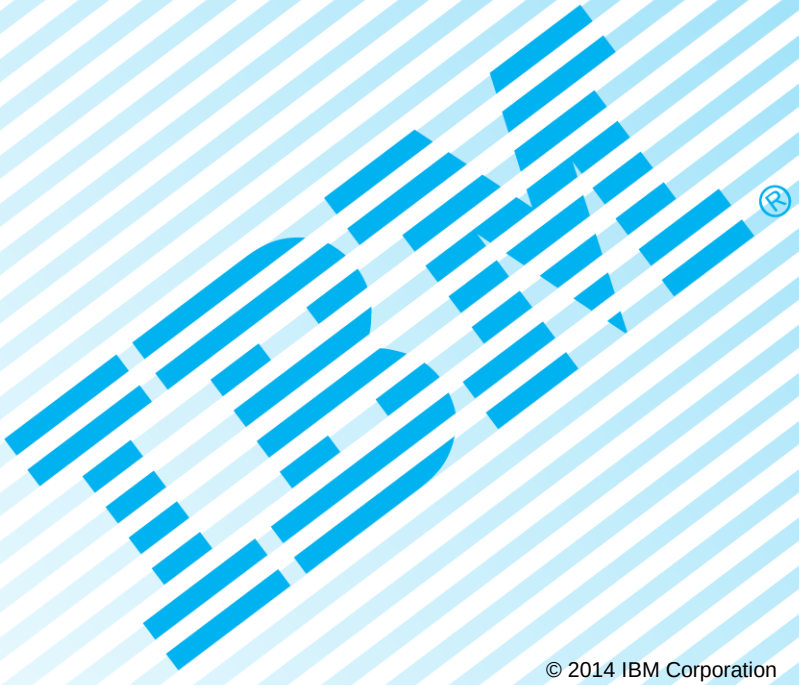
Using IBM Case Manager for Investigations to Address Real-World Challenges in Law Enforcement

Michael Green, Product Manager,
ECM Solutions

December 4, 2014



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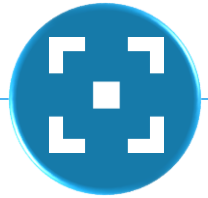
Investigators require different capabilities to drive better outcomes…

Managing investigations requires knowledge-based decisions that area driven by the specifics of the case – not a defined process - which puts an added emphasis on context and informed collaboration



Capturing relevant Information
- Understanding
- Evaluating
- Analyzing

Collaborating
- Internally
- Externally
- Communicating

Decision making
- Taking action
- Resolving
- Recording and reporting

All grown in complexity, urgency and customer expectation

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IBM Case Manager is the hub of a holistic approach to Counter Fraud Management

Intelligence Analysis

- Any data source
- Risk scorecard
- Cross channel analysis
- Multi-stakeholder investigation
- Role based briefing

Enterprise Performance Dashboards

IBM Cognos

- Create and deploy easy-to-understand reports, dashboards, and scorecards
- View information with real-time monitoring to make decisions in real-time

Advanced Case Management

- Comprehensive case management
- Integrated collaboration and rules
- Case analytics
- Content-centric business process mgmt

Analytics

Threat Detection Analytics

IBM SPSS

- Automated Pattern Discovery
- Analyze trends, forecast
- Predict future outcomes
- Conduct ad-hoc analysis
- Prescribe interventions using business rules

Content Analytics

Rapidly Derived Insight

- Search and Explore
- Analyze and Visualize
- Aggregate and Extract

- Actionable insight from unstructured data
- Natural language processing and content analytics
- Extract entities, facts and concepts
- Explore trends, patterns, correlations, anomalies, more

Identity Insight

- Identities and relationships are pre-calculated and perpetually updated
- Suspicious pattern alerting
- Massive data volumes and real-time performance
- Context accumulation technology
- Properly addresses multi-cultural name variations

Owned / Open | Text / Rich | Structured / Unstructured

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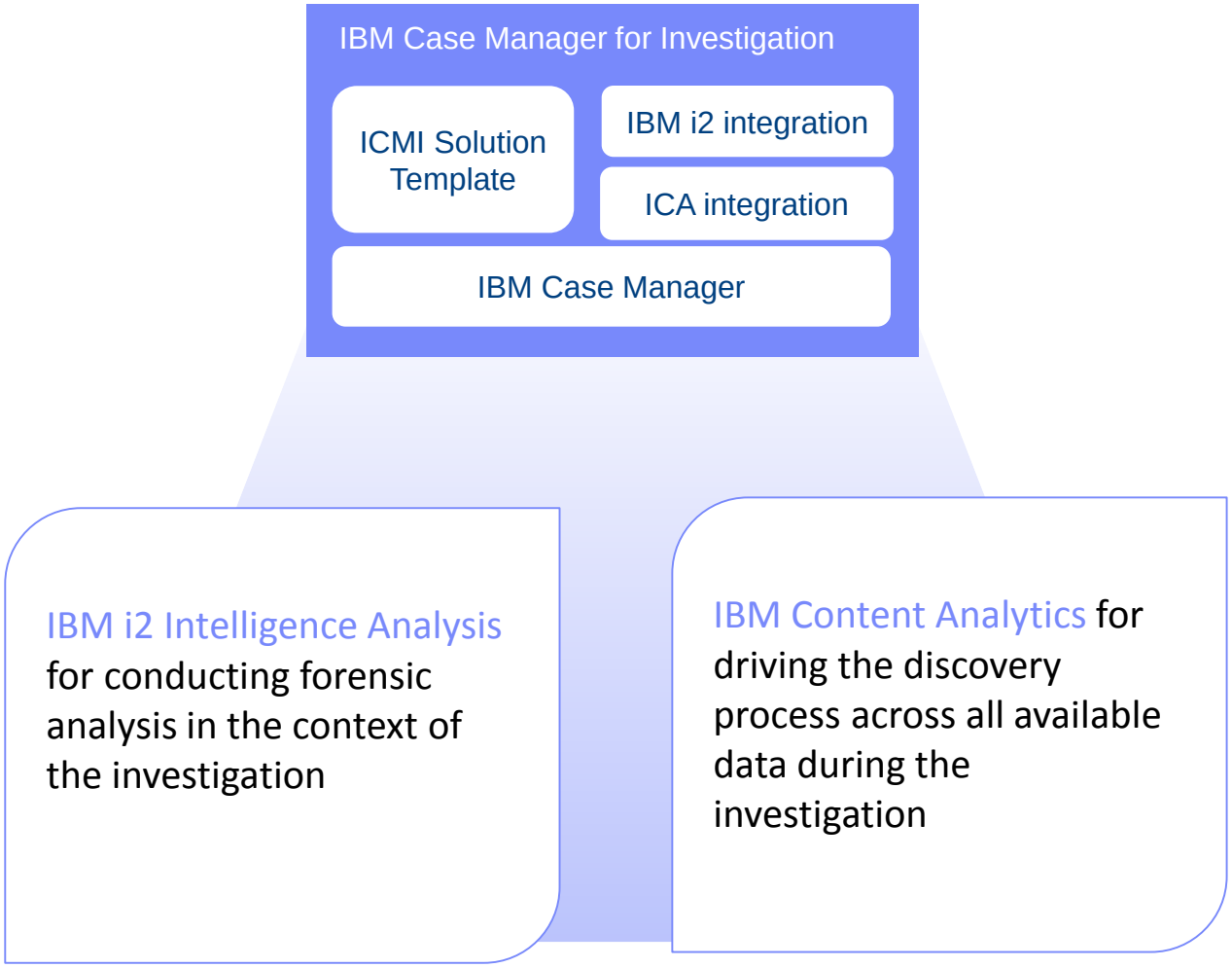
IBM Case Manager for Investigation components



