

Progress against IT Strategy 2014-2018

Purpose of the report

Strategic Objective 1: *Continued investment and focus on ensuring the Constabulary's core IT infrastructure / IT applications are fit for purpose from an availability, capability and security perspective*

The following key projects are supporting this objective:

- **Airwaves replacement project ESN (Emergency Services Network).** This is a major national project the North West region will be the first region to migrate, this is scheduled to take place in summer 2017. A regional approach to implementation has been agreed, this will be supported by Lancashire Constabulary resources throughout the ESN implementation and migration process. This project is being supported by BTLS.
- **Force backup and storage increase in capacity** – The original scope of this project has now been delivered. A second planned phase is now being undertaken to deal with ongoing growth in the Constabulary's data storage. This project is being managed by BTLS.
- **Preston Operations Centre disaster recovery site** – The Preston DR site is now operational and providing increased IT infrastructure resilience. In the New Year IT application migration into DR will continue and work will commence on the resilient DR DS3000 ICCS (Integrated Command and Control System), that will be sited at Preston. This project is being managed by BTLS.
- **The national transition from the CJX (Criminal Justice Extranet) to the PSN (Public Services Network)** – This long running and complex project remains on track and is scheduled for completion early in the New Year.
- **Network Switch replacement** - As part of national PSN accreditation several hundred network switches require replacing during 2016. This significant project is being managed by BTLS.

Strategic Objective 2: *Deliver solutions which meet the national Criminal Justice 2016 digitisation requirements*

The following projects are supporting this strategic priority:

- **Replacement Case and Custody system** – The project to replace the Constabulary's legacy case and custody C3PO (Combined Custody and Case Preparation Online) with Northgate Connect continues to be on time and budget. This significant scheme is being fully project managed by BTLS. Looking forward the key dates are as follows:
 - Jan 2016 – Final system configuration
 - Feb –May 2016 – Training of system users
 - Apr 5 2016 – Formal 'go live' and migration from C3PO to Connect

- **The DRI (Digital Recorded Interviews) project** - This is a long standing joint project between the CJ and ICT departments. Following award of contract in 2014 to Computacenter (CC), for the implementation of a digital replacement to the current tape based solution. This project remains on track financially but has suffered delivery slippage from the planned 'go live' in Autumn 2015, the current 'go live' target date is March 2016.
- **Toughbooks and Samsung Galaxy rollout** – The Constabulary's ability to meet changing national CJ requirements has been significantly enhanced by the successful rollouts of Toughbooks and Samsungs, both of which provide officers with the ability to work digitally at first point of contact. A more comprehensive update on these two schemes features in a later section of this report.
- **Body Worn Video (BWV) implementation** - Phases 1 and 2 of the BWV scheme have been delivered to time and budget. The Constabulary now has approximately 250 Reveal Media BWV cameras that are located in all of the Immediate Response briefing bases. A phase 3 rollout is now being planned to cover a number of groups of staff that were out of scope in the early phases of this initiative.

Strategic Objective 3: *To deliver a capability to facilitate meaningful digital engagement by the public via a range of digital channels*

The following project are supporting this strategic priority:

- **Phase 3 Internet development** – Scoping work is currently taking place to assess how to enhance both the content of the Constabulary's internet site and the associated online services microsite. This work has significant inter dependencies with the planned review of Contact Management demand management that is scheduled to take place in early 2016 utilising Futures Team staff members. It is anticipated the website and microsite enhancements will - as was the case with the first phases of this scheme - be delivered by BTLS.

Strategic Objective 4: *Further improvements in the capability and capacity for mobile / agile working by Constabulary staff*

The following projects are supporting this strategic priority:

- **Samsung Galaxy rollout** - The first phase of this initiative has been successfully delivered (rollout to all front line uniform members of staff between September and December 2016) to budget and time. Effort is now focusing on ensuring the Samsungs support agreed changes in business processes that will maximise staff efficiency and effectiveness. Feedback from users has been consistently positive.
- **The Toughbook rollout** - The first phase of this initiative has now been successfully delivered with all Immediate Response Officers and a number of other front line functions now equipped with Toughbooks that allow a staff to work visibly and effectively. The Toughbook project is now focused on the challenge of supporting the 'one team' initiative that is planning to increase the integration between the front line and more specialist departments such as CID.

Strategic Objective 5: *Increased investment in the capability the Constabulary has to effectively share its data and intelligence with partners – both police and other agencies - to reduce demand, risk and vulnerability*

The following projects are supporting this strategic priority:

- **The full implementation of Northgate Connect to replace C3PO and SLEUTH –**
The present legacy case, custody, crime and intelligence systems do not support effective partnership working due to their inflexible architecture. Connect is a modern IT system that has been designed with partnership working as one of its core requirements. When fully implemented in summer 2017 Connect will provide an excellent platform for local partnership working. As with the Connect case and custody implementation BTLS will project manage implementation of the SLEUTH replacement Connect modules
- **TITAN ICT review** - At the request of the NW TITAN Board BTLS have been formally commissioned to conduct a 4 month landscape review of the ICT arrangements that support TITAN, the review is scheduled to commence in Jan. The background to this request is that a recent review of TITAN identified that the current ICT support structures (that are provided by Merseyside Police) are no longer appropriate to effectively support the growth in TITAN's establishment that has occurred over the last few years. The terms of reference for this work have been agreed by the TITAN Board

Strategic Objective 6: *Phased replacement of all the major Constabulary 'in house' developed ICT applications by 2018.*

The following projects are supporting this strategic priority:

- **C3PO (Case and Custody) and SLEUTH (Crime and Intelligence) replacement with Northgate Connect** - As has been mentioned in previous sections there are ongoing work streams covering the replacement of these two systems which between them cover the main four core policing systems used by all police forces.
The high level timeline for SLEUTH replacement is:
 - Nov 2015 - SLEUTH replacement board convened / Northgate KEP team commence scoping / benefits realisation work
 - Feb 2016 – Northgate KEP team report / recommendations submitted and reviewed
 - Mar 2016 – Award of contract to Northgate for provision of Connect crime and investigation modules (subject to usual due diligence and formal approval from key stakeholders)
 - May 2016 - Formal commencement of SLEUTH replacement programme
 - Summer 2017 - Connect crime and investigation 'go live' for SLEUTH modules within scope of replacement programme
 - Summer 2017 onwards – Continued replacement of SLEUTH modules not within scope of phase 1
- **Replacement HRS2 (Human Resources System 2) with LCC Oracle platform –**
This proposal was recently approved following a detailed landscape review of the current system and the functional requirements of a replacement system. The project will formally commence in January with a target delivery date of Nov 2016.