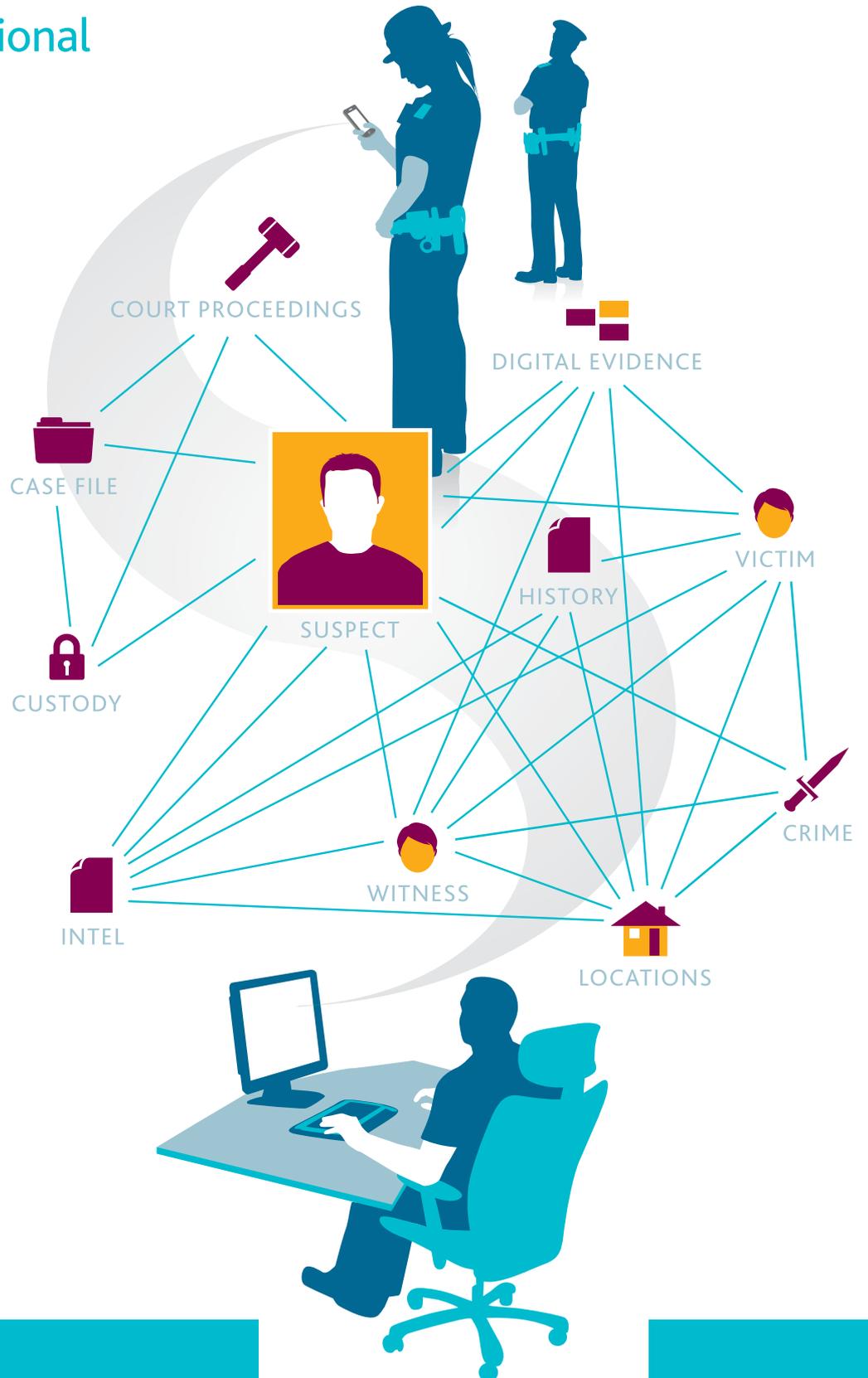


# CAPITA

## PoliceWorks<sup>®</sup>

Enterprise Operational  
Policing Platform



# PoliceWorks®

PoliceWorks® is the latest development in Capita's product line supporting operational policing.

Capita has been supporting police in managing business functions using technology for over 20 years.

Our domain experience has been gathered through years of working closely with Police Forces and understanding the individuals who actually do the job.

PoliceWorks® builds on our knowledge and experience to provide the next generation of systems.

Our aim is to provide IT systems that fully support modern policing enabling Forces to meet their objectives and challenges in an efficient and cost effective manner.

## An Enterprise Solution

PoliceWorks® is an Enterprise Operational Policing Platform designed to support all key operational policing business functions from a single application.

