DUTCH POLICE

PQLITIE

"GIDS IS AN INDISPENSABLE MANAGEMENT TOOL, OFFERING RAPID ACCESS TO EFFICIENT INFORMATION THROUGH USER-FRIENDLY, PERSONALIZED REPORTS."

—FRED WESTERBEKE, CHIEF OF THE KENNEMERLAND POLICE FORCE

The Dutch police includes 25 regional police forces and the National Police Services Agency (KLPD). Since 2003, all 50,000 members of the force have been supported in their work by *GIDS*, a national information system developed on Cognos solutions.

THE CHALLENGE

- A separate IT direction for each police force.
- No uniform management information.
- A need for increased efficiency.

Previously, each police force managed its own IT infrastructure resulting in different systems that tracked different information. The police needed uniform, national indicators in addition to each force's need for insight into its own performance. Added to this was political pressure to improve police efficiency and budgetary use. A national system was required.

In 1998 the Board of Superintendents selected the business intelligence solution used by one of the police forces as a model. It included a data warehouse containing all data from operational systems linked to a reporting and analysis environment for end-users based on Cognos. The planned system was named *GIDS*. In Dutch, *GIDS* stands for Integrated Interactive Database for Strategic Management Information. In the words of Jos van Deursen, who manages the *GIDS* organization: "*GIDS* had to let each force monitor its own performance and compare this to national indicators, and it had to be operational

by 1 June. This required a national information model, a national development and implementation unit, and the acquisition of BI tools."

THE APPROACH

- A national information model.
- A central development and implementation group.
- The selection of BI tools.
- The nationwide implementation of Cognos Web solutions.

The first task was to develop the "Dutch Police Information Model" as a basis for *GIDS*. According to Van Deursen: "If you want to compare the performance of different forces, you need to make sure that concepts or numbers always mean exactly the same thing, even if "violence" in the big cities has very different classifications than in the rural areas".

Meanwhile, a central *GIDS* maintenance and development group (*GIDSoog*) was formed and charged with the task of setting up a national data warehouse based on data from the individual police force systems. Other models were developed to permit access to that information through reports and analysis. "We soon realized that there would be a continuing need for new indicators and index numbers", said Annette van Ekelenburg, head of *GIDSoog*. "That meant that the BI solution had to be

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flexible enough to handle changes in the *GIDS* data warehouse. Other important criteria were ease of development for our own IT workers, and ease of use on the desktop. We had to find the most efficient way to overcome the diversity of IT structures in 25 police forces. An excellent way to handle this was through a Web interface."

Following an extensive selection process, the police opted for Cognos solutions. *GIDS* began as a data warehouse with information accessible through a uniform Cognos Web portal. At first, the system was available to senior police officials and soon became an indispensable management tool. Recently, all 50,000 members of the police were given access to *GIDS*.

THE RESULT

- Minimal training.

- Subscribe to your own surveys.

- Rapid, visually rich reporting capability.

- Lower management costs.

All Dutch police forces now have access to *GIDS* to generate analyses, reports, and planning as well as to the national *GIDS* database to draw comparisons with other police force benchmarks. In the words of Van Ekelenburg: "Users can request reports at any time and adjust these for their particular purpose by changing the variables and dimensions." From the management perspective, the *GIDS* Web-based interface is also a success. "Developing reporting cubes for each police force, integrating external data sources, and setting up reporting models are tasks that we handle centrally, whereas the implementation for end users is something we arrange by having sufficient Web licences. We don't need to set up work stations and then continue to upgrade them. Instead, we adjust the reporting

environment from one central location. This works well and keeps management costs down."

Another advantage is that end users need only minimal training before they can start using the system. "The training period for Cognos solutions is very brief," says Ekelenburg. "The Web technology makes it simple for users to subscribe to their choice of reports. It no longer takes days to retrieve information and combine and compare data. Users see immediate results." Fred Westerbeke, chief of the Kennemerland police force, puts it this way: "*GIDS* provides us with rapid and efficient management information. The application is quite user-friendly, especially with its option of authoring personalized reports, tailored to the individual.

– UNIFORM DATA MODEL

– FLEXIBLE REPORTING

– WEB TECHNOLOGY

WHY COGNOS?

Cognos is the world leader in business intelligence and enterprise planning software. Our solutions for corporate performance management let organizations drive performance with planning, budgeting and consolidation, monitor it with alerts and scorecarding, and understand it with business intelligence reporting and analysis. Cognos is the only vendor to support all of these key management activities in a complete, integrated solution. Founded in 1969, Cognos now serves more than 23,000 customers in over 135 countries.