

# PENLINK

## 2023 TRAINING

# SUMMIT

### EXECUTIVE SUMMARY



**THE 2023 PENLINK TRAINING SUMMIT WAS HELD ON AUGUST 21-23.** We welcomed 364 customers to our biggest event ever, hosted at CHI Center in Omaha, Nebraska. And not only did we host our largest-ever group of attendees, but we also broke the record for the training team: 300 customers participated in eight brand-new classes, all in one pre-conference training day.

Thank you to all of our customers who made the trip to Omaha, participated in the training, engaged in thoughtful conversations, and contributed ideas to the future of digital investigations and PenLink.

For those of you who missed it, here's a snapshot of the event.

#### OPENING KEYNOTE

##### THE EMERGING THREAT OF SEXTORTION

**Erin Burke**, Division Chief, Public Safety & Border Security, Homeland Security Investigations

Erin kicked off the event with an in-depth look into sextortion, a form of online sexual exploitation that is currently exploding across the internet. Erin's riveting presentation kept her audience on the edge of their seats as she detailed cases in which children and teens were coerced by adults to send them explicit images, which were then used to exploit the victims for more images or financial gain, leaving victims feeling as though they had no way out. This heartbreaking session was insightful and provocative, leaving every parent in the crowd feeling the need to examine the online habits of their children more closely.



**ERIN  
BURKE**

#### PRODUCT SHOWCASE

##### THE FUTURE OF DIGITAL INVESTIGATIONS

**Eric Hunzeker**, Chief Product Officer, PenLink  
**Kaitlyn Ziola**, Group Product Manager, PenLink  
**Ryan Van Spronsen**, Principal Product Manager, PenLink

A hugely popular session each year is this opportunity to listen in on the newest features and enhancements for PenLink products and gain a sneak peek at what's coming next. Ryan and Kaitlyn shared exciting enhancements made this



**KAITLYN  
ZIOLA**

year across our products, including translation and transcription capabilities, financial transaction tools, and much more. They also gave an innovative overview of what the future of PenLink might look like, giving the audience a glimpse at the PenLink Digital Investigation Platform.



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### GENERAL SESSION

#### DALLAS AMBUSH: AN ASSAULT THAT GRIPPED A NATION

**Larry Gordon**, Ret. Sergeant, Dallas Police Department

You could have heard a pin drop as Larry Gordon took his audience through his gripping account of the night in July 2016 when a gunman shot 12 Dallas police officers, killing five, and barricaded himself within a college. Using actual footage of the event, Gordon brought the audience with him as he relived the tragic events of that day, taking a critical eye to his own decisions in the moment, recounting some of his mistakes, and discussing race within policing today.



### DAY 2 OPENING KEYNOTE

#### CELLULAR HANDSET GEOLOCATION: INVESTIGATIVE OPPORTUNITIES AND PERSONAL SAFETY RISKS

**Chuck Cohen**, Vice President, NW3C National White Collar Crime Center

The second day of our event began with NW3C Vice President Chuck Cohen going in-depth into how modern cell phones, including trackers, collect and deal with digital data. He detailed how law enforcement can use both open-source and legally obtained data as useful digital evidence to move criminal case investigations forward. Cohen also delved into the personal security risks inherent in modern cell phone location data, leaving the audience with knowledge they could bring back to their open cases.



**CHUCK COHEN**

### CLOSING KEYNOTE

#### VICTIMOLOGY: AN INVESTIGATIVE PERSPECTIVE

**Dean Jackson**, Deputy Executive Director, Investigative Consultant, and Violent Crimes Specialist, Cold Case Foundation

**Gregory Cooper**, Founder and Executive Director, Cold Case Foundation

The Summit's most anticipated session was the perfect endcap to the 2023 event. Cooper and Jackson walked investigators through the concept of victimology, and how understanding the detailed aspects and relationships of a victim can often lead the investigation toward a probable suspect rather than an endless pool of less likely possibilities. Their innovative methods, showcased in several true-crime series on Netflix, gave our audience a new way to attack their own cases by starting with the victim and working from there.

#### BREAKOUT PRESENTATIONS WERE ALSO GIVEN BY THE FOLLOWING:

- Greenville County Sheriff's Office
- Modesto Police Department
- United States Attorney's Office
- Washington/Baltimore/Dorchester HIDTA
- Memphis Police Department
- Suffolk County District Attorney's Office
- Cobwebs
- LA CLEAR