

goCASE
The Integrated Case Management System
For Law Enforcement Agencies





Introduction

Intelligence and law enforcement agencies of Member States typically have commercial firms build the software that the agencies need. However, these firms typically do not have the necessary subject matter knowledge to build effective solutions in a cost effective manner. UNODC has had team of developers working in this area for many years and the developers are now truly subject matter specialists and therefore the solutions very well match the specialized needs of intelligence and law enforcement agencies. Further, a commercial firm typically builds one solution for one country. UNODC builds each solution for many countries and simultaneously enhances the product for all. The overall end result of UNODC's approach is very effective solutions at 10% of the cost of commercial providers.

goCASE has been developed by UNODC for a number of reasons including:

- To enhance the ability of intelligence, investigation and prosecution agencies. To effectively carry out their mandates, particularly when dealing with complex data and exhibit intensive or transnational investigations and prosecutions, through the employment of an integrated IT based case management system.
- Government agencies need the ability to collect, collate, manage, analyze and, most importantly, share information and intelligence with each other at the domestic level and with international counterparts to facilitate international cooperation in intelligence sharing, joint investigations and the identification and extradition of criminals. This also requires sophisticated IT solutions.
- There are many “off the shelf” IT solutions that claim to be case management tools available worldwide. Few, if any, specifically and fully meet the requirements of an agency undertaking criminal and other investigations and prosecutions unless they have been developed specifically for that agency.
- Development of specialized agency or site-specific IT solutions is an extremely expensive and time-consuming undertaking.
- “Off the shelf”, generic products rarely meet all the needs of the user and are often expensive to acquire and to maintain, particularly when those products charge for each single user license.



To help address these issues, goCASE, an integrated case management system for supporting investigation, intelligence and prosecution processes, has been developed by UNODC's Information Technology Service (ITS).

The goCASE solution facilitates the collection, management and development of intelligence and the investigation and prosecution processes that constitute the front end of most criminal justice or regulatory systems. It is the single solution and one platform that addresses the essential requirements of authorities working in the criminal justice arenas, whether that requirement be to support analysts in developing inferences and hypotheses and producing strategic or tactical outputs, or to support front-line officers and investigators in identifying and reacting to investigative leads or to support prosecutors in handling court cases.

As with other UNODC IT solutions, goCASE can be provided to Member States either as a "stand alone" solution, or it can be integrated with others to form one global solution at a substantially lower cost to Member States than commercial software solutions.

Unlike many other products goCASE is an "integrated" system that combines all necessary functions into one IT product. It is one solution that can often replace many systems, thus eliminating the challenges of integrating this system.



Integrated Services



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|------------------------------------|--|
| 1. Electronic Case File | 8. Resource Management |
| 2. Central Repository | 9. General Search |
| 3. Workflow Engine | 10. Content Management |
| 4. Document Management | 11. Administration |
| 5. Reporting and Charting | 12. Multi-lingual Support |
| 6. Visualization and Analysis Tool | 13. Personal Workspace & Operational tools |
| 7. Security and Auditing | |



1. The Electronic Case File

The Electronic Case File (ECF) management module, the heart of the system, is a secured container designed to capture, store, maintain, query and retrieve information relating to case “objects”. A case object is a collection of structured records to handle a particular type of information; (persons, documents, bank accounts, tasking, event, etc.).

The collection and management of object types can be configured according to the process applied.

Furthermore, the ECF architecture makes it possible to develop new types of objects.

Any object in the ECF can be linked to other objects either within the same case file or with objects residing in other ECFs (subject to access rights). Linking objects and defining the relationships allow the user to produce a visual presentation or a network of relationships.



To ensure data protection and confidentiality, every ECF in goCASE has its own security layer and access settings. Therefore, the successful log in into the system using valid credentials does not authorize the user to access the information stored in any ECF unless explicitly permitted.

A part of the auditing service in goCASE, all attempts to search or access an ECF by unauthorized users are recorded. The concerned case officer can produce the ‘Case Hits’ report to view these events.



