

# MEMORANDUM

**From:** HoICT – Amrik Dosanjh

**To:** Fire Authority Members

**Date:** 12 June 2017

**cc:**

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## Information Communications & Technology – Asset Management Plan

This note is brought to you to summarise the ICT Asset Plan document, to allow the reader to easily identify the main points of the larger documented plan.

The ICT Asset Management plan sets out the context and a programme of action for ICT over the medium-term and is designed to facilitate decision-making aligned to identified service priorities.

It is a live document and is a tool which helps to define, plan, implement and measure how the Authority:-

- Makes its investment decisions.
- Maintains and improves its assets.
- Increases the cost effectiveness of its portfolio.
- Constantly improves customer satisfaction
- Promotes innovation and development in asset management.
- Provides workload planning tool for improving ICT Assets

It is intended for a wide audience including:

- Members - to support decisions on investment priorities in the portfolio.
- Service managers - to identify changes to meet their needs.
- ICT Staff involved in executing and prioritising deliverable work streams in the Asset Plan

### **3. BACKGROUND**

Bedfordshire FRS and Cambridgeshire FRS have an established ICT Shared Service.

The ICT Shared Service is predominantly focused on infrastructure assets, upgrade investment decisions are taken jointly to ensure economies of scale.

The development and support of business applications, information assets and ICT training function is managed for Bedfordshire through the Business Information Management Team which does not form part of the Shared Service.

### **6. ICT ASSETS**

ICT Shared Service staff are responsible for first line support and maintenance of all server hardware, Infrastructure hardware & cabling, desktop devices, wireless services, mobile and fixed phones, Fireground & national radio and mobile tablet devices.

Second and third line support is provided by individual support or warranty arrangements.

## Networks

All sites have primary and secondary high speed links connecting them to the corporate network. These are highly resilient and fully managed.

### 6.1.1. Overview of Hardware Assets

#### Servers

BFRS Virtual servers and key network assets are based on BFRS premises with mirrored services on Cambridgeshire FRS premises.

#### Clients

There are a variety of client devices deployed across the Service. These are a mixture of PC's, Laptops, Smartphones, tablets, thin clients as well as a range of Audio Visual (AV) equipment.

Desktop PCs and laptops are undergoing a programme of replacement and rationalisation with Virtual Desktop endpoints, hence the numbers are not shown here.

#### Devices on Appliances

All Rescue Pumps have incorporated a mobile data terminal on a hardened tablet PC platform and Automatic Vehicle Location System (AVLS).

#### Telephony

Currently in use is a network consisting of three Meridian Option11 and five Nortel BCM PBX. Voice mail and Fax machines are also provided.

#### Portable Computer Equipment

Message pagers	74
Mobile Telephones	122
Laptops	116
IPad Tablet devices	35
Printers	32

## 6.2 Overview of Software Assets

### Business applications

**Microsoft Dynamics GP** - Is the Authority's financial management system which integrates financial ledgers and also provides a purchase ordering system, a stock control system and an electronic stock requisition system.

**Pharos**, supplied by Sophtlogic Ltd, is the system is used by the entire Service. Databases integrated include; Pay and Personnel, Employment Records, Sickness and Attendance, Training, and Fire Safety including Legislative Fire Safety.

Work has been underway throughout 2016/17 to utilise 'best of breed' products which will replace the Pharos suite of applications where applicable this will be supplemented with internally developed bespoke products using open source software. This migration will continue to 2018.

**iTrent** the new HR and Payroll application has recently been implemented and all processes are being migrated away Pharos (HR). The project is continuing throughout 2017.

Other applications include MS Windows, MS Outlook, MS Office, MS Server, Incident Recording System, Gartan (Retained Availability), Support Works (ICT Service desk), ReqLogic (Procurement), IPDS and GGP.

### **Corporate Performance System**

Corporate performance data is managed and stored in Microsoft SharePoint.

## **7. THE NEXT FOUR YEARS**

### **7.1. ICT Shared Service projects**

The ICT Shared Service will continue to build on joint infrastructure projects aligned to the medium term Capital plan.

- **Shared servers and disaster recovery.** This is continuing to be enhanced providing real-time mirroring with enhanced high speed, highly resilient connectivity between the two services and server capability.
- **Wide Area Network.** The existing contract for the provision of Wide Area Network will come to an end in in June 2018 an 18 month extension will be put in place to extend it to December 2019 as part of an joint procurement approach. Work is underway to procure the replacement service known as 'Eastnet'. as a joint venture with other mid-Anglia public sector bodies and Cambridgeshire Fire and Rescue Service.
- **Hardware replacement programme** Server replacements will start from 2018 as these are become end of life.
- **Security and Resilience** including further enhancement of our network infrastructure. The programme of penetration testing continues as a yearly cycle.
- **Desktop Replacement.** Work has been underway for to replace BFRS desktop estate with a 'Thin Client' Citrix VDI (Virtual Desktop Infrastructure) product. This project is on target to complete during July 2017 and has been implemented as a joint project with CFRS.
- **VDI Evolution.** A secondary project will be started to move the VDI on product to its next generation replacement Xen Desktop this project will; be scoped during the latter half of 2017 with budget requirement and project start put in place for 2018/19.
- **An assessment of Cloud-ready capability** has been started to ensure the Service is able to take advantage of appropriate cloud technologies and infrastructure where possible.
- **Unified Communications.** A project is underway to deliver a number of communication products to enhance productivity, the project is due to complete in end of 2018.

