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OVERVIEW OF SIEBEL FOR INVESTIGATIVE CASE MANAGEMENT

Oracle’s Siebel Public Sector application provides a powerful case management tool for law enforcement agencies, and other agencies responsible for handling case investigations. Investigative agencies benefit from Siebel’s ability to integrate case information from across multiple data sources, automate aspects of case process workflow, and perform real-time case analysis.

Investigators benefit from increased productivity, better collaboration, easier access to information relevant to their case, more timely information delivery, and simplified reporting.

Investigators can use Siebel to create electronic case records rapidly and improve the management of information regarding criminal activities, threats, and acts of fraud or abuse. Siebel gives law enforcement agencies the tools to create electronic files on cases, incorporating details such as Leads, Incidents and Offenses, Suspects, Groups, Evidence, Vehicles and Locations—and track the relationships among these different entities.

Criminal organizations or individual suspects can be evaluated independently of cases to assess the threat they pose in isolation. Each file can be updated to include additional information, such as associated Activities, Notes, Addresses, Attachments, Assets, and Contacts. The Siebel application can also be extended to track additional data of particular interest to an agency. Furthermore, Oracle’s investigative case management solution provides investigators with a single, secure location to store all critical case documents—including evidence information, reports, forms, and transcripts—making it easy for employees to search for and retrieve relevant information in real time.

Oracle’s Siebel application is an open standards based system, and so can be easily integrated with other case investigation tools. Oracle has worked with Intetek to integrate their data visualization and link analysis tools directly into the investigative case management system to further enhance the investigator’s ability to gain a deep understanding of the case by being able to see linkages between people and other objects that are not initially obvious and so move more rapidly to its conclusion.

Building on top of the existing product capabilities, Siebel Public Sector 8.0 provides new functionality to the industry leading case management solution that allows case investigators to better coordinate and manage case investigations. The scope and capabilities added for this latest release have been directly driven by the real world requirements of agencies around the world. Cases, leads and evidence can be stamped with a serial number from a combination of multiple fields such that the composite number is meaningful to an investigator’s agency. A new Case Inbox increases the efficiency of the case approval process and reduces case backlog as approvals are routed quickly and efficiently without manual user intervention.

These new features augment the Siebel Public Sector 8.0 abilities to seamlessly share information and leverage the capabilities of multiple agencies to detect and prevent criminal activities and threats to
public welfare, manage case investigations electronically, and communicate rapidly across multiple channels such as email, Web, phone, and fax.

**UNIVERSAL CASE INBOX**

The Universal Case Inbox serves as a consolidated workspace for all cases and leads that have been automatically routed to appropriate personnel for approval and/or assignment to an investigator. The Universal Case Inbox increases the efficiency and consistency of the case approval process and reduces case backlog as approvals are routed quickly and efficiently without manual user intervention.

The Universal Case Inbox enables agencies to automatically route cases and leads for approval and provides a tiered hierarchy of approval. Cases are then automatically directed to obtain approvals from the specified management hierarchy. For example, a new case can be automatically routed to a supervisor, group manager, division manager, superintendent, commissioner, or anyone else who is designated in the approval chain.

For approvals, the Universal Case Inbox accommodates dotted line, or cross-department approvers to model organizational complexity and sophisticated approval workflows. A case approver list can be established to obtain approvals from various people from different departments. For example, both the case supervisor and the finance manager can be designated to approve before a payment will be issued. Additionally, the Universal Case Inbox allows substitute or additional approvers to be added to a case as needed. A case agent can manually add an approver to the list in addition to the predefined approvers already in the system. Finally, the Universal Case Inbox prevents users from approving their own cases to ensure accountability.

**INCIDENT MANAGEMENT**

Incident Management allows agencies to track, monitor, escalate, and resolve reported incidents. Currently, most agencies manage reported incidents through either paper-intensive manual processes
or stand-alone, non-integrated systems. Procedures and processes for recording and routing incidents can be inconsistent, time-consuming and error prone. Incident Management allows agencies to standardize the incident data capture process inside or across departments and ensure that incidents are resolved according to established department policies or regulatory requirements.

Incident Management enhancements in Siebel 8.0 provide the flexibility to track an individual across multiple incidents, even when this individual has a different role in the incident. Incident Management enables agencies to track offenders, victims, or witnesses seamlessly from incident to incident. This flexibility allows agencies to quickly gather the information required to understand the context of an incident, route it to the appropriate department or individual for response, and ensure that the right course of action is pursued according to the specific policy and regulatory requirements of the agency.

Incident Management enables agencies to manage information related to individuals according to the context of an incident type and to capture relationships, if any, between individuals involved in the incident such as the relationship between the victim and the offender, or if any injuries were suffered or inflicted during the incident. Additionally, Incident Management allows agencies to create a detailed profile of a potential offender whose real identity is not known. This subject profile can then be matched with the actual contact record once the identity is discovered.

Incident Management allows users to designate contacts as victims or offenders within the context of the incident.

