

THE CPIRC NEWS

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THE CANADIAN PRIVATE INVESTIGATORS' FORUM

Join the new Canadian Private Investigators' Forum. This list is for all Canadian Private Investigators and related professionals including Skip Tracers, Competitive Intelligence Professionals, Personal Protection Agents, TSCM Specialists, Polygraph Examiners, Information Brokers, Security Consultants and Instructors. The objective of the forum is to keep everyone up-to-date on the newest laws that affect our industry, to share ideas on surveillance techniques, discuss the newest technology on the market and to network with Canadians from across Canada in the same industry.

To join go to <http://groups.yahoo.com/group/canadianpi/>

Join now, it's FREE!

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RESOURCE CENTRE ROUNDUP

Money laundering and terrorist financing have been recognized as serious crimes that contribute to the on-going illegal activities of organized crime, terrorist organizations, and other criminals.

More than a year before the terrorist attacks on September 11, 2001 the Canadian government created the Financial

Transactions and Reports Analysis Centre of Canada, or FINTRAC.

FINTRAC is Canada's financial intelligence unit. A specialized agency created to collect, analyze and disclose financial information and intelligence on suspected money laundering and terrorist financing activities.

FINTRAC was created

to detect and deter money laundering by providing critical information to government agencies like CSIS and the RCMP.

To read the FINTRAC annual report for 2003 click on the appropriate link under "**Security and Intelligence Community**" category in the Resource Centre.

FINTRAC Quick Facts

- FINTRAC was created in July 2000. As of March 2003, FINTRAC's workforce numbered 160 employees.
- In 2002-2003, FINTRAC produced a total of 103 disclosures of financial intelligence to 13 law enforcement agencies across Canada.
- About one quarter of the total number of disclosures related to terrorist financing and threats to the security of Canada.

Is it a landline number or a cellular phone number?

This search will determine if a phone number is a landline or cellular phone number (US & Canada only). Enter the area code and phone prefix and the search results will return city (switch),

province or telephone company name.

Click on the **Is it a Land Line or Cell Number?** link found in the "**Telephone Directories/ Area Codes/ Postal Codes**" category in the Resource Centre.

Looking for pictures of rare firearms including a detailed history on them? This website features over 3,000 photos of rare firearms. Click on the **Rare Firearm Photos** link found in the "**Military/Law Enforcement/Forensic Science**" category in the Resource Centre.

Money launderers often use offshore bank accounts to secretly funnel money from Canada to an account in the Caribbean.

We have just added several new links about Money laundering and offshore information to our "**Business/Land Titles/Personal Properties**" category in the Resource.

RESOURCE CENTRE ROUNDUP

Telemarketing rules? Yes, the CRTC created rules that all telemarketers must follow. Check the CRTC rules for telemarketers by clicking on the **CRTC rules for telemarketers** link found in the "**Business/Land Titles/Personal Proper-**

ties" category in the Resource. **Want to take your name off telemarketer lists?** You can access the Do Not Contact Service on the Canadian Marketing Association website which enables individuals to reduce the number of marketing offers they

receive by mail and telephone. It may take several months before you will start to notice a decrease in phone calls. Click on the "Do Not Contact" link found in the "**Business/Land Titles/Personal Properties**" category in the Resource.



Are You Getting the Most Intelligence ROI From Your Trade Show and Conference Budget?

By John A. Nolan, III CPP, OCP

For sheer Return On Your Investment, there are few Business Intelligence applications that can beat collection operations at Trade Shows and Professional Conferences, Meetings and Symposia. We're not talking about scrounging about the exhibits hall with a large bag, scraping brochures, pamphlets, product samples and business cards. Nor should we mention those intriguing collectibles that you can pick up to cheaply satisfy the kids' need for souvenirs from Dad or Mom's business trip. Look beneath the veneer of high-powered stage shows and entertainers, beneath the opportunities to bag a few rays in a nice warm climate, beneath the chances to lower handicaps or shop at outlet malls. What do Business Intelligence professionals find at meetings and events such as these?

A Target Rich Environment

They find a target rich environment where professionals from across the map meet with one thought running consistently in the back of their minds: information. Information shared between professionals at scientific and technical meetings. Information shared by vendors with customers and pseudo-customers. Information shared by booth mavens with whomever will enter their domain. Information shared by the hapless poster-children whose papers were not selected for presentation in the formal conference but who stand anxiously by, awaiting that odd visitor who'll validate his -- currently impoverished -- professional standing. And, information collected by publishers looking for new advertisers in the industry journals. Information collected by the myriad — and largely unaccounted for — consultants who're trying to remain abreast of changes in the industry and in individual companies so as to be better able to ply their trade. Information collected by the media representatives who cover industries and companies. Information collected by analysts of all shapes and sizes. Information collected by the trade show and conference organizers themselves so as to better understand trends, individual exhibitors and where they're going in the future.

