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Criminal Justice Management System

Combining the flexibility, security, and workflow automation capabilities of ServiceNow with Deloitte's knowledge of the criminal justice system, Deloitte is creating an end-to-end solution to transform the flow of justice work. The Criminal Justice Management System (CJMS) does this by linking information and workflows between disparate organizations to enhance the decision-making capability of criminal justice stakeholders and improve outcomes for individuals and the community.

Challenge

Criminal justice officials need to make critical decisions with limited or conflicting information due to inefficient processes, disconnected systems, and data challenges.

Solution

CJMS fundamentally changes how individuals and organizations interact to accomplish complex tasks. Deloitte's CJMS accelerator links information and workflows between disparate organizations to improve criminal justice officials' ability to make timely and informed decisions.

Sample key benefits



User-friendly interface for case managers enables targeted interventions and efficient use of resources



Easier access to data enables administrators and supervisors to better understand organizational performance, leading to more informed decision-making



Structured workflows enable the standard implementation of evidence-based practices across decentralized organizations



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Key Differentiators for CJMS



Engaging Human Experience:

Organizations using CJMS enjoy a personalized user experience that meets the needs of different criminal justice personas



System Interoperability:

CJMS uses ServiceNow's data integration techniques and business rules to import and clean data from other criminal justice databases (a manual process today)



Workflow Automation:

CJMS uses ServiceNow's advance workflow engine to clearly guide the user through required actions, recommend next steps, and support faster and higher quality decision-making



Holistic View:

Deloitte's experience working with SMEs across the criminal justice system enables us to develop a holistic view of workflow and data sharing requirements at each step of the criminal justice process from both the case manager and client point of view

Support across the lifecycle

Pretrial

Prepare information needed for a bail hearing and supervision plan in a structured workflow that leverages evidence-based practices

Prison/Halfway Houses

Administer an organization's risk and needs assessment, partially populated from data collected in pretrial, to inform the prison assignment process and to develop individualized programs and services plans

Probation

Understand the programs and services needed to help an individual achieve his/her community re-integration goals

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