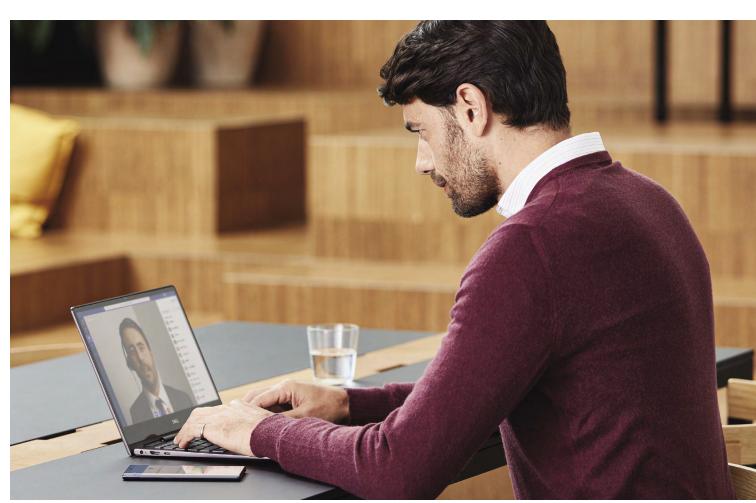


Empowering Cross-Agency Collaboration









This information is for government decision-makers who:

- Lead or manage public safety and justice agencies.
- Would like to understand how digital transformation leads to better cross-agency collaboration.
- Recognize the urgency to transform government processes to make it easier to work across agencies to improve public safety and justice but aren't sure how to start.

Innovating for more effective government services

How can government organizations innovate for more effective services? Is it enough to digitize processes, or does transformation require a cultural shift as well?

The importance and impact of government agency work cannot be overstated. Its effects are felt by nearly every human on the planet. Collaboration between government agencies and departments is increasingly important, whether it's within a small township, or two cities working together. Technology has dissolved the boundaries between borders and between people. Government processes and interactions with the public need to keep pace with the increasing expectations of people.

Here we explore how cross-agency collaboration can help governments promote public safety and justice, while addressing the challenges—and how to overcome them.



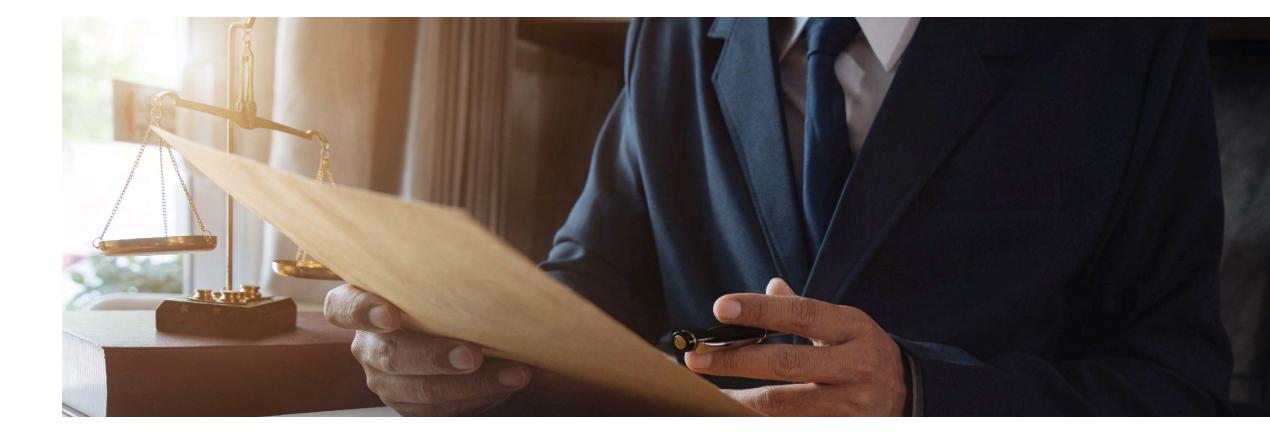
Communities expect government agencies to keep them safe and to respond appropriately to people in the criminal justice system. Governments all over the world prioritize public safety and justice, but often struggle to get visibility into activity that would help them make the best decisions. Historically, law enforcement often operates in a reactive posture rather than a proactive one because agencies aren't set up for the kind of data sharing this would require.

If [US] states could reduce their recidivism rates by

just 10%, they could save

more than \$635 million

combined in one year alone in averted prison costs.1



To build a proactive approach to public safety and justice, governments should:

Consult and consider

When dealing with people in the justice system, gathering information about a case, considering all the factors, and consulting different agencies can mean a better outcome for the individual, government, and the public.

Learn from your legacy processes

Some legacy processes make it hard to implement change. Instead of trying to create a digital version of a legacy process, focus on the desired outcome and explore new, digitized ways to achieve that outcome.





U.K.'s West Mercia police put real time data to work for crime victims

The West Mercia police force create a service that operates independently of investigations and is focused on the needs of victims. This service operates independently of investigations and is focused on the needs of victims. Using Dynamics 365 Customer Relationship Management software and Azure cloud services, those working on the case can easily and securely access the information they need while maintaining compliance with privacy regulations. Officers can update status, and VAL coordinators can update victims without requiring them to tell their story again and again—all the data is available in real time to the coordinator.

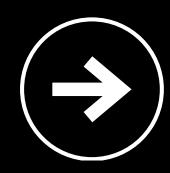


[The Microsoft solution] will ensure we can maintain a high quality, professional and compassionate service whilst minimizing the overhead on valuable operational resources."

Matthew Chester
Head of Victim Services
West Mercia Police

Getting started

Public safety and justice is an area of government that invites more attention than some, as the wellbeing of individuals and the community are often intertwined. Taking the first step toward digital transformation enables more powerful crossagency collaboration, which can give leaders in public safety and justice better visibility. The urgency to embrace digital transformation has never been greater, and governments can build on this to lay the foundation for a long-term strategic approach.



Read the full ebook >

<u>Learn more about public safety and justice</u> >

Read "The Future of Public Safety and Justice" e-book >

<u>Transform collaboration within and across agencies</u> <u>with Microsoft Teams</u> >



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