



**SUNGARD** PUBLIC SECTOR

UNIFI  
Functionality  
Overview



THE QUEEN'S AWARDS  
FOR ENTERPRISE:  
INNOVATION  
2008

## 1 WHAT IS UNIFI?

UNIFI is the current product in a long line of integrated applications designed to support many different Police Business Services.

It is made up of a number of different application modules all sharing a single Oracle database.

In Scotland, Tayside and Lothian and Borders Police have recently upgraded from SunGard's previous version of its Operational Support System (OSS) (after approximately 8 years of successful service) to UNIFI and were impressed with the smooth transition into Live use.

UNIFI is supported by an active User Group made up of 5 forces currently, with an annual budget to spend on enhancing the product to ensure it meets their ever-changing needs.

## 2 SUPPORT FOR SCOTLAND

UNIFI is a comprehensive application that covers many different Police Business Services. Where appropriate the application guides the user through defined processes but there is also the flexibility to configure the system and use it to fit in with specific Force business practice. This blend of consistent business process use across the Force whilst still offering flexibility of use to fit particular Force best practice provides a highly effective workable solution that provides real benefits whilst increasing efficiency and enabling the provision of a better service to the community.

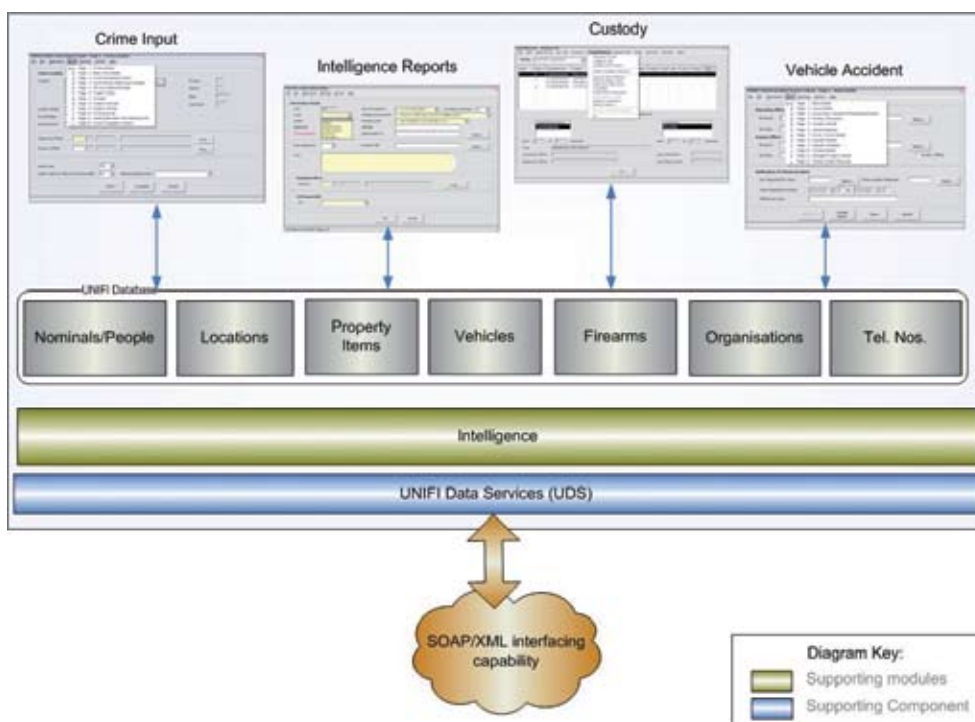
"I am pleased to report that over last weekend UNIFI was successfully commissioned on Tayside."

"On behalf of the force, I would like to record my thanks to the SunGard team, led by Jill Leydon, for a first-class professional job. We have enjoyed an effective working relationship throughout the course of the project."

"In the UK at large, ITC projects that deliver on quality, time and cost are, unfortunately, still the exception rather than the rule. However, we are delighted to be sitting on the right side of this divide."

"We are looking forward to a pro-active User Group alongside others soon to join the UNIFI community. And from this, for some years to come, we shall be seeking to maintain the flow of business benefits achieved over the lifetime of the OSS product."

**David Johnstone**  
Tayside Police  
18/2/2008



This diagram shows the UNIFI Modules using data from a single database.

UNIFI has the following Scottish specific modules:

## Module      Brief Functional Overview

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**Crime**                      The Crime module provides support for the recording, retrieval and management of Crimes. Information can be recorded for Complainants, Victims, Reporting Persons, Witnesses, MO Details, Property, Offenders, Suspect Nominals and Suspect Vehicles. Details can be recorded on Suspect Nominals and Vehicles either by a description or by a full identification, including NASCH data such as name, sex, date of birth, ethnicity, PNCID and description data such as height, weight etc.

