

SIEBEL CASE MANAGEMENT FOR INTELLIGENCE FUSION

“A fusion center is an effective and efficient mechanism to exchange information and intelligence, maximize resources, streamline operations, and improve the ability to fight crime and terrorism by analyzing data from a variety of sources.”
(National Criminal Intelligence Sharing Plan).

Solution Features

- Web portal for law enforcement and private security organization reporting
- Multi-use for tips, leads, and grievances
- Intelligence Collection Tasking and Tracking
- Intelligence database capture of Subjects, Organizations, Activities, Locations, Conveyances
- Investigative Case Management
- Automated workflow
- Investigative Analytics and embedded Visualization- link analysis
- Secure collaboration
- Full audit capabilities
- Configurable Rules Engine for conformance to collection, dissemination and purge criteria
- Service Oriented Architecture
- National Information Exchange Model (NIEM) capable

Detect, Deter, Prevent, Protect

State and local law enforcement agencies are engaged in the day-to-day business of fighting crime and terrorism. The 9/11 Commission concluded that sufficient information existed such that law enforcement officials could have prevented the attacks had they “connected the dots”. To ensure we correct that deficiency requires real-time information integrated into a single comprehensive 360 view of the environment. The development and funding of intelligence fusion centers is a direct result of a need for better, more integrated information about suspects, locations, and conveyances that may be used in the planning or commission of a crime, including a terrorist act.

Fusion centers provide all source collection and production of criminal and terrorism information from disparate individual or regional, state, local, and federal databases. The end product of this all source production is to provide better situational awareness. Siebel Case Management for Intelligence provides a comprehensive, configurable capability to manage the intelligence processes from tip/lead management to intelligence collection and dissemination to investigation of potential subjects or organizations of interest.

Siebel Case Management for Intelligence provides intelligence and fusion center entities with three distinct solution sets including tips/lead management, intelligence collection tasking management, and an intelligence database capability. This single, commercially supported product provides the agency with the capability to capture tips/leads from both citizens and private security organizations, manage the validation and evaluation process, receive and respond to intelligence collection tasking, and to store/search/analyze and regionally share intelligence information. Siebel Case Management for Intelligence then provides an investigative case management capability to seamlessly initiate and investigate suspicious criminal and/or terrorist activities.

360 degree Situational Awareness

Siebel Case Management for Intelligence contains an out of the box relational database that facilitates the collection of structured and unstructured text, graphics, audio, video files, etc. regarding subjects, locations, conveyances, businesses and organizations of interest. The universal case master consolidates subject information from disparate systems for a single source of truth. Using additional Oracle or partner third party products, Siebel Case Management for Intelligence has the capability to visually display linkages using a “visualization” tool designed for investigators and analysts alike. Siebel Case Management for Intelligence has a comprehensive federated search capability allowing analysts/investigators to search and retrieve structured, unstructured, textual, audio/video information.



Key Benefits

- Improved information sharing and situational awareness through comprehensive 360 degree situational awareness
- Commercially supported highly configurable product provides end-to-end integrated intelligence and investigative solution
- Consistent and enhanced information capture and storage of structured and unstructured data, video, audio, and documents with automated workflows and task-based interface
- Better, more collaborative environment for multiple investigators, departments, or agencies to quickly and thoroughly explore information for actionable intelligence
- Unparalleled security, scalability, and reliability with a world class, enterprise architecture based on industry

Products

- Oracle's Siebel Case Management v8.0
- Oracle Business Intelligence Enterprise Edition
- Oracle Spatial
- Intetec's Antecl product

Comprehensive Analysis

Siebel Case Management provides executives, managers, analysts, and field investigators with comprehensive, configurable, and metric-driven analytical dashboard displays. Siebel Case Management provides an enterprise view of the tips/leads, investigations, and incidents surrounding high value targets by region, agency, number and type of suspicious activity and the locations, times, and patterns of incident/criminal/terrorist activities. Siebel Case Management provides investigators an integrated visualization tool to quickly and easily display links between individuals, organizations, locations, conveyances, and incidents.

Automated Workflow

Siebel Case Management provides investigative law enforcement agencies with comprehensive, configurable workflow capabilities to route input from citizens and private security organizations to the appropriate responding organization. The Siebel Case Management solution provides real-time tracking and status of information requests and collection asset tasking, and permits escalation of requests to the attention of the next level supervisor, or responsible entity.

Security

Securing sensitive data, and controlling access to data, is one of the premier core competencies of Oracle. Not only is access to sensitive investigative data secure, but with Siebel Case Management, audit trails ensure data integrity and include indicators of what was read, changed, who changed it, and the changes that were made. Oracle also understands the importance of complying with rules of law and regulations that govern intelligence information. Siebel Case Management for Intelligence is compliant with United States federal regulation 28CFR23 and can easily be configured for virtually any collection, retention, dissemination policy or controls required.

Secure Regional Collaboration

Appropriate and well-timed distribution of key information allows law enforcement agencies to act rapidly, effectively, and consistently, leading to improved closure rates and better resolutions. By making tips/leads, intelligence, and case records available as part of a secure framework, Siebel Case Management enables multiple analysts/investigators to work on a case simultaneously, access related case information and improve productivity. Citizen tips, leads, and investigations can be routed to designated personnel via multiple devices and lead information can be segregated from the complete case record depending on access level. Intelligence information can be shared across the enterprise in a secure fashion.

The Siebel Advantage

With Siebel Case Management, agencies gain the tools they need to improve their lead, tip, intelligence and investigative case management processes. The Siebel solution helps agencies get the right information to the right people at the right time, facilitates secure collaboration within and across agencies, and streamlines reporting and analysis. Siebel Investigative Case Management is a commercially supported product architected to conform to industry standards for information exchange and service oriented architecture requirements. Taken together, these capabilities minimize the time agencies need to spend on paperwork and data entry, allowing them to focus more of their time on resolving cases and protecting the public against criminal and terrorist acts.

CONTACT US

For more information, please call **1.800.ORACLE1** or visit www.oracle.com/government

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