## 10. ACTION PLAN 2017/18

REFERENCE NUMBER	ACTION	TARGET DATE for COMPLETION
ICT AMP01/17-18	Produce revised ICT Asset Management Plan for 2017/18 to 2020/21 updating previous content and incorporating new ICT roadmap and applicable corporate projects from Community Risk Management Plan.	Completed May 2017
ICT AMP02/17-18	Deliver technical requirements for the forthcoming Asset Management Project which will provide a method of managing and tracking assets in line with requirements	Ongoing through the life of the project
ICT AMP03/17-18	Implement core hardware for Unified communications project for telephony upgrade and provision of collaboration tools incl. messaging and integration with VDI	January 2018
ICT AMP04/17-18	Review of annual customer satisfaction and adopt findings into ICT Shared Service Plan	July 2018
ICT AMP05/17-18	Review and refine ICT Strategy aligned to service requirements	July 2018
ICT AMP06/17-18	Develop Information management strategy and action plan and implement General Data Protection Regulation GDPR	May 2018
ICT AMP07/17-18	Enhance Cyber threat defence measures to protect our information and data assets	Throughout 2017/18
ICT AMP08/17-18	Implement ICT elements for new Website to provide enhanced customer experience and informative data analytics	October 2017
ICT AMP09/17-18	Upgrade of Share point environment providing technical infrastructure facilities.	March 2018
ICT AMP10/17-18	Develop strategy and roadmap for Workbench development applications in line with business priorities.	December 2017
ICT AMP11/17-18	Implement Phase 2 of HR (Recruitment) in line with required project timelines	Throughout 2017/18
ICT AMP12/17-18	Implement Whole-time Availability System in line with required project timelines	Throughout 2017/18
ICT AMP 13/17-18	Review and refresh of mobile working technologies and associated assets complementing ESMCP project.	March 2018
ICT AMP14/17-18	Complement secure email facility with additional solution to support secure communications with organisations operating outside of the government secure network.	January 2018
ICT AMP15/17-18	Upgrade existing Microsoft e mail Exchange platform to new version	March 2017
ICT AMP16/17-18	Establish the ICT tactical response to the Emergency Services Mobile Communications Programme assessing technical requirements and impact on existing infrastructure and resources and future Strategies	September 2017
ICT AMP17/17-18	Work with CPSN partners to establish next generation Mid-Anglia Public Sector Network including actively supporting procurement process for PSN services.	September 2017
ICT AMP 18/17-18	Replace Tannoy Systems at Kempston and Stopsley stations in line with estates plan.	By Feb 2018
ICT AMP 19/17-18	Provide additional WAN capacity for Camborne to provide enhanced support for the ICT estate	December 2017
ICT AMP 20/17-18	Finalise RMS Mobile Data Functionality	May 2017

**Appendix A - ICT PERFORMANCE 2016/17 AND TARGETS 2017/18**

<b>Measure</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2016/17</b>	<b>2017/2018</b>
<b>Description</b>	<b>Actual (Target)</b>	<b>Actual (Target)</b>	<b>Actual (Target)</b>	<b>Comments</b>	<b>Target</b>
IM1 <b>The Number of Incidents on Mission Critical services resolved within 1 Hour</b>	100% (90%)	100% (90%)	92% (98%)	Due to low number incidents, 1 resolution of incident in the year caused target to be missed	80%
IM2 <b>The Number of Incidents on Business Critical services resolved within 2 Hours</b>	92% (86%)	100% (86%)	99% (96%)	Exceeded Target	96%
IM3 <b>The Number of Incidents on Business Operational services resolved within 4 Hours</b>	92% (83%)	100% (83%)	100% (90%)	Exceeded Target	90%
IM4 <b>The Number of Incidents on Administration Services resolved within 8 Hour</b>	88% (80%)	94% (80%)	93% (90%)	Exceeded Target	90%
AV1 <b>Core ICT services availability</b>	97% (97%)	100% (97%)	100% (97%)	Exceeded Target	97%
AV2 <b>Business Applications Availability</b>	97% (97%)	100% (97%)	100% (97%)	Exceeded Target	97%