Information sharers and collectors who are — or should be — the objects of affection and attention by anyone seriously interested in Business Intelligence. Business Intelligence that encompasses collection about competitors, customers, regulators, vendors and subcontractors. Business Intelligence that includes counterintelligence as a necessary part of any intelligence function or activity. Business Intelligence that is serious, worth its investment and moving toward more and more popular acceptance each year.

None of this is to say that conferences and other meetings exist solely for the Business Intelligence promise they hold. Neither is it to say that people who are actively engaged in the process of collecting, analyzing and protecting information started doing it the day after the Society of Competitive Intelligence Professionals came into being. But, the central organizing principles of the intelligence profession have provided the impetus for many companies to develop more rigorous, comprehensive and integrated approaches to capitalize on the wealth of information of competitive value that can be found in these environments.

Levels of Sophistication

As businesses employ measures to exploit such opportunities as those presented by such meetings, it's reasonably easy to determine levels of competency, levels of performance, levels of productivity. In our experience both in the US and abroad, there are clear distinctions in terms of sophistication and organization. Perhaps you'll have an opportunity to see where you stack up against the Business Intelligence professionals in other firms.

At the lowest level of sophistication is the Business Intelligence organization which no coverage, interest or competency in exploiting the information richness of the trade show and conference environment. Only a slight steep above these firms are those where Business Intelligence is thought to be operating under cooperating conditions: employees of the firm travel to meetings and in order to get their vouchers paid, the traveller has to file a trip report on his activities. In pico-seconds it becomes clear to the busy, returning traveler that a two line *veni, vidi, vici* report will suffice to get the voucher paid. Any information, let alone any intelligence, that may be gleaned from these kinds of efforts are purely happenstance.

Next in line are those organizations where the Business Intelligence cadre actively seek out people who have returned from company sponsored travel and actually sit down and interview the returning source about what he or she may have learned during the meeting. In most cases like these, there's precious little difference in this approach from those who would foolishly respond -- without question or refinement — to the business leader who forms collection objectives in ways such as "Tell me everything about Company X." Virtually anyone who's been in this business for more than a week knows about this formula for failure in satisfying collection objectives.

Usually, organizations at the previous level either go away pretty quickly or they vault into pro-activity. Here is where the Business Intelligence practitioners actually pre-brief or sensitize their corporate travellers to the specific, outstanding collection objectives that remain unsatisfied. They actually get out of their offices, visit the prospective travellers and prepare them not only about what the leadership may need to know and what might be gained at the conference, but they also prepare the traveller for a scheduled debriefing his return. Not only does it close the loop, but it alleviates the travellers' natural antipathy to writing a report himself. And who knows? Maybe there'll be some other jewel that will drop from the interviewee's lips — a jewel that's only recognizable by the intelligence professional — during the debriefing that would otherwise go unreported.

Moving up the food chain we encounter the Business Intelligence manager who actually identifies the conferences, travellers and objectives well enough in advance that some basic planning and development can occur. Planning such as matching your internal correspondents or collectors with their colleagues — perhaps even unknown to the traveller at the planning stage — who will be attending the conference. Matching them with the colleague who works for, or used to work for, the competitor you're interest in learning about; matching your traveller up with the person who's presenting a paper where there may well be something of competitive value, something that can satisfy some of your current or standing Intelligence requirements; matching them with certain, potentially lucrative sources drawn from the various other populations found at the meeting.

At the next level are those firms where the Business Intelligence management plans to another degree: helping to do such things as prepare their correspondents throughout the firm to actually understand different means of collecting information, ranging from specialized training in obtaining it from the individuals with whom they associate without causing those sources to become suspicious, afraid, or uncooperative. At these firms, Business Intelligence management ensures that they maximize the participation of their internal correspondents by making certain that there is always a *quid pro quo* of some sort.

