

CASE MANAGEMENT

Manage and track ICAC cases from start to finish, including triage, case assignment, tracking, IP addresses and everything else.

CASE ACTIONS

The heartbeat of the system. Record all Case Actions and Incidents in this module such as , Interviews, Trash Pulls, Search Warrants, Informant Meetings, Surveillance, etc. Within each Case Action, attach Persons, Vehicles, Locations, Images, and Notes. Nothing is ever lost!

COLLABORATION

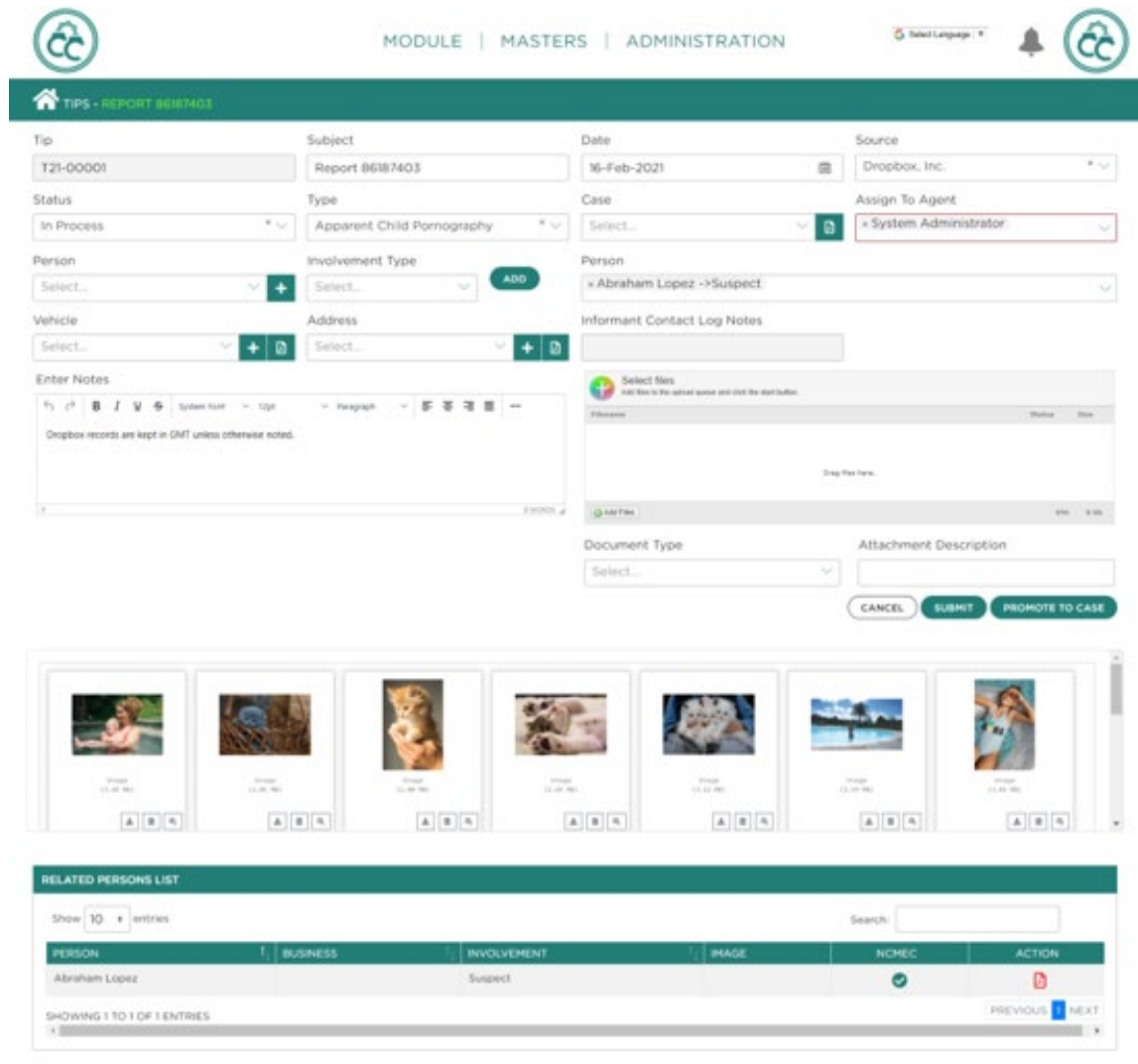
Set and assign tasks and reminders related to ICAC cases, and utilize secure internal messaging across agencies and jurisdictions for full collaboration.

