Data & Technology - ICT Asset Management Plan

2025/2030

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Data & Technology - ICT Asset Management Plan

1 Overview

1.1 Data and Technology (D&T) Department

The D&T Department is responsible for Information and Communications Technology (ICT) asset management. As a result, the Head of D&T, the D&T Service Delivery Team and the Applications & Technology (A&T) Team has the primary responsibility for ICT asset management.

A key element is to proactively manage the existing outsourced ICT managed service contract with its ICT partner, Telent. We work in partnership to ensure the maintenance of vital '999' emergency response infrastructure, as well as continuing to expand the use of ICT technology to manage our resources efficiently and effectively in line with the risks facing the communities of Merseyside and our firefighters and the organisational processes of the Authority.

1.2 Asset Ownership & Responsibilities

The Authority currently owns the ICT assets in the ICT infrastructure and the ICT applications that run on the ICT infrastructure. The ICT challenge is to provide the most secure, functional, flexible ICT infrastructure possible and to host the applications that deliver benefits to the Authority, all at the lowest cost of ownership. Meeting this challenge systematically through having the right people in the right structure, Infrastructure Lifecycle Management (ILM), Application Lifecycle Management (ALM) and best practices, such as the Information Technology Infrastructure Library (ITIL), can lead to improvements in efficiency, performance, and cost management. ITIL is a set of best practices and processes for the management and delivery of ICT services and support.

ICT can be split into six key delivery area:

- The ICT infrastructure: data, voice and radio networks, personal computers (PCs) and devices, servers, printers, etc
- Commodity applications which run on the ICT infrastructure: Structured Query Language (SQL), Microsoft M365
- Fire Control applications which run on the ICT infrastructure: Vision 5 Computer Aided Dispatch (CAD), Vision 5 BOSS, Airbus ScResponse
- Corporate applications that run on the ICT infrastructure: Tranman, Planning Intelligence and Performance System (PIPS), the intranet 'Portal' (SharePoint) and CFRMIS
- Financial and HR applications which run on the ICT infrastructure: Advanced eFinancials, Zellis ResourceLink and the Staff Attendance Recording System (StARS)
- The ICT Service Desk: The central point of contact between ICT providers and users on a day-to-day basis. It is also a focal point for reporting *incidents* (disruptions or potential disruptions in service availability or quality) and for users making *service requests* (routine requests for services)

ICT ILM and ALM is carried out by D&T and Telent on behalf of the Authority; it is done so in line with best practice from the ITIL framework.

The processes are mature, providing an infrastructure that is robust, secure, reliable and resilient, and applications that are secure, efficient and effective in meeting the needs of the organisation, and provide benefits to the communities of Merseyside.

Note, the Finance and People and Organisational Development (POD) Functions are directly responsible for their own applications, however, they are aligned to D&T governance.

1.3 ICT Asset Management

ICT asset management is carried out by the D&T department on behalf of the Authority and it is done so in line with ITIL and Information Technology Asset Management (ITAM). The terminology 'ITAM' is interchangeable with ICT Asset Management.

In line with the organisation's policy for asset management, the lifecycle of an ICT asset has four distinct phases:

- Planning
- Acquisition
- Operation
- Disposal

And ICT follows five major principles:

- ICT asset management decisions are integrated with the strategic planning process
- ICT asset planning decisions are based on an evaluation of the alternatives, which consider the 'lifecycle' costs, benefits and risks of ownership
- Accountability is established for ICT asset condition, use and performance
- Effective disposal decisions are carried out in line with minimal environment impact
- An effective control structure is established for ICT asset management

Further information on how D&T manages ICT assets on behalf of the Authority can be found in the remainder of this plan.

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2 ICT Asset Management Strategy

ITIL ITAM is the set of business practices that join financial, contractual and inventory functions to support lifecycle management and strategic decision-making for the ICT environment. ICT assets include all elements of software and hardware that are found in the organisation's environment.

Under ITAM, D&T manages its assets effectively to help deliver its strategic priorities and services in line with risk, providing value-for-money-services for the benefit of the local community.

D&T has all of its ICT assets recorded in a Configuration Management System (CMS) and the Definitive Media Library (DML). 'Remedy' records details of all the ICT assets and their age, thus enabling D&T to effectively manage the lifecycle of its infrastructure. It gives the ability to link ICT incidents, assets and people, to enable a more in-depth trend analysis to be performed around ITAM decisions.

