



FREEDOM OF INFORMATION REQUEST

FOI Reference number: FOI 01/2014

Date: 10 February 2014

Request:

Can you please send me some reports from Resources Committee of 21.11.13

They are items 6.3 and item 4.1

Answer:

Item 4.1 – Northern Ireland Community Safety College

This item consisted of a verbal update provided to the Committee by the Chief Executive. There is no further information to that recorded in the Resource Committee minutes dated 21 November 2013.

In these circumstances the exemption at section 21 (Information accessible by other means) is engaged. The minutes of the Resources Committee can be viewed on the Board's website via the following link:

<http://www.nipolicingboard.org.uk/index/meetings/committee-minutes-and-agendas/resources-committee.htm>

Item 6.3 - ICT Strategy

The paper considered by the Committee under this agenda item is attached for your information.

If you have queries about this request or the decision please contact the Board quoting the reference number above. If you are unhappy with the service you have received and wish to make a complaint or request a review you should write to the Board's Chief Executive at the following address:

Northern Ireland Policing Board
Waterside Tower
31 Clarendon Road
Clarendon Dock
Belfast BT1 3BG

Email: foi@nipolicingboard.org.uk

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner. Generally, the Information Commissioner's Office cannot investigate or make a decision on a case unless you have exhausted the complaints procedure provided by the Board. The Information Commissioner can be contacted at:-

The Information Commissioner's Office – Northern Ireland
3rd Floor
12 Cromac Place
Gasworks
Ormeau Road
Belfast
BT7 2JB.

Telephone: - 02890 269 380
Email: - ni@ico.org.uk

Please be advised that all Policing Board replies under Freedom of Information will be released into the public domain via our website @ www.nipolicingboard.org.uk.

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.



ICT Strategy 2011-2014

Report to NI Policing Board, Resources Committee
Progress update as at 30-Sep-2013



A/Head of Information and Communications Services

Contents

- Progress Overview
- Progress vs Key Objectives FY 2013-14
- Progress on delivery of key projects and other projects
- Questions
- Appendix for Committee Members reference:
 - Background
 - ICT Strategy 2011-2014
 - ICS Management Structure
 - HMIC Inspection of ICT costs

Progress overview

Progress on ICT Strategy

- This is the third year of the ICT Strategy 2011-2014. During the period of the strategy, new higher-priority projects have emerged, and chief officers have downgraded the priority of some others. This update covers progress in the Business Plan for year 2013-2014

Prioritisation of projects

- Over the past 12 months, ICS has assessed each new request for services against criteria agreed with chief officers to ensure that ICS resources are focussed on priority projects within the Policing Plan and to facilitate the transformation of specific business functions in order that PSNI can deliver effective and efficient services within its budget.
- The size of the priority list has increased from 62 projects up to 74, including the addition of supporting the Service First work-streams. The list is refreshed and agreed regularly with chief officers.

Resources

- To increase the number of resources available to deliver new projects, ICS has filled staff vacancies that have been vacant for some time. In recent months we have achieved the following:
- Filled 15 vacancies in an 'external' recruitment campaign
- Appointed 8 industrial placements over our establishment on 51 week contracts (ICT students in year 3 of four-year primary degree courses QUB and UUJ)
- Currently planning to fill five vacancies with ICT Apprentices recruited under an initiative led by Dept of Education and Learning that will help with succession planning.

HMIC Inspection of ICT costs

- HMIC completed an in-depth review of PSNI's expenditure on ICT, benchmarked against a Most Similar Force (West Yorks), that was largely positive, identifying a number of improvement areas. HMIC briefed the Committee in September.
- An action plan has been prepared to address the six recommendations

ICS Risk register, key risks being addressed/mitigated are:

- Complexity/quantum of procurements adversely impacts delivery timescales
- Preparation and approval of business cases adversely impacts delivery timescales
- Age profile and anticipated staff retirements

Key Objectives FY 2013-14

Objective	Measure	Achievement
Deliver 2013/14 ICT elements of Project LOCATE.	<ul style="list-style-type: none"> •Enhanced functionality to A District Aug-2013 •Radio Sign On/Status Mess'g A District Nov-2013 •Rollout to all Districts Mar-2014 	<ul style="list-style-type: none"> •All Districts now live bar C •C District December •Phased delivery of new features by March 2014 •Radio Sign-on / status messaging Dec-Mar
Support ICT requirements for G8 June 2013.	<ul style="list-style-type: none"> •ICT infrastructure to support Dry Run May-13 •ICT infrastructure delivered/supported for G8 Jun-13 •ICT infrastructure decommissioned Dec-13 	<ul style="list-style-type: none"> •Enhanced Radio, IT, telephony, ANPR, CCTV, Video, Air to Ground, Gold/Silver/Bronze and custody facilities delivered and decommissioned successfully
Deliver 2013/14 ICT elements of Customer Relationship Management (CRM).	<ul style="list-style-type: none"> •Common telephony non-emerg contact mgmt Oct-13 •Common telephony emergency contact mgmt Jan-14 •Support implementation for Emergency Calls Feb-14 	<ul style="list-style-type: none"> •Delayed by Information Assurance requirements, now nearing resolution, still targeting completion by Mar 2014 TBC
Deliver the 2013/14 ICT elements of Digital hub Project QUEBUS.	<ul style="list-style-type: none"> •Implement Digital Hub Centre Jun-2013 •Implement Phase 1 PSNI Mobile Application Jun-13 •Phase 1 PSNI Website redevelopment Feb-14 	<ul style="list-style-type: none"> •Hub live •Mobile app ready for launch (soon) •PSNI Website resched to June 2014

