

Business Value Framework

Mission Outcomes / KPIs

- Crime reduction rate
- Public satisfaction index

Financial / Operational KPIs

- Budget utilization rate
- Operational cost per head

Programs & Service Functions

Investigation and evidence gathering

- Developing predictive policing models
- Enhancing witness statement analysis protocols
- Implementing digital forensics tools

Intelligence-led policing

- Establishing a dedicated analytics team
- Improving officer training for human trafficking detection
- Upgrading data visualization capabilities

Community engagement and partnerships

- Developing cultural diversity awareness initiatives
- Increasing social media presence for public outreach
- Launching community outreach programs

Emergency response and incident management

- Developing incident command system standardization
- Enhancing SWAT team training and deployment protocols
- Implementing advanced emergency dispatch software

Specialist services and support

- Creating mental health first aid training programs
- Developing disability awareness training for all personnel
- Establishing a dedicated victims' support unit

Investigation and evidence gathering — Performance KPIs

- Case resolution rate
- Crime scene preservation rate
- Forensic analysis turnaround time

Intelligence-led policing — Performance KPIs

- Intelligence dissemination efficiency
- Suspect identification accuracy rate
- Tip-off to arrest ratio

Community engagement and partnerships — Performance KPIs

- Partnership collaboration rate
- Public confidence survey score
- Volunteer recruitment rate

Emergency response and incident management — Performance KPIs

- Incident scene containment rate
- Response time to emergency calls
- Victim support provision rate

Specialist services and support — Performance KPIs

- Disability awareness training completion rate
- Domestic violence support requests
- Mental health referral rate

Policy & Service Priorities

Reducing crime and improving public safety

GovTech Enablers

- Advanced predictive analytics tools
- Implementing AI-powered crime forecasting
- Real-time data visualization for crime hotspots

Enhancing community trust and engagement

GovTech Enablers

- Developing multilingual online services
- Establishing social media listening posts
- Implementing mobile-friendly website redesign

Improving operational efficiency and effectiveness

GovTech Enablers

- Automating administrative tasks using RPA
- Implementing workflow automation tools for incident response
- Upgrading database management system for improved query performance

Supporting vulnerable populations and victims of crime

GovTech Enablers

- Developing AI-powered victim support chatbots
- Establishing digital access points for remote services
- Implementing virtual reality training for crisis response

Fostering innovation and digital transformation

GovTech Enablers

- Developing a data analytics competency framework
- Launching a dedicated innovation incubator program
- Upgrading cybersecurity measures to protect sensitive data