D&T has a service catalogue, which outlines all the ICT services provided. Included in this catalogue are references to the capacity planning, security and preventative maintenance carried out on ICT assets.

D&T has a robust reporting process to provide systematic and timely reporting of compliance and performance, enabling prompt asset-related decision-making regarding ICT assets.

D&T has a service pipeline. The service pipeline comprises new ICT services under development, and these developments lead to new, or a change of use of, ICT assets (see Section 5 D&T Service Pipeline for further details).

To manage the ICT five-year capital asset investment plan, D&T classifies spend into four categories:

- Underlying Spend
- ICT Project Spend
- Community Risk Management Plan (CRMP) Project Spend (previously the Integrated Risk Management Plan)
- Fire and Rescue Service (FRS) National Project Spend

D&T has a five-year lifecycle-renewal policy for ICT hardware assets such as personal computers, devices and servers, at which point these assets will be considered end-of-life (EOL).

D&T has a 5-10-year lifecycle-renewal policy for ICT hardware assets such as network switches and telephony, at which point these assets will be considered EOL.

When an ICT asset is highlighted as EOL, its performance is assessed and, if required, a new asset will be purchased.

Adopting a best practice, asset management and configuration management solution allows D&T to understand:

- What ICT assets the Authority has
- Where they are located
- How well they are working
- How effectively they are supporting the business of the organisation

As a result, the following benefits have been realised:

- Accurate information on all ICT assets, providing D&T with the ability to deliver and support its services
- Trend analysis can be carried out against assets to aid incident and problem-solving
- Improved security through advanced ICT asset control
- Improved financial planning through clear identification of all assets and their associated relationships
- Improved software licence management, ensuring legal compliance
- Increased confidence in ICT systems and D&T services
- Increased customer satisfaction

A snapshot-in-time list of the Authority's hardware ICT assets can be found in Appendix A – Summary of ICT Infrastructure Assets. This list can be requested and produced from Remedy to give a real-time view of the ICT asset holding. On a yearly basis, the list is produced for insurance calculation purposes.

The system is also used for various analytical tasks including:

- Identification of obsolete ICT assets, based on purchase date
- Identification of current and previous ICT asset owners
- ICT asset rationalisation
- Role Based Resourcing (RBR)

All ICT assets pass through a configuration management process where they are allocated and labelled with a unique asset reference number.

In line with ITIL, D&T has a DML to improve the way it tracks software and performs ALM.

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3 ICT Infrastructure Asset Monitoring Activities

D&T maintains an up-to-date service catalogue which outlines all the services provided. Included in this catalogue are references to capacity planning, security and preventative maintenance, all of which are examples of activities carried out on ICT assets.

3.1 Capacity Planning

'Capacity planning is used to ensure that the Authority has adequate capacity to meet its demands, even during periods of extreme high usage and growth. This includes, but is not exclusive to, estimation of disk space, computer hardware, software and network infrastructure that will be required over a set amount of time.'

Capacity is calculated in various ways depending on the system and specific requirements from D&T.

Regular storage reports are run on servers and file shares, which are used for current and projected growth estimations using bespoke software.

Additionally, network management software is utilised to manage the capacity of all network links used within the Authority's Wide Area Network (WAN) and Local Area Network (LAN).

3.2 Security

'The Authority requires multiple levels of security on managed devices to defend against malicious behaviour and mitigate the risk to the Authority.'

Patching is one of the most important parts of a cyber-security strategy; keeping things on the latest version, in most cases, means greater security.

Merseyside Fire and Rescue Authority (MFRA) has a patching policy in place, and it applies to each area of the ICT infrastructure. Patching is conducted based on the assessment of risk. This policy is prudent, balancing the need to reduce the amount of downtime to critical systems with cyber-security risk.

The introduction of Microsoft System Centre Configuration Manger (SCCM) has seen patching carried out over and above Business as Usual (BAU) activity, because of the ability to automate tasks.

To assist in the automation of processes and administration of the status of both end point devices and servers, an ICT infrastructure discovery tool has been deployed to enable the ICT estate to be tightly managed and, importantly, easily reported on. This provides security by design, audit and assurance by highlighting hardware and software, if it is not fully patched and up to date, to allow MFRA to adhere to the required patching level defined by the Airwave Code of Connection (CoCo).

