SAP BusinessObjects™

NAVAL CRIMINAL INVESTIGATIVE SERVICE
CATCHING THE BAD GUYS WITH SAP® BusinessObjects™ SOLUTIONS

"SAP BusinessObjects saves us time and resources by significantly reducing the administrative burden of our congressional reporting requirements."

Ofelia Perotti, IT Analytical Cell Division Chief, Naval Criminal Investigative Service

QUICK FACTS

Company
- Name: Naval Criminal Investigative Service (NCIS)
- Location: Washington Navy Yard, District of Columbia
- Industry: Defense and security
- Products and services: Law enforcement
- Operating budget: US$460 million
- Employees: 2,400
- Web site: www.ncis.navy.mil

Challenges and Opportunities
- Enable comprehensive, real-time visibility into the type, volume, and status of investigations being handled by NCIS agents
- Reduce time-consuming analysis of agent assignments and activities
- Enhance operations, strategic planning, and security processes

Objectives
- Identify and react to crime trends
- Prevent crime through real-time analysis
- Allocate resources more effectively
- Facilitate reporting to U.S. Congress

SAP® Solutions and Services
- SAP® BusinessObjects™ XI solutions
- SAP BusinessObjects Web Intelligence® software
- SAP BusinessObjects Data Integrator software
- SAP BusinessObjects Dashboard Builder software
- Crystal Reports® software

Implementation Highlights
- Reduced year-end reporting from a month of manual effort to an automated report
- Enabled tracking and management of cases, resources, and related costs in real time
- Deployed with minimal customization, facilitating future upgrades

Why SAP
- Business intelligence tools from SAP support trend analysis, the strategic planning process, resource allocation, and operational reporting
- Installation process supports rapid delivery of new features and business intelligence functionality

Benefits
- At-a-glance dashboards and business intelligence functionality help NCIS track cases quickly, easily, and in real time
- Greater efficiency in resource allocation supports investigative and crime prevention goals
- Automated, timely reporting reduces administrative burden and helps NCIS meet government requirements and justify funding

The Naval Criminal Investigative Service (NCIS) is a team of law enforcement professionals dedicated to protecting the people, families, and assets of the United States Navy and Marine Corps worldwide and investigating crimes committed by naval or marine personnel. Working closely with other local, state, federal, and foreign agencies, NCIS helps counter and investigate crimes ranging from terrorism, espionage, and computer intrusion to homicide, rape, child abuse, and arson.

Approximately 2,400 special agents, investigators, forensic experts, security specialists, analysts, and support personnel are located in 143 field and satellite offices around the world. They comprise the navy's primary source of security for the men, women, ships, planes, and resources of America's seagoing expeditionary forces.

Investigating and Preventing Crimes While Tracking Numbers

In recent years, NCIS has increasingly shifted its focus to preventing crimes, in addition to investigating and solving them. By analyzing trends in various types of criminal behavior, complemented by additional economic and demographic information, NCIS can take proactive measures against crimes before they happen. This evolution has made the activities of the service even more strategic within the Department of the Navy.

As a public service organization, accountability to the U.S. Congress is very important; however, tracking and reporting hours worked by NCIS agents can be a tedious and time-consuming process.

Nobody knows this better than Ofelia Perotti, IT analytical cell division chief at NCIS. "Congress allocates funds specifically for different functions," Perotti explains. "If certain agents are paid to do counterterrorism, we need to prove that's what they've worked on during the year. Before we implemented our SAP BusinessObjects XI solutions, it would take me an entire month to collect the information we needed for our year-end reports. Now, SAP BusinessObjects does this automatically – so we can focus more resources on investigating and preventing crime."

Gaining New Insights Using Business Intelligence Solutions

Leveraging its positive experience with Crystal Reports® software, NCIS chose to deploy a number of SAP® BusinessObjects™ XI solutions for its new business intelligence (BI) system. The solutions include SAP BusinessObjects Web Intelligence®, SAP BusinessObjects Data Integrator, and SAP BusinessObjects Dashboard Builder software. Using case management functionality, NCIS manages cases by

type, allowing the agency to quickly act on trends as well as optimize resource allocation. Dashboards provide at-a-glance visibility. "With SAP BusinessObjects solutions, management can quickly see what cases we're working on and where they stand," says Perotti. "In this way, they can be sure that we have the right people in the right place. We investigate murders, fraud, drug-related crimes, and people who steal secrets and sell them to another country. Management can now track these cases quickly, easily, and in real time."

When NCIS sees a spike or change in crime-related data, it seeks to implement educational or preventive measures; for example, an increase in domestic abuse at a given naval base might prompt a series of educational briefings. "We now have several dashboards," says Perotti. "For example, one is used for tracking our labor statistics. Like any other government entity, we always want to optimize the use of our funding – and we get funding by proving what we're working on, how much time we spend on a given case, and how productive our efforts are. This information is provided to Congress to justify funding for more agents, with the goal of continuing to reduce the crime statistics."

The ability to deploy SAP BusinessObjects software quickly and easily was important to NCIS. "When we upgraded our SAP BusinessObjects XI solutions, we actually performed the installation ourselves," says Perotti. "The only thing we changed was the banner." By minimizing customization of the product, NCIS can leverage newer versions and expanded capabilities even more

easily. "If there are compelling features in upcoming products from SAP – and we expect that there will be – we will be able to upgrade to the new software almost immediately," she says.

Enabling Efficient, Timely Reporting Across the Agency

SAP BusinessObjects software has transformed the reporting environment at NCIS. "Today we can quickly generate detailed staffing activity reports and provide them to federal officials on demand," says Perotti. "Thanks to our SAP BusinessObjects solution, managers find the information they need right on their dashboards. They can look at the high-level information and drill down to

Looking Ahead with SAP BusinessObjects Solutions

Going forward, SAP BusinessObjects solutions will play an even larger role within the Department of the Navy. Based on the success of the NCIS business intelligence system, SAP BusinessObjects software was selected for the new Department of Navy Criminal Justice Information System (DONCJIS). The objectives for DONCJIS include providing a Web-based interface for data entry of criminal incidents and case data; incorporating business processes and workflow requirements from the law enforcement, investigative, judicial, and corrections user communities; and enhancing the existing systems for U.S.

significantly reducing the administrative burden of our congressional reporting requirements. It also enables us to use information to more efficiently assign agents to cases and to better understand crime patterns. The bottom line is that SAP BusinessObjects is allowing us to investigate, solve, and prevent more crime. Because we can now get the information we need for management, Congress, and the navy faster than ever, SAP BusinessObjects software has become the reporting and analysis standard for NCIS."

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any desired level of detail. If they identify a new metric they want to track, we can easily add it to the dashboard."

The IT group still fields plenty of requests for reports, but they now respond much more effectively. "We have a single, consolidated source of information that is timely, accurate, and instantly accessible," says Perotti. "And because the system is so easy to use, nontechnical staff can analyze information more quickly on their own. This makes the entire organization much more productive."

Navy and Marine Corps Law Enforcement, Judge Advocate General, and corrections users. Objectives also include providing full data processing and case-tracking capabilities, from incident to corrections, and in-depth reporting capabilities, data extracts, and statistical analysis of criminal data.

A tall order? Yes – but SAP BusinessObjects software can handle it. "Our BI solution has made life a lot easier," Perotti says. "SAP BusinessObjects saves us time and resources by

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