



FREEDOM OF INFORMATION REQUEST

FOI Reference number: 16/2015

Date: 26 March 2015

Request:

Can you send me PSNI ICT Strategy Update - a report which went to Resources Committee December 18th 2014?

Answer:

A copy of the PSNI ICT Strategy update is attached as Appendix 'A'.

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: - 0303 1231114
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 2014

(April 2014 – March 2017)

Report to NI Policing Board, Resources Committee
Progress update as at 30-Sep-2014

Ian Ratcliffe

T/Head of Information and Communications Services

Personal

Professional

Protective

Contents

Report

- Progress – Existing ICT Capabilities
- Progress – New Capabilities
- Resourcing and Risks

Reference Material:

- ICT Strategy 2014 – objectives
- Scope of ICS
- ICS Management Structure
- Pen pictures of new projects

Progress – Existing ICT Capabilities

- Existing systems maintained to service levels agreed with the business owners;
- Microsoft Windows/XP replaced, Office 2010 being rolled out;
- Business Continuity Test conducted satisfactorily, demonstrated capacity and readiness of secondary data centre;
- Storage capacity increased to handle increase in quantity of digital data;
- Energy footprint reduced by 30% in data centres and desktops, improvements planned in efficiency of printers;
- Emergency Services digital radio system – Microwave communications links completed, core radio infrastructure refresh 80% complete, securing maintainability of BARRACUDA to 2020;
- Embedding usage of Project LOCATE, vehicle telemetry now giving near-realtime data, functionality being enhanced, increasing benefits.

Progress – New capabilities (as per ICT Strategy 2014)

STRATEGIC PROJECT	2 YEAR PLAN	Progress
Service First	2014/15-2015/16	Ongoing, supporting ServiceFirst workstreams
Managed Service Replacement	2014/15-2015/16	Procurement project commenced, preparing Spec'ns
Body Worn Video	2014/15-2015/16	Proof of Concept in G District, early successes
Digital Asset Management	2014/15-2015/16	Procurement project being mobilised
Digital Interview Recording	2014/15	Contract awarded , implementation commencing
Mobile ID	2014/15	500 BlackBerry fingerprint devices being rolled out
Cyber Crime	2014/15-2016/17	Not yet commenced
Biometric Retention	2014/15	Project underway
PSNI Link (UK Criminal Records)	2014/15	Project completed, UK database
Digital Engagement (Quebus)	2014/15-2015/16	Social media monitoring completed, refresh website and intranet by June 2015
N.I. Community Safety College	2014/15-2016/17	ICT project dependent on NICSC progress
Student Officer Training Programme	2014/15	Completed supporting student officer training

Resourcing & Risks

Prioritisation of new capabilities

- New requests are prioritised against criteria agreed and agreed by chief officers annually;
- The priority list includes 75 requests, including Service First and RPA work-streams;
- ICT Resource requirements are derived from the approved prioritisation.

Insufficient ICS Resources to meet demand is a key risk

- Increase of ICS Establishment to 211 authorised Jan 2014, to cease use of temporary resources on strategic projects;
- Currently 26 ICS vacancies;
- Recruitment currently on hold due to in-year and future budget cuts, under review;
- Planned cessation of associates by Dec 2014;
- Result is a shortage in capacity to address new projects;
- Anticipated retirements poses a risk of future skills shortages whilst recruitment is on hold.

ICT Funding Risk

- ICT Budget cut by £1.8M in-year;
- Budget cuts in 2015-16 and beyond poses risks to new ICT capabilities and business changes, and also threatens support of current ICT capabilities.

End of Report

Reference material

- Background contextual information has been included for ease of reference by members
 - ICT Strategy 2014 - Headline Objectives
 - Scope of ICS
 - ICS Management Structure
 - Pen pictures of new projects

ICT Strategy 2014 – Headline objectives

This is the First Year of ICT Strategy 2014

The Strategy addresses maintaining existing ICT services upon which policing operations are dependent and providing powerful, new capabilities:

- ... continue to improve responsiveness, resilience and operating cost of ICT systems to service levels agreed with stakeholders; and
- ... commit project resources to new initiatives supporting the broader programme of business change, thereby improving service delivery, compliance with regulations, and addressing other organisational needs.

