



# Investigation & Intelligence Integrated Case Management System

<https://gocase.unodc.org>

## INTRODUCTION

Law Enforcement, Intelligence, and Investigative agencies of Member States face a significant challenge: managing multiple case files effectively and securely. The need for an adaptive tool that can handle this complexity is more pressing than ever.

Traditionally, these agencies have relied on commercial firms to build the software they need. However, these solutions often fall short. Without the necessary subject matter knowledge, these firms struggle to build effective, cost-efficient solutions that truly meet the needs of the agencies.

This is where UNODC comes in. With our team of subject matter specialists, who have been working in this area for many years, we develop solutions that match the specialized needs of law enforcement and intelligence authorities. Unlike commercial firms that typically build a solution for one agency, UNODC builds solutions that are deployed to many agencies in multiple countries. This means that any enhancements to the solutions benefit all agencies.

As a result, UNODC delivers effective solutions at just 10% of the cost of commercial providers. But more importantly, solutions that truly address the problem at hand: managing multiple case files effectively.

The goCASE Case Management System has been developed by UNODC for several reasons including:

- Government agencies need the ability to collect, collate, manage and analyze Information. Additionally they share information and intelligence with one other at a domestic level as well as 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.
- Development of specialized agency or site-specific IT solutions is an extremely expensive and time-consuming undertaking.
- “Off the shelf”, generic, products rarely meet the requirements of an agency undertaking investigations and prosecutions. They are often expensive to acquire and to maintain, particularly when the products charge for each single user license.
- Countries in the developing world in particular, often cannot afford to develop or purchase such systems nor can they afford the ongoing support and licensing fees that follow.

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 goCASE solution facilitates the development of case files through the storing and analysis of data, for the investigation, intelligence and prosecution processes that constitute the front end of most criminal justice or regulatory systems. It is a single solution that addresses the most essential requirements needed by authorities in the intelligence and criminal justice arenas. Whether supporting analysts in developing inferences and hypotheses and producing strategic or tactical outputs, or supporting front-line officers and investigators in identifying and reacting to investigative leads, or to support prosecutors in handling court cases.



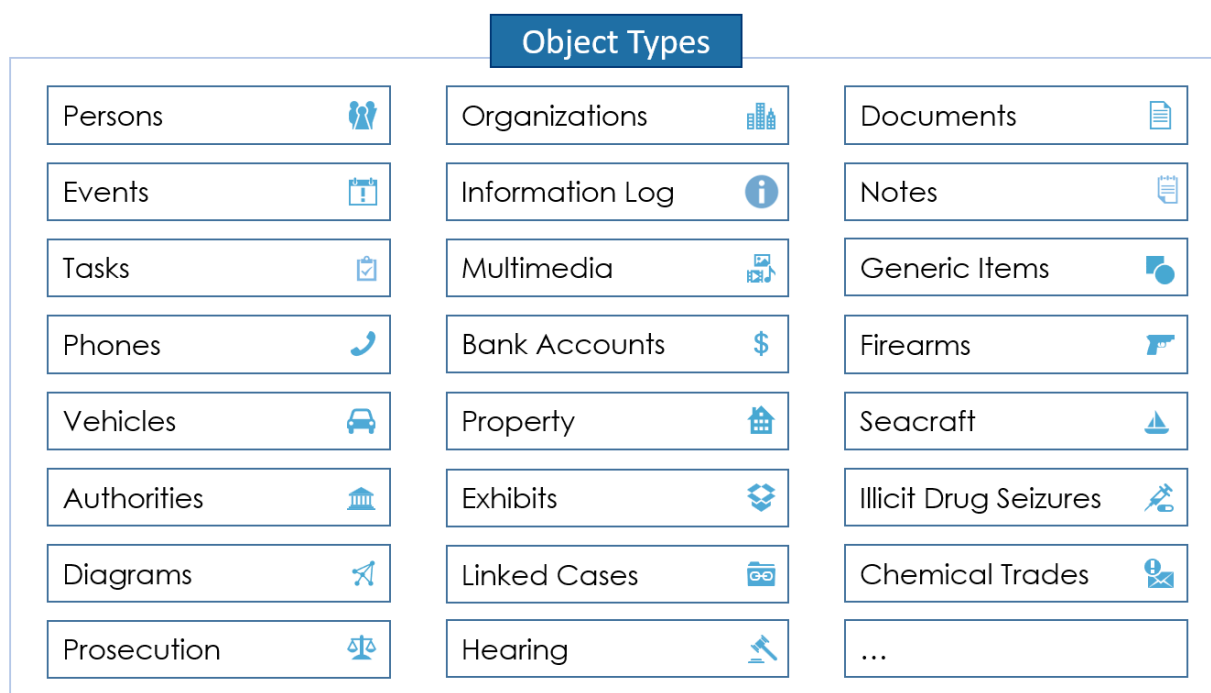
The following is a brief description of the various integrated components of goCASE:

### 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, as presented in the image below, can be customized according to business requirements. Object types can be added if there is a requirement for a new type which is not yet catered for in goCASE.

