The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

Final Copy of Case Study

YEAR:
2012

STATUS:
Laureate

Organization:
International Justice Mission

Organization URL:
www.ijm.org

Project Name:
Casework Tracking and Management System

What social/humanitarian issue was the project designed to address? What specific metrics did you use to measure the project's success?

IJM works in many countries to rescue people from violent oppression, including human trafficking and child sexual abuse. CTMS has been developed to give us an end-to-end picture of the status of all our cases, from initial intelligence reports, through the legal processes to the aftercare of our clients who have been rescued. CTMS allows us to see the roadblocks that occur in the process and to develop strategies to eliminate those problems systemically, thus improving the deterrence factor. CTMS also gives us the ability to analyze the intelligence we gather to identify networks and facilitate interdiction by local law enforcement personnel. Both these factors significantly reduce the prevalence of abuse in our target areas.

Please describe the technologies used and how those technologies were deployed in an innovative way. Also, please include any technical or other challenges that were overcome for the successful implementation of the project.

Teleric development toolkit, with SQL Server back end and SharePoint Foundations 2010 for document storage. All data is synchronized back to a central database (SQL Server Enterprise) for analysis and reporting using LogiXML. System has been designed to use metadata to configure some functionality and workflow. Biggest challenge was achieving the synchronization between field offices data into the central database, without rewriting all the previously received data.

Please list the specific humanitarian benefits the project has yielded so far.

The system has incorporated best practices from various areas, giving the framework to improve not only staff efficiency, but also outcomes because of access to consistent data. It is anticipated looking forward that this system will help identify patterns and key perpetrators/locations in human trafficking. The system enables us to use standard measures of success, as well as track large numbers of victims that have been rescued due to IJM's intervention, as we provide them with aftercare treatments, making sure none fall between the cracks.

Please provide the best example of how the project has benefited a specific individual, enterprise or organization. Feel free to include personal quotes from individuals who have directly benefited from the work.

CTMS is benefitting hundreds of clients who have been rescued in making sure that they all receive the aftercare services they need in a timely manner in accord with established Minimum Standards of Care.