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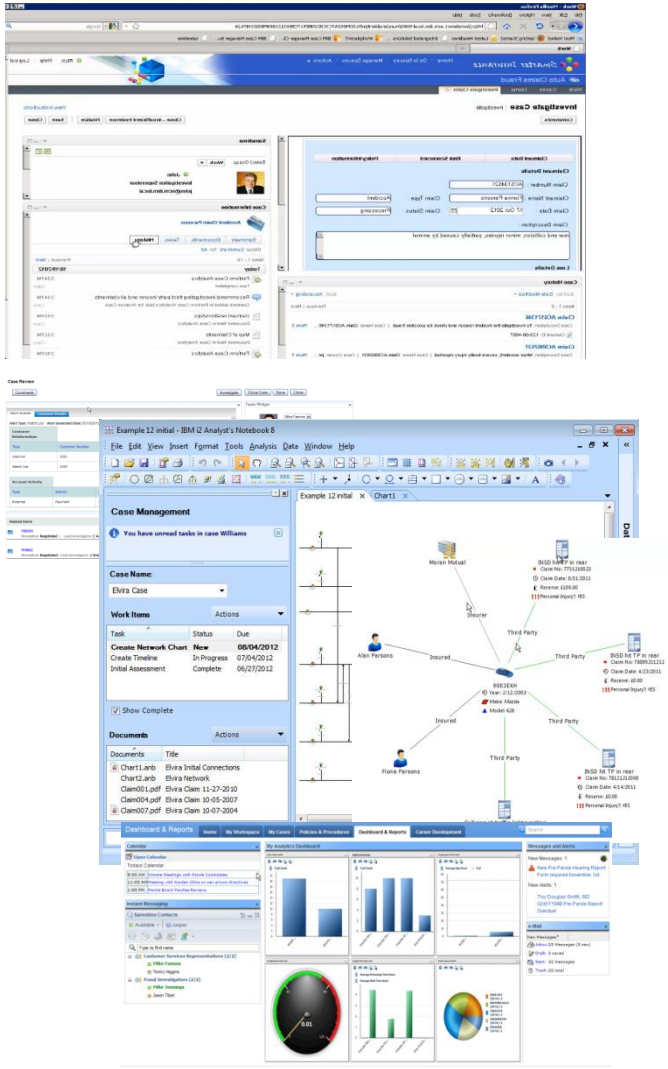
Introducing IBM Case Manager for CF Investigations

A new solution for optimizing investigations

- Leverages capabilities of IBM Case Manager, IBM i2 Fraud Intelligence Analysis and Watson Content Analytics
- Efficiently process cases and coordinate activity across the investigative team
- Conduct forensic analysis, generate leads, visualize the scope of the fraud and gather evidence. Capture results directly into the case.
- Discover new entities, patterns and insights by searching through structured and unstructured content
- Facilitate the management of the case including the handoff to supervisors, litigators or other authorities
- Provide transparency into the effectiveness of the investigative process using integrated KPI reporting and analytics
- Use pre-configured capabilities to quickly and easily tailor the solution to your specific requirements



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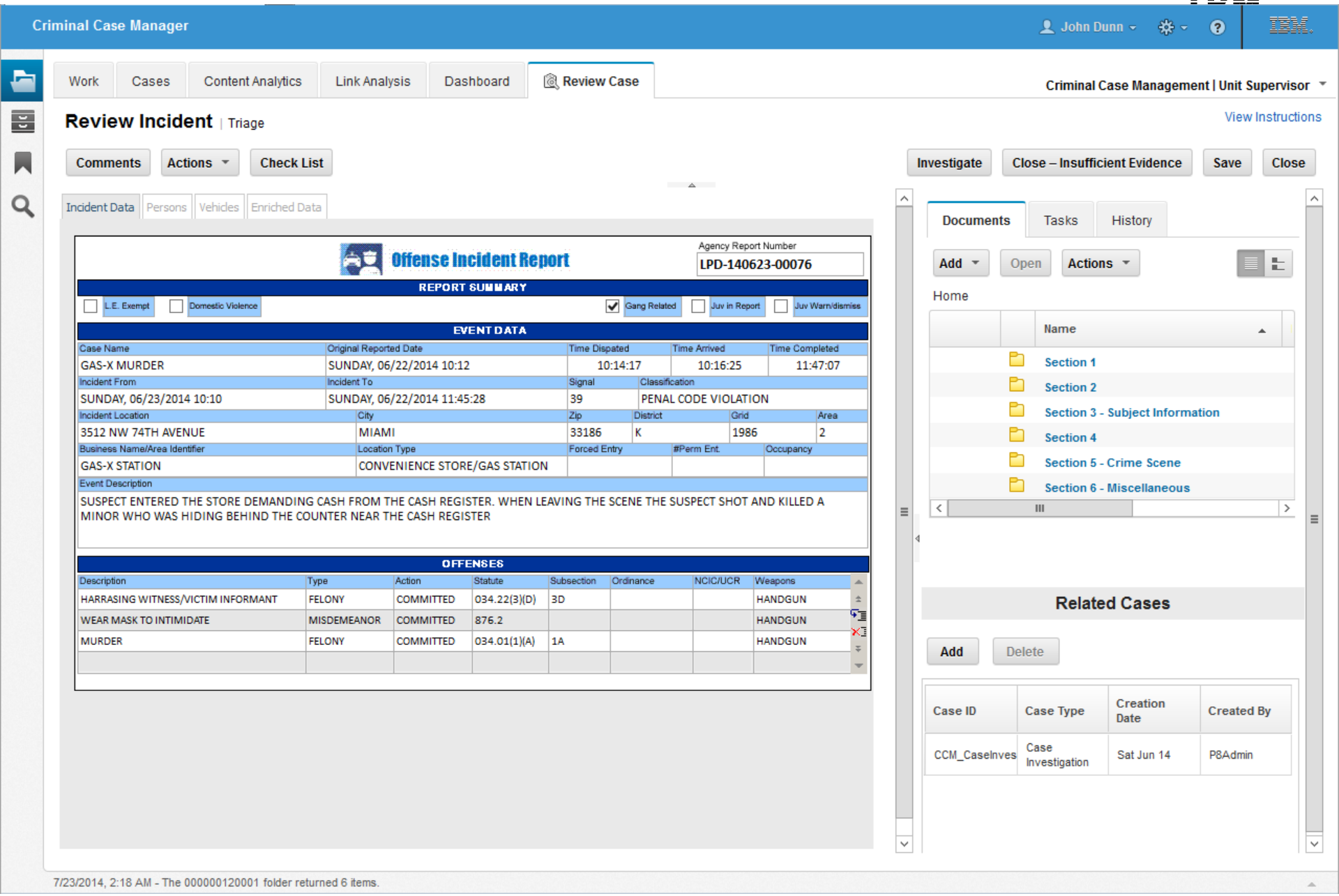

