



Crown Prosecution Service
London, England
www.cps.gov.uk

Industry:

Public Sector

Annual Revenue:

US\$1.260 billion

Employees:

8,400

Oracle Products & Services:

Oracle Express Server

Oracle Partner:



SolStonePlus
www.solstoneplus.com

Integrated Intelligence Drives Performance for Crown Prosecution Service

Crown Prosecution Service (CPS) is the government department responsible for prosecuting criminal cases investigated by the police in England and Wales. CPS aims to become a world-class, independent prosecuting authority that champions justice and the rights of victims, drives change in the criminal justice system, and maximizes value to the public.

Challenges

- Collate and analyze case load, payroll, and performance data from multiple sources to optimize budget allocation and workforce planning across the CPS's 42 geographical areas
- Streamline compiling of annual reports to the treasury, attorney general, and parliament
- Gain rapid access to up-to-date statistics to respond to government inquiries

Solution

- Built a CPS Corporate Information System (CIS) to measure prosecution success ratios against costs incurred for magistrate and crown courts using Oracle's business intelligence tools
- Used CIS to extract data from financial, manpower, and payroll systems to analyze the comparative performance of each geographic area and provide a single near real-time overview
- Extended CIS to provide an activity-based costing tool to calculate average job time and hours spent by senior and junior lawyers and administrative staff for all case types and areas
- Used Oracle's BI tools to find ways to reduce spend
- Leveraged CIS to build bottom-up and top-down financial allocation models for budgeting, planning, and forecasting
- Benefited from Oracle's comprehensive business intelligence tools to provide managers with decision-making information
- Enhanced CIS using Oracle BI functionality by building a workforce modeling platform to provide a unified view of employee data to assess future staffing requirements
- Developed a demand-driven workforce model that reduced labor hours spent creating and updating organizational charts
- Interfaced CIS with CPS's Casework Management System to benefit from historical records for ongoing business planning
- Working with Oracle Partner SolStonePlus to continually enhance and improve functionality of the CIS