Merseyside Fire & Rescue Service

Fire Peer Challenge – IT focus

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19 – 20 November 2012

Introduction

- Been well received and made very welcome
- People have been open and honest
- The evidence has been gathered in confidence
- What you hear is what we've heard, seen and read

Peer Challenge Focus

Alongside the Operational Assessment you wanted us to have a more in depth look at your IT system. In particular you wanted us to:

- How well does ICT contribute to the organisations aim of Excellent Operational Response?

- How well does the ICT Infrastructure Service Provision contract align to the organisation mission?

- How mature is the Authority Strategy for Corporate Application Replacement?

How well does ICT contribute to the organisations aim of Excellent Operational Response

Strengths

- <u>Innovation</u>

    JCC Progress made over tight timescales. Specific areas include project management, engagement of partners (Police & telent)

- Successful upgrade of CAD not withstanding issues with the application and supplier support. Great working relationship between MACC staff and telent.

- Deployment of Incident Command unit with a range of technologies.

How well does ICT contribute to the organisations aim of Excellent Operational Response

Areas to explore

- SSRI to firefighters. Sophtlogic replaced with in-house temporary solution
- Working processes to deploy and maximise use of Incident Command Unit

How well does the ICT Infrastructure Service Provision contract align to the organisation mission

Strengths

- telent now viewed by key stakeholders as partner not supplier
- ITIL ServiceDesk consistently achieving KPIs
- Year on year savings
- telent provide ability to flex and spike skills and capacity and support ability of the organisation to be agile and responsive to changing requirements
- Likely to be long-term player with new contracts (NW Fire Control)
- Comprehensive Service Catalogue allowing effective contract management of complex service

How well does the ICT Infrastructure Service Provision contract align to the organisation mission

Areas to explore

- Managing the risk of moving away for telent in the future

  Staff don't TUPE back if in-house (worse career opportunities) or moved to alternate contracts

How mature is the Authority Strategy for Corporate Application Replacement

Strengths

- Ownership of key systems helping derive maximum benefit
- Procurement of replacement Finance/HR/Payroll. Clear understanding of the issues and willingness to address them
- Use of standards to manage and provide assurance (ITIL & SFIA)
- Development of a corporate Portal

How mature is the Authority Strategy for Corporate Application Replacement

Areas to explore

- Development of a long term application strategy to support both Service objectives and provide platform to support agile change
- Sophtlogic – a significant risk to the organisation
- Programme management to manage organisational change.
  - Project prioritisation
  - Cultural change
- A mechanism to support business processes that span applications and departments. Use of eForms on the Portal?

Thank you

Questions