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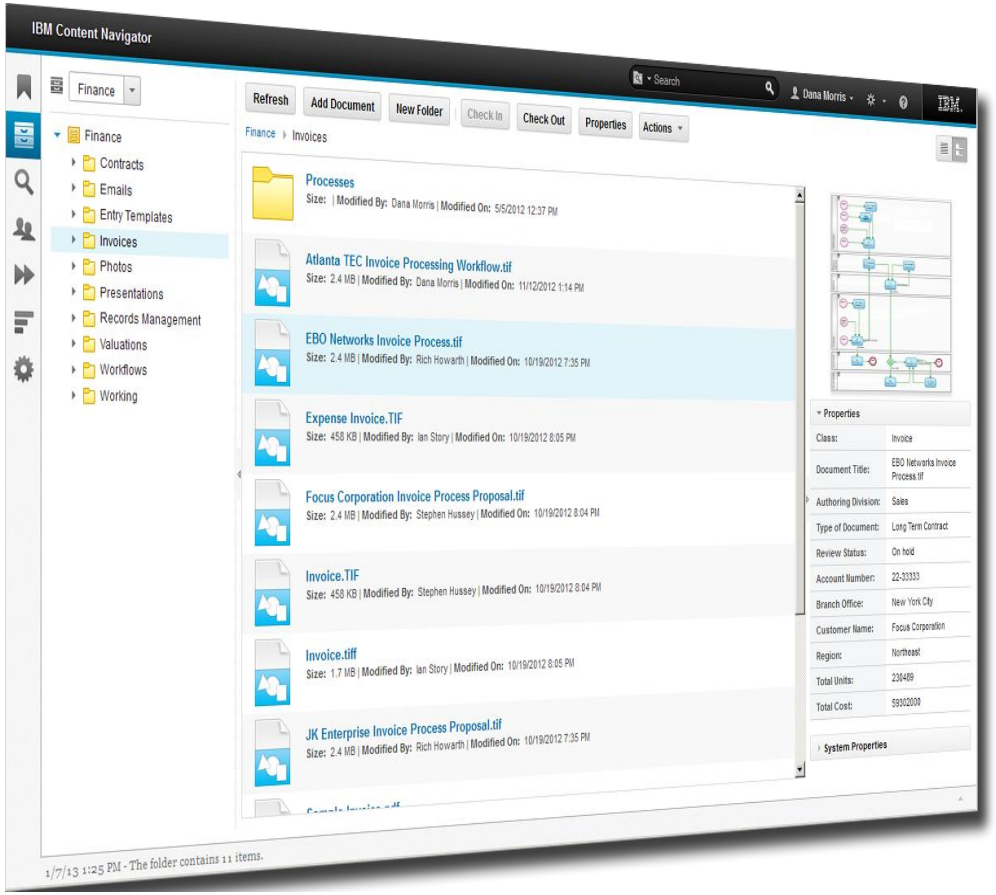
Benefits of Content Navigator for ICM



ICM clients to be built on Navigator framework

- Web-based case client that is ready to go with every new case solution deployed - built on the new **IBM Content Navigator Framework**
- Case client UI customization directly in Case Builder
- Case client can be configured to display other Content Navigator features to create a more integrated Case and Content environment
- More extensive customization using standard and well-accepted web development methods

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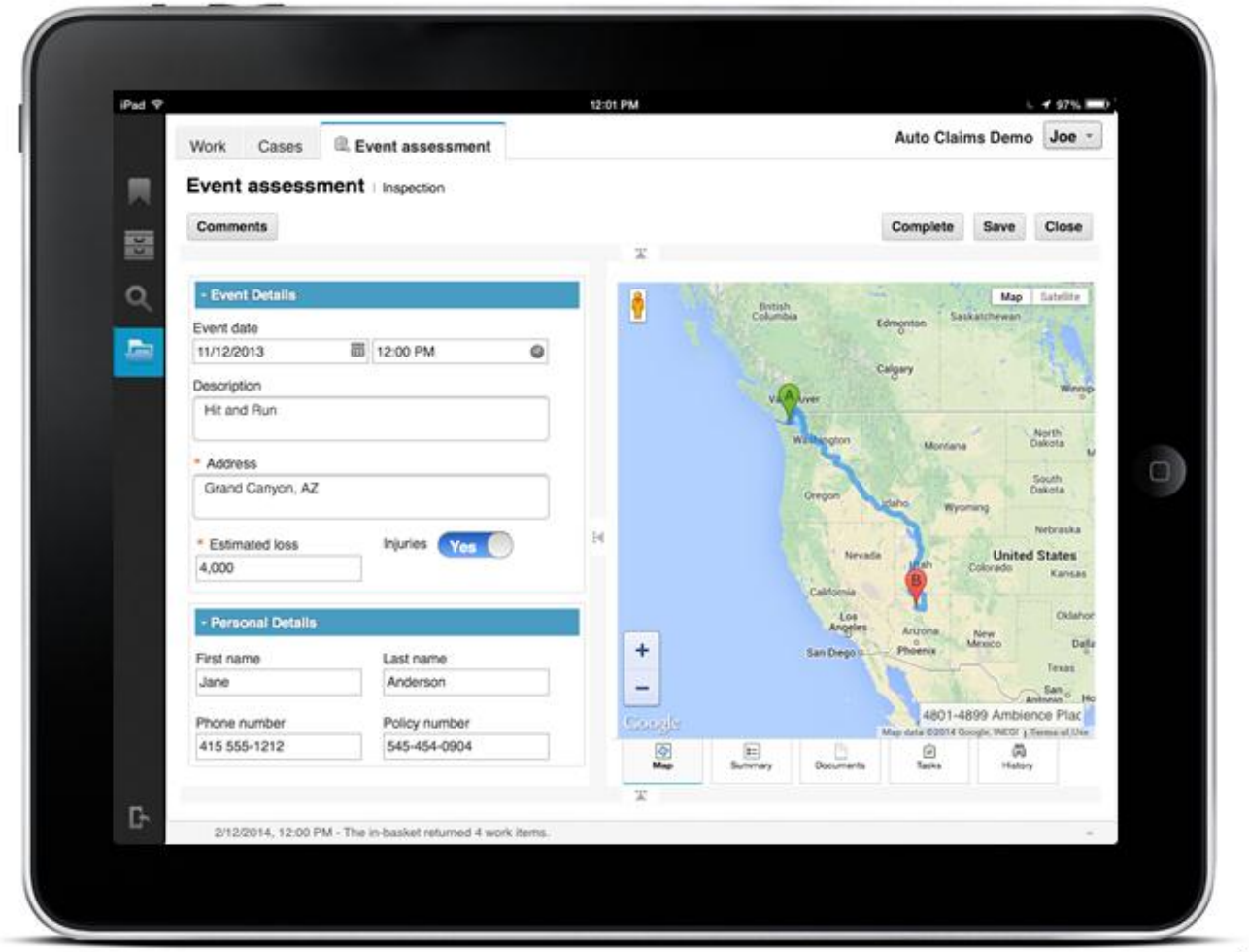
Case Mobile – Customized Work Details

- Part of the native Content Navigator iPad app
- Displays solution pages the way they were designed with mobile tweaks where appropriate
- No updates to app are required when case solutions are modified