Endorsed by NIPB Resources Committee June 2014

Scope of ICS

Information and Communications Services branch (ICS) provides Information and Communications Technology that supports Keeping People Safe by Policing with the Community;

- Desktop and mobile computing services;
- Fixed and mobile telephony, CCTV, Video;
- Provision of radio communications to the Emergency Services in N.I.;
- Delivery of new services via the PSNI's ICT Strategy;
- Budget 2014-2015 £6M capital, £35M resource, £9M staff costs.

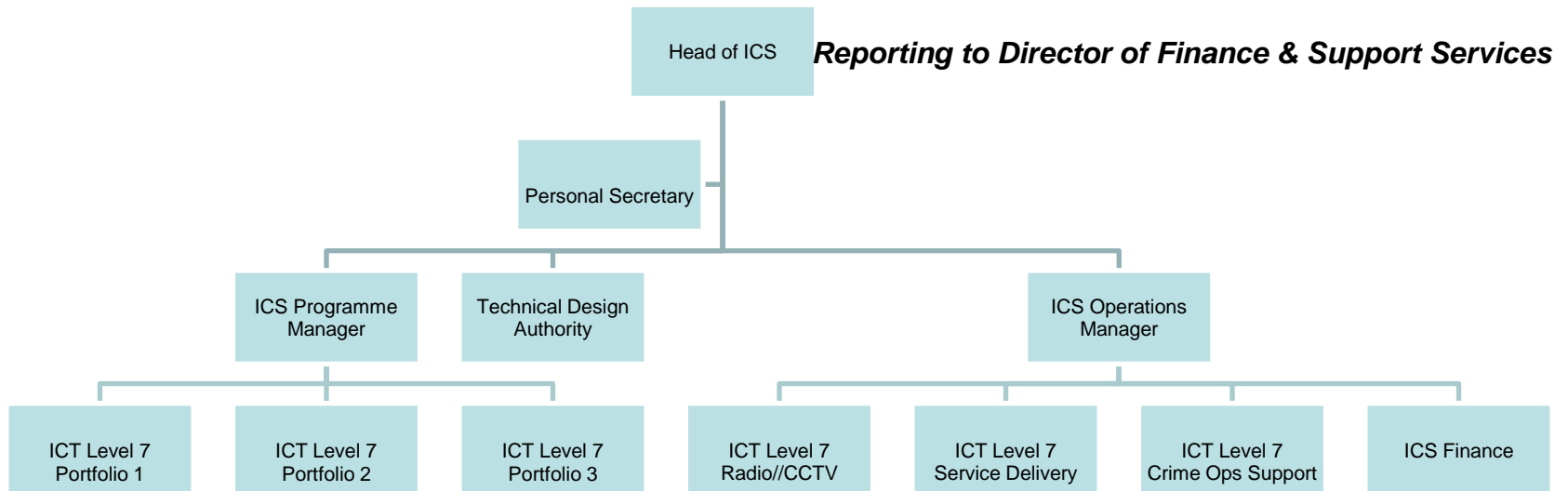
Scale of support provided:

- 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.

ICS Management Structure



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 Security Unit** on Systems accreditation

