



Information & Communications Technology

Progress Report
January 2013

Network Services

DESIGNING AND DELIVERING CORE NETWORK SERVICES & SOLUTIONS.



Being a fully focused customer services team we strive to deliver a friendly professional service which listens, designs and delivers technical solutions to customers within West Midlands Police.

As a standard our customers expect a high speed resilient network to work from. With a high reliability factor that builds trust and confidence in our ability to provide the fundamentals which enable effective communication. Figures reflect this statement with a 99.98% uptime on data and 99.30% uptime on voice networks throughout the last financial year.



We are much more than this though. Network services have the talent, expertise to advise & deliver innovating projects which promotes lean, agile, resilient working for all.

Over the past 12 months Network Services have engaged with customers and delivered high quality solutions, contributed to efficiency where possible to bring best value and strived to provide a first class technical support customer portal to resolve 2nd and 3rd line incidents for Police officers, staff and external suppliers.

PROGRESS SO FAR INCLUDES:

- **Customer focus:**
 - 2757 calls placed 2746 closed.
- **Reliability:**
 - Data network 99.98% uptime.
 - Voice network: 99.30% uptime
- **Resilience:**
 - F5 technologies
 - HP IRF switching technologies
- **Delivering:**
 - Operations: Pelkin
 - Operations: Olympics
 - Programme: Gateway
- **New builds:**
 - West Bromwich
 - CMPG
- **Innovating:**
 - Microsoft TMG forefront
 - Network instruments Observer
 - WiFi at Tally Ho and Lloyd House
 - Live links/Video conferencing
 - PNC print to PDF
 - Remote access working
- **Efficiency:**
 - 50% saving: Data network maintenance
 - 39% saving: BT voice
 - 9% saving: Cabling contract
- **Continuous improvement:**
 - Doubling bandwidth on edge sites
 - Call handling contact centres
 - Firewall estates
 - Nortel VOIP rollout



Airwave Services

ENABLING COMMUNICATIONS FOR OPERATIONAL POLICING

Airwave Solutions Ltd supply a radio service via a Government PFI contract to Police, Fire, Ambulance and other 'Blue-light' Services. Communications reach the force via 3 'Points of Presence' (POPS) around the force. The Airwave team are responsible for these POPS and 158 Radio positions in the force supported 24/7 at Gold Control, the Events Control Suite, FCC, CMPG Quinton and the 10 LPUs.

Successful communications have been provided in support of Operation Kirkin (National disturbances), Liberal and Conservative Conferences, a number of major demonstrations and of course the Olympics. Routine 24/7 support of operational policing is provided via an 'on-call' system, with the ability to report coverage problems to 7801 3355.



PROGRESS SO FAR INCLUDES:

- Over 11, 000 Terminals Supported (700 are in vehicles)
- 2800 Terminals Handled.
- 195 Vehicle Installs
- 118 Vehicle Maintenance calls.
- 1180 Calls taken by the Capita Service Desk who provide a managed Airwave service to the force on a 24/7 basis.

In a typical month, the force makes:

- 200 Emergency calls
- 466,675 Group calls
- 248,934 Point to Point calls
- 61788 Internal/external telephone calls
- 239,808 status messages
- 27,430,952 Short data messages



Application Support

MAINTAINING AND SUPPORTING FORCE APPLICATIONS

Application Services have been able to achieve significant business benefits for the force via a combination of new development, enhancement and improved support for force applications.

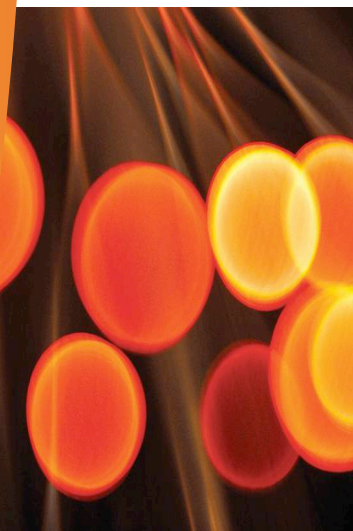
A key improvement area was much tighter integration of force systems resulting in reductions in dual keying of data and improved data quality.

Application Services have also been actively involved in newer project areas such as PentiP and the HR SSC project, laying the applications ground work for these important initiatives. We have been enabling various collaboration initiatives e.g. uniformed operations collaboration as well as internal infrastructure changes such as the introduction of the new multi-function devices (MFDs).



PROGRESS SO FAR INCLUDES:

- New systems introduced – InnKeeper, EDR, SpotLight (Press Office), disaster victim identification, PhotoPhone, web access to legacy custody images.
- Introduction of contact plans and priority areas into Crimes
- eBusiness Suite password reminders - support call saver
- ePayslips – cessation of printed payslips for most staff
- system integration – GRS/Corvus link, EDH links for Provisioning e.g. staff photographs, Command and Control log data in Flints
- zanzibar – police national procurement hub link to iProcurement
- finance - business intelligence tool for PBB
- Fleet services - electronic stock issue and job card completion
- Pre-Olympics skills database data quality overhaul and links to GRS
- Introduction of CPS two-way interfacing, postal charging and improvements to safer detention for Central Justice Services



Infrastructure Software Services

BRINGING IT TOGETHER

The team of 5 technicians and one team manager implements and maintains the force's ICT infrastructure and its associated software – the bits that glue the IT together and ensure availability and performance is maintained supporting the force in providing excellent service to the public.