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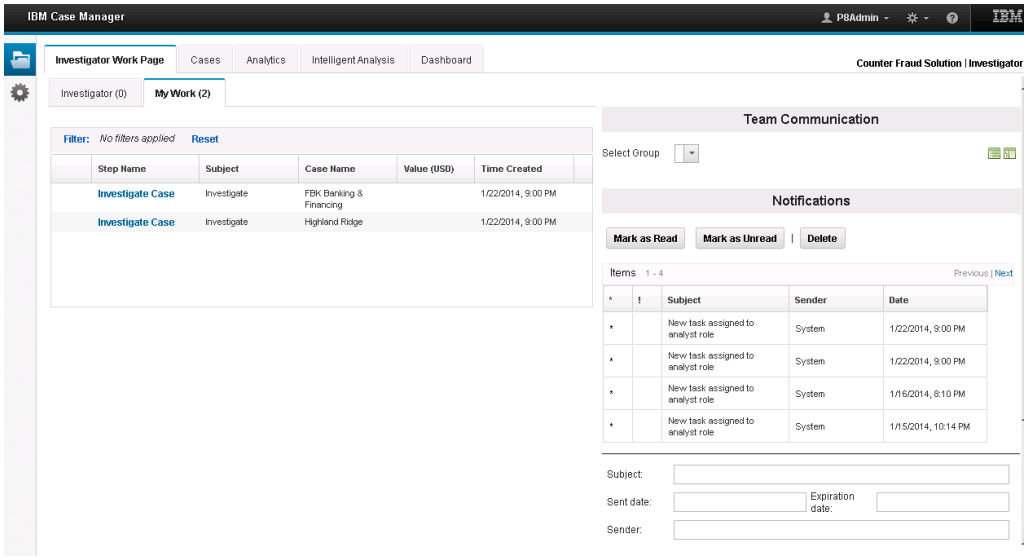
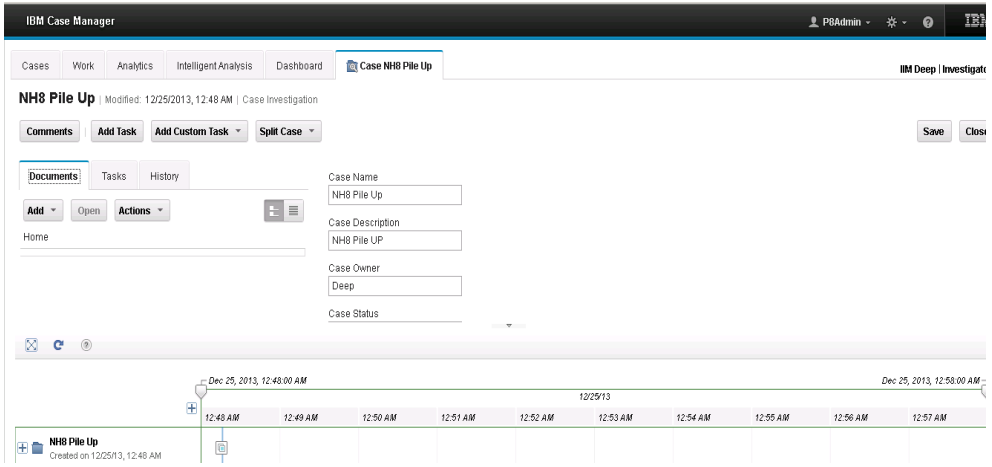
The Intelligent Investigation Template

- Pre-configured for investigative use cases
- Pre-defined roles, flows, user interfaces
- Integrations with i2 and ICA





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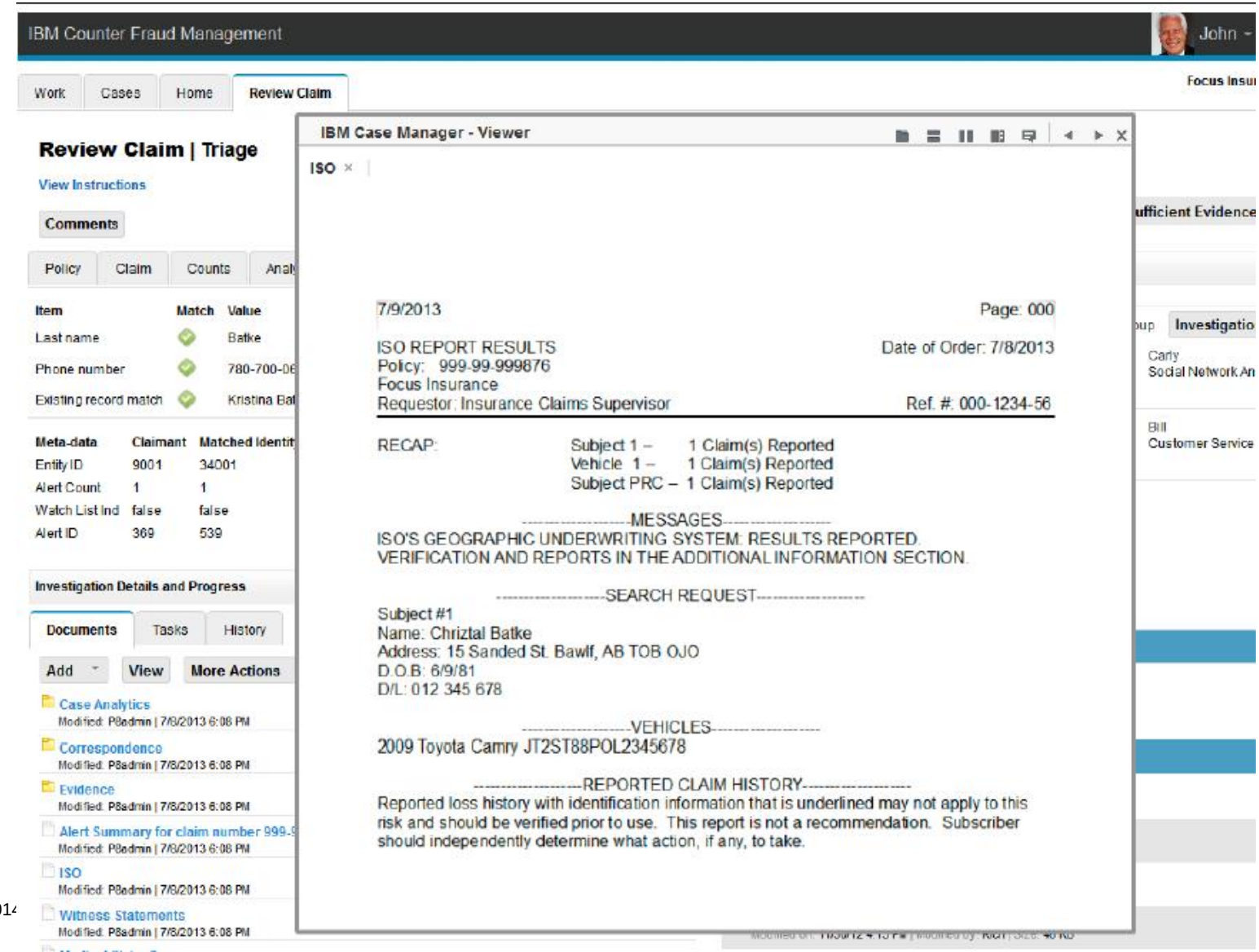
Extensible Document Viewer



