



## GM Police Fire and Crime Panel

Date: 29<sup>th</sup> January 2021

Subject: Greater Manchester Police – iOPS update

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### 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.

The planned upgrade to iOPS PoliceWorks records management system to version 2.7 took place on Tuesday 12<sup>th</sup> January. The upgrade required PoliceWorks to be taken offline for several hours; the other iOPS systems such as the ControlWorks command and control system were not affected. PoliceWorks was brought back online several hours ahead of planned. Detailed business continuity plans were in place during the PoliceWorks outage to minimise any disruption to public service, and business recovery was swift.

The iOPS Futures team worked closely with GMPs IS Branch and suppliers to remediate some isolated performance issues following the upgrade - it was expected with an upgrade of this complexity and because it is challenging to completely replicate the live system within testing environments, that some 'fine tuning' would be required. Stability to the PoliceWorks system was fairly quickly resumed, and the team is now maximising the efficiency of the software changes and how they perform in relation to the system infrastructure

The PoliceWorks v2.7 upgrade delivered several enhancements, including Search, contributing towards actions in Recommendation 3 (phonetic searching for similarly spelt names) and 5 (ease of searching of legacy systems) from the HMICFRS iOPS inspection report last year.

PoliceWorks v2.8 (defect/bug fix upgrade) is now targeted for May release, with User Acceptance Testing commencing in January.

A dedicated team is now in place to deliver the upgrade of the iOPS ControlWorks command and control system later this year. This represents the first upgrade to ControlWorks since the launch of iOPS in July 2019, and brings many new features including upgrades to mapping capability.

The iOPS Dashboard and iOPS Mobile platform Optik, should both receive new user interfaces in early 2021, bringing additional functionality and a new look and feel based on user feedback.

## **2) Performance**

A review of wider iOPS performance issues is taking place, with particular emphasis on PoliceWorks, and the supporting infrastructure, led by GMP's IS Branch. The Policeworks supplier has a detailed remediation plan to work through the ongoing performance issues, and this includes guidance and feedback from third party suppliers.

In addition, peer support from GMCA Digital Lead Phil Swan is also being provided in relation to a review of the PoliceWorks system.

## **3) iOPs Mobile and iOPs Dashboard**

The iOPS Mobile team are hoping to deliver the new look Optik mobile application user interface this month. The new UI includes enhancements to mapping, which will contribute to better data quality.

The team have continued their promotion of the AtHoc internal alerts system, which can send via email, SMS, App and phone calls. The number of active users passed the 5,000 mark last month. District Resource Management Units are making particularly good use of the system, which allows targeting according to skillset and those in date with training.

The iOPS Mobile device applications have been strengthened in December with the launch of the Making a Difference toolkit, which provides a wide range of information to help when signposting victims to support services, providing crime prevention materials, working with perpetrators, and also provides a library of support services for those in need. The toolkit was developed with and is managed by Victims Services coordinators in each District. The Making a Difference toolkit supports GMP's commitment to wider victim services work.

## **4) Police National Database (PND)**

GMP provided a further bulk load of data onto the Police National Database in December 2020, after passing the gateway that allows GMP to make changes to the PND.

Due to the upgrade to PoliceWorks version 2.7, a further test process is going to be ran with the Home Office. Once that is passed, GMP will be able to commence automated daily updates.

## **5) iOPS continuing support for service to victims, following recent HMICFRS report**

While it was not directly referenced in the recent HMICFRS service to victims report for GMP, iOPS clearly has an important role to play in supporting continuing efforts in this critical area of work.

The iOPS team continue to work closely with subject matter experts to develop and enhance the functionality of the crime and victim services elements of ControlWorks, PoliceWorks, Dashboard, DWH/Cognos and Mobile.

## **6) ADR**

GMP's performance branch, use and manage iOPS Cognos as part of the data warehouse to provide reporting capability and support the delivery of Annual Data Returns (ARDs.) ADR delivery was split into three tranches, initially targeted for July 2020, January 2021 and May 2021.

Of the 9 ADRs in Tranche 1 (targeted for July 2020), 4 are fully submitted with retrospective and current data. 1 is partially submitted and 1 for Domestic Abuse satisfaction has sampling resumed. The remaining 3 are around stop search, where we are working hard to get data to 95% accuracy ahead of submission later this year.

Of the 9 ADRs in Tranche 2 (targeted for January 2021), 4 are already fully submitted, 1 is partially submitted and the remainder are on target.

There are 9 other ADRs prioritised in Tranche 3 which are targeted for delivery later in 2021.