Support for critical services like OASIS and eMail has ensured 100% forcewide availability throughout 2012.

In the past 12 months, the ISS team dealt with a total of 4112 calls for service, which included 1757 incidents and 2355 requests, all resolved by the team of 5 technicians and a team manager.

In addition, the team has been gaining experience and knowledge in a significant number of new technologies, including many associated with the new Microsoft Enterprise Agreement: Windows Server 2012, Windows8, Exchange 2010, SharePoint, Hyper-V, System Center, and SQLServer 2012.

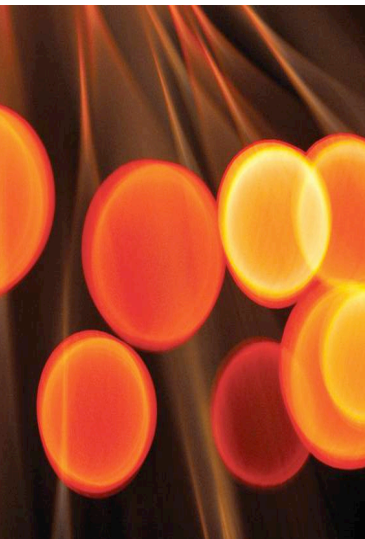
All staff attended and passed courses in FISH customer service and ITIL Foundation.

We have worked on a huge and diverse number of corporate ICT projects, providing a source of technical expertise to colleagues and the force. The following lists provide some examples of our successes and progress.



PROGRESS SO FAR INCLUDES:

- Force Appointments System
- Police Authority and PCC SharePoint sites
- Good for Enterprise email and diary (on mobile devices) command team trial
- Enhancements to webOASIS
- Enhancements to the OASIS Closed Incident Search facility
- CycComms System Installation (for TIU)
- ELVIS (Vehicle Recovery System) upgrade
- OASIS upgraded to latest release
- Resolved major fault with PNC emails
- Map boundary updates for SW LPU
- BOF2 ANPR and QBOF Upgrades
- Major upgrade of the Intranet Content Management System
- Exchange Risk Assessment Programme
- Active Directory Risk Assessment Programme
- Exchange Remediation and Execution exercise



Application Development

DELIVERING NEW FUNCTIONALITY AND INNOVATION TO FORCE STAFF

The newly formed application development team is responsible for designing and developing software solutions that either solve Force problems or improve the efficiency and effectiveness of all Force personnel.

PROGRESS SO FAR INCLUDES:

Command Team Correspondence System

Replacing a bureaucratic, manual paper based system for recording and tracking correspondence within the 11th Floor Command Team.

Documents are recorded, indexed and stored electronically. Tasking to develop further enquiries is driven through intelligent workflow and is fully integrated with the force email system.

The system went live in November 2012.

Force Events System

The existing events calendar has been replaced with a more functionally rich application that allows any member of the force to add content to the calendar.

The purpose of the Force Events Calendar is to;

- Provide a complete and accurate record of all potentially significant events that impact Force business.
- Provide decision makers with sufficient information to make informed decisions regarding the management of events
- Improve service delivery and efficiency through effective allocation of Force resources
- Provide a corporate memory of events and their management

The system went live in December 2012.

Appointments System

A re-developed Appointments System replacing an LPU based version has enabled the Contact Program (5Ci) to work more efficiently in their role of managing appointments made with members of the public as a result of follow up enquiries.

The system allows load sharing between Contact Centres, which was the major shortcoming of the old system and as such enables the future consolidation of Contact Centres. The new system is also integrated into Command and Control which removes any re-keying needs of the old system.

This application has been live since October 2012.



Data Centre Services

PROVIDING CORPORATE SERVER AND DATABASE SERVICES AND SOLUTIONS



Being fully committed to the high demand fast moving Police environment we strive to put the customer first in everything we do.

Data Centre Services provide the platform that underpins all technology services that our customers use. We ensure that all data is secure and recoverable and that data is delivered to the right people at the right time

Data Centre Services staff have a vast array of expertise. Ally this with our skills and commitment and we are able to deliver resilient, agile and innovative solutions to help our customers achieve their goals.

Over the past 12 months Data Centre Services have embarked on an innovative technology refresh that will enable agile and mobile working, service resilience, quicker service provision and increased efficiency savings



PROGRESS SO FAR INCLUDES:

- **Customer focus:**

Average time to close service calls is under 1 Hour.

- **Resilience:**

Cross site mirrors of force shares.
Increasing availability.
Automatic secure off-site backup.

- **Delivering:**

Programme: PND.
Data warehouse migration.
CLMS.

- **New builds:**

E-Business R12

- **Innovating:**

Project: Prima
Data Hub
NABIS monthly update
Technology refresh

- **Efficiency:**

£130,000 reduction on hardware maintenance
Virtualization of hardware.

- **Continuous improvement:**

Corporate Backup Upgrade
JRE refresh of apps
ICIS training upgraded and simplified.

