

Scoring Your Investigations Management Maturity

To improve your organization's Investigations Management Maturity, you need to first assess where you stand. This assessment tool can help you identify where to focus in order to improve performance.



Proactiveness

Baseline

Investigations are conducted after a problem has been reported. The process only reacts to risks posed by reported concerns. The process does not identify and anticipate risk areas.

Better

Some proactive measures are in place, such as training and education, to prevent issues from occurring in the first place. Reactive investigations still comprise most of the investigations work.

Best

Proactive measures are fully integrated into the investigation process - such as data analytics - to identify patterns of misconduct and preventive measures. Reactive investigations are still conducted.



Definitions

Baseline

Investigative processes are not well defined or understood by all stakeholders.

Better

Investigative processes are well defined and understood by some stakeholders but not your colleagues.

Best

Investigative processes are well defined and understood by all stakeholders involved, including colleagues.



Efficiency

Baseline

Investigative processes are unfocused, inefficient and resource-intensive.

Better

Investigative processes are somewhat efficient but could be improved.

Best

Investigative processes are understood, directed, and conserve resources.



Automation

Baseline

Investigative processes are mostly manual and require significant time and resources.

Better

Some aspects of the investigative process are automated, such as data entry and report generation. However, the process is completely administrative. There is no focus on analysis.

Best

Investigative processes are automated where possible, such as data analysis, report generation and workflow management.



Standardization

Baseline

Investigative processes are not standardized and may vary by department or individual.

Better

Some aspects of investigative processes are standardized, such as reporting requirements or data collection. But the quality of the data is inconsistent.

Best

Investigative processes are fully standardized across the organization, allowing for consistent results and reliable analytics.



Collaboration

Baseline

Different functional groups conducting investigations work independently and may not share information.

Better

Some collaboration occurs between functional groups, such as sharing information or resources.

Best

Collaboration between functional groups is fully integrated into the investigative process, with regular communication and sharing of information.



Documentation

Baseline

Investigative processes are not well documented or may be incomplete. Documentation reflects activity but not investigative techniques.

Better

Some documentation exists for investigative processes, but it may be inconsistent or incomplete. Colleagues conducting investigations may not follow it.

Best

Investigative processes are fully documented, including standard procedures, templates, and checklists.



Decentralization

Baseline

Information related to investigations is centralized with a core group, limiting transparency and accountability.

Better

Some information related to investigations is decentralized to certain individuals or departments. Otherwise, investigators work in silos.

Best

Information related to investigations is fully decentralized, allowing for transparency and meaningful accountability across the organization.



Learning

Baseline

Lessons learned from investigations are not collected or shared. Each case is considered in a vacuum.

Better

Some lessons learned from investigations are collected and shared, but may not result in actual changes in techniques.

Best

Lessons learned from investigations are fully integrated into future investigative processes, allowing for continuous improvement.



Technology

Baseline

Technology is not used in investigative processes or is limited in scope.

Better

Some technology is used in investigative processes, such as case management software or data analysis tools. But the focus is only on storing investigation records and hotline activity.

Best

Investigative processes are fully integrated with technology, allowing for seamless automation and data-driven decision making.



Effectiveness

Baseline

Investigative outcomes are inconsistent or may not be well documented.

Better

Investigative outcomes are somewhat consistent and well-documented. However, the focus stays on case-specific resolutions and not program management as well.

Best

Investigative outcomes are consistently fair and equitable, and well-documented with measurable success criteria.

Wherever your organization falls on the maturity model, there's always room for improvement in your investigations management process. Case IQ's flexible, configurable solution is designed to integrate smoothly with existing incident reporting systems, including third-party hotlines. This ensures that no incident slips through the cracks. Our powerful analytics tool also analyzes past case data to guide your preventive efforts, reducing the potential for future issues. With data-driven decisions and a proactive approach to incidents, you'll improve your investigation program.

Learn more here about how Case IQ can help improve the quality of your organization's investigations and reduce resolution time.

For more information



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