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Polisstyrelsen
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Vitja – Finnish Police Case Management system OOW2018

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About Vitja

- Vitja project is about to renew technical platform for case management and functional processes in crime combating area at Finnish police and other authorities
 - Involving parties: Police (user), Boarder Guard (user), Customs(user), Military forces and Justice Department (integration, user)
 - Goal is to create unified electronical crime combating chain (Vitja) of processes between involving parties
 - Vitja is a CRM system with strong twist of task handling
 - 24/7 availability, strict access and visibility rules
 - **Vitja is mostly about cultural change therefore Vitja is Finnish Police Operational Development Program**



Vitja in figures

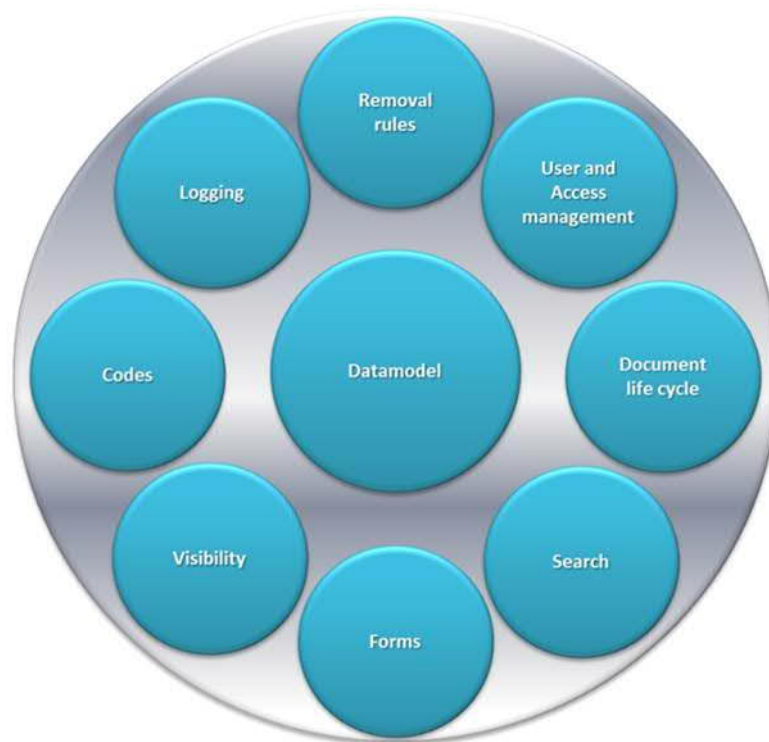
- ~19000 users, 25% of all officials in Finland
- 10 - 30 Case types
- Some yearly based examples
 - Preliminary investigation 475 000 reported, 280 000 lead to further investigation (per year)
 - 10 000 Intelligence cases (new case type, estimate)
 - 60 000 Arrest cases based on Public Law and Order
 - 33000 Arrests based on Criminal Investigation
 - 77000 cases, co-operation between authorities
- Estimate for gained cost-benefits by changing operational model, adding automation, implementing integrations and consolidating systems is around 200 M€ / year by the year 2025

Used technologies

- Solution relies heavily on Oracle's products
- Case management
 - Oracle Siebel CRM, version 16.10 – upgare to 18.X near future
- Other technologies
 - Oracle Policy automation – business rules for case metadata, deletion rules, visibility groups...
 - Oracle Web Center Content – Storing and managing additional unstructured content files, pictures etc.
 - Oracle Business Intelligence Enterprise Edition – Basic Reports print outs, Statistical analysis...
 - Oracle Data Intergrator – ETL tool targeted mainly for analysis and some integrations (patch and files)
 - WCC Smart Search and Match – Elise – to full search capabilities
- Oracle databases

