



**Division of
Technology Services**

State of Utah

Department of Corrections

Artificial Intelligence

***IRIS Center: AI-Driven Intelligence & Real-Time
Operations***

October 2025

Alan Fuller - alanfuller@utah.gov
Stephanie Weteling - stephanie@utah.gov

EXECUTIVE SUMMARY

The Utah Department of Corrections (UDC) transformed its intelligence operations through the implementation of an AI-assisted platform within its Intelligence, Reentry, Intervention, and Safety (IRIS) Center. By shifting from labor-intensive, manual inmate communication monitoring to a proactive, real-time intelligence capability that leverages semantic AI and behavioral analytics, the UDC achieved immediate, life-altering impact. The system's effectiveness was validated within the first week, contributing to a life-saving intervention by enabling IRIS investigators to quickly identify and respond to an inmate's suicide threat. The platform extended its impact beyond correctional walls by providing actionable investigative leads that assisted local law enforcement in locating and apprehending a suspect in a fatal shooting case. The AI-driven model delivered significant measurable improvements: investigators saved over five hours per week, identified 6–10 actionable leads daily, and prevented over 30 security incidents in a 90 day period. This initiative successfully establishes a scalable, human-in-the-loop model for responsible and highly effective AI adoption in public safety.

IDEA

Problem or opportunity addressed

The UDC IRIS and Law Enforcement Bureau faced a critical operational challenge: the inability to efficiently monitor and analyze 100% of inmate communications across disconnected systems, including inmate phone systems. Manual review of calls and communications was resource-intensive, time-consuming, and reactive, creating gaps in intelligence gathering, situational awareness, and proactive threat prevention.

At the same time, UDC recognized a broader enterprise need to modernize correctional intelligence operations through a centralized, real-time operational model aligned with the IRIS Center initiative. Existing workflows lacked integrated intelligence coordination, cross-divisional visibility, and the ability to rapidly identify emerging criminal behavior, gang coordination, contraband activity, or threats to institutional and community safety.

To address these challenges, UDC implemented an AI-assisted intelligence platform as part of the broader IRIS Command Center modernization strategy. The platform automates communication monitoring using semantic AI, keyword analysis, behavioral analytics, and heat-mapping capabilities, transforming intelligence gathering from a manual, reactive process into a proactive, real-time operational capability.

By centralizing inmate communication intelligence into a single searchable interface and integrating AI-driven operational insights into the IRIS ecosystem, UDC significantly improved situational awareness, operational readiness, investigative efficiency, and proactive incident prevention efforts across correctional operations.

Why it matters

The IRIS Center initiative represents a transformational shift in how correctional intelligence and operational safety are managed within the State of Utah. By leveraging AI-driven intelligence analysis and centralized operational coordination, UDC has modernized its ability to identify risks earlier, respond faster, and proactively intervene before incidents escalate.



UDC investigators are responsible for monitoring intelligence across thousands of inmate communications occurring daily throughout statewide correctional operations. These communications span multiple correctional facilities and investigative environments across the State of Utah, creating significant complexity for intelligence monitoring and threat detection activities. Prior to this initiative, fragmented systems and manual review processes limited the organization's ability to rapidly identify threats, coordinate intelligence, and proactively intervene before incidents escalated.

Implementing the platform significantly reduced the time required to identify illicit activity and operational hot spots from hours to minutes through automated keyword searching, semantic analysis, and heat-mapping capabilities. This enhanced intelligence capability supports safer facilities, improved staff coordination, and stronger operational readiness across correctional environments. The platform also enabled limited investigative and operational resources to focus on higher-risk intelligence analysis and coordinated response activities rather than manual communication review and disconnected investigative workflows. The pilot demonstrated that AI-assisted operational intelligence can produce immediate real-world outcomes, including life-saving interventions and actionable investigative support for external law enforcement partners.

Beyond operational efficiency, the initiative supports UDC's broader mission of improving public safety and enabling safer communities. Real-time intelligence sharing and coordinated intervention efforts strengthen institutional oversight, support intelligence-led operations, and enhance collaboration across prison operations, investigations, technology, and reentry coordination teams.

The project also establishes a scalable operational model for integrating AI responsibly into government public safety environments while maintaining strong human oversight, governance, and data ownership protections.

