

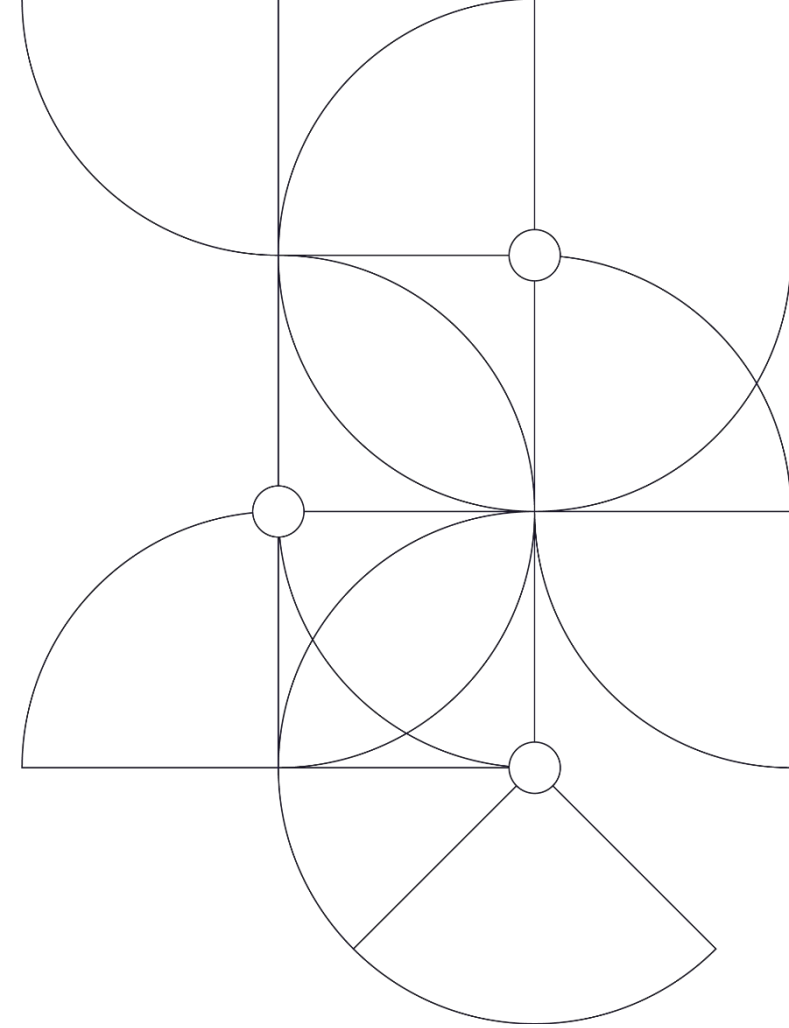


A Case Management System to Build Transparency in the Police Complainant Process

Prepared for The Department of Police Accountability
September 2022

San Francisco +1 650 696 8800

Impact where it matters.



ZS works closely with its clients to drive customer value and create impact across the organization

30

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70%

Work with global fortune 500 companies

35+

Years of unparalleled depth variety of industries

1,200+

Clients have experienced zs differentiation across 30 industries in over 90 countries

ZS Recognitions

 <p><i>Named a life sciences sales and marketing IT outsourcing in MarketScape, Worldwide Life Sciences, 2022</i></p>	 <p><i>Named a Leader in the “Life Sciences Commercial Services Specialists PEAK Matrix Assessment 2022”</i></p>	 <p><i>Mentioned in Hype Cycle for Life Science Commercial Operations 2021</i></p>	 <p><i>Named a Leader in Life Sciences Data and Analytics Services for Sales and Marketing Service Providers 2020</i></p>	 <p><i>Top insights service providers by Forrester in report on Insights Service Providers, 2020</i></p>
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A global ZS team collaboratively worked with the SFDPA over the course of several months

ZS TEAM

Advisory



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DPA TEAM

Advisory



Eric Ho
IS Business Analyst






Nicole Armstrong
Operations Director



Our goal was to create a public facing case-tracking site to allow police complainants a way to view their case status

Client Objectives



-  Create a webpage that provides complainants the ability to look up their case status
-  Submit documents for case reviews or investigative hearing requests
-  Integrate a new webpage to the current Salesforce Case Management System