PoliceWorks® is designed as a single solution built in a modular fashion so that it may be deployed incrementally by business function to mitigate the impact of a total system refresh in a Force.

The enterprise solution approach minimises double keying, enhances data quality and provides a single solution for integration to other systems and the wider criminal justice community.

PoliceWorks® is intuitive to use and has the potential to reduce system support effort. As a result of the simple user interface design, training requirements are low and users become both familiar and competent within a short time.

Common look and feel is present across the entire system enabling users familiar with one business area to rapidly comprehend and operate other business areas with ease.

## PoliceWorks®

Custody	Case Preparation	Crime	Intelligence
Missing Persons	Warrants	Public Protection	Property
Offender Management	Tasking and Briefing	Business Intelligence	Agile Working



## A Holistic Approach

**PoliceWorks®** is a new system and has been designed from first principles to support all the key operational business processes expected of next generation systems.

Structured as a single application yet deployable as modules is at the core of the **PoliceWorks®** design strategy.

Structuring the system this way supports the data principle of 'enter once and reuse many times' without any internal system impediments.

Data quality is enhanced as a 'search first and then create' approach is taken reducing the likelihood of duplication and the creation of unnecessary records.

Structuring the system as a single entity allows us to align the system more closely to the end to end business process of policing from initial contact through to final outcome. In doing this we maintain the data and all of the relevant relationships between that data across the process.

Furthermore, a single system configuration enables a 'single source of the truth' approach as all relevant information is held centrally and can be accessed from the system. For example, a quick reference to a particular crime could be obtained from the Custody Office without a need to log on to a separate Crime system.

## Key Features

- ✓ Built on a single POLE data store
- ✓ Modern, current tools and architecture
- ✓ Support for agile working
- ✓ Flexible and configurable
- ✓ Multi tenanted support
- ✓ Can be delivered as a service
- ✓ Integrated business intelligence
- ✓ Information can be visualised using built in tools

## Modern Architecture

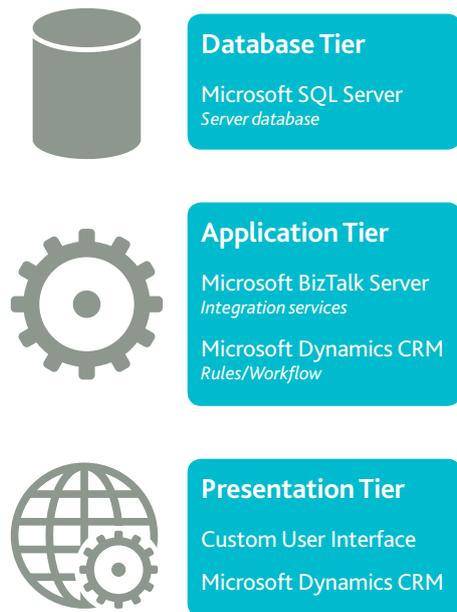
The **PoliceWorks**® architecture was informed by a clear understanding of the needs of an enterprise operational solution through listening to Police Forces.

The design principles are core to the choice of solution components. At a high level those principles were:

- Building a framework for a policing platform
- Fresh, new and easy to use intuitive user interface
- Capable of being configured for each Force
- Capable of being configured by Forces
- Deployable to mobile devices
- Capable of supporting collaboration

These design principles led to the development of a component based architecture where database, application layer and presentation layer are separated.

The solution components are:



Core to the solution is the Microsoft Dynamics CRM application, used here as the application development framework. This powerful tool enables development of the core business functionality using customisable workflow to build flexible business processes.

Microsoft solution components were chosen due to their alignment to our architectural principles and the flexibility that they offer.

## Modern User Interface

A good system user interface should make the user's job easy and efficient and should be easy to learn. This will support high quality data input and enables effective use of the system's information. Mistakes are minimised and processes are transacted efficiently and accurately.

The **PoliceWorks**® user interface has been designed with these requirements in mind and combines this with the look and feel of modern consumer platforms.

Key elements of the user interface design incorporate the following factors:

- A common look and feel across all areas of capability
- Intelligent workflow with guided input and guided process compliance
- Ease of search, retrieval and information presentation
- Contextual help and support

## Support for Flexible Working

A key requirement of Modern Policing is for system access to be provided where needed not just back at the station.

The increasing ubiquity of wireless connectivity, the explosion in the range of affordable and capable mobile devices and the need to increase police efficiency and productivity makes support for flexible working crucial in any new system.