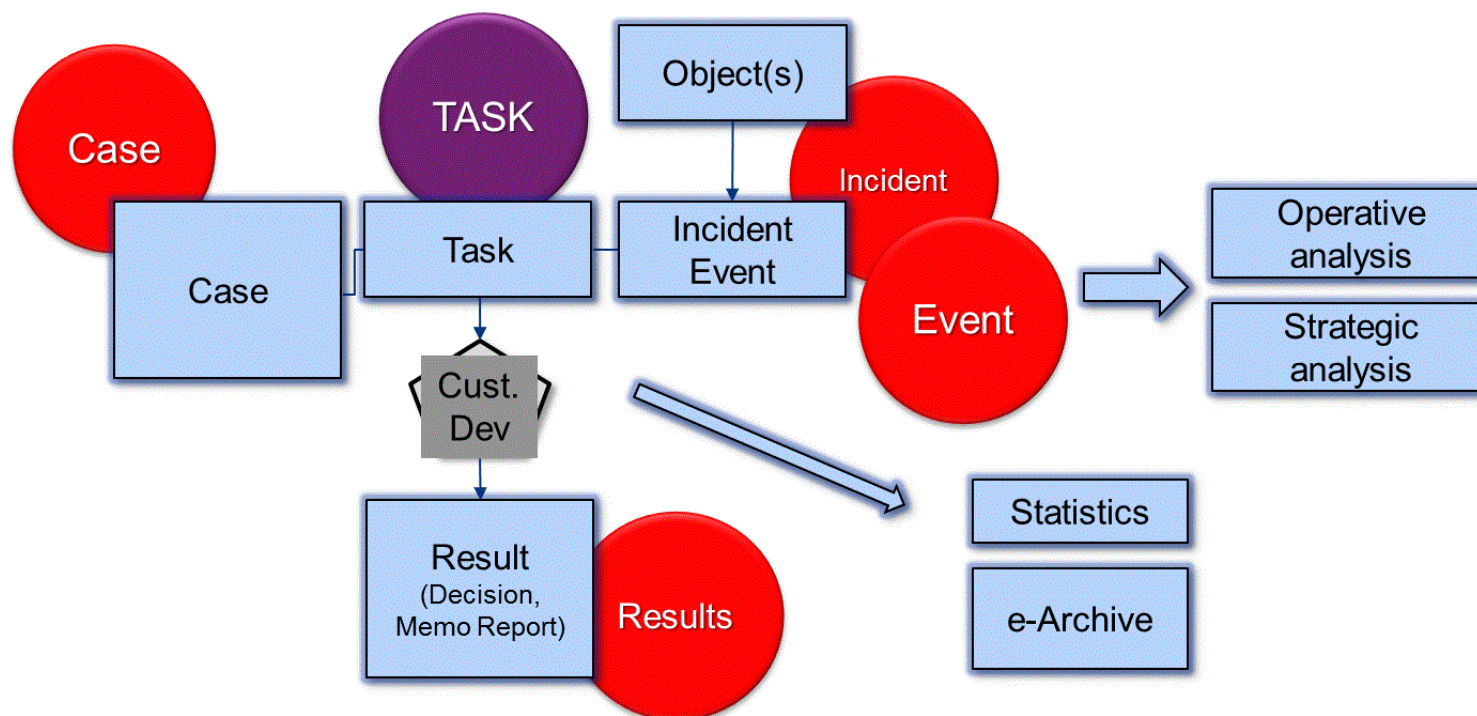
What we are about to do

- Responsibilities in main Vitja application components

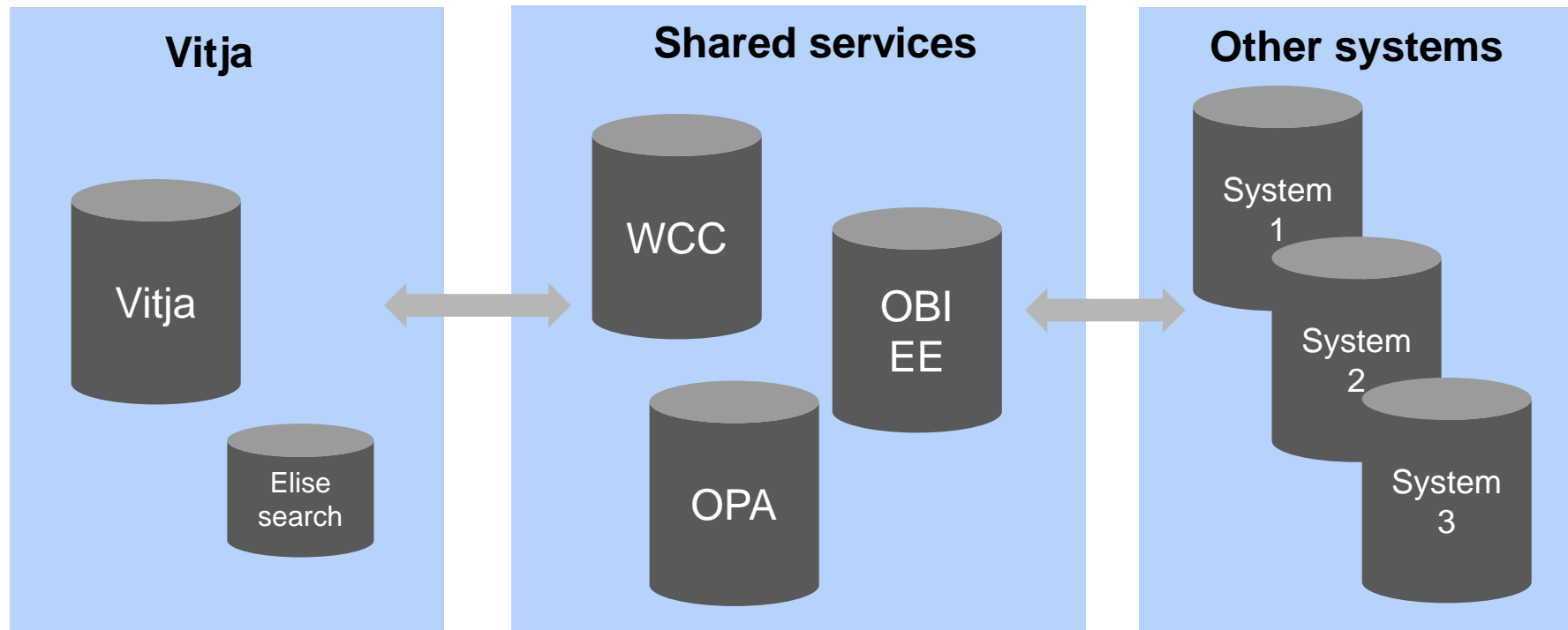


Vitja Core Ideology

- Concept model for Vitja system and architectural choice for all new systems taken into use Finnish Police

