



## White Paper: The Use of Pattern of Life Analysis Within Major Federal Agencies

### Introduction

Pattern of life analysis (POLA) is a technique for identifying and analyzing patterns in behavior. POLA can be used to understand the current state of an entity, detect anomalies, and predict future behavior.

POLA can be used in major federal agencies in a number of ways to improve efficiency, effectiveness, and security. For example, POLA can be used to:

- Detect fraud and waste: POLA can be used to identify patterns of behavior that are indicative of fraud and waste, such as unusual spending patterns or suspicious travel patterns.
- Identify and prevent security threats: POLA can be used to identify and prevent security threats, such as potential terrorist attacks or cyberattacks. For example, POLA can be used to identify individuals who have been in contact with known terrorists or who have visited suspicious websites.
- Improve customer service: POLA can be used to improve customer service by identifying and addressing customer needs early on. For example, POLA can be used to identify customers who are at risk of churning or who have experienced problems with agency services.

### Use-Case Examples

Here are some specific use-case examples of how POLA can be used in major federal agencies:

- Department of Transportation (DOT): The DOT could use POLA to detect fraud in its grant programs. For example, the DOT could use POLA to identify grant recipients who have submitted false or inflated expense reports.
- Social Security Administration (SSA): The SSA could use POLA to identify fraudulent Social Security claims. For example, the SSA could use POLA to



identify individuals who have multiple Social Security numbers or who have claimed to be working in multiple states at the same time.

- Internal Revenue Service (IRS): The IRS could use POLA to detect tax fraud. For example, the IRS could use POLA to identify individuals who have claimed to be living in multiple states at the same time or who have claimed to have earned income from businesses that do not exist.
- Bureau of Land Management (BLM): The BLM could use POLA to identify and prevent illegal logging and mining on public lands. For example, the BLM could use POLA to identify vehicles that have been traveling in remote areas of public lands or that have been parked in the same location for multiple days.

### Benefits of Using POLA in Major Federal Agencies

There are a number of benefits to using POLA in major federal agencies, including:

- Improved efficiency and effectiveness: POLA can help agencies to improve efficiency and effectiveness by automating tasks and identifying areas where processes can be streamlined.
- Reduced fraud and waste: POLA can help agencies to reduce fraud and waste by detecting patterns of behavior that are indicative of fraud and waste.
- Enhanced security: POLA can help agencies to enhance security by identifying and preventing security threats.
- Improved customer service: POLA can help agencies to improve customer service by identifying and addressing customer needs early on.

### Challenges of Using POLA in Major Federal Agencies

There are also some challenges associated with using POLA in major federal agencies, including:

- Data collection and privacy: POLA systems require a large amount of data to be effective. It can be difficult and expensive to collect this data, and there are privacy concerns associated with collecting and using this data.
- Bias: POLA systems can be biased, which can lead to inaccurate or discriminatory results. It is important to take steps to mitigate bias in POLA systems.



- Transparency: It is important to be transparent about the use of POLA systems. This includes informing employees and citizens about how the systems work and what data is collected.

## Conclusion

POLA is a powerful tool that can be used in major federal agencies to improve efficiency, effectiveness, and security. However, it is important to be aware of the challenges associated with using POLA and to take steps to mitigate these challenges.

## Recommendations

Here are some recommendations for major federal agencies that are considering using POLA:

- Start with a clear understanding of your goals. What do you hope to achieve by using POLA? Once you have a clear understanding of your goals, you can start to develop a POLA strategy that is tailored to your specific needs.
- Conduct a privacy impact assessment. It is important to conduct a privacy impact assessment before using any POLA system. This will help you to identify and mitigate any potential privacy risks.
- Implement appropriate privacy safeguards. It is important to implement appropriate privacy safeguards to protect the privacy of employees and citizens. This includes obtaining consent before collecting data and limiting the use of data to the purposes for which it was collected.
- Be transparent about the use of POLA. It is important to be transparent about the use of POLA systems. This includes informing employees and citizens about how the systems work and what data