Progress on delivery of key projects

Protective	ANPR Benefits - locating and tracking vehicles of interest to prevent, detect and deter crime and keep people safe. Deny criminals the use of the road.	Mar-12	Implemented, ANPR fleet being upgraded for realtime alerts, delayed by G8/LOCATE fitting, now forecast complete by Mar 2014
Personal	Improved Control Room Systems (CRM) Benefits:- Providing previous caller history, neighbourhood priorities and improved mapping to call handlers to improve call handling	Mar-12	Challenges achieving information assurance requirements has caused delay, now re-designed, forecast implementation by March 2014 TBC
Personal	LOCATE (named as RMDSS on Strategy) Benefits:-Track police officers/vehicles vs hotspots - officer safety, more proactive patrolling, improve efficiency of officers & vehicle usage.	Mar-13	All live bar C District due Dec, sign-on status messaging dec-Mar, phased delivery of new features Sep-2013 to Mar-2014
Professional	PUMA (BlackBerry) Phase 2 (Mar-13), Phase 3 added (Mar-14) Provide officers with rich access to police data Reduce requirement to return to station.	Mar-14	Ph 2) 4,800 BBs Range of apps eg reference data access, queries on people/vehicle/addresses, forms entry, admin self-service, photography Ph 3) Missing Persons, Community Engagement Tracker, Fingerprint-id (selective devices) by Mar-14, DVA might not provide driver data/photos
Professional	Project QUEBUS Social Networking & Citizen Channels Use of internet to engage with the public, changing demographic trends. Proactive engagement and source of public concern, opinion, intelligence	Mar-13	Pilot completed. Digital Hub Centre by Jun-13 PSNI mobile app ready for launch PSNI website refresh by Jun-14
Personal	Reducing Offending in Partnership Automated identification of most prolific offenders allowing proactive management to prevent and deter crime	Mar-14	Bail-check process implemented; Scoping ICT requirements for inter-agency working
Protective	IDENT1 Data Sharing / NI Criminal Record on PNC (HO funded) Joint project joining up NI & GB criminal record and fingerprints Improve identification of persons, protect officers and public, help solve crimes	Mar-14	All NI detained persons now checked versus GB fingerprint database Ability to check NI crime scene marks vs GB fingerprint database NI / GB searching vs consolidated criminal record /fingerprints by Mar-2014, Back record conversion underway
Protective	Collaboration with An Garda Síochána Enhance cross-border communications to protect public and apprehend offenders	Mar-14	Secure cross-border radio communications implemented Secure email implemented. All being actively used with good policing success
Protective	Police National Database Facilitate PSNI and UK-wide police access to UK-wide police data to prevent, deter and detect crimes and protect officers and the public..	Mar-12	Live access to PND, PSD data added, PSNI data all now uploaded and refreshed twice-daily
Personal	Project MARLIN -Barracuda Network Optimisation (Microwave) Enhanced microwave links to improve bandwidth and resilience potential use outside Barracuda	Mar-14	80% complete, completion expected April 2014

... plus 15 smaller ICT projects delivered year to date

Questions?

Appendix

- **Assumption that members of the Board's Resources Committee are aware of the objectives and scale of PSNI's Information and Communications Services branch (ICS)**
- **To avoid repeating known information, background information has been included in the following slides for reference:**
 - **Background**
 - **ICT Strategy 2011-2014**
 - **ICS Management Structure**
 - **HMIC Inspection of ICT costs**

Background

Information and Communications Services (ICS) is responsible for Information and Communication Technology systems that supports the delivery of Personal, Professional, Protective policing:

- Desktop and mobile computing services
- Fixed and mobile telephony
- Provision of radio communications to the Emergency Services in N.I.
- Delivery of new services via the PSNI's ICT Strategy
- Budget 2013-2014 £8m capital, £39m resource.

Scale of support provided:

- 110 PSNI and partner locations, plus 130 radio sites
- 9,000 desktop PCs and 500 laptops
- 14,000 Tetra Radios across all N.I. Emergency services
- 4,600 Blackberry devices
- 40 key line-of-business applications, plus ~100 others.

