



Benchmark Analytics®

Summary Highlights

FEATURE UPDATE

What's New

Case File – Internal Affairs Case Management

Introducing the enhanced Case File – a comprehensive solution for managing Internal Affairs cases from start to finish! The updated Case File now functions as a central hub, consolidating all relevant BMS reports and external documents. With new task management features, you can easily track each step of an investigation, helping you stay organized, efficient, and in control of every detail.

Additionally, the new Case File Dashboard empowers Internal Affairs Directors and Admins with a high-level, real-time view of all ongoing cases. This centralized dashboard streamlines oversight, allowing you to monitor case progress effortlessly, all in one place.



Release Date: November 14, 2024

TASK LIST

Assign responsibilities to multiple users with the Task List, enabling collaborative case management across teams. Configure task deadlines to send automatic notifications and reminders to both the Case File owner and task assignees, ensuring timely completion and maintaining momentum throughout the investigation.

Task List				
Status ▴	Task Details	Assignee	Due Date ▴	Action
<input type="checkbox"/>	Gather Witness Statements	Jacob Boseman	11/15/2024	Details
<input type="checkbox"/>	Interview Complainant	Quinn Pressly	11/15/2024	Details
<input type="checkbox"/>	Upload Video Evidence	Olivia Person	11/08/2024	Details
<input type="checkbox"/>	Interview Accused Officer	Quinn Pressly	11/15/2024	Details
<input type="checkbox"/>	Attach related Internal Affairs and Incident reports	Olivia Person	11/08/2024	Details
Total number of records: 7				

Task Details

Assignee

Jacob Boseman

Due Date

11/15/2024

Remind the assignee

7

days before the due date

11/08/2024

Description

Gather Witness Statements

Remove Task

Cancel

Save

Default Tasks

Our Default Tasks feature allows users to predefine essential tasks directly within Case Files, improving consistency across cases. Configurable at the Case File type level, Default Tasks populate required steps for standardized procedures, saving users time and eliminating repetitive entries for a more seamless workflow.

CASE MANAGEMENT: DEADLINE, STATUS, AND OWNERS

Deadline

Ensure investigations stay on schedule with the Case File deadline feature, designed to drive timely completion. By setting a deadline, automated notifications alert the Case File owner if a case remains incomplete past its deadline. Deadlines can also be configured at the Case File type level to enforce standardized timeframes, making it easy to stay compliant with mandated investigation periods.

Case File Overview ▼

Title :	<input type="text" value="Case 4564-M"/>	Deadline :	<input type="text" value="01/30/2025"/> 📅
Description :	<input type="text"/>	Status :	<input type="text" value="Investigation Underway"/> ▼
Type :	<input type="text" value="Internal Affairs Force Division"/>	Individual :	<input type="text" value="Leo Berenstein"/> ▼
Owner :	<input type="text" value="Olivia Person"/> ▼	Reason(s) :	<input type="text" value="Discrimination x"/>
Created on :	<input type="text" value="11/01/2024"/>	Outcome(s) :	<input type="text" value="Sustained x"/>

Update

CASE MANAGEMENT: DEADLINE, STATUS, AND OWNERS

Status

Effortlessly monitor investigation progress with customizable Status options in Case File. By default, Case Files include three key statuses: Open, Paused, and Closed. However, these statuses can be tailored, and additional stages can be added to align with your agency's unique investigative process.

Case File Overview ▼

Title :	<input type="text" value="Case 4564-M"/>	Deadline :	<input type="text" value="01/30/2025"/>
Description :	<input type="text"/>	Status :	<input type="text" value="Investigation Underway"/>
Type :	<input type="text" value="Internal Affairs Force Division"/>	Individual :	<input type="text" value="Leo Berenstein"/>
Owner :	<input type="text" value="Olivia Person"/>	Reason(s) :	<input type="text" value="Discrimination"/>
Created on :	<input type="text" value="11/01/2024"/>	Outcome(s) :	<input type="text" value="Sustained"/>

Update

Owner

The Case File Owner can now be reassigned. IA Directors and Admins can reallocate cases to another user whenever a case owner is on leave or when another team member is better suited for the investigation. This flexibility ensures that every case remains in capable hands, maintaining continuity and efficiency throughout the process.

CASE KEY DETAILS: INDIVIDUALS, REASONS, AND OUTCOMES

Easily consolidate key details within a case by documenting involved individuals, allowing for quick reference during the investigation.

Customize Reasons (allegations) and Outcomes (findings) to suit the specifics of each case, ensuring flexibility in how cases are handled and reported.

✓

Deadline :

01/30/2025

Status :

Investigation Underway

▼

Individual :

Leo Berenstein

▼

Reason(s) :

Discrimination ×

Outcome(s) :

Sustained ×

Update

DASHBOARD

The Case File List page now functions as a dynamic dashboard, providing an overview of cases by status, including overdue cases. This updated dashboard view offers insights into critical case details, making it easy to track, filter, and manage cases based on specific criteria, streamlining oversight, and improving efficiency.

