GMCA GREATER MANCHESTER COMBINED AUTHORITY

GM POLICE, FIRE & CRIME PANEL

Date :   31st January 2022

Subject :   Greater Manchester Police - iOPS Progress

Report of: Ch Supt Rick Jackson, Performance and Improvement Oversight & GMP Hate Crime Lead

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PURPOSE OF REPORT:

The purpose of this report is to inform the panel of the progress in the continuing development of GMPs integrated operational policing system (iOPS) technology. The report will cover progress in each element of the iOPS project, and provide a general iOPS news update as follows:

1. iOPS PoliceWorks records management system
2. iOPS ControlWorks command and control system
3. iOPS Mobile applications that support our staff when working in our communities
4. iOPS Dashboard which shows what is happening across GM with incidents and demand in near-real time
5. iOPS Cognos management information, data warehouse and reporting solutions
6. Other iOPS news.

RECOMMENDATION:

1. Panel Members are asked to note the progress made.

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iOPS PoliceWorks

System speed and performance work

A key element of the local work within GMP has been to improve the system speed, overall performance and stability of the product. PoliceWorks version 3.0 was launched on Tuesday 19th October, and is now in use by all departments across GMP. Four system patches have been applied to the live system, with the latest applied on the 6th January 2022.

Version 3.1 is currently in User Acceptance testing with GMP. A planned release date to go live has not been confirmed, as earlier delays to this release mean that it may clash with server upgrades. However, the release is expected to be at the end of February.

This release should bring the first wave of supplier identified performance improvements, but will also bring some increased usability around searching data. This release will also be the first that has been tested against the suppliers 'load and performance' testing rig, which should give improved confidence of performance improvements.

Version 3.2 is now in development by Capita, and remains on track for delivery in June 2022. Any further delays to version 3.1 are likely to impact on that release date.

Programme of Works

PoliceWorks Programme of Works for 2022:

- PoliceWorks v3.1 - speed and performance enhancements
- PoliceWorks v3.2 - this was planned to contain enhancements for priority business areas including safeguarding, crime and intelligence. However, this release will mainly be taken up by further supplier led performance improvements, and will now only contain a small number of GMP requested changes. This release is due to be delivered in June 2022.
- PoliceWorks v3.3 - this release will now contain the priority items that were scheduled for release 3.2. The timescale for this release has yet to be finalised, and has not yet been formally commissioned.

Common Platform

This is a change to the way GMP connects to the court system, moving from the existing Libra system. This change is being managed at a national level, with GMP due to go live in February 2022. Testing of the connection has been completed, and GMP are ready for the planned roll out.

Records Management System [RMS] Options Review

The review commissioned by the Chief Constable is to support decision making on the future RMS strategy for GMP. This will be considered by the Chief Constable and Deputy Mayor.

iOPS ControlWorks progress

The upgrade from ControlWorks v.9 to v.17 is taking place on the 25th January. The delays to this have been linked to other upgrade programs, particularly server upgrades linked to the GMP move to Windows10, and an upgrade to our telephony system, DS3000, which needed to take place before the ControlWorks upgrade.

GMP's command and control system will be taken offline for the upgrade to take place, and this is not expected to exceed 12 hours.

The training programme required for that upgrade is now also nearing completion, to ensure staff are able to make the best use of the new functionality.

Alongside the technical updates the Force Contact Centre are taking the opportunity to refine business processes by introducing changes to the grading of incidents to allow for greater clarity in their assessment of threat, risk and harm. These are likely to be introduced in the week commencing 31st January, to allow a period of system stability after the ControlWorks upgrade.

Work also continues with one of GMP's suppliers to deliver a solution to automate the creation of internal incidents reported from the GMP website. This will reduce the requirement for "double keying" of data from that system into ControlWorks and should speed up the resolution of those incidents once reported.

iOPS Mobile

Use of the mobile platform continues day to day and the application has been stable after moving onto the new server estate. The transition to the Digital Policing Platform is due to be delivered in mid-2022.

As part of the GMP's introduction of Windows 10, work is underway to consider the replacement of the mobile device management software from Blackberry Enterprise Services to a Microsoft product, Intune. This will provide greater integration and functionality with the new Office 365 platform in developing bespoke forms and applications that will assist officers on the front line.

The uptake and use of AtHoc as the in house alerting platform continues to garner increasing use across the force with the GMP staff and officers at Manchester International Airport now making good use having recently adopted the technology.

There has been a large scale exercise held within the Local Resilience Forum to adopt AtHoc. All those agencies noted the improved notification; call out timescales / response times and as such, the test was considered a success. Work is now in the final stages to have all local blue light and supporting agencies sign up to this process and adopt AtHoc.

iOPS Dashboard progress

The dashboard has now been updated to include district commander information and the "Wanted" & "Locate / Trace" data for nominals. This will allow district leadership teams to have oversight of subjects that are outstanding and for more operational focus on this area of business.

The other developments for control levels around demand factors remain in development, but are expected to be delivered in January/ February 2022.

iOPS Cognos, data warehouse and Annual Data Return (ADR) progress

GMP are now submitting 37 out of 41 ADRs to the Home Office (90%)
The ability to service the ADRs has been improved by the local implementation of the National Data Quality Improvement Service (NDQIS) which uses machine reading technology to improve the quality of the data used to service the ADR160 which relates to the use of knives and sharp implements.
It is expected that a further 2 ADRs will be ready for completion and submission shortly.

Other iOPS News

Capita Sale

Capita Secure Solutions and Services (Capita SSS) the providers of Policeworks and Controlworks were made available for sale by Capita PLC, in 2021. The sale of that the company to NEC Software Solutions UK Ltd completed in early January 2022 and is now subject to oversight from the Competitions and Markets Authority, before the full company merger is completed.

Strategic Data Store

GMP has made the decision to commission a new Strategic Data Store, to manage our legacy data. This will initially replicate the data held in the PoliceWorks Legacy Data Store (LDS), but with increased access and usability. This decoupled Strategic Data Store will also have the capacity to add other legacy data. GMP are reviewing procurement options, including the use of G-Cloud for procurement and exploring hosting arrangements with other regional forces. GMP aim to have this strategic data store fully operational by mid-2022.

Superintendent Carl Gilbert
iOPS Futures
21st January 2022