From PSNI's ICT Strategy 2014, App 1, Description of key projects

Security & Serious Harm

PROJECT TITLE	PROJECT DESCRIPTION	BENEFITS
Cyber Crime	According to the Home Office (Cyber Crime, Oct. 2013), cyber crime is an ever-increasing threat affecting more and more people annually. This project will identify the ICT requirements that can be delivered to help combat cyber crime.	Development of PSNI's cyber crime investigative capabilities will address the threat to community safety and personal on-line wellbeing. New technology will support the frustration and disruption of cybercriminal activity, reductions in cyber crime and enhanced evidence collection to support successful prosecutions.
Biometric Retention	The Police Service of Northern Ireland is required to comply with the legislative provisions of the Criminal Justice (NI) Act 2013 in relation to Biometric Retention. There are numerous and complex procedural, scientific and technology matters to be addressed in terms of how and when biometric material will be retained or destroyed.	Compliance with the provisions of the Criminal Justice (NI) Act 2013 will ensure that there are: Clear guidelines on the biometric retention process end to end, Improved processes for understanding and managing biometric retention and Enhanced inter-agency communication and information exchange resulting in speedier availability of forensic evidence, speedier case progression and a reduction in information duplication.
PSNI Link	The development and delivery of complex and specialist software to facilitate the sharing of criminal record information with associated fingerprints between UK jurisdictions.	Significantly reduce the risk to the public in the UK through the ability of all GB & NI police/law enforcement agencies to have access to a common set of criminal history records and associated fingerprints.

Policing with the Community

PROJECT TITLE	PROJECT DESCRIPTION	BENEFITS
Body Worn Video	Personal issue body worn video camera with the capability to record at scene	Early guilty pleas result in fewer cases going to trial. Video evidence can be used to support domestic abuse victims.
Digital Asset Management	This project will deliver a solution for the secure and resilient storage of digital evidence obtained by the PSNI, such as crime scene photographs and body worn video.	Consistent storage of evidential data against national standards. Increased analytical capability. Increased speed of justice. Improved ability to store and retrieve data. Increased security of information.
Digital Interview Recording	This project will upgrade Custody Suite recording capability to meet new National standards for digital recording and storage.	Alignment with national solution. Increased automation and removal of processes. Improved ability to store and retrieve data.
Mobile ID	This project will deliver the capability for officers to identify persons at scene through the use of a handheld fingerprint scanner.	Increased automation. Increased speed of processes. Increased speed of justice. Reduced need to return to police station.

From PSNI's ICT Strategy 2014, App 1, Description of key projects

Service First

PROJECT TITLE	PROJECT DESCRIPTION	BENEFITS
Service First	This programme of work provides a framework to allow the Service to fulfil its duty to protect life, maintain public confidence and contribute to community safety, whilst dealing with the reality of a reduction in officer numbers. ICS will provide the necessary infrastructure to support this framework.	Equip the PSNI with the structures and processes required to help the organisation make the necessary cost savings whilst sustaining and improving the service we deliver to the public.
Managed Service Replacement	This project will provide a replacement for the incumbent service through an open tender process. Through competition, this project will drive further cost reductions for managed service provision.	Reduced fixed costs for ICT provision. Improved responsiveness to operational demand for ICT services.

Communications

PROJECT TITLE	PROJECT DESCRIPTION	BENEFITS
Digital Engagement (Quebus)	To enhance PSNI's capability in the areas of digital engagement, digital communications and social monitoring.	Improved internal and external communications, Improved interagency communications for co-ordinated public order and public safety campaigns. Enhanced channels for connecting with communities across N. Ireland.

Leadership & Development

PROJECT TITLE	PROJECT DESCRIPTION	BENEFITS
Student Officer Training Programme	Every police officer in Northern Ireland must successfully complete the Student Officer Training Programme prior to attestation with the Police Service of Northern Ireland. The SOPT is built around three key course principles - relevant knowledge of the law, relevant policing skills, effective communications. ICS will deliver the necessary ICT infrastructure to support this programme.	Suitably skilled and equipped police officers who can deliver Personal, Professional, Protective Policing.
N.I. Community Safety College	The Northern Ireland Community Safety College at Desertcreat will provide a fit for purpose training facility which allows Police Service of Northern Ireland, Northern Ireland Fire and Rescue Service and Northern Ireland Prison Service to train and develop officers and staff to provide personal, protective and professional services to the whole community	The provision of the Northern Ireland Community Safety College at Desertcreat will allow the three services to train and to develop in a different way from present and will put service and confidence of the community at the heart of all that is done.