

# ICT Supporting Strategy 2014/15 (v1.0)

## Supporting Strategy Owner

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## Overview

ICT supports the delivery of The Plan 2014/17 through the provision of an end user service catalogue and the foundation systems needed to underpin the delivery of these services. More details are available at Appendix 1:

1) The ICT '**Service Catalogue**' incorporates:

- a. Business Engagement
- b. Operational
- c. Applications
- d. ICT Devices
- e. Data Management.

2) The ICT '**Foundation**' consists of:

- a. Platforms
- b. Infrastructure
- c. Governance

There is a drive within ICT to provide suitable levels of modern technology working with R&D teams to lead the way with cutting edge services where appropriate.

ICT strive to provide an environment that strikes the right balance between security and ease of use where service users are confident that ICT will enable them in performing their own roles; ultimately, seeking to exceed expectations.

Building on existing engagement with representatives from each Directorate, ICT are keen to focus on Operational activities and create working groups responsible for the service catalogue of both Service Delivery and Service Support.

## Core Business Services (supporting the delivery of The Plan 2014/17)

With a focus on Prevention, Protection and Response and providing flexible and agile technological solutions across the Brigade; ICT's key strategic programmes of work are:

1. Brigade Vehicles
2. Shared Fire Control
3. Site Specific Risk Information (SSRI)
4. ICT at Stations and Key Locations

5. Non-Fire Service Specific Application Development
6. Fire Service Specific Application Development
7. Information and Security Management
8. Mobile Technologies
9. Technology Refresh and Migration
10. Continual Service Improvement (including R&D)
11. ICT Service Continuity Management
12. ESMCP (Emergency Services Mobile Communications Programme)
13. PSN (Public Sector Networks)

### **Intended impact**

Directly to The Plan 2014/17:

- Support the Brigade in being *flexible and technologically advanced and equipping our staff with the most effective systems and equipment to deliver our services.*
- Through a *compact, responsive and motivated team of support staff providing essential high quality support services.*

Indirectly to The Plan 2014/17:

- Support the Brigade in *delivery of our prevention, protection and response services.*
- Support the Brigade's *innovations, risk based services and evidence based approach.*
- Work with Level 2 / Level 3 Plan and Supporting Strategy Leads to identify ICT requirements.
- Work with Systems Liaison Representatives (SLR's) to prioritise demand, create User and Technical requirements and schedule work based on agreed capacity.

### **Performance measures**

CIPFA based Performance Indicators (PI's) are utilised to provide an ICT industry health check of the service.

Service Level Agreements (SLA's) are in place for all Incident Support and Small Request work. See Appendix 2

### **Looking forward**

ICT are working with the Strategic Advisory Group (SAG) to develop medium and long term schedules for delivering The Plan based on prioritised work. This is based on 70 percent of resource allocated to longer-term planned work

with the remaining 30 percent focused on short-term responsive requirements.

Given the rapid change of the ICT industry evolving technologies will be monitored and evaluated. Major areas of works include:

- Emergency Services Mobile Communications Project (ESMCP):
- National Networks and Infrastructure with associated Security Considerations.
- Location and Device Independent Access.

### **Risk Assessment**

Risk to ICT delivering essential work for Level 2 / 3 plans and other Supporting Strategies. (Mitigated through Systems Liaison Representative (SLR) engagement and a quarterly SAG ICT review process.)

- Demand for Application Development work may outweigh capacity.
- ICT need to be involved at the start of project.
- ICT need to be given sufficient notice.
- ICT need to be provided with timely User Requirements.
- ICT need to convert User Requirements into Technical Specifications within a timely manner.

Direct Corporate Risks (Mitigated through corporate approach with POST):

- **Risk 2 (RESOURCES)** The Fire Authority would be unable to maintain an effective ICT provision (excluding mobilising and communications), resulting in significant disruption to the organisation's ICT functionality.
- **Risk 11 (TOpS)** The Fire Authority would be unable to maintain its command and control function, resulting in an inability to receive, process and respond to emergency calls effectively.