Key Public Sector partnerships

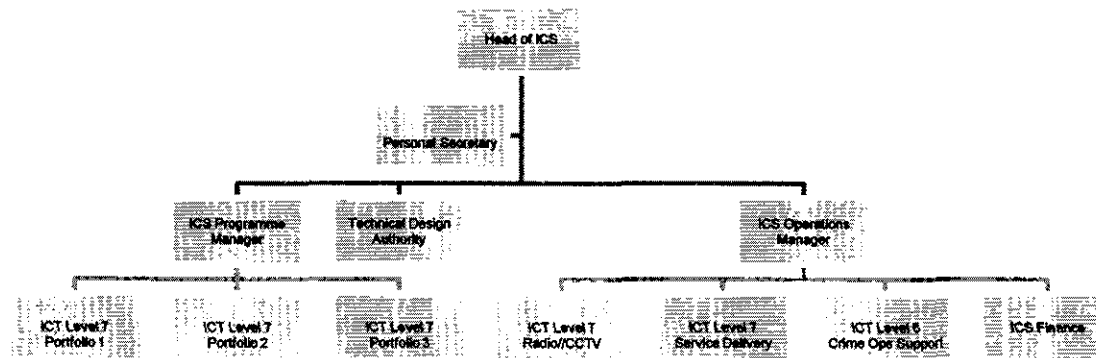
- ICS provides Barracuda Radio System to all NI Emergency Services
- ICS supports electronic exchange of Criminal Justice data with Causeway
- ICS supports telecommunications with *An Garda Síochána*
- ICS facilitates PSNI participation in National UK Policing data sharing initiatives

Focus of ICT Strategy 2011-2014

- **Business Alignment**
 - support the delivery of Personal Professional Protective policing, underpinning the delivery of the targets set in the Northern Ireland Policing Plan.
 - support the delivery of the PSNI's workforce modernisation agenda, delivering professional products and services, whilst supporting the realisation of a corporate business architecture.
- **Service driven**
 - continue to improve how ICS connects service provision to the needs of the business, focusing and consolidating service provision around what is important to the PSNI and the agreed community priorities.
- **Agility**
 - continue to improve our responsiveness when delivering what's important to the business.
- **Lowering of fixed costs**
 - continue to drive forward a cost reduction programme for ICT service provision.

ICS Management Structure

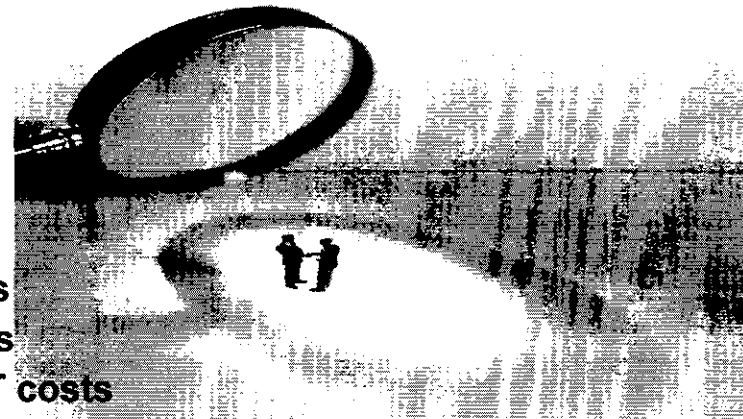
Reporting to Director of Finance & Support Services



Supported by:-

- **ICT Strategy Working Group** – drawn from senior officers in Districts and Departments to monitor and update the strategy
- **ICT Project Boards** for major projects
- **ICT Innovation Group** to drive technical innovation
- **ICT Architecture Group** – definition/roadmap for technical architecture
- ICS works closely with the **Information Assurance Unit** on Systems accreditation

HMIC Inspection Of ICT costs



Findings:

- Over 50% of ICT costs are not comparable
 - Enhanced CCTV & different funding arrangements
 - Enhanced ANPR & different funding arrangements
 - Different funding arrangements for Crime Ops ICT costs
- Causeway costs borne by ICS not comparable with GB
- PSNI avoided significant additional costs by developing Barracuda rather than subscribing to Airwave
- Potential cost savings identified i.r.o £2 million pa.

Recommendation 1: Assess whether 100 percent on site maintenance for force IT systems is the most cost effective option. Could some common, high volume problems be dealt with by in house staff, remotely, or contracted out to another force at less cost?

Recommendation 2: Review mobile phone and land lines requirements. Why are so many needed? Can costs be reduced by reducing land-mobile duplication among the workforce?

Recommendation 3: Develop a plan to consolidate voice and data through network convergence technology. Comparison suggests initial target savings of around £1m per annum

Recommendation 4: Review whether adoption of Microwave technology would be cheaper than existing land lines and sufficiently reliable. This should yield significant savings.

Recommendation 5: Review workstation replacement policy. Estimated savings : up to £0.45m per annum

Recommendation 6: Review user IT support costs. Introduce self service approach, learning from other forces. Savings : range £0.5m up to £0.87m per annum