Email security and web content filtering is used to protect end-user devices from spam, viruses and other malicious threats via e-mail and internet. Endpoint Protection is used to

secure the Authority's systems – including, but not limited to, Windows servers, Windows desktops, Surface Pros and mobile devices – against viruses, malware, advanced threats and targeted attacks.

Mobile Device Management (MDM) for Samsung mobiles phones is in place, along with appliance Toughpads, protecting our information more securely than in the past.

The MDM provides a full suite of management and security tools for any device, covering the important capabilities of management, security, productivity and compliance.

Devices are encrypted up to 256 bits using Advanced Encryption Standard (AES).

3.3 Device Preventative Maintenance

'Telent is responsible for device preventative maintenance, including planned maintenance activity designed to improve equipment life and avoid any unplanned maintenance activity.'

The Authority requires desktops and laptops to be configured with Anti-Virus software and Windows updates via a Windows Server Update Services (WSUS) Server.

Windows critical updates are installed via the WSUS server, and recommended updates are reviewed and tested before installing on end-user devices.

SCCM has been introduced and is a systems management software product developed by Microsoft for maintaining large groups of computers.

Anti-virus software performs a full daily scan on each device and alerts via desktop and e-mail alerting if any issues are reported.

BIOS/firmware patching is performed when a device is re-imaged from the software library or if a specific fault occurs.

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4 ICT Infrastructure Asset Monitoring Reports

Effective ICT asset management requires a monitoring process to provide systematic and timely reporting of compliance and performance, to enable prompt asset-related decision-making. D&T prepares and publishes the following reports to fulfil this function:

4.1 Service Desk Performance Report – Monthly

The monthly ICT Service Desk Performance Report is provided to enable Telent, D&T and the Authority's officers to review the service delivery of ICT for the Authority and, if required, any escalation can be taken to the Strategy and Performance D&T Board.

4.2 ICT Infrastructure Usage Report – Monthly

The monthly ICT Infrastructure Usage Report is provided to enable Telent, D&T and the Authority's officers to review and discuss infrastructure usage, review the top 10 users of each asset and share the information with the Authority's budget holders.

4.3 Information Security Report – Monthly

The monthly Information Security Report provides Telent, D&T and the Authority's officers (including the Senior Information Risk Owner [SIRO]) with relevant information that supports the Authority's information security policy. It is posted on the Portal and is reviewed at the Protective Security Group (PSG) Meeting.

4.4 Problem Management Reports – Monthly

In line with ITIL service management processes, this report provides the statistical analysis and evidence that supports problem management.

Problem management seeks to proactively minimise incidents by identifying and recording problems and known errors within the ICT infrastructure. Errors within ICT infrastructure can cause repeated incidents, which have an adverse effect on the business. Identifying and removing errors can reduce the number of incidents over time.

4.5 Major Incident Management Reports – Ad Hoc

Whenever a major ICT Incident takes place, a Major Incident Management Report (MIR) is produced and reviewed with a view to establishing lessons learnt and to feed back into the ICT service catalogue.

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5 D&T Service Pipeline

The service pipeline comprises new D&T services under development, and these developments lead to new, or a change of use of, ICT assets. D&T has seven main areas associated with the service pipeline:

- ICT Service Requests
- D&T Cyber Security & Information Management
- D&T Continuous Service Improvement (CSI)
- Application & Technology Lifecycle Management
- D&T Strategic Framework
- Strategy and Performance D&T Board
- Other ITIL Standards

A list of key D&T projects can be found in Section 8 Digital Transformation Strategy and Appendix B – Key D&T Projects and Activities.

5.1 ICT Service Requests

The ICT Service Desk Digital Workplace allows users to report issues and incidents as well as requesting simple technical changes, information, enquiries or hardware and software changes, e.g. mobile phones.

For certain ICT requests, an approval route through the D&T Service Delivery Manager is needed. The ICT request process is fully integrated in the CMS, with all changes being documented.

5.2 D&T Cyber Security & Information Management

Reporting to the Head of Data & Technology; the Cyber Security & Information Management Manager will coordinate the Service's approach to cyber-security, business intelligence and information management and governance. The role will develop the Service's strategy for cyber-security: advising on the suitability of the design; tools; activities; control measures and processes, required to mitigate cyber-security risks in relation to the Service's applications and technology technical architecture (current and proposed).

