



Chiliad Success Story

Critical Incident Response Group (CIRG), Federal Bureau of Investigation (FBI)

The Critical Incident Response team eliminates duplicity with Chiliad

The FBI's Critical Incident Response Group (CIRG) fosters quick response and control of crisis incidents. Established in 1994 CIRG combines "tactical and investigative resources and expertise for critical incidents which necessitate an immediate response from law enforcement authorities. CIRG deploys investigative specialists to respond to terrorist activities, hostage takings, child abductions and other high-risk repetitive violent crimes. "1 The success of this group is driven by rapid response to the crisis and the numerous tips, leads and data that enter the FBI network.

"ORION - Operational Response and Investigative Online - Network is a high priority within the FBI and key to providing an effective, efficient and coordinated response to critical incidents or major investigations. "

Kim Tilton, Crisis Management Unit Chief²

The Crisis

The inauguration, Hurricane Katrina, the Beltway snipers, the Madoff investigation and the 9/11 attacks are all major events that impacted our country and exposed the need for a system to facilitate crisis management. These incidents all triggered large amounts of data and illuminated the need for a system to quickly collect, correlate, and circulate all intelligence related to the event or incident. The CIRG had no way of cross correlating leads and would deploy the

CLIENT PROFILE

Critical Incident Response Group for FBI

Industry

Government

Number Of Employees

>50

Environment

Tens of thousands of data sources

KEY CHALLENGES

- Reduce the time and resources needed to track leads
- Create quick real-time access to investigative data
- Cross correlate all tips and new leads received
- Gain timely, accurate, and insightful access to investigative data

KEY BENEFITS

- Increased efficiency in crisis resolution with real-time data access and management
- Improved agent performance with complete aggregation and analysis of leads
- Reduced lead tracking time with automatic lead analysis and dissemination

The Crisis Cont'd

same investigator to the same suspect or witness multiple times. When they did their post mortem they realized they spent excessive time and resources interrogating and questioning the same people multiple times. They needed a system that would automatically cross correlate leads, witnesses and the contact information with their lead package as it was entered into the system.

The Beltway sniper's case by itself forced the CIRG to field tens of thousands of phone and email leads and create several investigative command centers across jurisdictions. They had so many leads "that at one point they had to be collected in boxes and driven to the primary command center every four hours."³ Sharing this data across command centers and with other law enforcement agencies proved to be an exercise in futility.

The CIRG needed a solution, and they needed it quickly. They needed "a single system that effectively met the needs of managing large-scale investigative crisis response." ⁴

With a centralized crisis management system the CIRG could establish a holistic approach to lead management. They knew that the system had to be capable of "meeting the need for a quick response, standardizing crisis and event management processes, allowing information sharing with law enforcement partner and providing advanced search and analytical capabilities to sift through the volumes of tips and leads generated in a major crisis." ⁵

The CIRG reviewed several systems including the text capabilities of a major industry. However, they had seen Chiliad's success within other FBI departments. They knew that by leveraging and expanding Chiliad's capabilities they could better control their crisis operations. As a result the Operational Response and Investigative Online Network (ORION) project was born.

The Chiliad team worked with Oracle to build the front-end application for the data entry. When an agent submitted new information the system first searched all the different lead packages, IT packages, tip lines data, call center, agents scratch pads, attachments, word documents, emails etc. using Chiliad. As a document is entered into the system, Chiliad filters it so it can cross correlate to determine if there are similarities with documents and information already entered. It then creates real-time alerts. Every time a lead was generated the cross correlation eliminated duplicity.

"So if an investigation expands from New York to Chicago to Miami, agents in every city could log into ORION and have instant access to every scrap of information on the case,"

The Resolution

By adopting the Chiliad system the CIRG now had the ability to manage and resolve crisis situations quickly and effectively. Even if an event or situation generated numerous tips, spanned multiple states, involved several agents or utilized various law enforcement agencies the CIRG will still be able to wrap its arms around it and resolve swiftly. "So if an investigation expands from New York to Chicago to Miami, agents in every city could log into ORION and have instant access to every scrap of information on the case," ⁶ said Supervisory Special Agent Mike McCoy, an investigator on the sniper case who helped design the system.

Chiliad delivered increased efficiency in crisis resolution with real-time data access and management. In addition it greatly improved agent performance with complete aggregation and analysis of leads. "When a phone tip is entered into the system, ORION can actively process that raw data and "push" leads and intelligence to investigators." ⁷ This automatic lead analysis and dissemination reduced lead tracking time. Every time a lead was generated the cross correlation eliminated duplicity and their problem of interviewing the same lead twice.

The Resolution Cont'd

With the Chiliad power, ORION also automatically searched all new data inputted into the system to determine if there were duplicate locations, persons, vehicles events or any matching data points. This correlation allowed investigators to put the pieces together and map cases by connecting the dots. The CIRG is also able to extend the use of ORION to large planned events such as the inauguration ceremony. By tracking and filtering potential threats in information it received, ORION helps the CIRG manage events and ensure they run smoothly.

According to Kim Tilton, Crisis Management Unit Chief, "ORION is a flexible and scalable system capable of managing multiple critical incidents. It supports not only the needs of FBI investigators and analysts, but the needs of our inter-agency law enforcement partners as well."⁸ The system enables various task forces managing multiple incidents and using transactional data to excel at crisis management. After making major achievements with the baseline implementation of ORION the CIRG will continue to use additional functionality in ORION to achieve its goals of delivering excellent crisis resolution.

¹ Investigative Programs Critical Incident Response Group, mission statement

² ORION: FBI's Next Generation Crisis Management System

³ WHEN CRISIS STRIKES New FBI Technology is Ready to Help

⁴ ORION: FBI's Next Generation Crisis Management System

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⁷ WHEN CRISIS STRIKES New FBI Technology is Ready to Help

⁸ ORION: FBI's Next Generation Crisis Management System

For more information on how Chiliad can benefit your organization please contact Chiliad.

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