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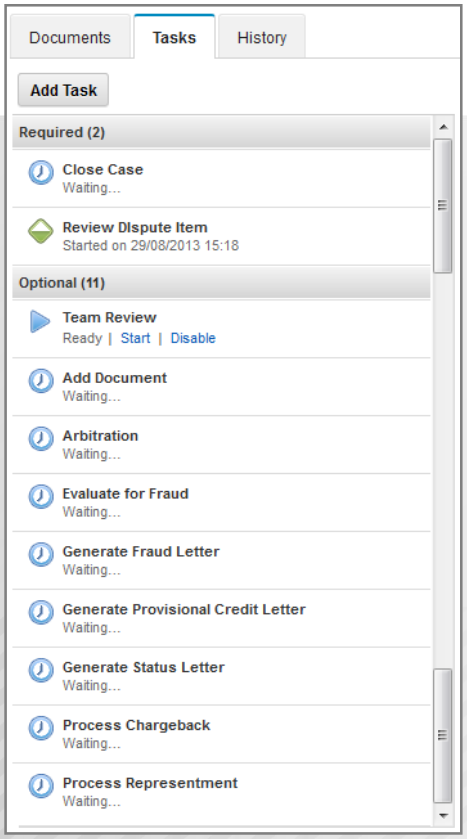
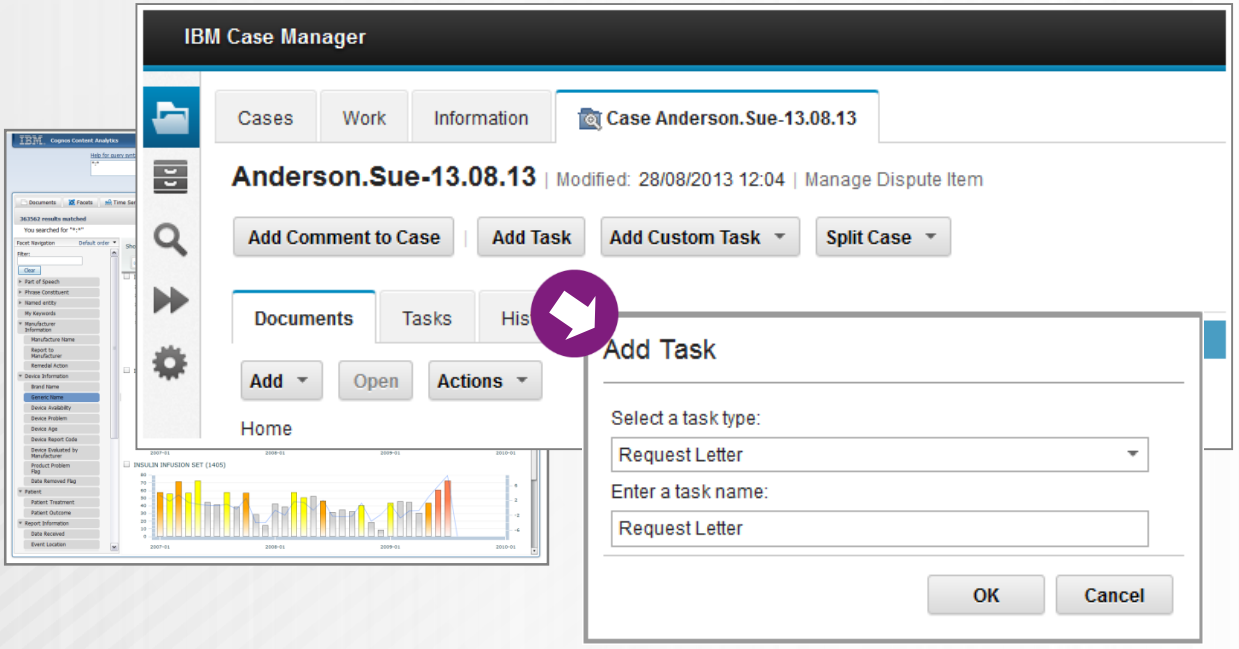
Ad Hoc, Flexible Tasks



Caseworkers can view and start new tasks for a case, changing how that case is handled on the fly.



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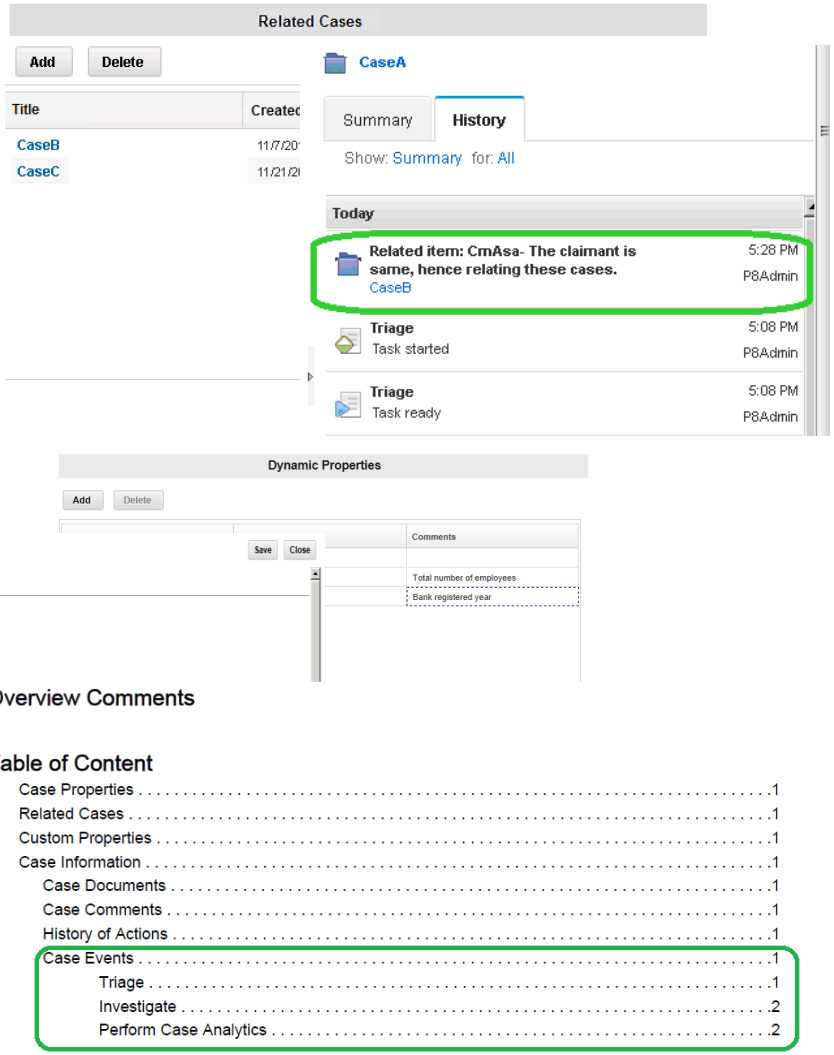
Capabilities to optimize investigations

- Out of the box support for:
  - Tracking related cases
  - Collaboration within the investigative team
  - Checklists
  - Conducting meetings and interviews
  - Creating case summaries