Business Impact

-  Complainant now has access to their case status in a secure and meaningful way
-  Documents relevant to a case can be uploaded easily and transparently

ZS Approach



Our approach to creating a public facing Site:

-  **Business Process & UX Design** : Understand the current user and design process to enable DPA Complainants the ability to manage their case status through an intuitive user experience
-  **Public Portal for Complainants** : Develop a Salesforce case management system which is secured by a case number, case PIN, and reCAPTCHA validation for login
-  **Integration and Mobility** : Implement a new system aligning with current implementations and providing extended functionality



The result was an improved end-to-end complainant experience



**Access to Search
Cases from
anywhere**



**Search Case using
Case Number
and/or PIN**



**Direct visibility into
Case Related
Information**



**View and Track
Progress on Case
Status**



**Upload Case
Related Documents**



**ReCAPTCHA
Validation for
Security**



**View Previously
Uploaded
Documents**



**Access FAQs and
supporting links**



**Mobile Device
Friendly**

DPA members will also benefit from the new case-management system



Receive notifications on new document submissions by complainants



Share Case PIN with complainants through Email



Alternative to sharing case details over call

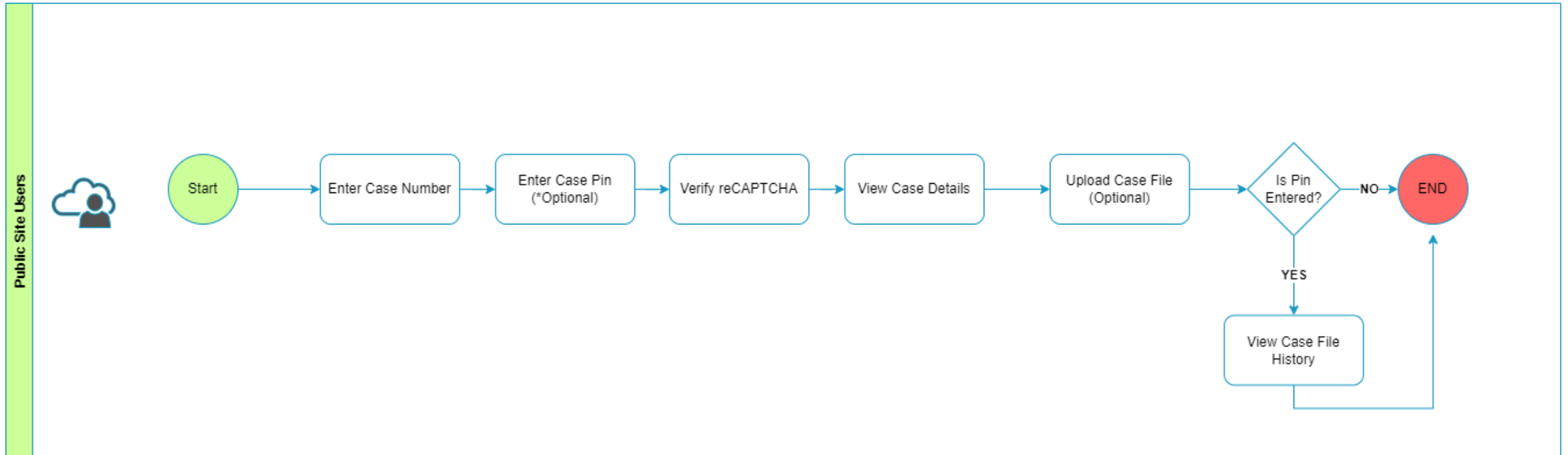


Ensured confidentiality on individuals receiving case updates



View the complainant submitted documents centrally on the case page

The end-user process flow consists of 5 distinct stages



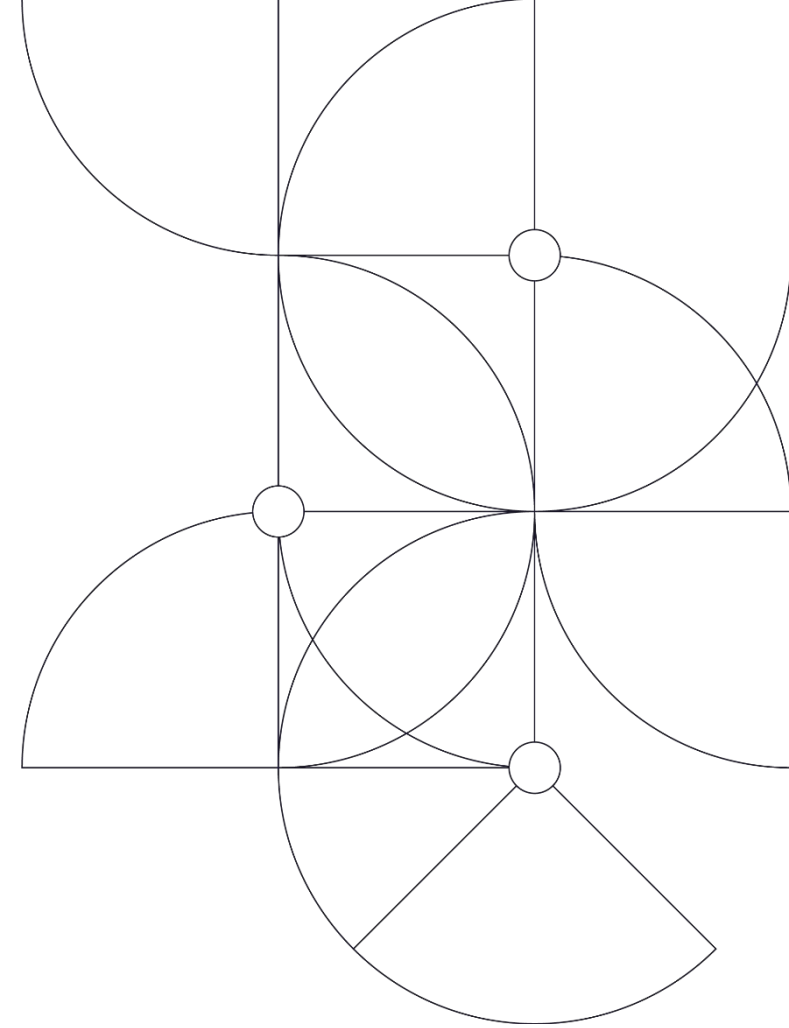
Live Demo:

- Items to be showcased:
 - Complainant site that was developed (home and case results pages)
 - Sample Case #: 00050642-22, PIN: 0085
 - Email notifications sent upon file upload



Thank you!

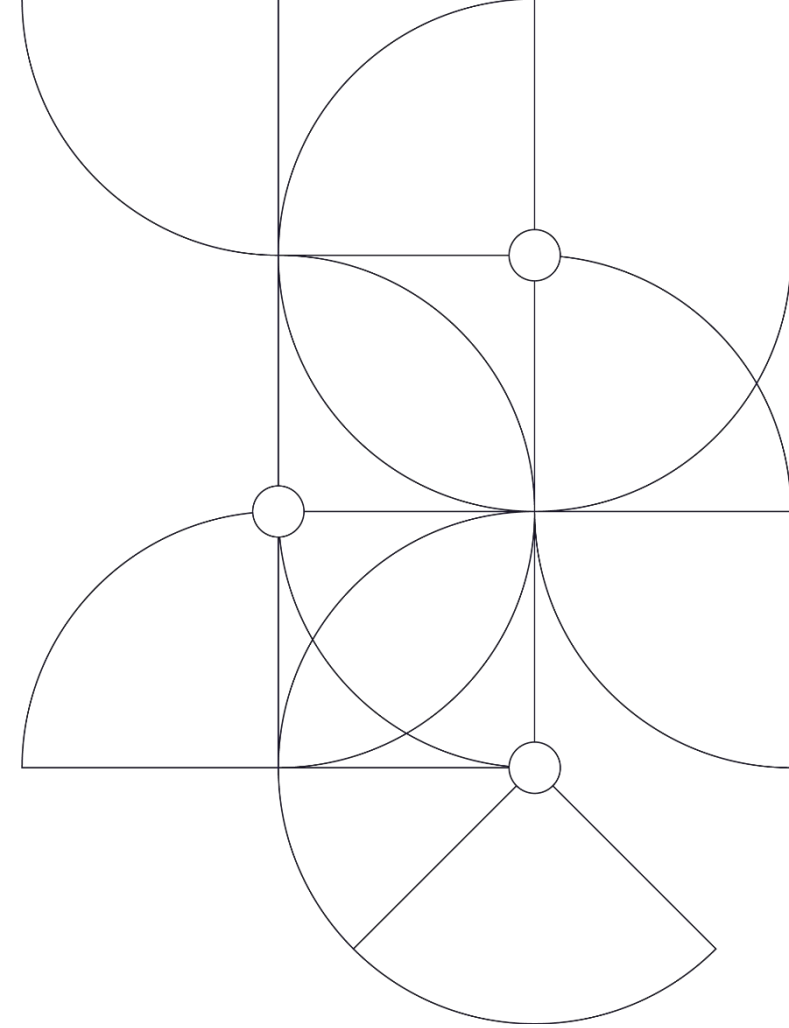
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Appendix