- The technical architecture and the choice of development tools were informed by the need to support flexible working
- **PoliceWorks**® is the only UK policing system designed to support flexible working from the outset and can eliminate the need to rely on 3rd party mobile solutions
- **PoliceWorks**® can be deployed to mobile devices

## Flexibility and Configurability

Throughout the design and development phases it was recognised that any new solution needed to provide a flexible, dynamic Force by Force configuration to match local operating preferences.

- System Administration users are able to maintain elements such as drop down code lists and workflow policies. The highly flexible 'policy engine' allows Force administrators to configure tasks that are automatically created and allocated based on defined business rules. Tasks which are automatically created are accessible via user and team dashboards, allowing workloads to be effectively monitored and managed.
- Word templates are used for forms output and are locally configurable
- Project delivery includes knowledge transfer from Capita to the customer to allow forces to make local configuration changes where this is desired
- The choice of Microsoft tools as system components and the flexibility in the application and presentation layers means that less programming skills are required to support changes

This flexibility and local configuration potential means that, should a customer wish, reliance on Capita for all changes could be reduced. Total cost of system ownership could be minimised as a consequence.

## Multi Tenanted Support

The core **PoliceWorks**® architecture supports a multi tenanted approach to system deployment.

Forces tell us shared deployments are an option they may want to pursue to help them drive out costs.

Regional collaborations/amalgamations are also likely and **PoliceWorks**® is designed with this in mind.

We support a number of options for multi- Force installations including:

- Single shared system with multiple domains
- Single shared system with multiple domains where member Forces choose data to share
- Peer to peer information sharing using secure network to access separate systems

Each of these options supports information sharing between Forces and the first two offer the potential to support shared services and common business processes across Forces.



## Business Intelligence Support

The Microsoft tools at the core of **PoliceWorks**® deliver an integrated business intelligence reporting capability providing:

- The opportunity to deliver business reporting and management information to support better decision making
- The opportunity to reduce the cost and potential complexity of separate 3rd party tools
- Flexibility and configuration by each Force to meet their specific needs
- The ability to generate new BI as required, on demand to support local and National needs

## Visualising the Information

The enterprise policing platform provides a broad information base for all users across a wide range of operational data. The data and the interrelationships between data represent a key asset in the policing process.

The challenge system designer's face is how to take the data stored in databases or presented in forms and reports and to present it to a user in more approachable and useable format.

Within **PoliceWorks**® we recognise the need to present data to users in an interactive visual format. This enables the user to query data in a more meaningful way and to explore data from differing angles and aspects drawing to links and relationships. Analysis and investigative tasks are fully supported within **PoliceWorks**® by visualisation tools to allow maximum benefit to be obtained from the data asset.

## Delivery as a Service

**PoliceWorks**® can be delivered as a service (SaaS) if this is a strategic option a customer would like to pursue. Capita can provide a variety of service delivery options:

- Hosted through Capita's secure infrastructure
- In a collaboration between Forces with another partner
- In a collaboration between Forces using Force infrastructure

## Key Points

Modern Policing has changed dramatically over recent years and is likely to continue to do so. Police IT systems have struggled to keep up with the needs of modern Policing as they have developed. Having listened to Forces about what they need now and in the future we have designed **PoliceWorks**® to meet this challenge:

- ✓ A holistic solution supporting all the key business functions from crime investigation to digital case files
- ✓ Modern component based Microsoft architecture offering a future proofed solution
- ✓ A modern, flexible, intuitive and easy to use user interface
- ✓ A consumer platform look and feel reducing training time
- ✓ Flexibility to deliver anywhere, anytime access
- ✓ Flexible and configurable for each Force and to facilitate future change
- ✓ Built in business intelligence and visual analytics for front line staff
- ✓ Developed, delivered and supported by committed supplier with long history supporting policing

## Our Market Commitment

Capita has a long history supporting UK Policing and Criminal Justice partners and our core systems have been in production use for decades.

Capita has been a leading supplier of Control Room technology to the UK Emergency Services and first responder organisations for many years supplying Communications, Command and Control solutions to Police, Fire and Ambulance as well as national systems for Highways Agency and the Maritime and Coastguard Agency.

Throughout this long association with the UK Emergency Services Capita has continued to invest heavily in its products – primarily the DSX Integrated Communications Control System (ICCS) as well as the long association with the NSPIS Command and Control programme.

Capita has also invested in key acquisitions to support the future of Control Rooms and Public Safety operations, bringing together best-of-breed components and expertise.

Our combined domain knowledge is unrivalled amongst UK systems suppliers and our commitment to **PoliceWorks®** reflects that heritage.



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