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Contribution ID: 474

Type: **not specified**

A conceptual model of factors to improve cybercrime investigation.

Tuesday, 2 December 2025 12:00 (30 minutes)

Cybercrime poses a significant threat that presents a unique challenge to law enforcement agencies. The transnational nature and technical complexity are some of the challenges that create difficulties in investigating cybercrime, despite the advancements in legislation. An Interpol 2025 African Cyberthreat Assessment Report highlights that cyber-related offences continue to increase, while countries report critical gaps in investigative capacity. In response to these challenges, this paper proposes a conceptual model based on seven Critical Success Factors (CSFs) identified from reviewing the academic literature and using a snowballing technique. The resulting model provides a structured framework to support law enforcement agencies in improving their cybercrime

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Session Classification: ISSA