

Case management system for police and emergency services

G-Cloud 15

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Service overview

As Appian partner, CDS provides case management consultancy, design, implementation, delivery and support for complex case management and business process management solutions. We provide specialist solutions for Police, Criminal Justice and Emergency services with products that support forensic, digital forensic and CSI case management as well as accelerators for crime reporting, CPS case prep, event preparation and implementation and emergency response co-ordination.

Our forensics, digital forensics and CSI products contain all common modules required for delivering the end-to-end service including:

- Request management
- Evidence and exhibit management and tracking
- Flexible linking of investigations, exhibits and suspects to generate wide ranging insight
- Exhibit handling protocol management
- Evidence extraction support
- Structured analysis support
- Automation and flexibility in reporting
- Inbuilt and integrated eQMS
- Asset management
- Case preparation support
- Categorised and shareable notes management.

Our event preparation / implementation and emergency response co-ordination platform is already used at the highest level. We have taken our learnings from this and created a version that is suitable for regional level usage to support co-ordination of services for both planned and unplanned events

Our consultancy services include:

- Gap analysis of your requirements vs the pre-built components of the platform
- Identification and implementation of configuration required to meet your needs
- Agile delivery of bespoke development where required using the low code platform and its inbuilt capabilities including API configuration, RPA, creation of business rules, document processing, process model management and user interface designer
- Personalization and branding
- Training for end users (and system administrator if required)
- Ongoing support and guidance to ensure successful adoption.

By partnering with our Case Management consultancy, you can expect to achieve greater efficiency, transparency, and accountability in your investigative, preparation and response case management operations. Our proven methodology and experienced consultants will help you transform the way you provide these core, highly regulated services, ensuring improved positive outcomes, greater efficiencies and a lower burden on your organisation.

Our consultancy services team are security cleared (BPSS, SC, NPPV2/3) and adept at working in closely governed, secure and regulatory environments.

Features and benefits

Features

- A SaaS platform that ensures performance, scalability, security and stability
- Pre-built modules for the core components of the services
- Process orchestration and automation based on business rules engine
- Configurable workflows and rich user interface design
- User management and role-based access control
- Inbuilt data retention policies and document version control
- Parameter driven SLA management with automated reminders and escalations
- Fully automated template-based email/SMS/letter generation you control
- Full auditing for regulatory compliance
- Preconfigured and self-service dashboard creation with AI powered insights.

Benefits

- Dynamic and intuitive workflows, configurable to your requirements
- Improved efficiency and cost reduction through automation and streamlined processes
- Enhanced customer satisfaction and improved communication
- Realtime SLA ticker and timeline providing clear performance tracking/audit
- Easy to prove regulatory compliance
- Increased operational transparency and clarity of ownership
- Proactive identification and resolution of issues
- Inbuilt GDPR compliance for personal and special category data
- Speed and quality of implementation
- Performant, scalable, secure and stable platform.

Case study

The requirement / Challenge

Independent Office for Police Conduct (IOPC) engaged CDS to develop a new case management system (CMS) to replace an existing Commercial Off-The-Shelf (COTS) system used for coordinating investigative, casework and other operational activities.

Over the years, the COTS system became increasingly rigid, unable to adapt to evolving process requirements and related legislation. Its inflexible architecture prevented necessary customisations, forcing some teams to resort to Excel spreadsheets for case management. The COTS system was not only too costly to maintain but fundamentally incapable of evolving to meet future organisational needs.

Key business objectives:

- Introduce more efficient working
 - Automate manual tasks to provide more capacity for back-end staff
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- Unlock future efficiencies and make quality improvements
- Support continuous and iterative improvements
- Flexibility in configuration to meet complex processes and ongoing regulatory changes
- Compliance with GDPR, accessibility, and related regulations
- Empowering IOPC staff to maintain and develop the system in response to an ever-changing criminal justice landscape.

CDS was selected for its strong technical capabilities (using onshore and vetted staff), proven experience with similar regulatory bodies, and a demonstrated commitment to working collaboratively with the IOPC to deliver the new solution.

The solution

The new solution built using Appian, the most mature, and fastest-to-develop, low code platform and Gartner's Magic Quadrant number-one-rated dynamic case management capability.