Indirect Corporate Risks (Mitigated through corporate approach with POST):

- **Risk 6 (TOpS)** The Fire Authority would be unable to ensure that operational incidents are dealt with safely and effectively using appropriate levels of resources and personnel.
- **Risk 10 (TOpS)** The Fire Authority would be unable to manage its responsibilities under the Regulatory Reform (Fire Safety) Order and associated legislation resulting in a decline in non-domestic standards or legal action against the Authority

## **Key Stakeholders**

- Operations
- ToPS
- Fire Control
- IRMP
- Corporate Board (CB)
- SAG
- HR
- Finance
- Procurement
- Payroll
- Facilities Management
- POST
- Corporate Communications
- Systems Liaison Representatives (SLR's)

# Appendix 1

Service Catalogue

Business Engagement	
Business Support	Service Desk

Operational				
Command & Control	Station / Community Centre	En Route	At Incident	Radio

Applications			
Internally Sourced	Externally Sourced	Integration	Reporting

ICT Devices				
Printing	Desktop Computing	Mobile Computing	Telephony	Audio Visual

Data Management			
Address Management	Mobilising Intelligence	Mapping	CAD

Foundation

Platforms			
Intranet	Web Site	Document Management	Email / Social Media

Infrastructure			
Servers	Network	Data	Security

Governance		
Service Management	Business Continuity	FOI / Data Protection

**ICT INCIDENT 'SUPPORT' TARGETS**

**SLA To achieve targets 90%**

Priority	Severity	Details	Target Response Time (Support Hours)	Target Service Restoration Time (Support Hours)	Support Hours / Days per Week	Example
<b>1 (Gold)</b>	<b>1 (Critical)</b>	Impacts operational effectiveness of the whole Brigade	0h 5m	2	24/7	Vision Live system (Servers/Clients) Fire Control Telephone System Imass Gateway
	<b>2 (Essential)</b>	Impacts operational effectiveness of part of the Brigade	0h 15m	4	24/7	Firelink network / C-Soft system Fire Control Voice Recorder Station Mobilising / PA
<b>Mobs &amp; Coms</b>	<b>3 (Non Critical or Essential)</b>	Does not cause a major operational problem but needs to be addressed. An alternative is available	2	8	8/5	Officer communications WAN HQ LAN BTC LAN Internet connection Mission critical servers Incident Room AV (when used as Incident Room)
<b>2 (Silver)</b> <b>Support &amp; Services</b>	<b>1 (Critical)</b>	No immediate operational impact but impacts function of the whole Brigade or is a key group	0h 30m	4	24/7	Command Suite / OSG / FDS Officers Vision – Test & Training systems Corporate Servers
	<b>2 (Essential)</b>	No immediate operational impact but impacts function of a group & no alternative system available.	1	8	8/5	Exchange servers (Email system) Intranet / Web Services Telephone system – PABX Centralised file & print server Divisional file & print server Group specific application
	<b>3 (Non Critical or Essential)</b>	Does not cause a major problem but needs to be addressed. An alternative is available.	6	24	8/5	LAN (Other than HQ/BTC) HQ AV Systems

3 (Bronze)  Local & Minor	1 (Critical)	No operational impact but affects function of key individual or small system.	2	8	8/5	Single PC, Telephone, Printer etc...
	2 (Essential)	No operational impact but impacts function of an individual or small system & no alternative is available.	4	16	8/5	
	3 (Non Critical or Essential)	No operational impact but causes minor impact on function of an individual or small system. An alternative is available.	8	32	8/5	

ICT 'SMALL REQUEST' TARGETS		SLA To achieve targets 90%	
Type of Request		Target Implementation Time (Working Days)	Working Days
Small Request 1	Used for requests that can be dealt with in short order e.g. new user accounts, permission changes etc.	2	Mon - Fri
Small Request 2	Software installation etc. Office moves, requests that do not require procurement activity.	5	Mon - Fri
Small Request 3	Used for requests requiring procurement activity. This maps directly to the SLA (20 days procurement + 10 days installation)	30	Mon - Fri
Small Request 4	Used for requests where the customer requires a specific completion date or the work required is sizeable but does not warrant a project. Defined target date must be identified. (Manually Entered via WHD)	Due Date Inserted	Mon - Fri