Most often these correspondents share in the intelligence products of the firm's efforts, get to participate in something they believe to be important for their and the company's welfare or even use the opportunity to satisfy some latent Walter Mitty-ish desire to do something more than the average employee. Sometimes, this advance preparation extends to arranging for cooperating employees to serve in professional organizations in such capacities as members of paper solicitation and selection committees. This allows them to encourage the submissions of papers by those working for competitors in whom the firm has an interest, and even to helpfully provide assistance in the development of the paper. In other situations, these kinds of correspondents can be prepared with specific and pointed questions which can be asked of a speaker from the floor — questions which tend to be answered since they're offered in an atmosphere of collegiality, enhanced by a desire of the paper presenter to impress his colleagues anyway. The next level of Business Intelligence unit involvement in trade shows and the like involves actual travel to the meeting or trade show site, where they set up a debriefing site where correspondent employees arrive at certain scheduled times to meet with company members. These company debriefings allow a variety of benefits: - real-time intelligence collection and first-line analysis;- education of sales people in newly introduced products or services of competitors which may have been launched at that particular show and which they need to have knowledge of in order to sell effectively against them;

- immediate recall of events which would otherwise be degraded with the passage of time; - opportunities to levy additional requirements on the attending employees when events and reports dictate expanding the coverage — something which could obviously never occur if the firm had limited its collection activities to post-conference debriefings and the additional opportunities had been missed; and, - from a counterintelligence perspective, reporting on the questions and interests of those people known or reasonably assumed to be working for competitors who are conducting their own activities at the meeting, and, in this way, providing early warning to the company's attendees as to what questions are being asked, with what level of competency, and by whom.

And the tally?

How does your firm measure up, in its level of competency and dedication to information collection in such a rich environment? Whether you're looking at this set of levels as examples of how you might think about increasing or expanding your coverage, or if you're simply assessing the extent to which your competitors may be employing such methods at conferences so as to perhaps protect yourself, it might be well to consider what's happening in the marketplace today. And to react accordingly in order to prevail.

John A. Nolan, III CPP, OCP is Chairman and Managing Director of Phoenix Consulting Group, which provides competitive intelligence, counterintelligence and professional development/training programs across a variety of industries.

RESOURCE CENTRE ROUNDUP (CONTINUED)

The Quebec Ministry of Public Security released a White Paper on December 16, 2003. The White Paper submitted for consultation contains massive changes for the private investigation and security field. Some of the proposed changes include mandatory training for security personnel and private investigators. Other changes include creating one "unique" permit, containing 7 distinctive categories, each of which correspond to the duties which

the agency is authorized to perform. A similar permit will be issued to employees only it would contains 8 categories.

To download your free copy click on the **Proposed changes to the P.I./ Security industry in Quebec** link found in the **"Courts/Lawyers/Law Advice/PIPED Act"** category in the Resource Centre.

Purchasing FRS Radios?

FRS 2 way radios are best described as small, powerful walkie-talkies. Most FRS radios boost a 5km range, although they will not likely reach this distance (the average range is really 2km). These radios may be obtained and operated by anyone without any special license. They are intended to be a communications tool for general family use. There are many manufacturers of FRS radios. Most new FRS radios offer at least 14 channels. Within the 14 channels, the frequency may be subdivided by an additional 38 sub channels. A pair of FRS radios can be purchased for under \$100 at major retail stores.

FRS Channel Frequencies

Chan 1: 462.5625mhz
 Chan 2: 462.5875mhz
 Chan 3: 462.6125mhz
 Chan 4: 462.6375mhz
 Chan 5: 462.6635mhz
 Chan 6: 462.6875mhz
 Chan 7: 462.7152mhz
 Chan 8: 467.5625mhz
 Chan 9: 467.5875mhz
 Chan 10: 467.6125mhz
 Chan 11: 467.6375mhz
 Chan 12: 467.6625mhz
 Chan 13: 467.6875mhz
 Chan 14: 467.7125mhz

UltraWipe is a utility that enables complete removal of sensitive data from the hard drive. The program comes with an "Urgent Wipe" features that enables a "panic button" which will instantly delete a user defined range of files.

To download this free software click on the **UltraWipe** software link found in the **"Free Investigative Software Downloads"** category in the Resource Centre.

Looking for email that you can use to send confidential information securely?

Hushmail offers the world's premier Secure Email, Document Storage, Instant Messaging, and Communication services to Individuals, Small Businesses, and Enterprises around the world. Hushmail offers both free and fee-based accounts.

Click on the **Hushmail** link found in the **"Free Investigative Software Downloads"** category in the Resource Centre.

The Investment Dealers Association (IDA) has a website which includes an Index of Disciplinary Releases which names brokers and brokerage firms that have been disciplined. The IDA website includes a Search engine where you can enter the name of the firm or the name of a broker to search for information on the IDA website.

Click on the **Names of brokers and brokerage firms disciplined by the IDA** link found in the **"Business/Land Titles/Personal Property"**

category in the Resource Centre.