CDS selected Appian as the most suitable software for the IOPC's CMS because it provides excellent speed to value, ease of ongoing development and ease of integration and the ability to deliver to WCAG AA 2.2 compliance.

Reasons for choosing Appian:

Case management and process automation excellence

- At its heart Appian is designed to deliver complex case management where digital process automation scenarios are high.
- Excels in complex, long-running, mission-focused digital transformation initiatives that require rapid delivery and comprehensive automation orchestration throughout the program lifecycle.

Operational visibility and control

- Provides robust task allocation and tracking capabilities ensuring real-time visibility of work status.
- Implements role-based access control and customised user experiences, presenting contextually relevant information based on user role and investigation stage.
- Enables executive-level aggregate dashboards.
- Provides granular field-level reporting and comprehensive audit trails.

Data management and integration

- Offers flexible data handling—data migration is optional as information doesn't have to reside within Appian, providing flexibility during implementation and throughout the product lifecycle.
- Features 'records' capability that creates an interpretive layer, organising data into meaningful information for informed decision-making while tracking actions taken.
- Includes pre-built integrations with SharePoint and Outlook "out of the box".

Collaboration and efficiency

- Delivers strong cross-team collaboration capabilities for various aspects of case management, reducing duplication of effort and ensuring awareness of ongoing work (subject to security permissions).
- Automates low-value tasks and simple decisions, allowing staff to focus on high-complexity adjudications through integrated robotics, AI, rules, and decision logic automation.

Compliance and reporting

- Provides automated KPIs and SLAs within the CMS, enabling automatic escalations and notifications to ensure and track compliance and performance criteria.
- Facilitates automated regulatory compliance and reporting capabilities.

Technical advantages

- Offers flexibility to address custom requirements without accumulating technical debt, increasing speed to value and adaptability to change.
- Provides integration with various back-office applications that complement COTS solutions or involve enterprise resource planning (ERP) extensions.
- Delivers cross-platform access automatically, eliminating overhead for creating separate mobile and tablet solutions.

The CDS Appian solution delivers comprehensive benefits beyond just meeting IOPC's immediate requirements. It creates a foundation for digital transformation by enabling new ways of working and incorporating innovative technologies like robotic process automation for repetitive tasks and AI capabilities.

The system provides end-to-end case management functionality, handling everything from preliminary stages through allocation to Investigation Managers and all subsequent investigation activities. Access is carefully controlled through role-based permissions, with line managers receiving enhanced visibility to monitor their teams' work and case statuses through dedicated dashboards.

Given the critical nature of IOPC's work and intense public scrutiny, the solution prioritises complete transparency and auditability. Every system edit is meticulously logged, with users able to review a case's full audit trail directly within the interface when needed.

The system offers powerful filtering capabilities, allowing users to organise cases by multiple parameters including investigation type, originating organisation, assigned Investigation Managers, and more.

The front-end interface is designed with user experience as a priority. It presents an intuitive, user-friendly interface that has been completely tailored to match IOPC's specific requirements.

The outcomes

The delivered case management solution now plays a pivotal role in managing the lifecycle of investigations. It has enabled the IOPC to realise significant benefits including:

- Operational efficiency
 - System and procedural changes previously unachievable under the legacy system have resulted in a reduction of administrative resources required across investigations
- Data consolidation and integration
 - Creation of a single unified data source accessible through one application.
 - Consolidation of information previously fragmented across:
 - The core CMS
 - Three separate SharePoint sites
 - Multiple unofficial or local spreadsheets.
 - Integration of new processes not previously supported by the CMS.
- Organisational transformation
 - The new CMS serves as a key driver of change across the organisation
 - Unlocking capabilities that were previously constrained by the legacy system.
- Agility and continuous improvement
 - Enhanced ability to implement changes rapidly
 - Capacity to deliver additional use cases that drive ongoing transformation and continuous improvement.
- Data quality
 - Significant increase in both data collection and quality.
- User experience
 - Improved usability demonstrated by overwhelmingly positive feedback from an internal staff survey.
- Compliance and risk management
 - Significantly reduced risks associated with statutory compliance requirements:
 - GDPR
 - Accessibility standards
 - Related regulations.

Business continuity and disaster recovery plans

CDS is committed to minimising and managing its exposure to disruption to the business and the services provided to our customers. This encompasses robust systems and processes necessary to maintain continuity of service and operations.