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**Intelligence - reports**      Information gathered through operational policing can be input as a 'report'. These comply with the 5x5x5 model and can be linked to other entities such as Nominals, People, Vehicles, and Addresses. The reports are broken down into types; Information, Stop-checks, Sightings etc.

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**Scottish Case Preparation**      Prepare Case enables the user to create or update a case file from within the Custody module or as a stand-alone case report.

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**Scottish Custody**              The Custody module is primarily a tool to allow the processing of arrestees brought into custody by police officers.

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**HORT / VDRS**                  This module allows for administration of HORT Parts I & II and the Vehicle Defects Rectification Scheme. The issuing of forms can be recorded against drivers and their vehicles and any follow up actions can also be entered and tracked.

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**Firearms and Shotguns licensing**      The Firearms, Shotguns and Explosives module provides support for certificate recording and printing, reminders, visits and notice production.

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**Property Management**              The Property module provides support for the management of property items in a consistent manner across the various modules for example stolen property for the crime module, prisoner's property for the custody module, vehicles, firearms and shotguns. This functionality includes movement of property, storage, associated correspondence and disposal.

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**Vehicle Accidents**              The Vehicle Accident (VA) module is designed to record VAs and generate accurate statistical information in the form of the STATS19, STATS20 and STATS21 reports.

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**Warrants**                      The Warrants module is designed to facilitate the administration of Warrants. Warrants divide into two broad categories, apprehension and retrieval of money.

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In addition UNIFI has support for Tasking and Workflow, Briefing and Enquiries.

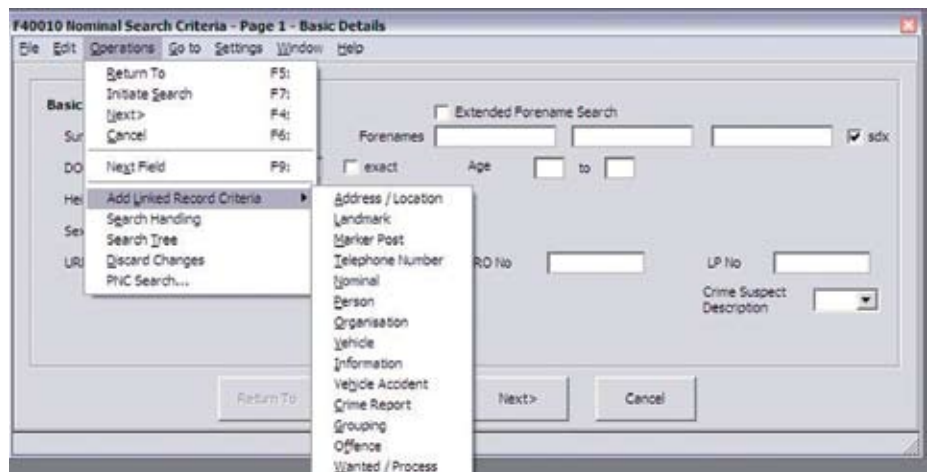
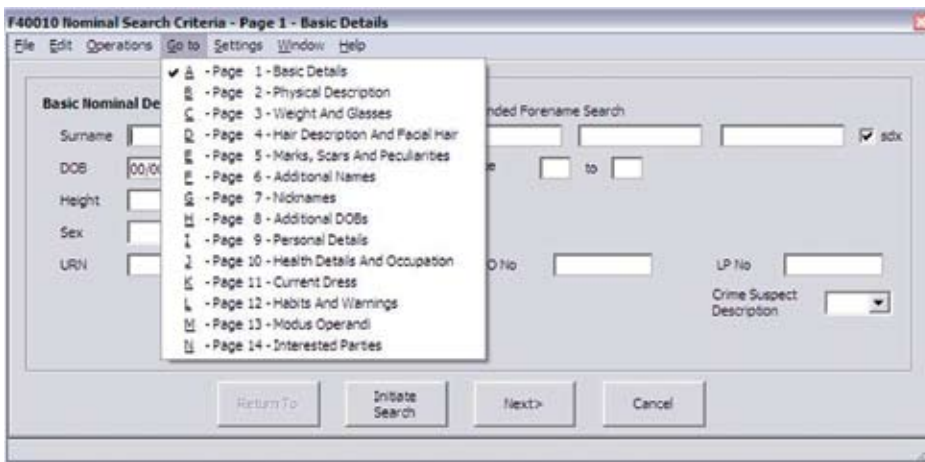
### 3 INTELLIGENCE

UNIFI offers unparalleled access to intelligence information right across the Force. Single point of data entry ensures the integrity of the intelligence data within the system and allows for instant access to information anywhere in the Force. Powerful intelligence searching capabilities are provided which make the best use of this valuable intelligence asset. These searching tools have been refined in partnership with many of SunGard Public Sector's customers over many years and offer Intelligence Analysts the tools to improve the effectiveness of their role.

