Investigation & Intelligence
Integrated Case Management System

https://gocase.unodc.org

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INTRODUCTION

Law enforcement and Intelligence and 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 subject matter specialists working in this area for many years and therefore the solutions very well match the specialized needs of law enforcement and intelligence authorities. 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 several reasons including:

- To enhance the ability of investigation, intelligence 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 faciliate 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.

- Countries in the developing world in particular often cannot afford to develope or purchase such systems nor can they afford the ongoing support and licensing fees that follow.

To help address these issues goCASE, an integrated case management system for supporting investigation, intelligence and prosecution processes, has been developed by UNODC.

The goCASE solution facilitates the collection and development of investigation and the intelligence and prosecution processes that constitute the front end of most criminal justice or regulatory systems. It is the single solution that addresses most essential requirements needed

by authorities in the intelligence and criminal justice arenas, whether 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 substantive solutions, goCASE can be provided to Member States either as a "stand alone" solution or can be integrated with others to form one global solution at substantially less 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.
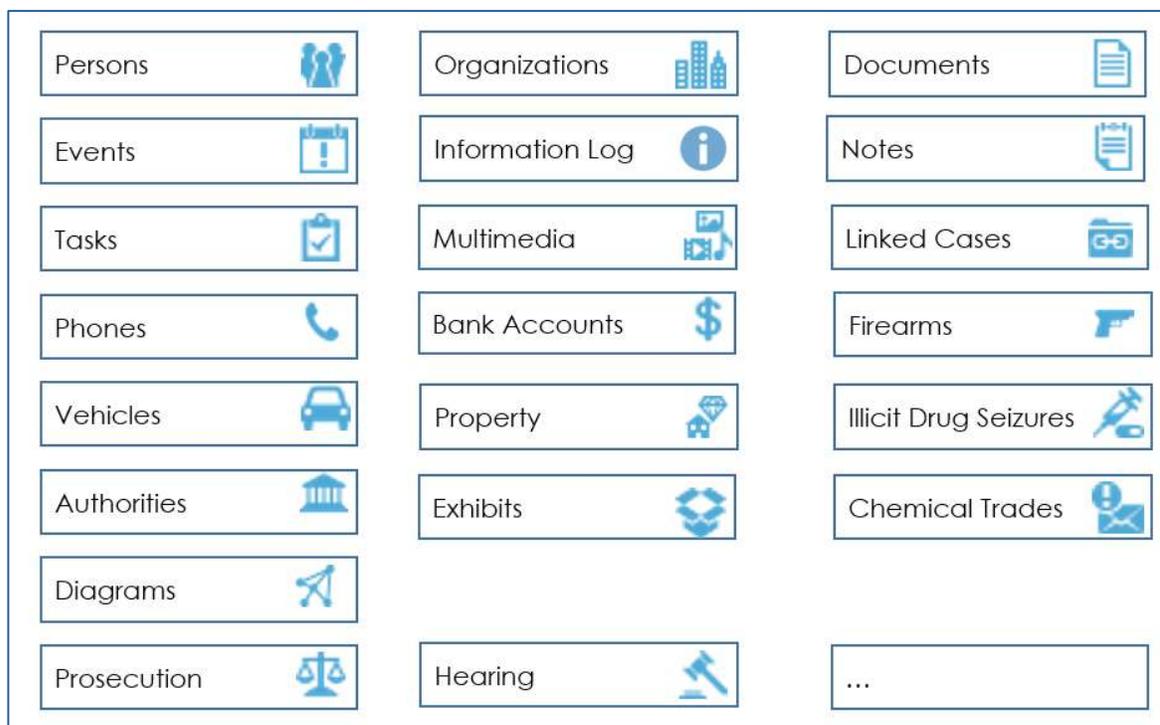
INTEGRATED SYSTEM COMPONENTS

The following is a brief description of the various integrated components of goCASE:

1. The Electronic Case File

The Electronic Case File (ECF) management module, also the heart of the system, is designed to capture, store, query and retrieve information relating to all case "objects".

The collection and management of object types can be customized according to the business requirements.

Furthermore, the possibility of defining other types of case files (for example surveillance case) and associating them with relating object is fully customizable.

Persons	Organizations	Documents
Events	Information Log	Notes
Tasks	Multimedia	Linked Cases
Phones	Bank Accounts	Firearms
Vehicles	Property	Illicit Drug Seizures
Authorities	Exhibits	Chemical Trades
Diagrams		
Prosecution	Hearing	...

Any object in the ECF can be linked to other objects within the same case file or other cases. The case file itself, based on the applied access permission can be linked to other case files. Providing this linking possibility allows producing a chart that visualizes all the case entities and their relationships. This becomes clearly appreciated in case files that include large number of objects.

Every ECF has its own security settings and access rights through the file's **Access Control List**. The security levels that can be applied on an ECF are "Shared for read", "Restricted" or "Blind"

2. Central Repository

This module is central to the intelligence capability of goCASE. It is a single common generic repository file for all information (objects) that are intended either for sharing or 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 suspects or parties involved in sensitive and highly classified cases is not held in the central repository and is exclusively stored in the relevant case file where access to it would be 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 operational and data management perspectives.

3. Workflow

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 pre-set series of tasks and schedules.

Because the activities associated with different tasks vary from one process to another and from one agency to another, the goCASE workflow is completely flexible allowing it to be fully configured to comply with local standard operating procedures and policies.

