Appendix B

REPORTS – HIGH / MEDIUM PRIORITY

IT DISASTER RECOVERY ARRANGEMENTS FOR FORCE CONTROL ROOM SYSTEMS

2.

RECOMMENDATION

Management should relocate the standby Command and Control system to an alternative site in order to increase the system resilience.

MANAGEMENT RESPONSE

The feasibility of this will be investigated as part of the Data Centre and Service Migration Projects.

CURRENT POSITION

The Capita NSPIS Command and Control system is currently hosted from Nettleham HQ and is made up of the following components:

2x physical application servers;
2x physical tetra gateways (providing status updates via Airwave and locations information (AVLS) respectively;
2x physical PNC servers, enabling access via the CJX network to search PNC and populate Command and Control;
1x physical blue8 mapping server, integrating with Command and Control;
1x ISEC telephony server, integrating with Command and Control via a BT router, providing telecomm's information

Technical discussions have commenced with the Command and Control supplier, Capita to provide both solutions and costs in order to assist with this requirement. The following options will be considered/costed/risk assessed:

1. Moving one of the existing application servers to the Thurrock data centre;
2. Reviewing a move to Capita's Futures product (which will be hosted from a Windows/Virtualised platform);
3. Reviewing alternative control room products/their resilience and disaster recovery capabilities.

The data centre communications will also need to be reviewed in terms of latency and distance, as currently, Command and Control may not be able to replicate data in a timely manner over a specified distance (to be confirmed).

Update – Discussions are still ongoing with Capita. It is understood that Option 1 above is not feasible due to distance between Nettleham and the Thurrock DC.

Further discussions have taken place with both Capita and Steria to investigate their respective offerings. A more detailed discussion is required with both parties to look at potential costs. Approximate costs for either system are likely to be £500k plus. On that footing, once indicative costs are in then the final decision will be made by the OPCC and the Force.

RESPONSIBLE OFFICER	PRIORITY	COMPLETION DATE
Scot Dunn	Medium	30 June 2013 Revise to 31 July 2013 Revise to 1 November 2013 Revise to 28 February 2014

Appendix B

REPORTS – HIGH / MEDIUM PRIORITY

FOLLOW UP OF PREVIOUS INTERNAL AUDIT RECOMMENDATIONS (7.12-13)		
3.7.8b.		
RECOMMENDATION Governance – Compliance with Delegated Limits – Follow Up Restated recommendation The Authority should implement a system that ensures staff have received, read and understood key policies such as Financial Regulations.		
MANAGEMENT RESPONSE Some action has been taken to address this recommendation e.g. within G4S Finance. Service Delivery and HR teams but it is acknowledged that further work is required. An action plan is being developed, including, for example, ensuring that coverage of the Scheme of Arrangements is included within induction procedures and taking the opportunity to embed delegation limits within t-Police workflows when the system is implemented. The action plan will be drawn up by 31 October and its implementation monitored thereafter.		
CURRENT POSITION Progress has been made in developing the action plan but it is not yet complete. The action plan will be completed by 31 January 2014.		
RESPONSIBLE OFFICER	**PRIORITY**	**COMPLETION DATE**
CFO & FCFO	Medium	31.10.13 Revised to 31.01.14