging Police Report Chatbot Prototype

15. The SPF is also exploring new technology which can enhance operational capabilities and augment our crime-fighting efforts.

16. Today, the electronic police centre allows the public to lodge Police reports online instead of over the counter. The report is then channelled to an investigation officer (IO) for assessment, and if needed, the IO will then follow up for further information.

17. To reduce the after-report follow-ups for both the member of public and the IO, the SPF in collaboration with HTX, has developed a Self-Lodging Police Report Chatbot, with a view to improving the user's experience via an online chat with the user and prompting for information based on the conversation. The Chatbot will help the user to draft the report, which the user can review before submitting it.

18. The SPF is assessing the suitability of the Chatbot and will further customise and enhance it for future trials at selected neighbourhood police centres' eKiosks.

Partner the Community to Fight Cybercrime

19. Cyber threats are constantly evolving and growing in scale, sophistication, and complexity. The SPF is therefore partnering and galvanising the society at various levels to build an ecosystem to combat cybercrime effectively.

20. The Cyber Guardians on Watch (CGW) and Cyber Crime Prevention Ambassadors (CPA) are two key schemes that offer different ways for the public to partner with the Police in this mission.

Cyber Guardians on Watch (CGW)

21. CGW is a scheme aimed at engaging individuals from all walks of life to safeguard our cyberspace. Designed to be accessible and easy to participate in, the public can sign up as CGW to receive updates on the latest scam trends and cybercrimes via the Police@SG app. Members of CGW can then help the SPF to disseminate this information to their friends and loved ones, thereby amplifying crime prevention messages and advisories. They are also educated to be the SPF's eyes and ears in cyberspace, reporting suspicious activity relating to a broad range of cybercrimes beyond e-commerce scams to the SPF.

Cyber Crime Prevention Ambassadors (Cyber CPA)

22. For those who wish to be more involved in the fight against cybercrime, the Cyber CPA programme provides an avenue for members of the community to take up a more active role to safeguard cyberspace. CGW members who wish to do more can step forward to sign up for the Cyber CPA programme, which provides volunteer opportunities to prevent cybercrimes. Cyber CPAs will receive formal training on the dynamic landscape of the latest online crime trends to engage and educate the community on cybercrime prevention measures through roadshows and various community events. The launch of the Cyber CPA programme is a testament to the NCPC's commitment to work with the community to combat evolving crime trends and build a safer Singapore for all.

	
Cyber Guardians on Watch Logo	Cyber Crime Prevention Ambassadors Logo

A Future-Ready SPF: Cyber and Beyond

23. The SPF constantly innovates and transforms itself to be a cyber-ready Police Force for the nation. Combatting cybercrimes, including scams, is a whole-of-society effort, and the SPF will continue to work with the community and stakeholders on its crime-fighting journey to ensure a safer Singapore for all.

24. A video titled “A Future-Ready SPF: Cyber and Beyond” has also been uploaded on SPF’s Facebook page.

**PUBLIC AFFAIRS DEPARTMENT
SINGAPORE POLICE FORCE
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