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New functionalities at a glance:

1. The ability to search for a police complaint case with the following criteria: case number, unique pin number, and reCAPTCHA ®
2. A field to view case-related information relevant to my case such as case age, investigator name, case status, status definition, and findings issued date
3. Built a chevron bar that provides a visual representation of the complaint case-status
4. Created a field to upload documents related to the complaints into the case report
5. Configured automated email notifications to be sent to complainants whenever a new document has been uploaded to the report
6. Added a link to an external FAQ page where complainants can view frequently asked questions related to the report

Screenshots – Case search home page



Department of Police
Accountability

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[? FAQ](#)

⚠ Welcome to the Department of Police Accountability. You are about to access proprietary records regarding the complaint you filed. Please note that all confidential information such as officer names, allegations, DPA-acquired evidence, and agency work product has been removed. You are receiving access only to information regarding the status of your case and its investigation. You must have your case number to view your case status and any associated information. If you do not know your case number, please contact the DPA at 415-241-7711. If you have submitted any documents to the Department of Police Accountability in support of your complaint, you may view those with the Personal Identification Number ("PIN") that you received in your initial contact letter.

 Check Case Status

1

Case Number *

Enter your Case Number

Case PIN

Enter your 4 digit Case PIN

2

Search

3

☐ I'm not a robot



reCAPTCHA
[Privacy](#) • [Terms](#)



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1. Users input the official case number that they receive upon initial police report
2. Users input a 4-digit PIN they receive upon initial police report
3. To view the case, the complainant must complete a reCAPTCHA® verification, before clicking on Search
4. External link to "Frequently Asked Questions"

Screenshots- Case search results page



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← Back

? FAQ

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Summary & Reporti... Internal Review Post-Investigation Closed

5

Case Number 00050629-22

Case Details

Date Received	8/1/2022
Case Age (Days)	2
Investigator Name	Yash Jaiswal
293 Public Summary	Lorem ipsum dolor sit amet, consectetur adipiscing elit. Ut ornare lacus eu tempus lacinia. Proin pulvinar porttitor nisi et tincidunt. Aliquam erat volutpat. Cras pellentesque, felis quis porta congue, massa purus faucibus eros, nec tempus velit enim at libero. Curabitur auctor sapien lectus, nec convallis elit mattis ut. Fusce sodales metus ut nunc blandit, at ornare dolor cursus. Duis elementum at elit id congue. Suspendisse mauris tellus, mattis vitae urna at, dignissim gravida est.
District	F - Park
Findings Issued Date	8/3/2022
Case Status	Summary & Reporting
Case Status Description	At this stage, the Investigator reviews and analyzes the evidence collected and arrives at a finding to determine whether or not the officer has committed misconduct or has acted out of policy with San Francisco Police Department guidelines. A Case Summary Report is drafted, which summarizes the evidence and the conclusions drawn.

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File Upload

Uploader's Name *

Enter your Name

Description *

Enter description of file

Upload case related files here (Max Size: 3MB)



Upload Files

Or drop files

Save

8

File History

Download	File Name	Description	Uploader's Name
	Supporting Document.txt	Sample Supporting document	Sample Complainant
	Evidence.png	Sample evidence image	Sample Complainant



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5. Users can now view the information related to their case.
6. This chevron bar provides a visual representation of the case statuses and progress to completion
7. This section allows users to upload documentation related to their case (max document size is 3 MB)
8. This section allows users to view all the files and associated descriptions that they have uploaded to the case.

Associated Documentation

1. Admin guide
2. User guide
3. Deployment plan
4. Technical design document