DECONFLICTION

Dealing with data across jurisdictions can lead to duplication or missed follow-up opportunities. Realtime deconfliction is designed to alert threat and protection agents when entities (People, Locations, IP Addresses, etc) are cross-tagged.

LIVING IN CYBERTIPS HELL?

Finally! Simple and Affordable CyberTips Triage and Case Management



The screenshot displays the 'TIPS - REPORT 86187403' form in the Case Closed Software interface. The form is organized into several sections:

- Tip:** T21-00001
- Subject:** Report 86187403
- Date:** 16-Feb-2021
- Source:** Dropbox, Inc.
- Status:** In Process
- Type:** Apparent Child Pornography
- Case:** Select...
- Assign To Agent:** System Administrator
- Person:** Select...
- Involvement Type:** Select... (with an ADD button)
- Vehicle:** Select...
- Address:** Select...
- Informant Contact Log Notes:** Enter Notes (with a rich text editor)
- File Upload:** Select files (with a file selection interface)
- Document Type:** Select...
- Attachment Description:** (text field)
- Buttons:** CANCEL, SUBMIT, PROMOTE TO CASE

Below the form is a 'RELATED PERSONS LIST' table:

PERSON	BUSINESS	INVOLVEMENT	IMAGE	NCMEC	ACTION
Abraham Lopez		Suspect		<input checked="" type="checkbox"/>	

Showing 1 TO 1 OF 1 ENTRIES

- Automatically process NCMEC CyberTips to capture CSAM, screen names, IP addresses, complaint details, suspects, and locations into the CJIS Compliant database.
- Triage, Assign, and Manage investigations across organizations and multi-jurisdictional task forces.
- Generate ICAC reports with a single keystroke.
- Case Closed Software is designed specifically for investigation task forces and multi-jurisdictional investigations. The software incorporates the standard operating procedures of individual agencies, while furthering the overall investigation work.

CJIS COMPLIANT

Strong Encryption, 2 Factor Authentication, and robust Security Protocols are delivered with Detailed Contracts for the CJIS Security Policy & IACP Principles on Cloud Computing.

PUBLIC SERVICE

Task Forces do more than just investigate crimes. Community Outreach programs like Education, Public Awareness, and Crime Prevention are all key elements of the work. Only Case Closed Software records all public outreach activities.

REPORTING

Multi-jurisdictional units require powerful ad hoc reporting capabilities, along with an array of standardized queries for state and federal reporting requirements. Case Closed Software delivers.

EVIDENCE

Storing and managing physical evidence across jurisdictions can be a nightmare. With Case Closed Software, all inventory is tracked by unique location for full chain of custody and secure evidence management.

Why Case Closed Software™ for ICAC?

Case Closed is not another generic investigation case management system. The system was built in partnership with San Diego ICAC and has features unique to ICAC units.

Case Closed provides functionality including entity de-confliction, task assignments, reporting, and workflow.



Quickly Triage CyberTips

Case Closed Software has patent-pending technology to auto-process NCMEC CyberTips. Understand the tip quickly to determine if it warrants investigation.



Automatic Deconfliction

Know immediately if a new Tip or Case matches one already in Case Closed. Match on usernames, IP addresses, suspect ID, and so on. Great for linking cases!



Unlock Bottlenecks

Affiliates without permissions to download a CyberTip can still access the relevant CSAM or CSAI in the uber secure cloud WITHOUT downloading.



Manage all Tip and Case Types

Case Closed Software is not restricted to NCMEC. Cases from any source can be accommodated and can be easily categorized as CSAM, Sextortion, and so on.



Truly Multi-Jurisdictional

Case Closed Software is designed for multi-jurisdictional task forces. Each unit can have their own rules, admins, and SOPS, and cases can be assigned locally.



Powerful Reporting

With Case Closed Software, ICAC managers can quickly run either standard or ad hoc reports to determine case load, case types, regions, arrests, seizures, and everything else! Reports are a breeze.

Additional Features

- Track Case Actions and Supplemental Reports
- Tips and Leads
- Special Operations
- Dossiers on People, Places, and other Entity Types
- Collaboration
- Reporting and Searching
- Work with Confidential Informants
- Perform Case Reviews
- Track Organized Groups
- Collaborate Internally or with Outside Agencies