CDS maintains a comprehensive Business Continuity and Disaster Recovery (BCDR) plan, certified to **ISO 23001**, that defines clear roles, responsibilities, processes, and procedures for assessing and responding to disruptions to ensure

continuity during disruptions. **Our plan is tested annually with lessons learned incorporated into plan improvements.**

Our Business Continuity Management System (BCMS) is underpinned by regular business impact assessments and threat and risk analyses, and annual tests to ensure all contingencies remain effective, current, and fit for purpose.

Onboarding and offboarding

Onboarding

CDS provides a tailored onboarding pathway, based on clients' individual requirements.

Onboarding is a collaborative process, through which we fully understand our clients' short-, medium- and long-term goals, and plan our service accordingly, to deliver best value and appropriate resourcing, governance, communication and planning.

Our multi-disciplinary agile teams will work with project stakeholders to understand the client and project needs and requirements.

We will define and capture ways of working, including definitions of 'ready' and 'done', and identify acceptance criteria for each sprint, underpinned by modern test practices and OKRs.

Offboarding

Upon starting the engagement, CDS will provide an exit plan for client approval. This will cover matters such as knowledge transfer and documentation, roll-off schedules, data and asset transfer, intellectual property and removal of access / permissions and return of devices / equipment.

Ownership of data contained in any solution belongs to and rests with the client; as the service is decommissioned, raw data will be transferred to the client. CDS is certified to ISO 27001 for data security and will always adhere to these standards – including data removal and destruction.

Ways of working

At CDS we apply agile principles across our projects, primarily using the SCRUM Agile methodology. We operate multi-disciplinary squads that combine domain expertise with technical excellence, delivering value early and iteratively through two-week sprints. Our approach is underpinned by the following core practices:

- **Daily standups:** A team call for 15 minutes each morning to track progress, surface blockers and ensure sprint goals are achieved.
- **Sprint planning:** Held at the start of each sprint to prioritise the work, align on objectives and ensure the team is fully prepared.
- **Sprint review:** At the end of the sprint, the team demonstrate to all stakeholders the deliverables achieved and present the sprint goal for the next sprint.

- **Sprint retrospective:** For each sprint the team will review what went well, identify areas of improvement and embed lessons learned to drive continuous improvement.

Additionally, we have an Agile mindset and culture at CDS, in which we apply:

- **User-centred design and customer-focus:** Through collaboration and partnership working we deliver outcomes that meet user needs.
- **Adaptability and flexibility:** Short feedback loops enable us to respond quickly to change, with teams empowered to pivot as required.
- **Continuous learning:** Retrospectives encourage open, honest feedback to continually improve ways of working and delivery effectiveness.
- **Partnership and teamwork:** We create a one-team culture with our clients and their supplier partners, working collectively towards shared project goals.

Training

As well as continual ‘on the job’ knowledge transfer to upskill client teams, CDS can provide formal, comprehensive training for administrators and users prior to handover and go live designed to support successful change management, ensure smooth implementation and embed solutions that are integral to business operations. Our training also builds internal technical capability, empowering teams to become self-sufficient and reduce the long-term cost of change.

In most cases, we adopt a ‘train-the-trainer’ model, delivered through a blend of on-site and remote sessions. This is supported by comprehensive training materials and easy-to-follow digital end-user guides, written for non-technical audiences and compliant with WCAG 2.2 accessibility guidelines.

Quality assurance and performance testing

CDS applies rigorous testing as part of our Quality Assurance process (ISO9001) to ensure we maintain quality across our deliverables and that outcomes are fit for purpose and fulfil functional and performance requirements.

Our testing capability is led by ISTQB (International Software Testing Qualifications Board) qualified testing experts with all the skills and expertise to quality assure AI, technology & cloud services.

We use a flexible, agile testing approach utilising tools and techniques tailored to each client’s context to ensure solutions meet business objectives and success criteria.

We adopt an automation-first approach, embedding high-quality automated checks into robust CI/CD pipelines to ensure quality is treated as a first-class citizen throughout the deployment process.

Our testing services include:

- Test strategy
- Test planning

- Automated test frameworks
- Testing, defect management and reporting
- Support of customer UAT
- Security (perimeter/application) testing / DevSecOps
- Performance and stress testing.