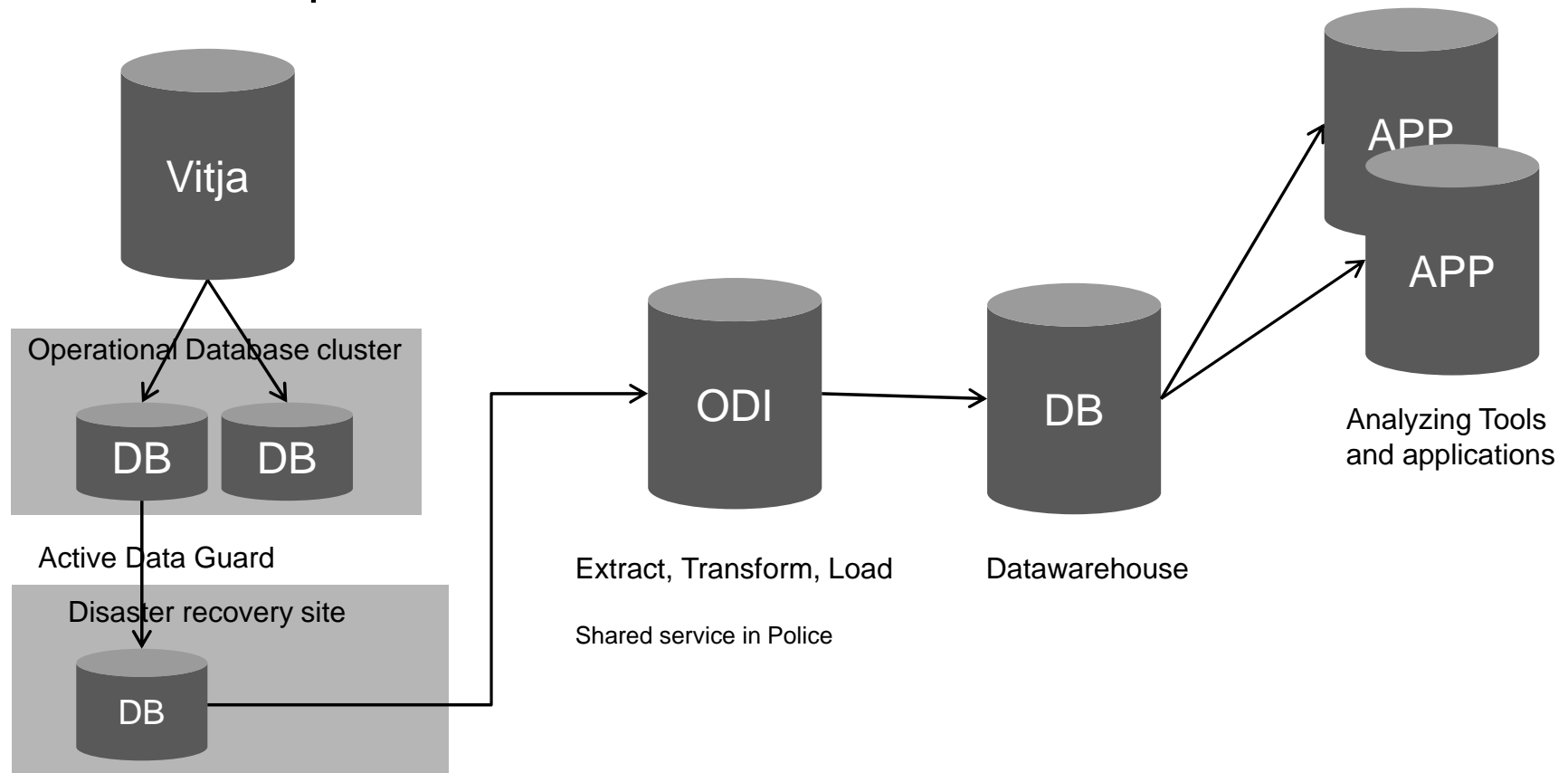


Vitja/Police high level architecture



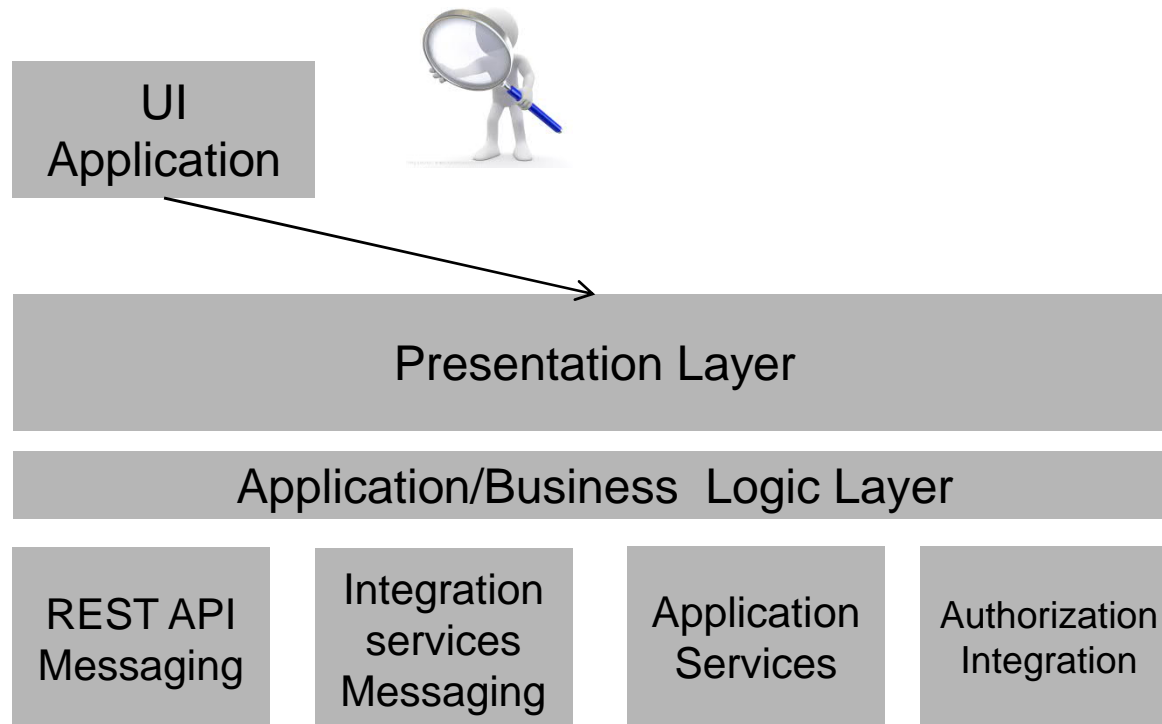
New feature considerations ODI

- Under implementation



New feature considerations Custom UI

- High level, reference architecture for UI solution, using Vue.js and Siebel Rest API functionalities



Vitja projects status

- **First release go-live**
 - Engine core functions implemented
 - Supports Police's and Customs renewed Intelligence processes, around 17000 users
 - First step towards consolidation, New integrations between key systems -> more efficient user processes, less time spent with computer, more information available for officers at field
 - Getting rid of temporary registers used for intelligence operations
- **Next release**
 - Definition phase nearly completed
 - Main Business processes to be implemented: Pre-Investigation, Coersive measures, Technical investigation, Jail and Inventory management, Warrants, International co-operation
 - Business objects gained: consolidation,

Why Siebel

- Siebel provides
 - OOT support for our concept model
 - Flexible OOT Data model
 - Very good stability in production usage
- Challenges
 - Development requires efforts if customization is needed
 - Competence challenge, multivendor environment
 - Siebel IP17 onwards has some solutions for this
 - Upgrade process is heavy
 - Our environments
 - Availability rules 24/7
 - Patch upgrade path as Oracle presented is supposed to be key solution for reducing time

Finnish Police Goal is remain number ONE

Finnish police is number ONE in World Economic Forum report in Reliability of police services!

Country	Score
Romania	4.32
Bulgaria	4.30
India	4.31
Vietnam	4.30
Mexico	4.29
	4.29
	4.28

Competitiveness Rankings
reports.weforum.org