



GM Police Fire and Crime Panel

Date: 16th November 2020

Subject: Greater Manchester Police – iOPS update

PURPOSE OF REPORT:

The purpose of this report is to inform the Greater Manchester Police and Crime Panel of the progress in the continuing development of GMPs iOPS technology.

1) Progress in developing the iOPS software.

User testing continues in relation to PoliceWorks version 2.7 upgrade, which is targeted for release before the end of 2020. The target date for launch has moved due to a combination of factors. These include addressing the remaining issues in the upgrade, some other essential security systems work taking precedence this month, and some wider operational demands, particularly influenced by COVID.

This release will contain a number of significant fixes as well as further functional enhancements, including ‘Soundex’, which will improve the search capability.

Any outstanding issues not included in PoliceWorks 2.7 are currently being reviewed for inclusion in the PoliceWorks 2.8 release, with delivery planned for early 2021.

2) Performance

The iOPS suite of products continues to perform well and is stable. PoliceWorks remains the product of focus for the iOPS Futures product team with a programme of enhancements planned for the next 18 months.

3) iOPs Mobile and iOPs Dashboard

The iOPS Mobile team have continued to develop a new look Optik mobile application, Optik is GMP’s mobile policing application which allows officers to operate various GMP systems through their mobile phone. The new look app is working to the mantra of having a police station in your pocket.

The iOPS Dashboard, which gives an instant finger on the pulse on current demand and issues across GMP, will also be upgraded in the near future. The upgrade, which is currently in testing, will bring further improvements to content, visual appearance, functionality and refresh rates.

A new query service between the iOPS Dashboard and PoliceWorks and ControlWorks applications was introduced this month. This has brought improvements in refresh speeds and reduced load on the system.

4) Police National Database (PND)

GMP provided a bulk load of data onto the Police National Database in May 2020. The next stage of PND connection, Gateway 3, has also been achieved. Passing this stage allows GMP to make updates to the PND, adding new data, as well as altering and deleting data that is already on PND.

Further data uploads are scheduled for this month. Once this is complete, GMP will be looking to have full automated and daily PND updates in place from January 2021.