2. Central Repository

This module is central to the intelligence capability of goCASE. It is a single common generic container for all information (objects) that are intended for repetitive use in different cases. Objects that are associated with specific cases can be linked to those objects from the central repository. For example, information about suspects, criminals or other objects of a more general nature can be stored in the Central Repository for use in different cases or by different investigators or analysts. Alternatively, data on informants or parties involved in sensitive and highly classified cases is not held in the central repository, but is exclusively stored in the relevant case file where access is restricted to those who have the necessary permission to access that file. The combination and integration of both ECF and the Central Repository provides great flexibility from both the operational and data management perspectives.

3. Workflow Engine

This built-in component is responsible for defining, managing and driving the flow of the case life cycle according to the pre-determined standard operating procedures of the agency. It also manages tasking and notification services. In other words, the system itself guides the user through whatever process they are performing according to a pre-set series of tasks and schedules.

Because the activities associated with different tasks vary from one operation to another and from one agency to another, the goCASE workflow is completely flexible, allowing it to be fully configurable to comply with local standard operating procedures and policies for performing intelligence, investigation or prosecution operations. It can, however, be overridden when users are faced with situations that do not fit the standard workflow.

Following a pre-set workflow provides standardisation of operations and compliance with standard operating procedures and agency policies. It also promotes easy collaboration between staff and helps assimilate new staff into a group, or even just a case, easily and quickly.

The Workflow engine in goCASE also supports the 'delegation of authorities' which allows users to delegate their own tasks to other users.



4. Document Management

The document management component of goCASE provides the ability to add documents (attachments) to the Electronic Case File as well as to the Central Repository, maintaining the full-text search capabilities and version-control mechanism; consequently, older versions of any document are maintained and can be retrieved when needed. Documents can be “checked out” by users, worked on and then saved. A new document containing changes made by the user is created each time a document is accessed and worked on, but the original and all previously worked on versions remain, thus creating an audit trail of all alterations to documents as well as a record of who accessed the document, when they accessed it and what changes they made to it.

5. Reporting and Charting

The reporting module provides an easy-to-use interface for producing various types of parameterized reports and statistical indicators. The information generated by the report can be either further processed and exported to other file formats (Excel, PDF) or presented in a formal layout.

6. Visualization and Analysis

The linking of all objects within the system provides the ability to visualize relationships between case objects by charting and diagramming. The visualization feature is a built-in component, which is easy to use within the goCASE environment. Using the embedded visualization tool, the information stored in case files can be accessed directly and used link diagrams to facilitate analysis of information and to identify case objects. Diagrams produced by the system provide a time bound, logical map of the investigation, and can act as a valuable briefing tool for investigators or as an aid to the court in a prosecution.



recording the names of individuals who have accessed any part of the system or changed any information on any case, including the time the changes were made. This feature ensures that comprehensive audit trails are available to system administrators and management at all times. Furthermore, and prior to saving any change to any existing record, an image of the older version of the data is captured. This allows an immediate auditing and comparison between records before and after changes.

8. Resource Management

The resource management provides the ability to define and organize personnel resources into groups and work units within an organizational structure. It allows for the creation and maintenance of reporting structures and lines and can be linked to an organization's Enterprise Resource Planning (ERP) and Human Resource Management systems to provide information on staff time spent on cases or individual tasks. This is a valuable tool for determining case and task costs and making strategic management decisions relating to the allocation of resources to work groups, cases and tasks.

9. General Search

Using the full-text search capabilities, the 'General Search' service provides an efficient tool for inquiring about information stored in goCASE case files. Before the user receives the query answer, all matching results the software finds are filtered according to the security settings of each individual case file.

10. Content Management

The content management module is designed as a secure repository for storing documents that are not related to a specific case and which a user does not wish to store on the local or network storage media. Each user has a private folder to store, search and retrieve documents. Public folders are provided for documents that can be shared and these also can be used as integrated reference points for all users to access and produce forms and general-purpose documents such as applications for court orders, indictments etc.



11. Administration

goCASE offers a comprehensive menu of administrative options for managing or administrating the entire system, including the maintenance of users and roles, configuration and setting the operational parameters.

12. Multi-lingual Support

The goCASE user-interface and all reference tables have been designed to fully support all major languages. The standard language for deployment is English. Users can easily add new languages and define its settings. The maintenance of the dictionary is quite easy and can be carried out without any IT experience. Even in one working environment, different users can simultaneously run goCASE in different languages.