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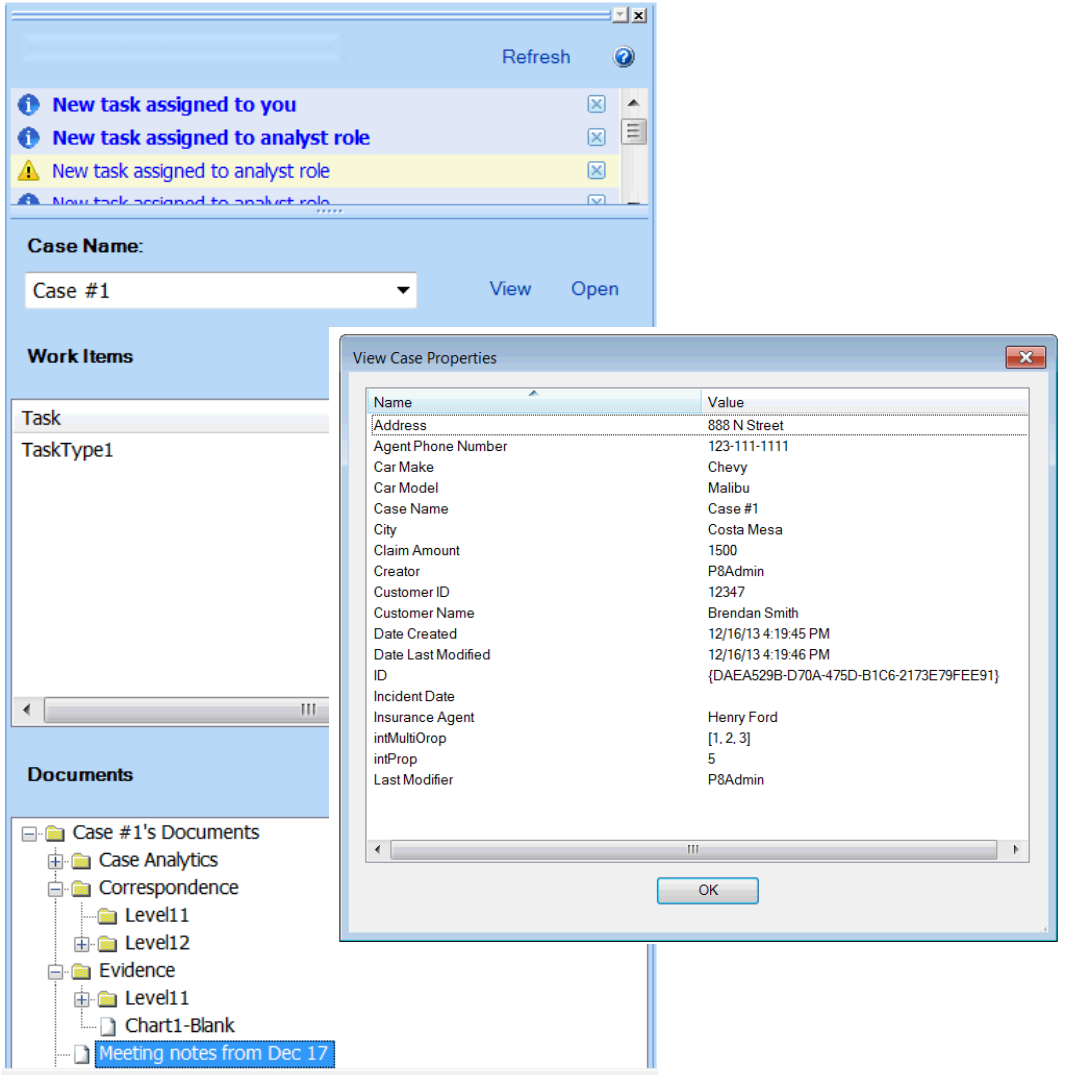
Complete case context is critical for Analysts

- Analyst can directly interact with:
  - Notifications
  - Cases and work assigned
  - Case Properties
  - Case Documents



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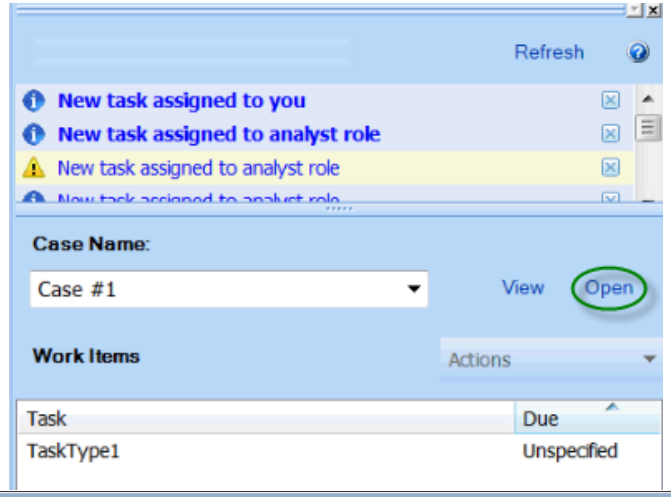
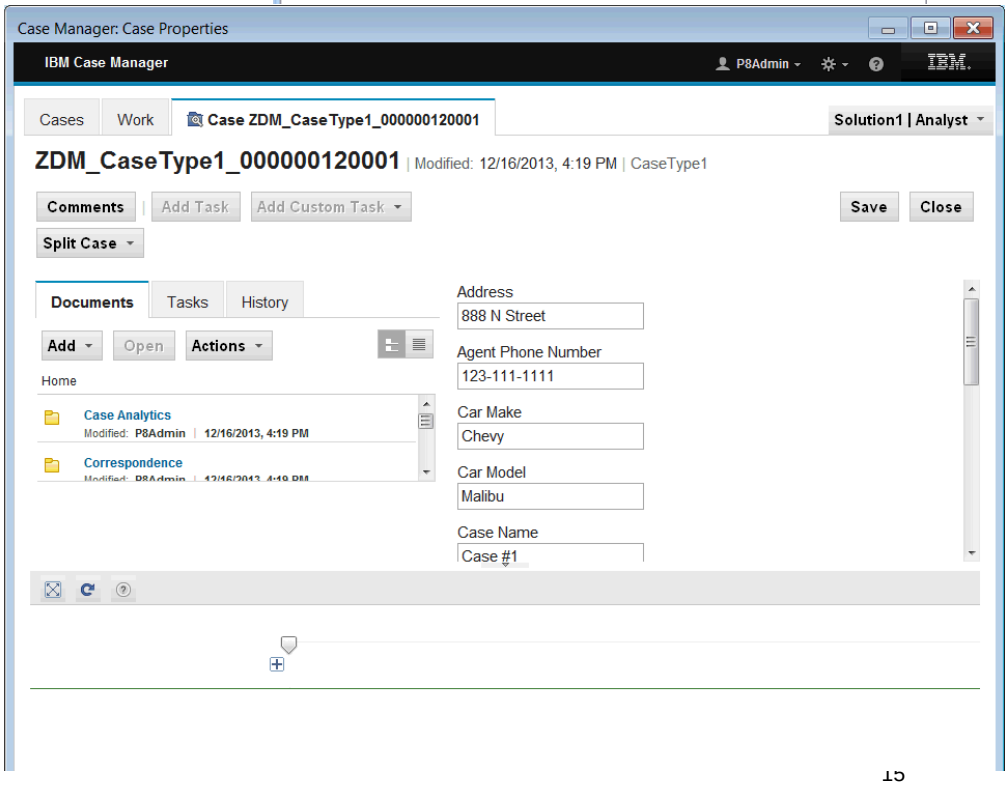
Direct Access to the case from i2 Analyst Notebook

- Analyst can open the case details in Case Manager
- View all case details
- Annotate documents
- Create new cases
- Split cases





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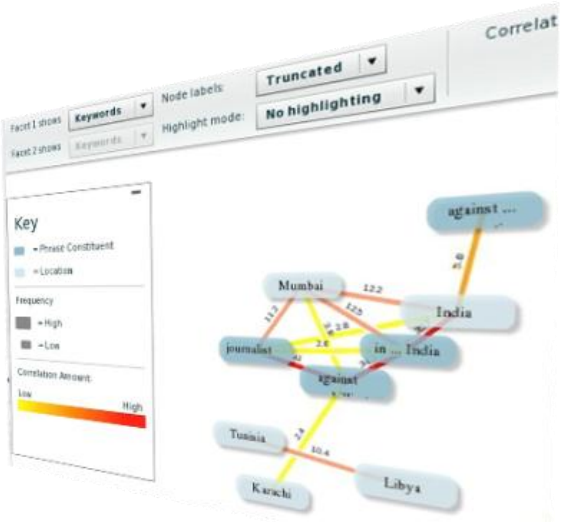
Content Analytics enables agencies to ingest, search and analyze unstructured and structured data from multiple sources

Content Analytics for Public Safety

Enables agencies to ingest and analyze investigative documents



Correlation of data
- Correlate unstructured information (reports, notes) to structural systems

Analysis of unstructured information
- Derive and identify new trends, patterns and anomalies

Connections between structured and unstructured data
- Provide a 360-degree view of suspects and relationships

Advanced analytical features
- Semantic searching, risk alerting, SNA etc… help turn volumes of data into a wealth of insights

A European-based law enforcement agency used IBM Content Analytics as part of a major pedophile investigation. The agency applied IBM Content Analytics to a combination of web social network data and seized computer data to analyze the relationships between members of the pedophile ring.

