

ServiceNow Investigative Case Management

Investigative Case Management challenge

Law enforcement organizations often experience problems with coordination of multiple agents and support personnel for on-site case work. Limited insight to who is assigned to work the case or the lack of visibility into what is required to effectively investigate can be contributing factors. Unfortunately, investigating agents aren't always aligned with field support personnel, resulting in multiple back and forth calls and emails.

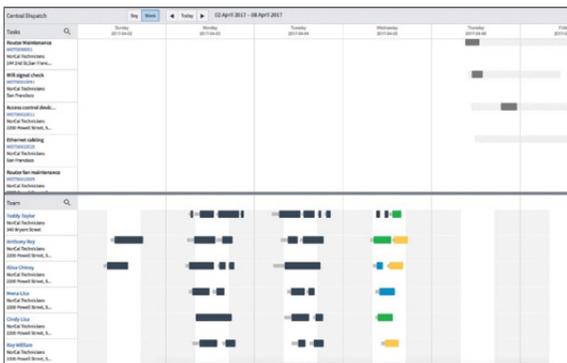
Additional delays occur when investigators don't have the appropriate skills or the right information for the investigation. Investigators or support personnel become frustrated when case information is not available quickly and resort to more calls or emails to other support personnel or a central dispatch desk. Meanwhile, leadership lacks overall visibility and drillable insight into investigative performance, outstanding cases, and trends like stalled cases. The result is decreased case resolution, investigator involvement, potential negative impact on the unit's reputation, and frustration by field support units and other law enforcement groups.

The ServiceNow solution

Using ServiceNow® Customer Service Management and Field Service Management helps organizations efficiently manage case related tasks, location-based resources, assets and their work. Dynamic Scheduling optimizes the case work assignment process, basing it upon skill, geo-location, travel time, priority, and field resource availability. Visual Dispatch additionally allows dispatchers or supervisors to easily modify work assignments using drag-and-drop. Field Service Management works seamlessly with ServiceNow® Customer Service Management to manage all contacts, subjects, their associations, and relationships with a case.

Investigators and field support personnel can use the mobile interface to quickly collect required information, track the time spent, and record the digital signatures for acknowledgment. ServiceNow also includes the ability to plan work with multiple team members based on availability. With embedded analytics, performance of teams, case resolution times, and investigation trends are visually presented with drill down capability into the case details.

Management can easily customize reports and dashboards to gain real-time insight into investigator utilization, capacity, case requests and their locations, and areas to improve productivity and results.



Assign case tasks to the field to view on mobile devices



Perform and record

Create case tasks seamlessly

Integrate with ServiceNow® Customer Service Management for coordinated tracking of the investigation.

Give investigators control

Allow investigators to self-schedule appointments and view work status from a personalized service portal.

Plan assignments efficiently

Automate work assignments to investigators, based on their proximity, availability, and the specific skills required.

Consolidate evidence processing and management

Leverage the inventory management capabilities of ServiceNow® Asset Management as a single repository for physical assets as evidence and manage their inventory control.

Optimize field work with mobile interface

Manage case tasks, track travel and work time, use questionnaires to capture necessary case details, and collect digital signatures affirming case information and track receipt of property evidence

Improve insights with embedded analytics

Use and customize out-of-box reports and dashboards to gain real-time understanding of utilization, capacity, agent location, and investigation location plus visibility to trending metrics.

Make field service a part of your case management

Field Service Management (FSM) is designed to integrate with Customer Service Management case and case tasks from a single task performed by an individual field resource to multiple tasks that can be most efficiently completed in a particular sequence by a team. Task dependency relationships can be defined such that one task cannot begin until another task is completed.

Automate work with dynamic scheduling, drag-and-drop visual dispatch, and geo-location

Easy, efficient scheduling is one of the critical challenge's teams face. ServiceNow FSM flexibly schedules and adapts on-the-fly.

Dynamic Scheduling automates and optimizes work assignments. Using it, supervisors can:

- Assign multiple tasks to different agents at the same time, with the ability to prioritize tasks while assigning
- Automatically un-assign already-assigned tasks to make room for a higher priority task such that the assignment is optimized
- Automatically reassign a task when an agent is not able to complete the task within a specified time

Offering an alternate means of scheduling, the visual dispatch feature gives dispatch or supervisors drag-and-drop work assignment capabilities, so they can assign tasks to agents or field resources, based on their proximity, availability, and the specific skills required to complete them.

Dispatchers can see at-a-glance what times are available for agents and then drag-and-drop unassigned case work onto available times. Dispatchers

can automatically select the ideal field resource and use auto-routing to determine the optimal route for them to visit multiple locations.

Dispatchers can also use geo-location tracking to know where field agents are and assign and re-assign work based on proximity. They can also use a color-coded map to prioritize or re-prioritize case work tasks based on mandated timeframes before they are exceeded.

In addition, a dispatch map enables supervisors to view all open work tasks to understand work distribution and to quickly identify impacted areas. Work tasks can easily be assigned, and assignments can be changed directly from work tasks shown on a map.

Track and manage physical evidence into inventory

Work tasks leverage the inventory management capability from ServiceNow® Asset Management, so there is a single repository for assets in inventory and a standard inventory control process for both asset and field resource processes. Asset Management features include physical transfer of assets from one location to another. Supervisors or support personnel can tag and reserve them for evidence chain of custody and schedule when they need to be transferred for court.

Mobile interface optimized for field agents

Like all ServiceNow applications, FSM includes a mobile interface. It is designed for busy field agents and personnel to quickly view and record information.

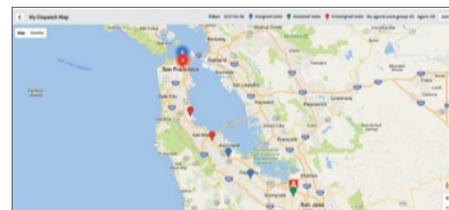
From their supported smartphones and tablets, field agents can accept or reject tasks, track travel and work time, and access the information they need about their schedules. Questionnaires are available to collect and complete

necessary case details. When subject interviews are complete, subjects can affirm statements with a signature on the agent's mobile device and receive a notification of that affirmation.

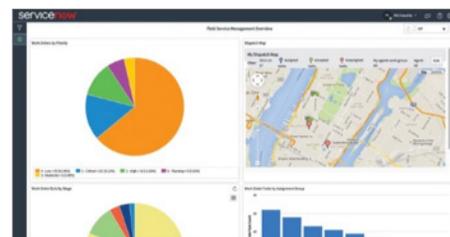
Customized reporting and analytics

Reports and dashboards can be easily customized to gain real-time insight into utilization, capacity, of agent and locations of the case work, and other key metrics. A simple and flexible reporting engine allows users to quickly generate and save reports directly from a list of records. Bar charts and pie charts can be generated for visual analysis.

Custom dashboards of the gauges and reports of the most important information can also be created. These dashboards can be integrated with ServiceNow® Cost Management to track and better manage the costs of field resources, including inventory and travel and other expenses.



Manage field resources and work based on location



Gain real-time insights with reports and dashboards

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