The system maintains links between entities in the database. These entities could be People, Vehicles, Organisations, Crimes, Custody Records, in fact anything that is stored in the database. These links add value to the raw data in the system and provide Analysts with a complete picture of the data within their Force. The links themselves contain contextual information that enables the Analysts to view historical information about an entity thus allowing changes in appearance or circumstance to be viewed in relation to events. An example of its use would be recording changes in a nominal's appearance from one contact with the Police to another.

Standard features exist throughout the application that enable users to search for data such as people, places, vehicles etc. These are easy to use and provide a quick and consistent way to find and reuse data thus improving the quality and integrity of the data within the system.

The UNIFI functionality results in a very rich intelligence data store. Powerful search facilities are provided to make the most of this data store by allowing users to search for any data using any fields in any combination. Search results are displayed in hit lists, which can be further refined to enable more accurate searching. A searching history is maintained for each user so that users can go back to previous searches and try again if they find they have reached a dead end or gone down the wrong route.



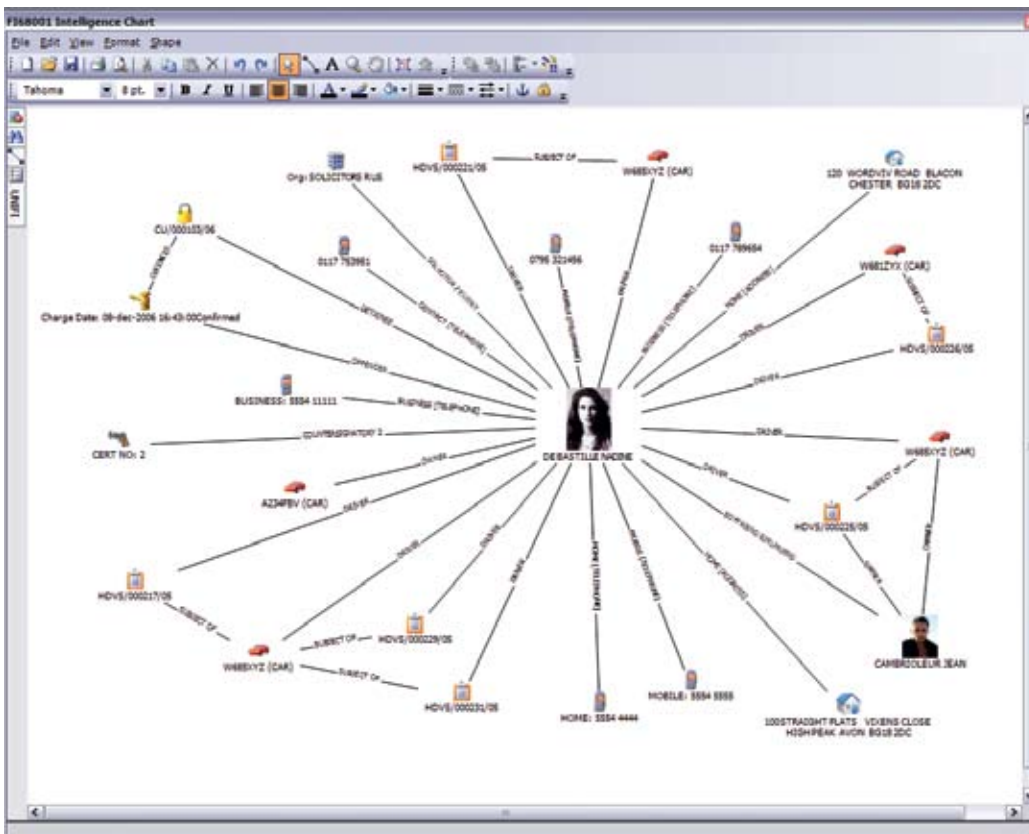
#### 4 RELATIONAL INTELLIGENCE

Relational Intelligence is data that is linked or associated to other data in some way and subsequently used for intelligence purposes. For example over time a Nominal may be related to a vehicle, several locations, other people (victims, witnesses, offenders), Custody Records, sightings, Crimes etc...UNIFI provides the capability to build this relational intelligence implicitly through the day-to-day use of the system.