Security services

CDS holds certifications to international standards - Cyber Essentials Plus and ISO27001 Information Security, encompassing physical security, personnel security, storage, electronic data handling and secure destruction.

We embed 'secure-by-design' principles in our standard service design approach, aligned with security best practises and in addition we provide expert security consultancy.

CDS works closely with National Cyber Security Centre CHECK-accredited providers to conduct IT Health Checks (ITHC)/penetration testing in line with best practice.

CDS staff are BPSS cleared as a minimum. We can deploy SC, NPPV cleared teams and staff with DV clearance, if required.

Ongoing support

Our service model is designed to provide comprehensive, proactive support that operates to **ISO20000:2018 Service Management and ITIL best practices**, covering the full-service management lifecycle.

We deliver a fully managed service that encompasses application support, platform maintenance, incident management, problem management, change management, supplier management, and out-of-hours support for major incidents. This approach ensures that business-critical systems remain operational and performant whilst maximising customer value through continuous service improvement.

All CDS Service Delivery team are ITIL-certified.

We offer three service levels (Bronze, Silver and Gold) each providing:

- Online Service Desk Portal available 24x7 for logging and tracking incidents and requests.
- Telephone support via a dedicated helpline available from 9am to 5pm Monday – Friday (excluding English Bank Holidays).
- Highly skilled service desk team who manage and resolve incidents and requests in accordance with the agreed SLA.
- Ongoing maintenance including application of security patches.
- Structured change management to ensure updates are properly assessed, approved and implemented.
- Monthly performance report to provide visibility of service levels and operational metrics.

Support and maintenance contracts stipulate a minimum level of support provision per month, appropriate to the size and complexity of the service, aligned to the

preferred service support tier. Additional time is chargeable at the day rates listed on the rate card.

SLA Incident response

Service	Bronze	Silver	Gold
Incident response			
P1 - To be called in	15 minutes	15 minutes	15 minutes
P2	1 hour	1 hour	1 hour
P3	1 hour	1 hour	1 hour
P4	4 hours	4 hours	1 hour
P5	1 working day	1 working day	1 hour
P6	1 working day	1 working day	1 hour
Target incident resolution - core hours			
P1	8 hours	6 hours	4 hours
P2	15 hours	11 hours	8 hours
P3	5 working days	3 working days	1 working day
P4	7 working days	5 working days	3 working days
P5	N/A	14 working days	10 working days
P6	N/A	N/A	N/A
Major Incident Report	N/A	10 working days	5 working days

Hosting managed services

CDS provides a range of consultancy and management services for design, implementation and management of application infrastructure, including:

- Technical architecture and implementation
- Infrastructure management and maintenance including:
 - Critical security patches
 - OS (operating system) patches: testing and deployment

- Application and platform availability
- Anti-virus & Malware updates
- Obsolescence management
- Proactive monitoring and alerting of Infrastructure & solution performance and function.

Service constraints

Attainable service levels will be dependent upon the service performance of cloud suppliers within the service chain. Maintenance windows may apply, and clients should refer to the SLA for the specific service in use.

Ordering and invoicing

We recommend contacting CDS before placing an order via G Cloud 15, to confirm and agree scope, scale, SLAs, KPIs, outcomes, etc. We will be pleased to support clients to define statements of work that reflect their requirements.

Invoices are issued monthly in arrears, with payment terms of 30 days.

Pricing

Timescales and costs vary, depending on several factors; we recommend a preliminary review to provide a firm cost.

Please refer to our pricing document and rate card.

Industry standards

CDS delivers all its services to internationally recognised standards. CDS is accredited to the following standards:

- ISO 9001 Quality Management System.
- ISO 27001 Information Security Management.
- ISO 20000 IT Service Management and IASME certified.
- ISO 14001 Environmental Management.
- BSI 1008 Electronic Information.
- ISO 22301 Security and Resilience (Business Continuity).
- ISO 45001 Health and Safety Management.
- ISO 10008 Evidential Weight and Legal Admissibility of Electronic Information.
- ISO 50001 Energy Management Standard.
- Cyber Essentials Plus.
- IASME certified.
- ITIL compliant service desk.
- PlanetMark Sustainability.

We comply with the Data Protection Act 2018 and UK GDPR regulations.

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