5.3 D&T Continuous Service Improvement (CSI)

The purpose of the D&T CSI meeting is to ensure that cost-justifiable ICT capacity in all areas of ICT exists and is matched to the current and future agreed needs of the business in a timely manner. A key focus is on increasing the efficiency, maximising the effectiveness, and optimising the cost of services and the underlying ICT service management. Meetings follow a six-week cycle, and the process is documented in the CSI register. This CSI process is now firmly embedded in the D&T department, and the key benefits are:

- Clarity of ownership
- Clarity of requirements
- Clarity and management of costs

- Visibility and tracking progress
- Forward planning
- Resource scheduling
- Identifying duplicate effort across the Authority's departments and/or stations
- The ability to utilise information from archives

5.4 Lifecycle Management

The D&T challenge is to provide the most functional, flexible ICT infrastructure possible and to host the applications that deliver benefits to the organisation, all at the lowest cost of ownership. Meeting this challenge systematically through having the right people in the right structure, ILM, ALM and best practices such as ITIL can lead to improvements in efficiency, performance and cost management.

5.4.1 ILM

ILM encompasses the planning, design, acquisition, implementation and management of all the elements comprising the ICT infrastructure.

5.4.2 ALM

ALM encompasses the planning, design, acquisition, implementation and management of all the elements comprising the application portfolios.

5.4.3 ITIL

ITIL is a globally accepted approach and set of practices for IT Service Management (ITSM) that focuses on aligning ICT services with the needs of the business.

5.5 D&T Strategic Framework

The D&T Strategic Framework is a cycle of four meetings that takes place on an annual basis and the output feeds into the quarterly S&P D&T Board.

The D&T Strategic Framework is part of the governance applied to the delivery of the Telent ICT managed service; meetings are held once a quarter to cover one of three topics. There are two 'Innovation and Technology Forums', an 'Efficiency and Value for Money Meeting' and a 'Strategy and Alignment Meeting' held each year.

The D&T Strategic Framework ensures that the ICT managed services contract:

- Is working effectively
- Has its strategic goals set by, and aligned with, the needs of the Authority
- Improves efficiency of arrangements and delivers mutually beneficial savings and efficiencies

5.6 Strategy and Performance (S&P) D&T Board

There are three thematic S&P boards in place: D&T, Estates, and Performance, which means a thematic S&P D&T Board meets every three months. The purpose of the S&P D&T Board is to ensure that all data and technology services are aligned to ensure the mission and objectives of the Authority are delivered as effectively as possible.

5.7 Other ITIL Standards

- A Change Advisory Board (CAB) has been set up which will ensure that only authorised changes are deployed to the Authority's infrastructure. This will also improve the communication between key system owners and D&T

- D&T maintains and develops a DML. It ensures that:

    - A secure compound is established in which master copies of all authorised versions of the organisation's software are stored and protected

    - All documents pertaining to applications are stored in a central location, e.g. number of users, location of users, contact details of suppliers and Service Level Agreements (SLAs)

- D&T sets minimum release management standards which third party suppliers are expected and contracted to reach

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6 D&T Infrastructure Asset Replacement Policy

D&T has in place procedures to trace the acquisition, deployment, management and disposal of ICT assets under its control.

Some of the primary goals for asset replacement are:

- To develop an appropriate type of replacement mix based on each asset and its behaviour
- To ensure value for money
- To meet the desired/acceptable level of risk
- To enable realistic forecasts of future events

6.1 ICT Asset Purchasing

In the main, the Authority owns the ICT assets. When ICT assets are purchased by D&T, the following applies:

- For small quantities of ICT commodity assets, the Authority's ICT outsourced partner will seek quotes and the Authority will purchase
- For large quantities of ICT commodity assets, the Authority's ICT outsourced partner will specify requirements, but the Authority's procurement team will run mini-competitions and the Authority will purchase
- For ICT assets which require complex installation or if priority support is required; the Authority's outsourced partner specifies and purchases the item on the Authority's behalf and then the Authority pays via change control
- In such cases, the Authority's ICT outsourced partner is requested to run a mini-competition and produce options for the Authority to select
- Purchasing is done via the contract change control procedure, and the Change Control Note (CCN) is signed off by D&T, Procurement and Legal. No mark-up is charged by the Authority's ICT outsourced partner, as the contract makes provision for commercial services

6.2 ICT Asset Disposal

D&T has in place procedures for the disposal of ICT assets via a company called 'Computer Waste'. Computer Waste is an Authorised Treatment Facility (ATF), fully registered by the Environment Agency (EA). The company specialises in the recycling of waste electrical and electronic equipment (see WEEE).