This is achieved through the reuse of key data entities within the system, such as Nominals and Vehicles, by ensuring users search and use existing records rather than creating new ones. Duplicate records are therefore kept to a minimum and relational intelligence is built every day. These mechanisms have been used with great success in the predecessors to the UNIFI product resulting in high quality intelligence data stores (for example less than 5% duplicates over 8 years of use) and valuable associations and linked data.

Relational Intelligence supports the recommendations of the Bichard Enquiry in a way that does not overload the Force as the system does most of the intelligence linking automatically. This results in intelligence that is not only recorded, but that is recorded in a consistent manner across the entire Force. This itself ensures best practice is followed and important intelligence data is not lost.

These links are best illustrated using the Intelligence Charting, an optional component of UNIFI.



## 5 CONTEXTUAL DATA

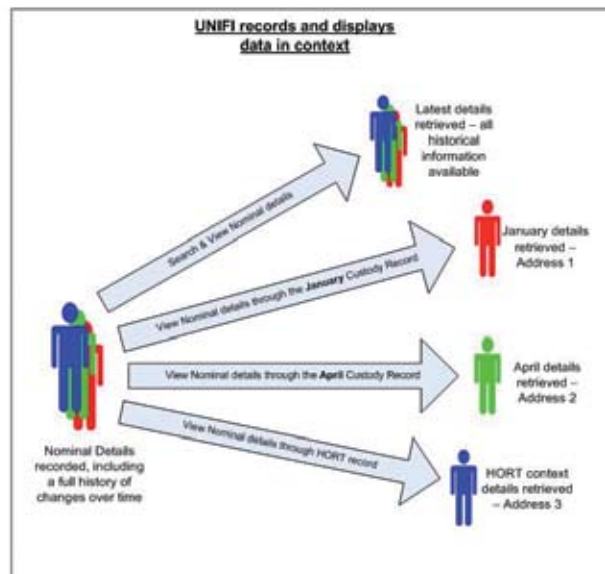
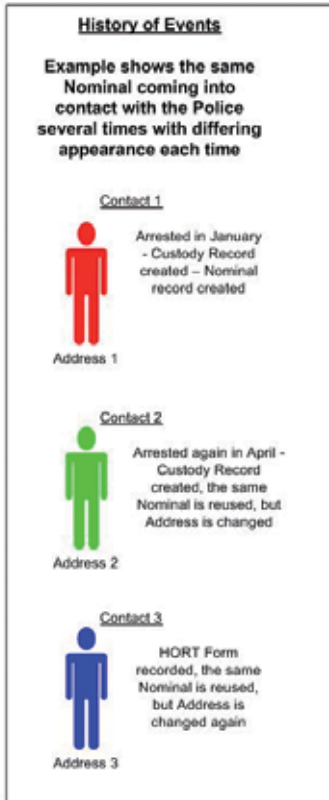
The key data entities within the system, for example Nominals and People are all stored in the context of events and links to other entities. This enables the relational intelligence to be created over time. Building upon this relational intelligence is Contextual Data.

Contextual Data is created by the system every time a data entity is reused within the system. For example, if a Nominal comes into contact with the Police Force on two separate occasions, with two different addresses, this fact will be preserved. In essence a history of each data entity is recorded. This 'history' is recorded in the context of each of the events that caused the data to be recorded.

UNIFI retrieves the correct snapshot of the nominal at the time of each context. This type of information is vital for intelligence and in court cases.

Links can be viewed from any part in the chain and a complete history of each data entity can also be retrieved.

This diagram shows an example of maintaining Contextual Data.



## 6 USABILITY

UNIFI is a windows based product and uses standard features common to many windows applications. The user interface has been developed and refined over many years of live use and has been proven to be efficient in all of the business areas where it is deployed. Although the product comprises of a vast array of functionality, training and familiarisation is an effective and rapid process. UNIFI is a robust and highly performant system.