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 Files 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.

5. Reporting, BI and Charting

The reporting module provides easy-to-use interface for producing various types of parameterized reports. 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.

The software has a pre-defined set of standard reports. Additional reports are usually requested during the customization phase or while the system is operational. The new reports are developed and tested by the goCASE technical team and sent to the end-user for implementation.

Samples from the BI Dashboard

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Business Intelligence Dashboard is relatively a new feature built into the software and currently being enriched further. It effortlessly provides decision-makers, managers and end-users with graphical representation of information that is understandable at a glance.

6. Link and Visual Analysis

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

7. General Search

Using the full-text search capabilities, the general search provides efficient tool for inquiring information stored in the case files. This is an automated process for building indexes and catalogues within the goCASE database to allow efficient and high performance full-text search of information held within the system.

8. Security and Auditing

goCASE employs multiple security layers to eliminate unauthorized access to the system itself or to any part of it or information held within it. Controlling access within the system is achieved by different mechanisms. The assignment of different roles to different individuals or groups. The assigning of a role entitles the user to access parts of the system or information within the system associated with that role. goCASE tracks and logs all activities carried out within the system. This is done through the audit trail using timestamps and user credentials and recording the names of end-users who have accessed any part of the system or changed any information on any case. 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.

9.   Resource Management

The resource management module provides the ability to define and organize personnel resources into groups and work units within an organizational structure. It allows the creation and maintenance of reporting structures and lines and can be technically linked to an organization's Enterprise Resource Planning (ERP) and Human Resource Management systems.

10. Content Management

The contents 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.

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.

13. Operational Tools

A set tools to support the operational functions; 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.

1. Nigeria, 2007, Economic and Financial Crimes Commission (EFCC)
2. Tanzania, 2008, Preventing and Combating Corruption Bureau (PCCB)
3. Nigeria, 2009, Economic and Financial Crimes Commission (EFCC)
4. Iraq, 2009, Commission of Integrity (COI)
5. Moldova, 2010, Centre of Combating Economic Crime & Corruption
6. Indonesia, 2011, Corruption Eradication Commission (KPK)
7. Qatar. 2012, Gulf Criminal Information Centre (GCIC)
8. Namibia, 2012, Anti-Corruption Agency (ACC)
9. Guinée-Bissau, 2014, Transnational Crime Unit (TCU)
10. Egypt, 2015, Administrative Control Commission (ACA)
11. Zambia, 2015, Anti-Corruption Commission (ACC)
12. Liberia, 2015, Transnational Crime Unit (TCU)
13. Sierra-Leone 2015, Transnational Crime Unit (TCU)
14. United Nations, 2015, Office of Internal Oversight Services (OIOS):
    - Regional Office New York, USA
    - Regional Office Nairobi, Kennya
    - Regional Office Entebbe, Uganda
    - Regional Office Vienna, Austria
    - PK Unit Monrovia, Liberia
    - PK Unit, Juba, South Sudan
    - Field Office Goma, Democratic Republic of the Congo
    - PK Unit, Mali
15. United Arab Emirates, 2017, Federal Directorate of Anti-Narcotics
16. Botswana, 2017, Directorate on Corruption & Economic Crime (DCEC)
17. Mauritius, 2019, Independent Commission Against Corruption (ICAC)
18. Myanmar, 2020, Anti-Corruption Commission (ACC)

goCASE EDITIONS

Flowing the necessary assessment and based on the operational need and existing infrastructure, the following goCASE editions can be deployed:

   a. Desktop Edition
   b. Web Edition
   c. Mobile Edition (under development)

goCASE SERVICES AND FEES

goCASE itself is a license-free software. This means that there are no restrictions or limits from the software itself on the number of end-users who can concurrently runs it.

Installation

- Customization of report formats and forms;
- Customization 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

Support

- Ongoing, needs based, customization and development;
- Periodical major upgrades – new releases;
- Continuous minor upgrade and patch service;
- At least one on-site visit per annum timed to the requirements of the user (additional specifically costed visits can be arranged);
- On-site fix where problems cannot be otherwise resolved (specifically costed depending on the nature of the problem);
- Access, where necessary, to the full resources of the IT Service of UNODC.

> The fees against providing the above services are calculated based on different factors, including the UNODC resources required to deliver a full satisfactory and sustainable services to the Member State. Fees and services are formalized through a Service Level Agreement (SLA) signed by UNODC and the concerned party.
>
> The standard duration of the SLA is 3 years, with a possibility of renewal.

DEPLOYMENT

First on-site visit (pre-production):

Trigger: The Service Level Agreement has been signed and the agreed-upon fees have been paid into UNODC bank account.

- Review and discuss the organization structure for the customization of the 'Resources Management' module and for mapping the various existing roles and functions to the security scheme in goCASE.

- Review and analyze the existing standard operating procedures and business processes for the initial configuration of the workflow and the case file cycle.

- Review, analyze and discuss the established security policy and how this policy will relate to access the electronic case files.

- Discuss issues related to data management and particularly the organization's policy for using the Central Repository versus the Electronic Case File.

- Discuss and collect the different standard forms for customizing the relative templates in goCASE.

- Confirm the infrastructure readiness and the logistics for deployment and training.

Second on-site visit (production):

The primary objective of this mission is to deploy goCASE in Production and go-live.

- Install the software and prepare the production environment.

- Substantive and technical training

- Data migration, if technically feasible.

CONTACT

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