15

Open

1

Paused

3

Closed

1

Overdue

8

Without Status

Advanced Filters

<div>Draft: 2 Expedited: 1 Error Review: 1 Investigation Ongoing: 2 Open: 9 AIM24-9-6</div>	Title	Description	Created Date	Owner	Individual	Outcome(s)	Reason(s)	Deadline	Status
AIM24-9-6	Complaint by Resident	PROTECTED	09/23/2024	Franz Effertz	Aliza Barrows	Policy Failure ...	Misconduct ...	09/25/2024	Error Review
AIM24-9-13	IAML	PROTECTED	09/26/2024	Jay Bourne	Aliza Barrows	Policy Failure ...	Disciplinary Action ... Harassment	10/02/2024	Open
AIM24-9-5	Insubordination Jay B	PROTECTED	09/23/2024	Jay Bourne				10/04/2024	Expedited
AIM24-9-7	Excessive Force Investigation	PROTECTED	09/24/2024	Jay Bourne	Jayda Huel			11/08/2024	Draft
AIM24-9-15	IAML 3		09/26/2024	Jay Bourne	Aliza Barrows	Disciplinary Action ...	Harassment ...	11/10/2024	Open
AIM24-9-14	IAML 2		09/26/2024	Joe Investigator	Aliza Barrows			11/10/2024	Investigation Ongoing
AIM24-9-16	IAML 4	PROTECTED	09/26/2024	Jay Bourne	Aliza Barrows		Harassment	11/10/2024	Investigation Ongoing
AIM24-9-17	AIM Test - File 22.132		09/26/2024	Jay Bourne				11/10/2024	Draft
AIM24-9-18	IAML 5	PROTECTED	09/26/2024	Jay Bourne	Aliza Barrows	Policy Failure ...	Harassment	11/10/2024	Open
AIM24-9-19	IAML 6	PROTECTED	09/26/2024	Jay Bourne	Aliza Barrows	PROTECTED ...	Harassment	11/11/2024	Closed

15

Open

1

Paused

3

Closed

1

Overdue

Draft: 2
Expedited: 1
Error Review: 1
Investigation Ongoing: 2
Open: 9
AIM24-9-6

Title	Description
Complaint by Resident	PROTECTED

Advanced Filters

Owner:

Owner

Creation Date:

Start date ~ End date

Case File Types:

Case File Types

Deadline:

Start date ~ End date

Status:

Status

Reasons:

Reasons

Outcomes:

Outcomes

Individual:

Individual

Reset

Apply

AUDIT LOGS

To enhance security, our searchable audit logs allow Admins to monitor all interactions with sensitive Case Files, from views and shares to updates. This provides a comprehensive record, safeguarding confidential information and supporting compliance with agency's standards.

< Case Files Audit Logs

Start date ~ End date

Enter Casefile Id

Executed by

Event Type

Section

Case File	Timestamp	Executed By	Event Type	Section Name	Results	Details
CF23-6-3	10/01/2024, 13:27:59	Olivia Person	Created	Tasks	Successful	Olivia Person created a task in Casefile CF23-6-3
CF23-6-3	10/01/2024, 13:27:37	Olivia Person	View	Case File	Successful	Olivia Person view Casefile CF23-6-3
IAFD24-9-11	09/30/2024, 15:52:24	Olivia Person	Update	Notes	Successful	Olivia Person update a note to Casefile IAFD24-9-11
IAFD24-9-11	09/30/2024, 15:52:02	Olivia Person	Created	Notes	Successful	Olivia Person created a note to Casefile IAFD24-9-11
IAFD24-9-11	09/30/2024, 15:50:40	Olivia Person	Created	Documents	Successful	Olivia Person created document image (132).png for Casefile IAFD24-9-11
IAFD24-9-11	09/30/2024, 15:48:08	Olivia Person	View	Case File	Successful	Olivia Person view Casefile IAFD24-9-11
CPOA23-1-3	09/30/2024, 15:47:31	Olivia Person	View	Case File	Successful	Olivia Person view Casefile CPOA23-1-3
IAFD24-9-11	09/30/2024, 15:24:45	Olivia Person	View	Case File	Successful	Olivia Person view Casefile IAFD24-9-11
IAFD24-9-11	09/30/2024, 15:24:24	Olivia Person	View	Case File	Successful	Olivia Person view Casefile IAFD24-9-11
IAFD24-9-11	09/30/2024, 15:23:26	Olivia Person	Status changed	Tasks	Successful	Olivia Person status changed of task in Casefile IAFD24-9-11 from open to close
IAFD24-9-11	09/30/2024, 15:23:20	Olivia Person	Status changed	Tasks	Successful	Olivia Person status changed of task in Casefile IAFD24-9-11 from open to close
IAFD24-9-11	09/30/2024, 15:22:51	Olivia Person	View	Case File	Successful	Olivia Person view Casefile IAFD24-9-11
IAFD24-9-11	09/30/2024, 15:22:50	Olivia Person	Update	Tasks	Successful	Olivia Person assigned a task to Jake Boseman in Casefile IAFD24-9-11

If you are interested in experiencing Case File for your agency's Internal Affairs Case Management, please reach out to your Implementation Lead.