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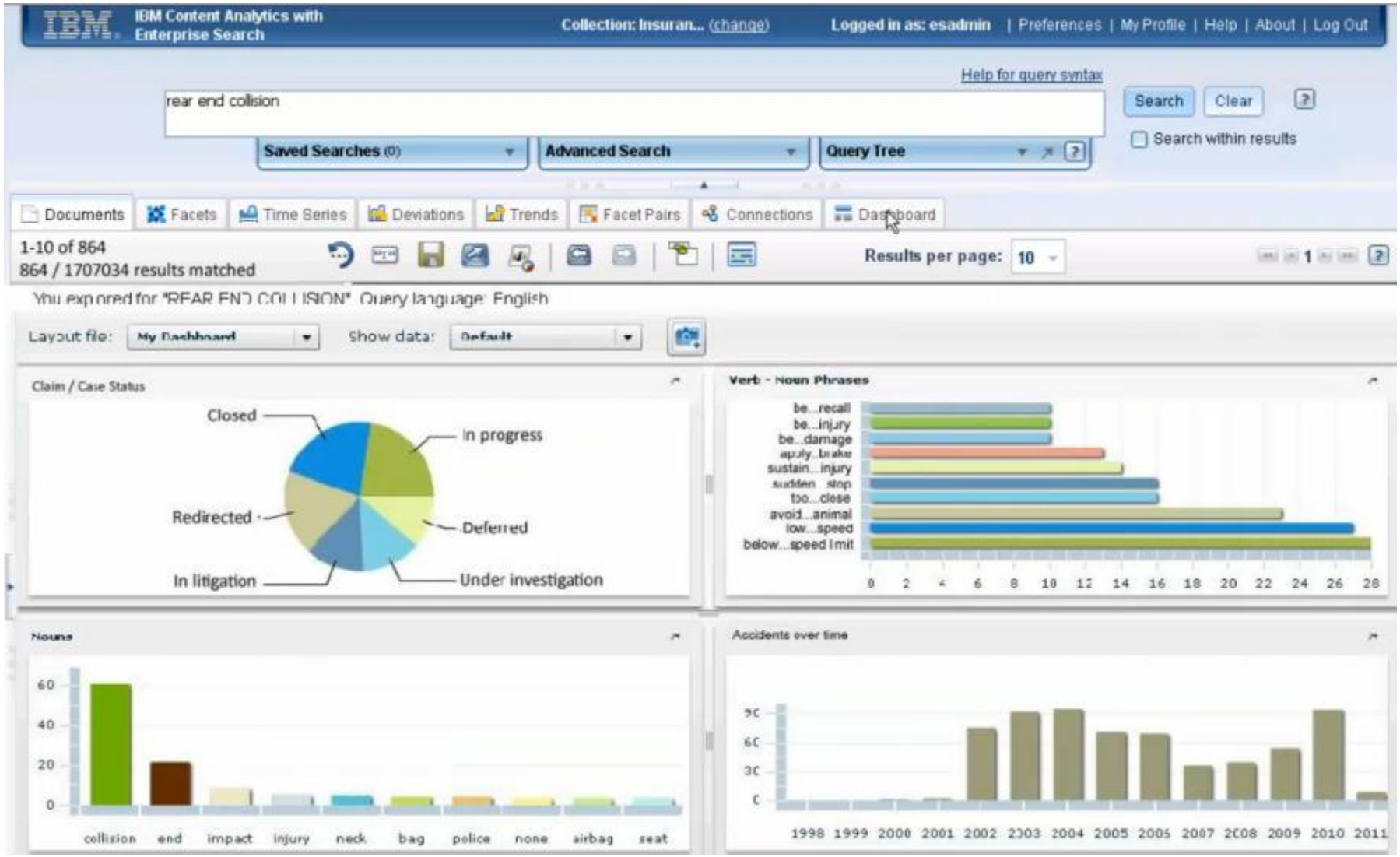
Unstructured data analysis increases the observation space…



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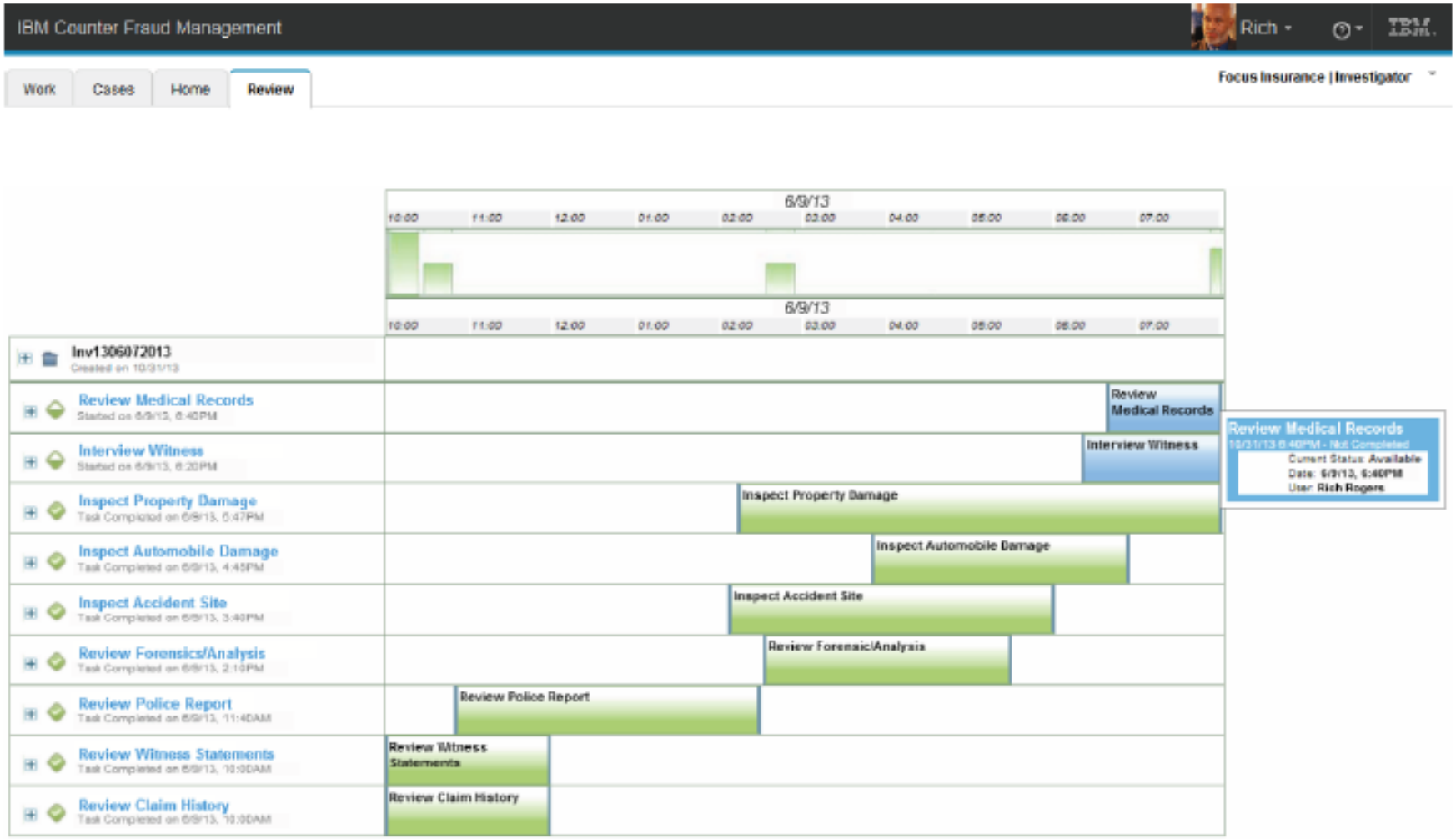
Real Time Tracking



