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## Lifecycle View

### Virtual community policing

By Michael S. Milner  
*Special to Defense Systems*



Rick Steele

**Michael S. Milner**

As a microcosm of U.S. society, the Army, its personnel and their family members experience many of the same cybercrime issues that affect the rest of the country, including computer intrusions, denial-of-service attacks, viruses and worms, phishing, identity theft, cyberstalking and online child exploitation. In an effort to promote community partnerships in the fight against cybercrime, the CCIU reaches out to the Army's network defenders and Army family members.

The CCIU has special agents who serve as liaison officers with the Joint Task Force for Global Network Operations and the Army's Network Enterprise Technology Command, Computer Emergency Response Team and Regional Computer Emergency Response Teams. Much like patrol officers who walk a beat in their communities, these special agents spend time interacting with the network defenders, listening to their needs and concerns and providing law enforcement services tailored to each beat.

By helping educate Army family members about Internet safety, CID's Cyber Lookout initiative represents another way that the CCIU promotes community partnerships. The National Center for Missing and Exploited Children, McGruff the Crime Dog and the Federal Trade Commission already have well-established Internet safety campaigns. So instead of trying to reinvent the wheel, Cyber Lookout helps get this information to Army family members through the CCIU Web site and

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presentations in Army communities.

In addition, the CCIU site provides a Web portal for reporting suspicious Internet activities, and the resulting investigative leads go to CID units worldwide. CID special agents at those field locations work closely with international, federal, state and local law enforcement agencies to investigate cybercrimes involving Army personnel and family members.

In terms of problem solving, the CCIU focuses on crime prevention as a way to minimize the risk of computer intrusions and related malicious activities. The CCIU's Computer Crime Vulnerability Assessment (CCVA) program identifies crime-conducive conditions involving Army networks and mandates appropriate corrective measures.

The community policing problem-solving process starts with the trust created through community partnerships and uses the ongoing information exchange to identify problems, solve those problems and reinforce trust. The CCVA program typifies that approach by proactively identifying and solving problems before they lead to network compromises. It is a win-win situation for everyone — the network defenders succeed in safeguarding the Army's critical information infrastructure, and the CCIU succeeds in deterring serious cybercrime.

Almost two centuries removed from Sir Robert Peel's fledgling community policing efforts, the CCIU's digital detectives are using community partnerships and proactive problem solving to protect the Army's networks and virtual neighborhoods.

*Supervisory Special Agent Michael S. Milner is director of the Computer Crime Investigative Unit.*

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