

The Forensic Service Northern Ireland (FSNI)

The logo for ITS, consisting of the lowercase letters "its." in a bold, sans-serif font, set against a bright yellow square background.

FSNI Elevating Forensics through Cube Case Management

ABOUT

The Forensic Service Northern Ireland (FSNI) is a government agency that plays a vital role in the criminal justice system of Northern Ireland. As the principal provider of forensic science services in the region, FSNI offers expert scientific support to law enforcement, courts, and other justice-related agencies in the investigation and resolution of criminal cases.

FSNI's remit encompasses crime scene investigations, thorough analysis of evidence like fingerprints, DNA, and fibres, offering expert witness testimonies, conducting research, and advancing forensic techniques. They also provide training and consultation to law enforcement agencies and legal professionals, fostering a robust criminal justice system that ensures accurate and reliable evidence presentation and aids in the pursuit of justice.

CHALLENGES

FSNI faced a growing challenge with the increasing volume of exhibit submissions. To effectively manage this influx and ensure efficient case handling, FSNI recognized the need to automate and streamline its processes. This was particularly the case in major incidents where numerous items may be submitted, necessitating comprehensive notes and maintaining full evidential item-tracking for each piece of evidence.

With a focus on enhanced efficiency and accessibility, FSNI sought a modern, multi-functional software system. This system would serve as a centralized repository for information, providing a user-friendly interface for staff to access and update case-related data. By implementing such a system, FSNI aimed to address several other operational challenges, including streamlining operational tasks, managing staff workload more efficiently, and enhanced exhibit tracking.

OUR SOLUTION

ITS provided FSNI with a comprehensive forensic case management system which included:

- Seamless integration with a Commercial Off-The-Shelf (COTS) laboratory information management (LIMS) system.
- Integration with a quality management Electronic Document and Records Management System (EDRMS).
- A case management system comprised of distinct modules for each case and crime type
- Essential information about each case, such as location, date, involved parties, and comprehensive data about examining teams.
- Efficient tracking of item movement through the system using bar codes.

- Management of time-sensitive tasks with automatic calculation of target dates.
- User-friendly interface for easy access to case information.
- Facilitation of advanced business intelligence reporting.
- Full traceability of submitted items to FSNI, from reception at the laboratory.

THE RESULTS

- Improved efficiency and reduced administrative work.
- Enhanced accuracy in case documentation and evidence tracking.
- Faster case resolution and task management.
- Comprehensive data centralization and integration.
- Valuable insights through advanced reporting and analytics.
- Increased accountability and evidence chain of custody.
- Greater public confidence in the criminal justice system.
- Resource optimization and reduced backlog.
- Adherence to best practices and quality standards.