Metrics and Key Performance Indicators (KPIs)

Business users can create realtime case monitoring dashboards

They can set KPI thresholds to trigger critical alerts

Reports, dashboards, and KPIs can be based off of case state, handling times, or any custom case properties

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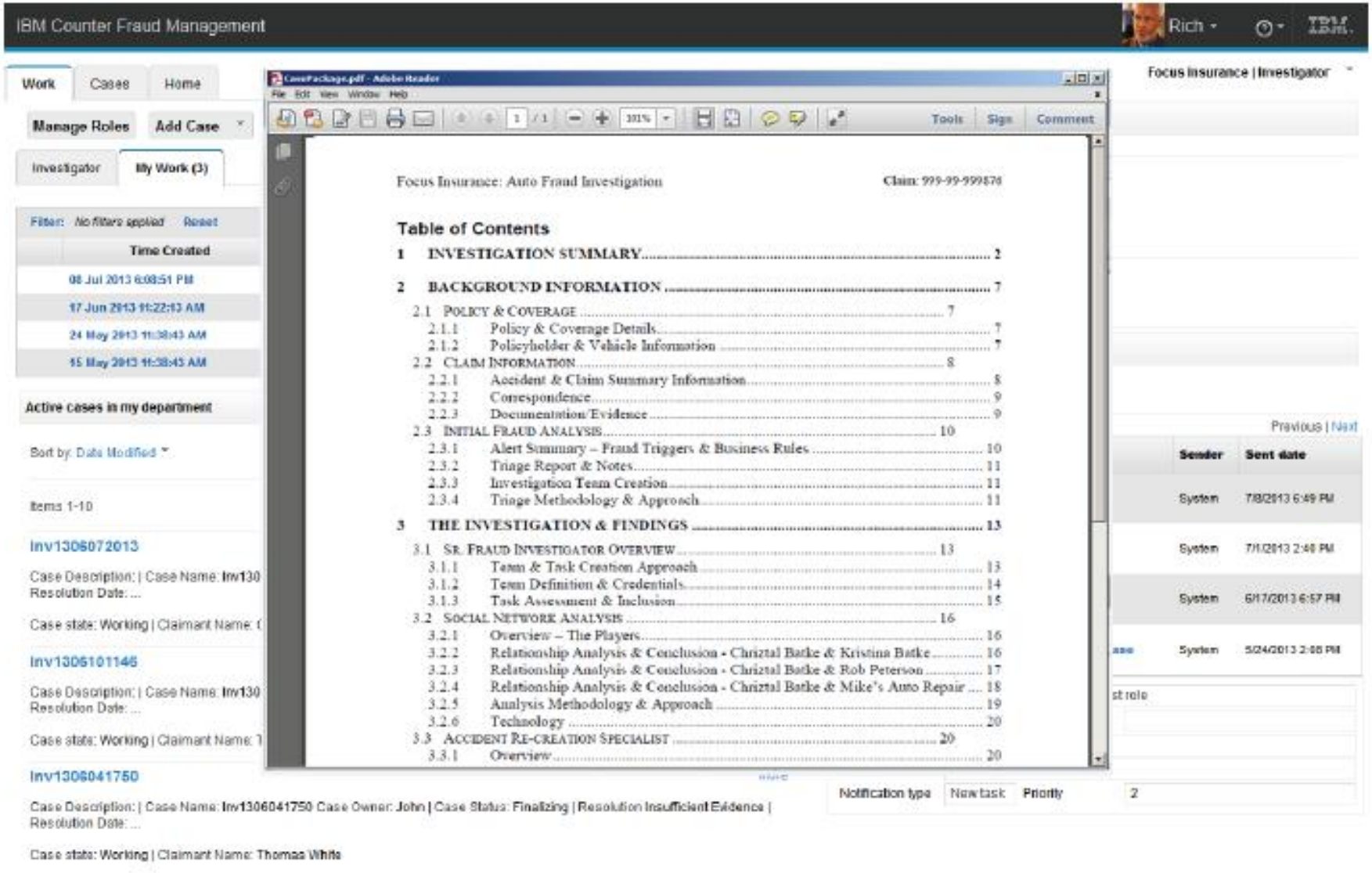
Case Packager



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Alert Management: Default Configuration Underway

- Platform already supports all major requirements, but configuration is required

- Default configuration (templates) underway now in the lab to minimize configuration effort
  - Scope:
    - Alert Queuing & Administration (routing of alerts to people/groups based on logic)
    - Alert Triage & Administration (screens, widgets, fields, workflow)
  - Timing: End Q1 2015 ??

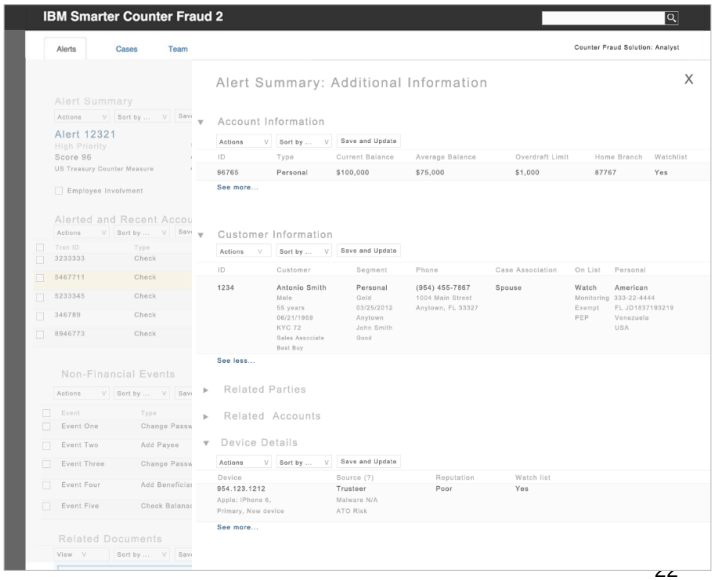
- Key concepts:

Queuing

- Architectural blueprint for which tools to use for which functions and how they fit together
- Default logic for routing alerts based on TD requirements

Triage

- Building blocks for major entities (customer, account, check, device, alert, case, etc)
- Standard UI interaction paradigm so all fraud typologies follow the same approach for layout, viewing summary vs detail information (drill down), workflow, and data entry



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