The Ontario Securities Commission (OSC) website includes a List of Settlements. Decisions rendered by the Commission resulting from a hearing or settlement agreement as of January 1, 1997 are posted here.

Click on **Ontario Sec. Com. List of Settlements** found in the **"Business/Land Titles/Personal Property"** category in the Resource Centre.

SPEEDING UP YOUR COMPUTER (PART 2)

BY KEVIN RIPA

DEFRAGMENTING AND/OR REFORMATTING YOUR COMPUTER

Approximately once a year, we all engage in that ages old ritual of cleaning out our garage. If you have ever done this, you will see the merits of a defrag\reformat.

To understand why you would need to defrag\reformat (besides the obvious times when your computer completely dies), we will explain a bit about what goes on inside your computer on a daily basis. There are two places for storage of information on your computer. (Well there are more but we won't get into them right now). These are the hard drive and the RAM (Random Access Memory). The hard drive is the main storage component on your computer and holds all of the information you have ever saved and includes all your programs and operating system. We will pretend that the hard drive is the garage. Bigger hard drive, like a bigger garage, means more storage space. If you were to start a woodworking project on your driveway, you would need a helper to keep walking back and forth into your garage to get all the tools you needed as you needed them. As you can see, this is time consuming. What if you had a workbench on your driveway and your helper in the garage brought out all of the tools you needed to make your project and set them on the work bench? Now they are right there for you to grab as you need them and you don't have to sift through the entire contents of the garage to find them. The workbench on the driveway is your RAM. Back to the assimilation to your computer. You want to use a program so you click on the icon. The CPU (Computer Processing Unit) races through your hard drive grabbing all the necessary files for the program you want to use and delivers them to your RAM. The faster the CPU speed, the faster the info gets to the RAM and the quicker you can start to use the program. The CPU is like your helper in the garage. If your helper is quick, your workbench gets the tools quicker.

Technically you don't need RAM. The CPU can process your request by itself. But imagine it having to sift around a 20 GB hard drive and keep running back and forth with each piece as you need it, then putting it back when you are done. So we have determined that all the tools necessary are now in the RAM, or your workbench on the driveway. Now as you work, you are only using the pertinent files within the RAM. Things go much quicker. The more RAM you have, the more programs you can have running at the same time. On our driveway, the bigger the workbench, the more pertinent tools we can keep there at once. Another advantage of more RAM is speed. Imagine you are the RAM. You are responsible for using the tools. If you are a small person, you could only carry a small amount of tools, and the heavier they get, the slower you run. If you are a big, strapping person, you can carry more tools and heavier tools, and run faster doing it.

At the end of your project, you will toss all of the tools from your workbench into the garage, and let's face it; how many of us take the time to just perfectly place every nail and hammer and screw and tool exactly where we got it from and in the same clean condition? If you are like me (and the computer certainly is), you don't. I am trying to make two points here. The first is that at the end of each project, your workbench (or your RAM) is completely emptied. In other words, when you shut off your computer, everything in the RAM is tossed back into the hard drive except for unsaved work. The second point is that the computer isn't too fussy about housekeeping when it does this. It basically tosses everything back onto the hard drive in what ever the quickest nooks and crannies are.

As you can see, over time the hard drive gets messy and then it takes longer to find all the bits and pieces for a program and bring them to your RAM. This slows down your computer considerably, much the same as after a year of projects you are slowed down in the garage trying to find all your tools that you have just tossed around, promising to clean up "tomorrow".

Every once in a while, you will slide out to the garage and straighten things up in a halfways decent manner. Doing this on the computer is called a defragmentation. The defragmentation process optimizes your computer by taking all of the files on your hard drive and placing them back in a logical order so that all of your "hammers" are in one place and all of your "wrenches" are in another, rather than having wrenches and hammers and screwdrivers in a

jumbled pile. Once this is done, it can considerably speed up the load time of programs. It is basically the same as hanging all of your wrenches in order and putting all the Robertson screwdrivers in a row. There are a number of shareware programs that can defrag your computer. As well, Norton Utilities can perform this function. I personally like to use Microsoft's defrag utility that comes included within their Windows operating systems. The following is a step by step listing of how to perform a defrag:

1. Close ALL running programs including the ones in the background. (Remember Ctrl+Alt+Del)
2. Make SURE you disable your screen saver. This is VERY IMPORTANT!
3. Click on Start\Programs\Accessories\System Tools\Disk Defragmenter
4. In the box that opens, click on the Settings tab.
5. Make sure you check both of the top boxes and check the box that asks if you want to do this every time you defrag. Then click OK.
6. Select which drive you want to defrag (Usually C:) and select OK.
7. Your defrag has started. If you want to view the progress, you can click on Show Details. Then you will see the hard drive actually moving things around.
8. Do not do ANYTHING else while you are defragging. Once the program is completed, do a COLD restart. This means shutting your computer down completely for approximately 30 seconds, then turning it back on.