- All ICT assets disposed of with Computer Waste are recorded on a waste transfer note that is signed and presented to the Authority for audit purposes

- Hard drives are destroyed on the Authority premises, witnessed by an employee of Telent, and an accompanying destruction certificate is presented to the Authority for audit purposes

6.3 ICT Hardware Assets

D&T has a five-year lifecycle-renewal policy for ICT hardware assets such as PCs, tablets, mobile devices and servers, at which point ICT Assets will be considered end-of-life, if there are confirmed performance issues. A three-year equipment life was considered but the increased capital spend was deemed to be excessive.

Furthermore, the proliferation of devices along the wide spectrum of ICT presents opportunities and challenges to D&T, as well as budget challenges to the organisation. There is a policy of using shared MFDs and having one MFD per function, to replace printers. This printer rationalisation has contributed to budget savings.

RBR is undertaken by D&T, evaluating the agile provision of ICT equipment at stations, SHQ, Training and Development Academy (TDA), Vesty One (vehicle workshops) and 'incidents', based on the roles of the staff located there.

An Asset Based Resourcing (ABR) initiative is also in place as a check and balance to RBR, ensuring operational vehicle assets match the role of firefighters and senior officers who use such vehicles.

D&T has a 5–10-year lifecycle-renewal policy for ICT hardware assets such as network switches and telephony, at which point ICT assets will be considered end-of-life if there are confirmed performance issues.

ICT assets could also be replaced on an ad-hoc basis, but this would lead to difficult budget forecasting, with some years seeing larger budget increases than others. If, however, ITIL problem management analysis identifies an ICT hardware asset that is repeatedly problematic, causing a break in service, the equipment would be considered for replacement before its five-year equipment life had expired.

6.4 ICT Asset Movements 2024/2025

Key ICT asset movements to highlight in 2024/2025. Note: these are activities, over and above those in Section Seven - Fire Control Applications and Hardware Assets of this report.

Enhanced Local Area Network

A major project to replace and upgrade of all elements of the Local Area Network (LAN) has successfully been completed. This major project, involved the upgrade of network equipment across the estate including replacement of core network switch, use stack switches and wireless access points.

Service Headquarters Conference Audio Visual Replacement

A fully integrated audio visual Yealink system has been installed and configured in the conference rooms at Service Headquarters.

Training and Development Academy and Aintree Community Fire Station

As part of the build and fit out of the new TDA and Aintree Community Fire Station, D&T and Telent have led on the provision of external data services and have installed and configured ICT equipment into the new TDA server room. The designed and cut over to the new network was successfully completed, and a lift and shift of Secondary Fire Control was also completed, which involved the switch from ISDN to SIP telephony.

Training and Development Academy – Audio Visual

Meeting rooms, classrooms and conference room have all been fitted with audio visual systems appropriate to the room size and use.

Training and Development Academy - Command & Control Training Suite

State of the art technology has been installed and configured for command and control training at the new Training and Development Academy that opened in May 2024.

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7 Fire Control Applications and Hardware Assets

Reporting to the Head of Data & Technology, the Applications & Technology Manager works with the Authority's outsourced ICT partner to carry out appropriate lifecycle management to ensure successful ICT service delivery in line with SLAs. Activities include:

- Following of best practice ICT asset management
- Application or infrastructure replacement or refresh
- Spare holding to replace faulty equipment, which is one method in ensuring SLAs are met
- Application Life Cycle Management
- Year-on-year preventative maintenance in mid-October prior to the bonfire period. This is done for both Primary and Secondary Fire Control infrastructure and applications
- Regular relocation exercises to Secondary Fire Control

7.1 Six High Level Areas of ICT in Fire Control.

There are six high level areas of ICT in Fire Control.

- Computer Aided Dispatch (CAD) - This is where incoming emergency calls are logged, and the appropriate resources mobilised to the incidents. MFRA uses the NEC Vision 5 CAD application, implemented in April 2021.