**OFFENSE MANAGEMENT**

Offense Management provides agencies with the capability to track and cross reference criminal offenses as part of a comprehensive incident management system. Offenses can be logged as part of the incident and used for reporting purposes and further analysis. Data about the offenders, victims, force used, and assets can be captured quickly and easily. Users can follow up on the offense by adding notes or related documents to the record to provide a comprehensive picture of the offense. All of the necessary information for reporting, tracking and managing offenses is easily entered and readily available to users.

Offense Management capability enables agencies to track alleged offenders and associated offenses that arise as part of an incident and record associated arrests, manage property, and file evidence. Agencies can capture structured information about the circumstances surrounding the incident using specific categories such as suspicious death, serious assault, robbery or sexual assault, along with descriptive text, to allow detailed information to be captured, and yet still provide for ease in reporting and analyzing crime trends.
Additionally, Offense Management allows agencies to track the use of drugs or alcohol related to the offense and record any use of force during the offense, including the use of any weapons.

Offense Management enables public agencies to manage criminal offenses and offenders as part of a reported incident.

LOCATION TRACKING

Location Tracking enables agencies to standardize locations that have multiple addresses and to specify an area where there may not be precise address information. The ability to assign more specific location information without needing addresses makes it easier to classify and capture important information about an area. Location Tracking supports the association of multiple addresses to a single, specific Location, as well as other precise location information such as latitude/longitude pairs or Universal Transverse Mercator (UTM).

This provides agencies with a variety of different address formats to use when describing the location of an incident (For example, Hyde Park, corner of Oxford Street and Park Lane, East side of junction). This combination of a specific location with a descriptive label helps faster response to developing incidents in addition to building a richer repository of data for use in later analysis.

With Location Tracking, agencies can capture and analyze related incidents or group incidents by location to augment the incident management capabilities of Siebel Public Sector 8.0. Location Tracking also enables agencies to standardize locations that have multiple addresses such as shopping malls, hotels, office parks or campuses and specify an area which lacks precise address information such as an intersection, or the north end of a lake. These locations can also be entered in shorthand to simplify data-entry while ensuring consistent and accurate data capture.

Through Geographic Information System (GIS) integration, Location Tracking provides a graphical representation of the location and agencies can provide external mapping applications integrated to Siebel data stores with precise geo-coded location information for use in GIS analyses. For example, using the GIS integration with Location Tracking, government investigators can search for incidents reported within 2-mile radius of a highway construction project, or suspicious activity associated with a crime spree in a particular neighborhood.
Location Tracking enables agencies to define locations and associate multiple addresses with the location.

EVIDENCE MANAGEMENT

Evidence Management enables agencies to track and manage evidence associated with the cases they are managing. Evidence Management supports a two-tier evidence model that enables agencies to track unique physical items in addition to managing these items as evidence in the context of one or more cases.

Evidence Management provides the capability to consolidate evidentiary items across an agency, yet still manage evidence in the context of each individual case. During an investigation, evidence collected at a crime scene (such as a weapon) can be logged as a unique item in Siebel, and later linked as evidence in multiple cases.

For each evidence record, different activities and documents can be tracked, in accordance with the specific requirements of each case. All activities associated with a piece of evidence, such as entry into a property store, submission for forensic testing, or transfer to court during a trial, are securely logged against the evidence, to ensure that its history is known and therefore its admissibility is not compromised.
Evidence Management enables agencies to manage evidence associated with a case.

Evidence Management enables agencies to manage the history of activities or actions specific to each case and each piece of evidence. This includes the ability to establish standardized handling instructions or activity templates that conform to agency requirements. Agencies can also link multiple evidence items with the same underlying asset, or relate evidence items within or between cases to establish key investigative linkages. Agencies can also establish start and end dates for each evidence item and serialize evidence as part of a case, and manage the disposal process once items of evidence no longer need to be held.

Additionally, Evidence Management enables agencies to track various roles of individuals as they relate to each piece of evidence. Together, these new capabilities in Evidence Management provide agencies with a flexible repository of physical items that supports evidence in different cases and at the same provide exceptional investigative insight.

INVESTIGATIVE LEAD MANAGEMENT

Investigative Lead Management empowers agencies to track and manage clues and activities of interest across the enterprise. Investigative Lead Management enables leads to be quickly created as part of a case, assigned, worked and then routed to the appropriate supervisor for approval.
Investigative Lead Management enables agencies to track and manage leads as a part of each case record.

Investigative Lead Management enables agencies to track lead information as part of each case record, including when the lead was created, routed, covered, and the result submitted for approval. Once approved, leads can be routed automatically or manually. Agencies can also receive leads routed from other investigators or departments and manage them in a single queue.

Additionally, agencies can relate all relevant investigative information to a lead such as contacts, suspects, victims or other persons/groups of interest and view and compile evidence associated with a lead that is relevant to the case at hand. For standardization, agencies can serialize leads as part of a case and lead records can be numbered according to the specific numbering methodology of a public agency. When viewing the lead, agencies can also see activities performed on a lead automatically in the context of the parent case.