The above will speed your computer up and clean things out, just like a quick once over in the garage. It is even better to run a defrag while in Safe Mode. Don't know how to boot in Safe Mode? See page 70 for a really easy way.

Many times, you will be looking for something in your garage that you just can't find. You know it is in there but over the past year, things have piled up and now, try as you might, it just isn't there. This is like lost files on your hard drive.

After a while, even defrags won't help. They just move files around. They don't actually replace lost files or write new file paths. You may notice that now your computer is freezing up, or not loading properly or doing weird and wonderful things. It is probably time for a reformat. This also applies if your computer completely crashes and will not work anymore (suggesting it is not a hardware failure).

Usually about once a year, you will completely clean your garage out. You will remove every piece of anything and put it on the driveway, sweep and clean the garage, then replace everything in a proper order. You will throw away unnecessary things and even find those lost items you couldn't find before. This is like a reformat.

There are two types of reformatting. There is a reformat to overwrite the operating system's files only. This does not harm or delete any other information or data on the computer. Only problem is that if your computer problems reside within a different program, this will not fix anything. As well, any System Registry changes made to programs relative to the OS you are overwriting may not work properly and could cause further problems.

The other type of reformat is complete. In other words, you are completely erasing (well not really) your hard drive and emptying it out and then starting from scratch by installing the operating system and then all of the programs you use, and finally reinstalling all of the data you have backed up. EVERYONE BACKS UP THEIR DATA, RIGHT?

I enjoy your feedback. If you have any questions, comments, beefs, or bouquets, I would love to hear from you. How about topics you would like to see in future columns? You can contact me, Kevin Ripa, at info@computerevidencerecovery.com or through my website at www.computerevidencerecovery.com.



P.I. QUICK TIPS



- In your final surveillance report never refer to the subject as the "target". The subject's defence lawyer is going to have a field day questioning you.

- Most recent model digital camcorders have the option to deactivate the bright red record light. So there's no need to use black tape to cover it.

- When part of a multiple vehicle surveillance where the communications aren't working, the lead car can tap his brakes a couple of times to signal the rear vehicle to take the lead.

- Vehicles are not yet equipped with toilets. So, avoid coffee, cola and other drinks high in caffeine. If you drink a

- Avoid getting into an elevator with the subject. If you have no choice and must get on, you have a few options. Follow the subject into elevator, wait for the subject to press the floor button, then you press the floor button above the subject's. Once you get off on your floor you can take the stairs back down to the subject's

2 litre bottle of cola get ready to fill that bottle back up and I don't mean with cola. Get it?

- Even with dark tinted windows it isn't difficult for someone to make out a silhouette in the vehicle. By adding black curtains covering the rear windows it will be virtually impossible for anyone to see inside the vehicle yet, you will have

floor. If you feel safe that the subject is really unaware of his surroundings you may enter the elevator, wait for the subject to press the floor button then simply get off on the same floor. This can be easily done if several people are in the elevator allowing you to disappear in the crowd.



no problem keeping your eyes on the subject.

- When conducting static surveillance, the investigator should never be sitting in the front seat but in the rear where the tints and curtains will conceal his presence.

- Murphy's Law will keep you from getting cocky!

MURPHY'S LAW

Edward Murphy probably never conducted a surveillance but he has some words of wisdom for all of us the next time we're confident that we have the subject in our sights.

"If anything can go wrong, it will."

Edward A. Murphy, Jr. was one of the engineers on rocket-sled experiments undertaken by the U.S. Air Force in the 1940s to test ejector seat technologies. After one experiment failed, Murphy made his original observation - often abbreviated as "if anything can go wrong, it will". This spread like wildfire through the technical professions, starting the huge body of "Murphy's Law" we know and love today.

CANADA NUMBER ONE IN E-GOVERNMENT SERVICES

For the third year in a row, Canada has topped a list of 22 countries in terms of overall eGovernment maturity. It was the only country to reach the "fifth plateau" this year. According to the study, Canada's eGovernment initiative is differentiated by its customer-service vision; methods for measuring success of services; broad, integrated approach to offering government services through multiple service-delivery channels; and a cross-agency approach to online services. Further, the government has placed its citizens and businesses at the core of its eGovernment initiative, identifying services for individual customer segments, and government executives view eGovernment as an evolutionary process that is part of a broader service transformation effort.



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