Furthermore, the possibility of defining multiple types of case files (for example Investigation Cases, Surveillance Cases) and associating them with related object types is customizable.



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 permissions, 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 beneficial in case files that contain many objects.

Every ECF has its own security settings and access rights managed through the file’s **Access Control List**. The security levels that can be applied to 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 module for all information (objects) intended either for sharing or for repetitive use in different case files. For example, information about suspects, involved organizations, or other objects of a more general nature can be stored in the Central Repository for use in different case files by different investigators or analysts. Alternatively, information on suspects or parties involved in sensitive and highly classified case files, is not stored in the Central Repository. It is stored in the relevant case file where access is restricted to those who have the necessary

permission to access the information. The combination and integration of both ECF and the Central Repository provides great flexibility from both operational and data management perspectives.

### 3. Workflow

The Workflow component is responsible for defining, managing, and driving the flow of the case life cycle according to the pre-determined operating procedures of the agency. It also manages tasking and notification services. In other words, the system itself guides the users through the 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 flexible, allowing it to be fully configured to comply with the agencies 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.

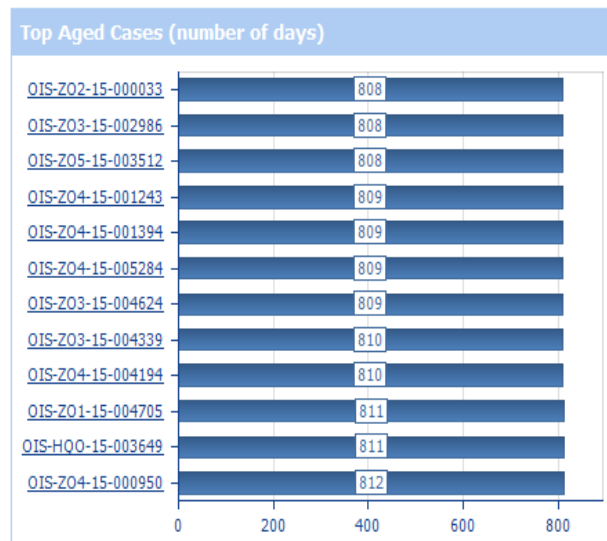
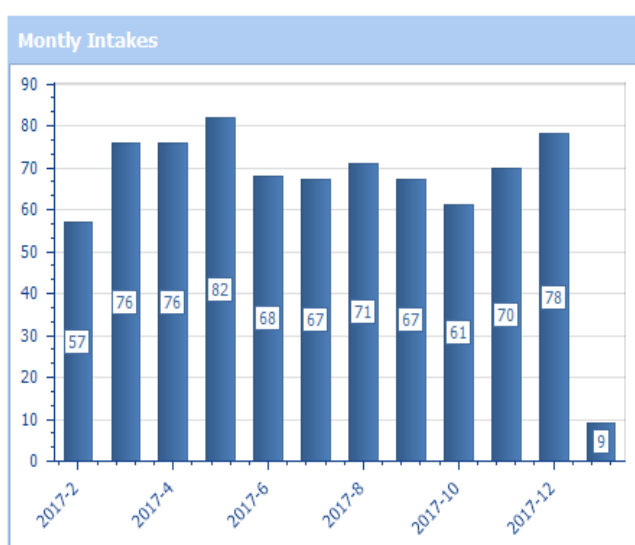
### 4. Document Management

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, providing full-text search capabilities and a 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 an easy-to-use interface for producing various types of statistical and informational reports. The information generated by the report is displayed in an excel style display and can additionally be displayed in a chart format or exported to other file formats (Excel, PDF).

The software has a pre-defined set of reports. Additional reports are often requested during the implementation phase or when the system is operational.