13. Personal Workspace and Operational Tools

The 'Personal Workspace' is a collection of functions to assist users in performing their duties, including the 'My Case List' which provides quick access to all the case files which the user can access; the 'Message Board' for maintenance (review, delete, archive) of the received messages, the 'Calendar', the 'User Preferences', etc.

The 'Operational Tools' is a set of tools designed to support the operational functions, such as the 'Personal Note' for creating and exchanging notes among users; 'My Events' to view all events in different dates range with direct access to the relative object in the ECF, etc.



Software Licensing

There are no software license fees of any kind levied by UNODC, either to receive goCASE or on an annual, or other, basis thereafter. All already-developed software from UNODC is provided 100% free of charge and without any restrictions on the number of users who can simultaneously access the software.

The Information Technology Service of UNODC offers the following services accompanying any software they provide. All of these services are voluntary and need not be accepted by any country.

If services are requested by a given country, then UNODC must perforce cost-recovery against these services:

- a. Installation services: UNODC can assist any country, if they so wish, in installing goCASE and set up the operational environment for both production and training purposes, including backup for business continuity.
- b. Configuration services: UNODC can assist any country, if they so wish, in configuring the software, including the workflow and other run-time parameters.
- c. Migration services: UNODC can assist any country, if they so wish, and if technically feasible, in migrating the information from their legacy databases to goCASE platform.
- d. Training services: UNODC can assist any country, if they so wish, in providing the standard training programme to use goCASE, including training for case works, training for managers, training for system administrators and other groups.
- e. Support service: UNODC can assist any country, if they so wish, in troubleshooting and in bringing the software to optimum use over several years.
- f. Software enhancements - UNODC can provide to any country, if they so wish, continual upgrades to goCASE. All generic upgrades are cost-recovery-funded by the whole user community involved in the upgrade programme.



Minimum User Environment Requirements

Assumptions:

- 200 users.
- Deployment in one single site (no replication).
- Reasonable level of existing infrastructure including local area network (LAN), email servers, anti-virus, etc.
- Assumes secure, air-conditioned, cabled server facility with backup power available

The client provides fully redundant environment consisting of:

- 2 DB Servers running SQL Server 2008 R2 or SQL Server 2012 or SQL Server 2014 and IIS 6.0 or higher
- 1 Application server
- Storage area network (SAN) - optional
- Backup robot servers – optional
- High end personal computers (PCs) with minimum 2Gb RAM and 19" display

Server etc. requirements:

Server 1:	Production Server Windows 2008 R2 or Windows 2012 R2 – Enterprise Edition - 64 bit Minimum 8 GB RAM, Raid 5 storage – minimum 500 GB All hot fixes applied 2 x dual core 2 processor – 2.0 ghz or higher – 64 bit
Server 2:	Windows 2008 R2 or Windows 2012 R2 – Enterprise Edition - 64 bit Minimum 8 GB RAM, Raid 5 storage – minimum 500 GB All hot fixes applied 2 x dual core 2 processor – 2.0 ghz or higher – 64 bit
Server 3:	Application (File) Server Windows 2003 – SP 2 – Enterprise Edition - 32 bit All hot fixes applied Minimum 4 GB RAM per server
SAN:	2 TB scalable to 16TB (optional).
User PCs:	Windows 7 or Windows 8 PDF reader 19 inch screen (preferably 2 per user) 4 GB RAM

The goCASE messaging service sends notifications to users through the system built-in system message board. In addition, users can request that those notifications also be sent to their email addresses. In order to activate this service, an SMTP server should be available.



Detailed Services Breakdown

Installation

- Configuration of goCASE case interfaces to individual user requirements;
- Migration of existing data to goCASE database;
- Installation of goCASE and completion of data migration;
- Implementation of reporting system;
- Training of Agency management, staff and IT personnel;
- Follow up and troubleshooting

Maintenance, Support and Development

- Time zone specific, business hour support by e-mail, phone or fax – provided by regional support centers;
- Outside business hours support provided from other time zones where language permits;
- On-site fix where problems cannot be otherwise resolved (specifically costed depending on the nature of the problem);
- Ongoing, needs based, customization and development;
- At least one site visit per annum timed to the requirements of the user (additional specifically costed visits can be arranged);
- Continuous minor upgrade and patch service;
- Periodical major upgrades – new releases;
- Regular regional user group meetings and online forums;
- Access, where necessary, to the full resources of the ITS Service of UNODC.

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