

Organization: The Guyana Police Force

Project Idea: A Management Information System that will replace the current paper-based system used by the Criminal Records Office to issue Certificates of Character.

The Guyana Police Force is a crime-fighting organization that deals with numerous aspects of security to ensure social trust and create a safe environment for the citizens of Guyana. The Criminal Records Office (CRO) accepts and processes all requests for the Certificate of Character, commonly known as the Police Clearance or a Good Conduct Certificate. The Certificate of Character facilitates travel and job employment requirements after conducting background checks, stating whether or not the applicant has a criminal record of previous convictions in Guyana.

Problem Overview

The applying, processing and issuing of a Certificate of Character in its current state, is inefficient, time-consuming and paper-based. The following are the key issues identified that the organization wants to address by using technology:

1. Applicants are required to visit the Criminal Records Office (CRO) when submitting their application and retrieving a certificate, this often results in long lines, waiting times and people frustrated with the process.
2. Issuing a Certificate of Character involves the department cross-checking an applicant's criminal history; this is done by having an officer manually review records in a paper logbook. This part of the process is time-consuming, prone to human error and sometimes not correct.
3. As the records are paper based, it's a time-consuming effort to generate useful reports from the data captured to aid with decision-making, additionally, there is a constant risk of records being misplaced and lost should an incident such as a fire occur.

The proposed digital Management Information System aims to address the issues identified above as follows:

1. Make the process convenient and accessible for persons, by eliminating the existing need for the applicant to visit the Criminal Records Office (CRO) when submitting their application and retrieving a certificate.
2. Significantly reduce the time it takes to cross-check the criminal records of an applicant. To achieve this all documentation would be stored and processed digitally from the application stage to the output of the Certificate of Character. The information system will be able to automatically determine if an applicant has a criminal record.
3. The Information System will allow the generation of reports that can be used in the decision-making processes.

Relationship to Organization:

A member of the group is employed with the Guyana Police Force and the majority of the group members are familiar with the process of applying for and obtaining a Certificate of Character. As a group, we are interested in improving the system for the officers issuing the certificate and the applicants.