What makes it different

The UDC implemented Verus, a proprietary, cloud-based SaaS platform by LEO Technologies, to monitor and analyze inmate communications in near real-time. Verus differs from traditional correctional monitoring solutions due to two key aspects: its patented AI-assisted intelligence capabilities and its telecom-agnostic architecture. Advanced capabilities include:

- **Semantic AI and Behavioral Analytics:** Verus analyzes the intent, context, and behavioral patterns within communications, enabling investigators to identify emerging criminal activity, gang coordination, escape planning, contraband operations, and other threats beyond simple keyword matching.
- **Real-Time Translation:** The platform provides near real-time Spanish-to-English translation capabilities designed to improve intelligence accessibility and accelerate investigative analysis across multilingual communications.
- **Human-in-the-Loop Governance:** The Verus AI platform was intentionally designed with a strict human-in-the-loop operational model. AI-generated alerts and intelligence findings never autonomously trigger enforcement actions. Instead, trained investigators maintain full decision-making authority and validate all intelligence-driven actions. The initiative demonstrates a practical and responsible model for AI adoption in government where artificial intelligence augments, rather than replaces, trained investigators and operational decision-makers.



- **Enterprise Intelligence Integration:** The platform enhances operational awareness by integrating communication intelligence into the IRIS Center's centralized operational model, supporting coordinated response efforts, intelligence sharing, and real-time operational planning across multiple UDC divisions.
- **Scalable Interoperability:** The system supports future integration with broader IRIS operational technologies, including analytics dashboards, surveillance systems, case management workflows, and enterprise intelligence initiatives.

What makes it universal

Correctional agencies and public safety organizations across the country face growing challenges related to managing large volumes of communication data, identifying emerging threats quickly, and improving operational coordination while maintaining strict compliance and privacy standards.

The platform and IRIS operational model provide a scalable framework for modernizing intelligence-led operations within government environments. The operational model is transferable beyond corrections and can support broader public safety use cases, including intelligence fusion centers, emergency operations centers, law enforcement coordination environments, and multi-agency command operations seeking centralized, AI-assisted intelligence capabilities.

The initiative also aligns closely with multiple NASCIO State CIO priorities, including cybersecurity and risk management, digital government transformation, data governance, emerging technology adoption, operational efficiency, and responsible implementation of artificial intelligence within government services.

By combining AI-driven analytics, centralized operational awareness, responsible governance, and human oversight, UDC has established a repeatable model for integrating emerging technologies into mission-critical government operations.

IMPLEMENTATION

Roadmap

Verus was implemented as part of UDC's broader Utah Corrections Information Management System (UCIMS) modernization strategy and IRIS Center operational intelligence initiative. Within the overall architecture, Verus functions as an external AI "Sensor Layer" feeding intelligence directly into the IRIS Command Center operational ecosystem.

UDC utilized a phased pilot implementation approach that emphasized iterative operational testing, stakeholder feedback, risk evaluation, and continuous assessment throughout the 90-day pilot period. This allowed operational investigators, technology teams, and leadership



stakeholders to validate capabilities in real-world correctional environments while refining workflows and operational processes.

The platform provides real-time intelligence insights related to gang activity, contraband operations, inmate behavior, threat detection, and investigative leads. This intelligence supports multiple operational domains, including investigations, assessments, case management, operational planning, and business intelligence dashboards.

The implementation roadmap aligned closely with UDC's long-term innovation strategy and operational modernization goals by establishing a centralized, intelligence-driven operational environment capable of supporting real-time situational awareness and coordinated response capabilities.

Successful implementation was defined by measurable improvements in investigative efficiency, proactive threat identification, operational coordination, intelligence accessibility, and real-time situational awareness capabilities across correctional operations.

The initiative was also designed to support future enterprise integrations involving surveillance systems, analytics platforms, operational dashboards, reentry coordination tools, and additional AI-assisted operational technologies as the IRIS Center evolves.

Who was involved

The project involved a crucial partnership between:

- Utah Department of Corrections (IRIS Leadership, Law Enforcement Bureau staff)
- Utah Division of Technology Services (AI Factory, Networking)
- LEO Technologies
- ViaPath Technologies

The IRIS Steering Committee provided consistent governance, ensuring alignment with operational objectives and UDC's long-term strategy. Critical to adoption was the active engagement of investigators in validating use cases and providing feedback, which established organizational buy-in and ensured the alignment of public safety objectives with responsible AI implementation practices.

The collaboration between correctional leadership, investigators, technology teams, and enterprise governance stakeholders was critical to aligning public safety objectives with responsible AI implementation practices.