- Management Information System (MIS): providing senior officers with real time incident information and the organisation with incident history for trend analysis. MFRA use the NEC Vision 5 BOSS.

- An Integrated Communications Control System (ICCS) - an ICCS is found at the centre of modern-day control rooms. All communications that go into the control room such as 999 and administration telephony calls, radio communication and CCTV are routed via the ICCS. The control room staff can then manage these various communication channels from one place on their desktop by accessing the ICCS.

  An ICCS will work in tandem with a CAD application. The ICCS is the place where incoming emergency calls are answered, and the CAD is where the calls are logged, and resources dispatched. MFRA use the NEC Ds3000 ICCS.

- Wide Area Radio Scheme: Emergency services rely on seamless radio communications coverage to effectively perform their daily tasks. MFRA, in keeping with the Police and Ambulance, use Airwave.

NOTE: The Emergency Services Mobile Communication Programme, (ESMCP) set up by the Home Office, aims to replace the current communication service provided by Airwave. The new service will be delivered across the Emergency Services Network (ESN) and MFRA will connect to this network via a Direct Network Service Provider (DNSP). As at February 2025, however, all individual FRS activities for this project remain suspended.

- Data Mobilisation: Fire Control can mobilise crews to incidents by sending a message to the Mobile Data Terminal (MDT) installed in the appliance. MFRA use MDTs running ScResponse from Airbus.

- Station-End Turnout: Various hardware and software components and subsystems are installed in every MFRS community fire station. The solution involves automatically unlocking doors; switching on of lights; sounding the alarm and printing the emergency turnout information on the fire station printer. This enables crews to respond to emergency turnouts in a safe and efficient manner. MFRA utilise station-end Firecoders from Multitone Electronics.

7.2 Fire Control ICT Project Review

CAD-MIS is a series of projects where D&T has delivered, and will continue to deliver, improvements for Fire Control.

CAD-MIS Phase One

CAD-MIS Phase One: In September 2017, the Authority approved a project to replace Vision 3 FX CAD & Vision 3 MIS with applications supplied by NEC SWS.

The implementation of Vision 5 went live on 21st April 2021 and a period of early life support followed. Vision 5 assists in our duty to respond to all emergency calls with a level of response appropriate to the risk, and deal with all emergencies efficiently and effectively.

CAD-MIS Phase Two

Following successful completion of Phase One activities, a prioritised list of Phase Two activities was finalised and approved. What follows is an update on the activities chosen:

- Dispatch Communication Server (DCS) - The technical refresh element of this activity has been completed and a working DCS connection has been established. Fire Control has completed User Acceptance Testing (UAT). Following the IT Health Check of the DCS connection, a Remedial Action Plan (RAP) was submitted to the accreditor and was subsequently approved. A monthly report of progress with the RAP is now in place with the accreditor. This project was successful completed in February 2024.

- Dynamic Cover Tool (AURA) – Geographical display of availability of appliances, highlighting areas of under- and over-resourcing. This application was developed by the MFRA internal development team, and the new production version was released to Fire Control in November 2024.

- Evacuation Guidance Template – An internal solution has been produced and implemented into Fire Control that helps to manage the evacuation of large occupancy buildings.

CAD-MIS Phase Three

Mindful of the requirement to maintain the appropriate lifecycle management of hardware and software applications, a series of related phase three activities have commenced.

- Enhanced Mobilisation: A project that adds additional functionality to the Vision 5 CAD and will alert a crew earlier and put them on standby to attend an incident, making the response faster than it is currently. The Enhanced Mobilisation functionality is due to be released to Fire Control in April 2025.

- Fire Control Refurbishment: A full refurbishment of Fire Control was completed in 2024 and included a new media wall, workstation screens and standing desk adaptations.

- Situational awareness for call handlers. Technical solutions will be reviewed and considered in financial year 2025/2026.

Post CAD-MIS Phase Three

Following CAD-MIS Phase Three, the Authority will be in a strong position to take stock and assess the introduction of the next generation of Fire Control Command & Control solutions.

This requirement has been identified within the Five-Year ICT Capital Plan Commentary stating that the existing Vision 5 and the DS3000 ICCS will need replacing circa 2028/2029 at an estimated cost of £1.5m.

