

Digital, Data & Technology: Portfolio Member Update

Website update

Why are we doing this?

- The contract with our current supplier expires at the end of October.
- The website is very difficult to navigate, and it is hard to find information.
- Images on the homepage require large resolutions which drowns out any important information. In addition, the branding is outdated
- Our website is the main vehicle for:
 - ✓ Supporting our social media messages and for pointing people to further guidance
 - ✓ Posting our news releases
 - ✓ Hosting our consultations
 - ✓ BFRS recruitment including advertising Jobs and the online application process
 - ✓ Displaying our prevention, protection and performance information
 - ✓ Publishing fire and rescue authority (FRA) governance reports and minutes
 - ✓ Publishing key organisational and financial documents in accordance with national requirements for transparency

Progress since last Member update

Value for Money:

- Our Procurement processes integrate value for money requirements
- We have ensured no tie ins are included; the updated specification makes this clear

User involvement:

- We have involved staff, senior users, subject matters experts and our ICT shared service partner in further developing our specification
- We listened to feedback on our website in CRMP stakeholder engagement events
- Equality, diversity and inclusion aspects are being integrated such as translation features and other functions to be compliant with the Web Content Accessibility Guidelines version 2.1 AA standard

Project management focus:

- We have met with the current provider and we have a backup plan in place agreed in writing if the project is delayed and they will continue to support our current website etc.
- The website solution will cater for regular and full backups to restore the website content

Modern.gov.uk:

- We are integrating Modern.gov.uk into the proposals and have involved our democratic services in the consultation process
- We will also involve the new Monitoring Officer

Next steps

We will:

- Share requirements with new supplier and analyze response with delivery team
- Sign contract with new supplier
- Wireframes and creative design
- Development sprints, intermediate testing and quality assurance
- User testing
- Content rewrites and editing
- Final review internally with staff and Members

- Close down old website

LAN & Firewall refresh update

Why are we doing this?

- The On-Premises ICT Local Area Network (LAN) Network, Internal Firewalls and Network Components are becoming end of life (EOL) and need replacing for Bedfordshire and Cambridgeshire FRS.
- Project was originally scheduled for 2020 but competing priorities for both services, such as enabling workforce to WFH during Covid, on-site Covid restrictions, Mobilising System Replacements and Wi-Fi Upgrades meant this got delayed (whilst sweating the assets even more....).

Benefits

- Fit for purpose and fully support LAN & Firewall
- Full resiliency failover of core network components at both data centres (BFRS & CFRS)
- Enhanced Security: Next Generation threat defence and anti-malware protection.
- New security services for authentication and authorisation. This allows faster identification, containment and remediation of security threats and is a key recommendation of the recent 3rd party audit
- Consolidated dashboard for operational management of the network

Value for money

- Standardisation – the solution proposed is based on industry standard technology facilitating integration with existing ICT Shared Service systems and collaboration with other blue light services. Choosing the technologies proposed will reduce the Authorities requirement on costly and complex integration solutions
- Simplification – the proposed solution has been designed to simplify the on-going management of the network utilising tooling to automate appropriate tasks, allowing the ICT Shared Service team more time to focus on service delivery.
- The existing ICT Shared Service operational support team already supports a LAN & Firewall environment reducing the training overhead required to transition and minimising the risk and cost of change.

- Contract awarded to SCC via direct award procurement utilising the NHS Shared Business Service Framework (<https://sbs.nhs.uk>)

IP Telephony

Why are we doing this?

This is the final stage of the Unified Comms project in O 365 which enables IP Telephony to run via MS Teams and complete the digital transformation for unified comms. The implementation is due for completion in October 2022.

Benefits

- Digital transformation which enables Direct Dial (DDI) (01234) numbers to operate via MS Teams in all end point environments, e.g. Laptops, iPad's, iPhone's as appropriate.
- Consolidates the O 365 stack enabling decommission of 5 x legacy BT Nortel telephone switches also known as Private Branch Exchanges (PBX)
- Centralised telephony admin enabling quick changes for DDI with starters, leavers, changes.
- Simplifies physical office moves.
- Supports our workforce by enabling remote, flexible and agile working which is a stated aim in CRMP.

Value for money

- There is no direct cost saving as the existing PBX costs and BT Line rental is replaced with software costs (IP Telephony Teams licenses) and SIP trunk costs (the infrastructure to haul IP Telephony voice traffic)
- Reduced ICT admin as it enables decommission of 25 windows servers (for both CFRS & BFRS) that run the legacy Skype system.

Cyber Essentials

- BFRS is progressing through its annual Cyber accreditation against the National Cyber Security Centre (NCSC) standard - Cyber Essentials and Cyber Essentials +
- Cyber Essentials re-accreditation expected Sept 2022
- Cyber Essentials + re-accreditation expected Oct 2022

RSM Audits

Digital Literacy

Why are we doing this?

There are stated aims in the CRMP to improve digital literacy across the service.

Scope:

This review will consider user competence and proficiency in respect of key digitalised systems to ensure the organisation is achieving the value and benefits of those systems and user proficiency across the service based on sample testing as part of the audit. This will include the use of a questionnaire as well as one to one interviews to gauge staff awareness and competence in using those systems.

Status:

The initial part of the audit is complete and a debrief will be arranged shortly.

Data Maturity

Why are we doing this?

There are stated aims in the CRMP to improve our data quality for our performance insight and reporting needs.

Scope:

The scope is still being finalised with RSM, but it will include an assessment against a recognised data maturity model, to enable BFRS to understand the “As Is” and “To Be” state so we can plan our roadmap accordingly.