**CASE SERIALIZATION**

Case Serialization provides agencies the ability to standardize case numbering across the agency by generating unique, custom-defined serial numbers for cases, as well as leads and evidence that are related to the case. When a case record is created in the Siebel database, a unique serial number is automatically generated and stamped on the record.

In many agencies, the case numbering system is a standard employed to track case files and all related material. Using Case Serialization, administrators can set the case serial number to include a combination of multiple fields so that the composite number is meaningful to an investigator. For example, case serial numbers can be generated from a combination of fields unique to the case, and combined with either a local counter (based on the number of cases in the system), or a universal counter that numbers every record individually. When related records are created (such as leads or evidence that is related to the case), serial numbers will automatically be created in the proper format, utilizing the unique numbering methodology defined by the agency.
Case Serialization allows agencies to generate a unique serial number used for all elements of a case.

Additionally, Case Serialization serializes evidence, leads and attachments hierarchically as part of a case. Lead, evidence and attachment records in Siebel can inherit the serial number of the parent case and add a unique suffix to ensure that all records within a case are unique, yet share the same lineage.

For interoperability with non-Siebel data, case serial numbering can be accessed externally to Siebel using pre-built Web Services and extend an agency’s standardized numbering methodology to case information in any system. Case Serialization can also regenerate case serial numbers for administrative purposes and cascade these changes to leads, evidence and attachments related to the selected case.

MOBILE WORKING

Investigators need to be able to access their cases from wherever they are, and share information across the investigative team in real time. Oracle’s mobile solutions support the Investigative Case Management application on laptop, handheld, and wireless-enabled devices, providing immediate access to critical case information anytime, anywhere.

Mobile Solutions extends the full functionality of the investigative case management system to investigators in the field through mobile transaction processing techniques such as store-and-forward messaging, wireless browsing, and data synchronization. Mobile Solutions deliver comprehensive
solutions that leverage advances in communications technologies and operate on current popular devices and wireless networks.

Mobile Solutions encompass a wide range of deployment options: Siebel Wireless, for real-time browsing of case information; Siebel Handheld, for more-advanced case functionality delivered on a compact, light weight device; and Siebel Remote for a fully functional mobile case client running on a laptop or tablet pc.

**VISUALIZATION AND LINK ANALYSIS**

A vast amount of data can build up during the course of an investigation, and by being able to link new incidents to known entities (offenders, suspects, vehicles and so forth) the amount of information available to an investigator can become potentially overwhelming. Being able to readily identify the complex links and relationships that exist within the data is vitally important for a successful investigation. People may not have any immediately obvious direct linkage to each other, but there may be data held in the system that show that a link does exist, via other people and objects. The length of this link path is known as the degree of separation.

Traditionally, this type of task has been undertaken by specialist data analysis teams, using complex tools to support them, which means that field investigators have to wait while their request for analyst assistance joins the queue of all of the other live cases. By integrating Intetek’s easy to use Visual Search link analysis and data visualization tools directly into the investigative case management system, investigators are able to start the analysis process themselves, only needing to call in the specialists for the truly complex cases.

Intetek Visual Search link analysis identifies the links between people involved in a case that are not immediately obvious.

In the above example, link analysis is able to determine that our suspects, Felix Aaron and James Hatch are linked via Sally Agee, who shares the same phone number as Felix, and the same address as James. Visual Search’s easy to use drag and drop interface, linked with the complex data help within the case management system, lets case investigators immediately uncover these linkages. Investigators can specify the degree of separation that they want to search up to, apply filters on the data being displayed, to focus in on certain type of link and ask the system to find the shortest path between two entities of interest.
RULES DRIVEN APPLICATION

While they are broadly similar across investigative agencies, the detailed business processes and rules that underpin the investigative case management lifecycle are specific to each individual agency. These rules may also change over time within an agency. It is important that the application supports the current rules to ensure compliance with legislative and procedural requirements. The Investigative Case Management application therefore incorporates Siebel business rules, a natural language based rules engine as a core capability of the application.

The rules and processes are described to the system in English statements which are analyzed and turned into automated functions within the case management system. When rules and best practices need to change, these changes can be managed by business users who have the detailed knowledge of what the new processes should be. There is no need to translate them into IT terms first. This greatly speeds up the process of bringing new rules and legal requirements into the operational system, and reduces the ongoing maintenance costs.
SUMMARY

Oracle’s investigative case management solution provides a powerful, scalable and flexible solution that meets the needs of government agencies involved in all aspects of investigations, law and order roles and enforcement activities. It provides world class abilities to manage a complex set of information associated with an investigation, manage secured access to the data so that only relevant team members can see it, and pro-actively manage the relevant business process flows, to ensure that the right actions are taken at each step of the investigation, and provide this as an audit trail to support the validity of the information and actions in subsequent stages of the legal process, such as court proceedings. For the first time, law enforcement agencies are provided with an application platform that is able to flexibly support their specific end-to-end investigation process.