## 7 INTEGRATION

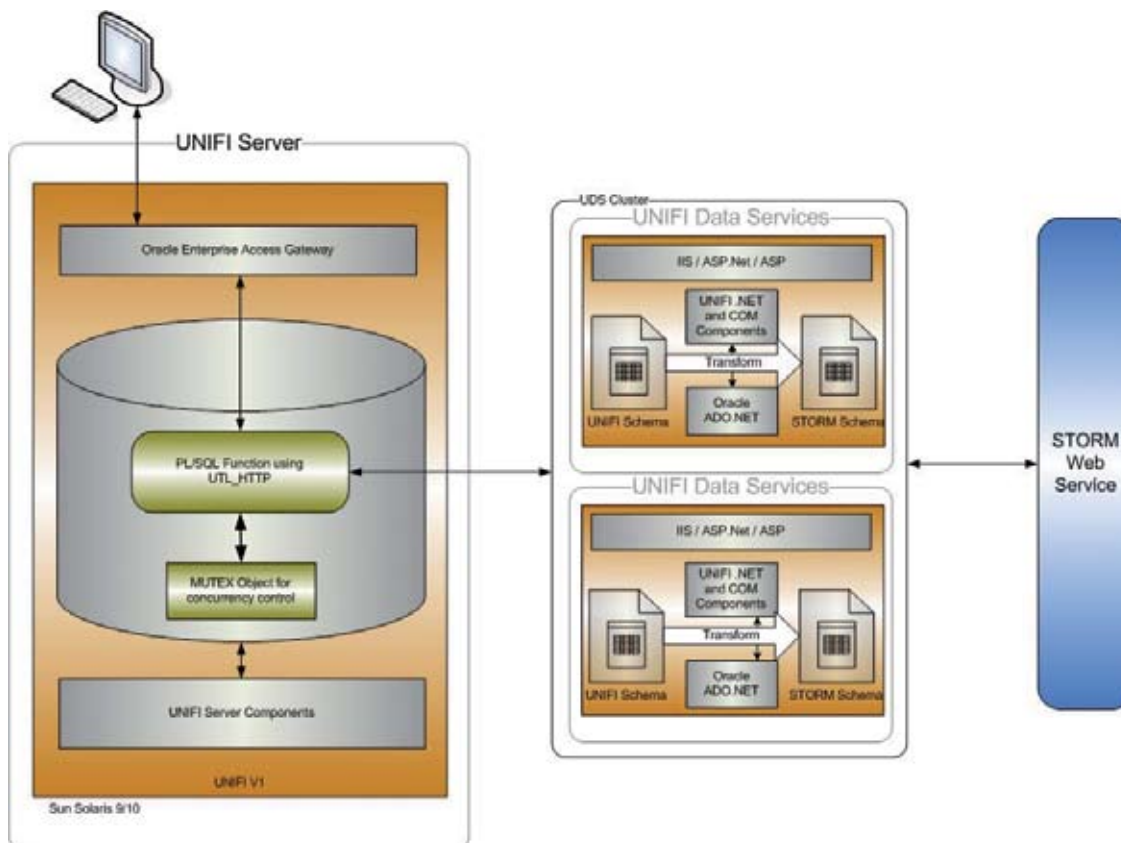
Integration is a key component of the UNIFI product. UNIFI functionality covers many application areas, or modules, all of which are integrated at the user interface level and all of which are supported by a single database. Therefore data can be shared across each of these modules. In addition, the UNIFI Data Services (UDS) platform provides a web services interface to the UNIFI system.

These interfaces are provided through modern technology such as web services and XML and are reusable by any other third party application.

For Lothian and Borders two interfaces have been provided to support their local requirements;

- An E-Crime interface allows crime records to be created (returning a Crime Reference number) from data supplied to the interface in XML. L&B currently use this from an Intranet application and since going live have created in excess of 4000 crimes through this interface. L&B intend to use this interface from their electronic Officers Notebook (PDA).
- A Steria STORM interface allows Crime and Vehicle Accident users to retrieve incident details on which to base the Crime or Vehicle Accident record.

The STORM interface architecture is shown below and is a working illustration of UNIFI's integration capability.



## 8 BENEFITS OF UNIFI

UNIFI provides Forces with numerous advantages, many of which are closely related with the functionality on offer and others which are related to the technology or the commercial model on which UNIFI is built.

The UNIFI functionality provides the following benefits to Forces:

- **Proven** - most functionality has been used in live operation within the UK providing proven benefits to Forces, there are many years of evidence that show the system to be highly performant and reliable
- **Comprehensive** - functionality covers many areas - all in a single application
- **Efficiency** - single point of data entry, less paperwork, all information in one place, task management enabling improved monitoring and use of time
- **Intelligence** - accurate, easy and immediate access, every item of data can be linked to any other item of data, automated and manual linking, powerful searching capabilities, automated alerts
- **Easy to use** - standard windows functionality, assisted data entry - field validation, intuitive to use therefore low training costs, flexible but enforces consistent use across the Force, system presents relevant data at the right time - officers are not overloaded with information - but that additional information is always only a button press away
- **Integration** - UNIFI already integrates with many external systems, for example, PNC, SCRO, NSPIS Case and Custody, PNLD, i2 Analyst Notebook, Northgate blue8.

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