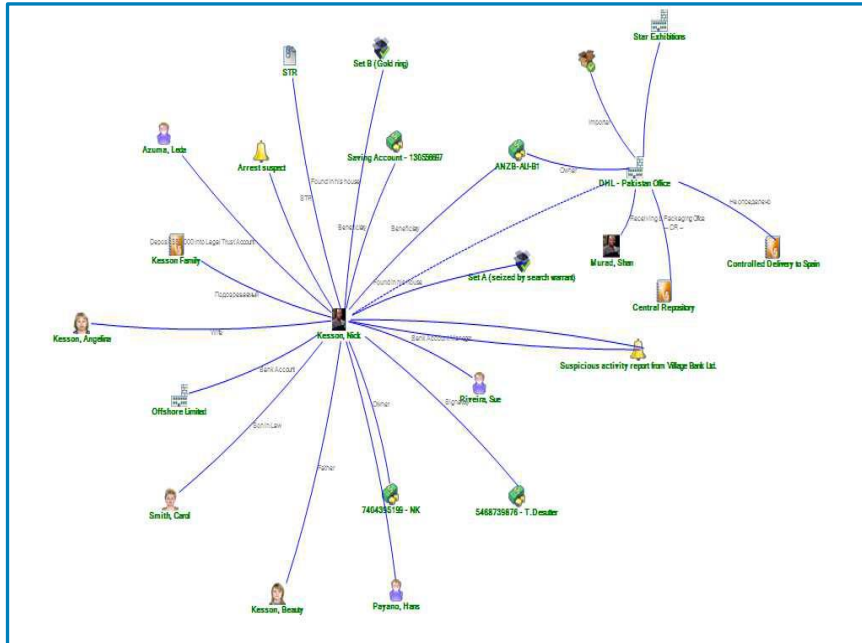


Samples from the BI Dashboard

The Business Intelligence Dashboard is a relatively new feature built into the software and currently being enriched with requests from the user group. It effortlessly provides decision-makers, managers, and end-users with a graphical representation of statistical information.

## 6. Link and Visual Analysis

The linking of objects within case files provides the ability to visualise relationships between case objects through charting and diagramming. Create link (association) diagrams to facilitate analysis of information and to identify case objects that must be proved during the prosecution phase. 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 phase.



## 7. General Search

Making use of full-text search functionality, the General Search module provides an effective tool for querying information stored in case files. All information stored within case files is searchable, including the content of all documents in the case files. Note that information is displayed based on the access rights of the user to the Case File.

## 8. Security and Auditing

goCASE employs multiple security layers to eliminate unauthorized access to the system itself as well as the information stored within it. Controlling access within the system is achieved by different mechanisms. The assignment of individuals or groups to roles controls the access rights to the modules in goCASE. 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 users who have accessed any part of the system or changed any information in any case files. This feature ensures that comprehensive audit trails are always available to system administrators and management. Furthermore, and prior to saving any change to any existing

record, an image of the older version of the data is captured. This enables auditing and comparison between records before and after changes.

## **9. Resource Management**

The resource management module provides the ability to define and organize goCASE users into functional groups and work units within an organizational structure. It allows the creation and maintenance of reporting lines and simplifies the management of Case File access control.

## **10. Document Repository**

The Document Repository 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 administering 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.



## DEPLOYMENT HISTORY



1. Nigeria 2007, Economic and Financial Crimes Commission (EFCC – Abuja)
2. Tanzania 2008, Preventing and Combating Corruption Bureau (PCCB)
3. Nigeria 2009, Economic and Financial Crimes Commission (EFCC – Lagos)
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. Guinea-Bissau 2014, Transnational Crime Unite (CTU)
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, Transitional Crime Unite (TCU)
14. United Nations 2015 – Office of Internal Oversight Services (OIOS)
15. United Arab Emirates 2017 – Federal General Dept. of Anti-Narcotics
16. Botswana 2018 – Directorate on Corruption & Economic Crime (DCEC)
17. Mauritius 2019 – Independent Commission Against Corruption (ICAC)
18. Myanmar 2020 – (SLA signed), Anti-Corruption Commission (ACC)
19. Jamaica 2020 – Integrity Commission (IC)
20. Jamaica 2021 – Independent Commission of Investigation (INDECOM)
21. Mali (MINUSMA) 2021 – Specialized Judicial Unit Against Terrorism and Transnational Organized Crime
22. UNODC (ROEA) 2021 – for Kenya Witness Protection Agency
23. Malta 2023 – Financial Intelligence Analysis Unit (FIAU)
24. Democratic Republic of Congo (MONUSCO) 2024 – (SLA signed), Justice Support Section
25. Central African Republic (ROSEN) 2024 – (SLA signed), Ministry of Security in the Central African Republic



## goCASE EDITIONS

Following 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 to the number of end-users who can use goCASE.

### Installation

- A pre-production and assessment visit.
- Software customization and configuration according to requirements.
- Data migration from legacy system, if technically feasible.
- Production visit for installation and setting up the operational environment.
- Customized substantive and technical training.

### 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).
- 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.

# goCASE MIMIMUM HARDWARE REQUIREMENTS

## Database Server

- Windows Server 2022 (or later) Running SQL Server 2022 (or later)– Standard or Enterprise edition.
- Dual Xeon CPU (min 24 cores)
- 32 GB RAM
- 2 TB HDD
- External Backup Storage Device.

## Web Server (Only required when goCASE Web Edition will be used)

- Windows Server 2022
- 16 GB Ram
- 250 GB HDD
- SSL certificate using 2048-bit/SHA-2

## 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 accessing 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

**Mrs. Stella du Toit**

Information Systems Officer

Software Products for Member States

Information Technology Service (ITS)

United Nations Office on Drugs and Crime (UNODC)

United Nations Office at Vienna (UNOV)

E-mail: [stella.dutoit@un.org](mailto:stella.dutoit@un.org)

Phone : (+43-1) 26060-4716

Mobile : (+43-1) 6991459-4716