PCC ICT Update

MARCH 2015

ICT Savings Roadmap – Apps, DCs and Contracts

2014 2015 2016 2017 2018

£2m saved £4m saved £6m saved £8m saved £10m saved

£1m additional saved £2m add saved £3m add saved

Surrey MTB & Godstone

Surrey 160 Applications

Surrey IT Guildford

Sussex IT Lewes

Sussex 160 Applications

Sussex: Lewes & Brighton

Surrey BT Hadrian

Surrey DR Sunderland

Joint IT GU/LE/Crawley

Sussex DR Brighton

Sussex Lewes DC

Surrey BT Hadrian

Application Rationalisation
Contract savings

Niche

Comms

C&C

CJ/Intel

CRM

ERP

Joint Core Applications

Sx and Sy DR
Site Brighton or BT

Sussex Lewes DC

Lync

Email

Sy/Sx Joint BT Hadrian

Surrey Only Applications

Sussex Only Applications

Niche

DIR

Sy/Sx Joint DC Lewes

ERP

CRM

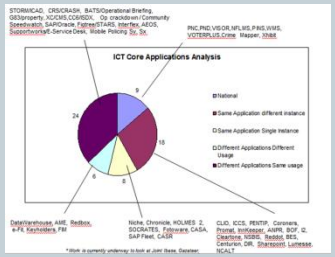
Sy/Sx Private Cloud DC

Non Joint Core Applications

C&C

Sy/Sx Private Cloud DC

Niche from Essex Externally



Total 80 Applications
1 IT Location and 3 Datacentres

Additional savings from Central IT Site, Application Rationalisation, Staff Reduction

ICT Strategy Part 1

- **Improve the effectiveness of the Joint ICT organisation** - Create a baseline for Business As Usual, including a defined service catalogue, service level agreements and budget. Project governance that identifies project and operational costs for change projects with an IT element. This budget is additional and is provided by the business to IT
- **Manage and Prioritise Technology related Change effectively** - Create a governance structure that clearly defines and manages the gateway structures to allow proper selection, budgeting and prioritisation of initiatives. Projects should budget for Total Cost of Ownership, which includes the cost of ongoing operation. Budgets should be owned and managed by the business through the governance structure. The cost of ongoing additional operation, caused by the execution of projects should be incremental to the existing BAU budget. Projects of technology change should be prioritised by the Joint ICT function using the matrix of benefit; cost; ease of implementation; impact
- **Improve availability and reliability of ICT systems to support Officers** - Implement technology, support and processes that support officers on a 24/7 basis. Reduce unplanned unavailability of information systems. Implement High Availability for critical systems and Implement appropriate Disaster Recovery and Business Continuity strategies
- **Reduce the costs of running out-of-date applications and systems** - Identify applications and systems that are out of date, not used anymore or are too costly to be effective. Rationalise applications and use existing key-applications to replace functionality. Improve the backbone middleware and applications to provide better connectivity, reduce costs and complexity. Deploy new COTS and open source technology where possible
- **Help cut crime** – Officers should not have to enter data into multiple ICT systems. With fewer core ICT systems supporting CJ from incident to court, paperwork can be reduced, duplications avoided and convictions can be increased due to better evidence being provided in court
- **Enable better policing decisions** – With the likely increase in data from DIR, ANPR, CCTV etc. a shared and joined up data warehouse, providing easier access to information and intelligence, with better information sharing across agencies should be introduced and used to enable better policing decisions to be made

ICT Strategy Part 2

- **Improved Officer Mobility** – Officers should be able to work from out of the Office easily. Electronic statements should be available at the scene, Officers should expect to get all of the needed information at scene, Application store for publicly available applications, MDT linkups, Ability to use desktop based applications on mobile devices etc.
- **Better manage interactions with citizens** – A Citizen relationship management suite should be introduced to enable a more coordinated mechanism of managing citizen interactions across all contact channels - phone, mail, social media etc. and integrates with day to day Officer activity. Joined up online fee payments, public online crime reporting, improved web sites, tracking progress on crime reports online/mobile, help set local priorities, channel shifting phone calls online where safe to do so, public and officer safely managed self service
- **Improve Officer collaboration** – Instant messaging and Video Conferencing from Officers' devices, Common storage sites for key information, common contact technology, better utilise and share existing common technology platforms e.g. Lync, Share point, Outlook etc.
- **Maintain alignment with National and Regional ICT Plans and Initiatives** – Ensure that the ICT Function and the Forces maintain congruence with National and Regional ICT Plans and Initiatives
- **Improve Officers and Staff ability to work regionally** - All of the South East regional forces now have enterprise agreements/products with Microsoft. All forces in the region are able to use Windows based solutions. Four of the forces, Hampshire, Surrey, Sussex and Thames Valley are in the process of implementing a shared network (BT SEPSNA) which will allow access across networks and to the PSN and partners. This network contract also enables the sourcing of hosted data centre services. The same four forces will all be using Niche RMS as their key operational records system by the end of 2014. These are all building blocks for a regional IT infrastructure and service

Joint Datacentre Strategy