How we did it

The project was structured as a 90-day pilot initiative with no initial cost obligation to the State of Utah. UDC deployed a secure, browser-based Verus interface while establishing secure integrations between Viapath inmate communication systems, and LeoTech's cloud-hosted infrastructure.

The no-cost pilot structure allowed UDC to evaluate investigative efficiencies, operational effectiveness, implementation feasibility, and organizational readiness prior to pursuing long-term investment decisions. This approach minimized financial risk while enabling leadership to assess measurable operational value in a live correctional environment.

To ensure compliance, governance, and data protection, UDC executed a Data Facilitation Agreement and API Authorization process with LeoTech. The agreement ensured UDC retained full ownership and governance of all correctional communication data. The implementation also aligned with broader IRIS operational modernization efforts, including integration planning for centralized operational dashboards, intelligence workflows, surveillance coordination, and future interoperability with enterprise operational systems.

IMPACT

What the project made better

The project successfully centralized communication intelligence into a single operational view, significantly improving investigative efficiency, operational awareness, and proactive threat detection capabilities across UDC operations.

The platform transformed operational workflows from reactive investigations to proactive intelligence-led operations. Through semantic AI analysis, keyword detection, and behavioral analytics, staff were able to identify and intervene in security threats earlier while improving coordination across operational teams.

During the pilot, the platform demonstrated immediate real-world operational impact. Within the first week of implementation, IRIS investigators leveraged intelligence identified through the platform to help intervene in a suicide threat within one of UDC's correctional facilities, contributing to life-saving intervention efforts and demonstrating the value of near real-time intelligence visibility.

In another incident, a local law enforcement agency was investigating a fatal shooting involving a teenage victim who sought assistance at a nearby high school before later dying from injuries sustained during the attack. At the time of the investigation, local law enforcement publicly indicated they did not yet have a suspect in custody and were requesting assistance from the public. Through intelligence gathered within the IRIS Center from inmate communications and operational analysis, UDC was able to provide actionable investigative leads regarding an individual connected to the incident who was in hiding. The information assisted local law enforcement in locating and taking the suspect into custody.

Beyond investigative efficiency, the project strengthened broader operational readiness and situational awareness efforts across the IRIS ecosystem by supporting:

- Faster identification of security threats and operational “hot spots”
- Improved coordination between investigations, operations, and technology teams
- Enhanced intelligence sharing and operational visibility
- More proactive incident prevention capabilities
- Increased operational readiness through centralized intelligence monitoring
- Safer facilities and improved public safety outcomes



The project also established a scalable operational foundation for future AI-assisted public safety initiatives within UDC.

How we know

Substantial operational and investigative improvements were validated through user feedback and pilot metrics.

- **Time Savings:** 83% of surveyed users (five out of six) reported saving more than five hours per week on communication review.
- **Threat Detection:** 100% of users identified between six and ten actionable intelligence leads daily.
- **Incident Prevention:** 83% of users reported that Verus helped prevent or interrupt more than 30 security incidents during the pilot.
- **Usability and Accuracy:** Staff gave the platform an average rating of 9.0 out of 10 for both interface intuitiveness and AI-generated alert/transcription accuracy.
- **Investigative Impact:** The platform directly contributed to a life-saving intervention (suicide threat) and supported external law enforcement in apprehending a homicide suspect, demonstrating immediate real-world value.

The platform successfully reduced investigative review time from hours to minutes, strengthening enterprise-wide situational awareness and enhancing UDC's ability to rapidly respond to security threats.

What now

Building on the pilot's success and overwhelmingly positive user feedback (described as "efficient," "innovative," and a "giant leap toward growth"), UDC is pursuing a long-term SaaS agreement with LeoTech. The long-term vision is to evolve the IRIS Center into a modern, intelligence-driven operational environment that strengthens correctional safety, proactive intervention, and reentry coordination. The IRIS Steering Committee will continue to provide governance and oversight for future enhancements and long-term sustainment. Future phases will expand IRIS Center capabilities through additional AI integrations, enterprise intelligence tools, and federated data-sharing initiatives. Specific enhancement opportunities include:

- Expanded language translation capabilities beyond English and Spanish.
- Expanded export and reporting capabilities, such as enabling secure call downloads and exporting records into PDF formats for evidentiary use.
- Expanded integration with investigative platforms like [CLEAR Investigation Software](#) to reduce system toggling and streamline investigative workflows.
- Continued advancement of centralized command center operations and AI-assisted operational analytics.

The UDC is positioned to advance intelligence-led corrections operations through responsible AI adoption and stronger collaboration with public safety partners.