7.3 Emergency Services Network (ESN)

Following the early departure of Motorola from the ESMCP programme in December 2022, the Home Office commenced a re-procurement exercise for a replacement Lot 2 supplier/Prime Contractor. This has now concluded, and the Lot 2 'User Services Partner' contract has been awarded to the preferred partner.

EE has had their contract extended through a direct award for Lot 3 'Mobile Services'. The extension to Lot 3 includes the introduction of network resilience at 2,000 sites.

Earlier in 2024, the Lot 1 Technical Delivery Partner contract was awarded to QCI Consulting Services, replacing the previous involvement of Deloitte.

It is anticipated that control room supplier engagement will commence Q2 2025 with Fire & Rescue Service involvement commencing Q4 2025.

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8 Digital Transformation Strategy

Our Digital Transformation Vision:
To deliver a more efficient and effective fire and rescue service by leveraging digital technologies that enhance operational capabilities, improve decision-making, optimize resource deployment, and connect the workforce.

Digital Transformation Projects 2025/26:

- Enhanced Mobilisation: A project that adds additional functionality to the Vision 5 CAD and will alert a crew earlier and put them on standby to attend an incident, making the response faster than it is currently.

- Situational awareness for call handlers: Technical solutions will be reviewed and considered in financial year 2025/2026.

- MAIT (Multi Agency Incident Transfer): Allows emergency services to share electronic incident records.

- AURA (Dynamic Cover Tool): Internal development of AURA providing a geographical display of availability of appliances; highlighting areas of under- and over- resourcing.

- CFRMIS Ops Intel Module: PORIS and SSRI data capture form and MDT output.

- Hydrant Management: Implementation of the Airbus ScCapture solution.

- Incident Command Solution: Review the market and consider the most appropriate solution for implementation.

- SharePoint Online Migration and Power App Development: Migration of content from on-premises SharePoint, and development of new Power Apps to replace legacy InfoPath forms.

- Organisational Learning Action Tracker: Using SharePoint Online Lists and Power Automate to develop an action tracker for organisational learning.

- Electronic ARA (Analytical Risk Assessment) Form: Development of a digital form for use on the incident ground.

9 ICT Commodity Application Software

D&T is responsible for ensuring the Authority has an ALM strategy for all its commodity applications. D&T works closely with all departments to develop and manage organisational commodity applications and agree and monitor SLAs.

9.1 Microsoft Software: Enterprise Agreement (EA)

The Authority's strategic direction is to use Microsoft products.

To continue to use the latest versions of Microsoft products, such as Window Server, Windows 10, Windows 11 and O365, MFRA has a Microsoft Enterprise Agreement (EA) for the majority of its Microsoft software licences.

In 2023/2024 the MFRS Microsoft EA was renewed under the Crown Commercial Services (CCS) Digital Transformation Arrangement 2021 (DTA21).

Under the EA, Microsoft has bundled together Windows, Office 365 and a variety of management tools to create a subscription suite: Microsoft 365 (M365). MFRA is licensed for M365 and this has allowed D&T to deploy Microsoft Teams together with other M365 products.

At the same time as the renewal, MFRS awarded a three-year contact to a Microsoft Licensing Solution Partner (LSP). A LSP provides information and guidance about contacting, identifying and choosing Microsoft licensing.

9.2 Anti-Virus and E-mail Filtering

The anti-virus software protects the Authority from computer viruses and any other threats which may try to enter the Authority's network.

The e-mail filtering system is used to filter e-mail and quarantine non-legitimate e-mails via the process of word detection. The words that result in the email being quarantined are recorded in a database and analysed on a monthly basis.

The licences for the anti-virus and e-mail filtering products are procured on a three to five year lifecycle and, prior to any future renewal, a fit-for-purpose exercise and market evaluation will be carried out.

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10 Corporate and Financial Application Software

10.1 Application Classification

Applications are managed through their lifecycle in collaboration with application owners and are given a classification to identify their status. The classifications include:

New	Conceived, in planning phase, under construction or newly deployed
Emerging	In production or licences have been purchased, but in limited use, such as a pilot
Mainstream	In production and actively being used
Containment	In production for a specific or limited purpose
Sunset	In production with scheduled retirement in progress
Prohibited	No longer used

See Appendix D – Application Status for a full list of applications.

10.2 Application Requests

Any department with a requirement for a new or replacement application must, in the first instance, complete the Application Request Form. The form can be accessed from the S&P homepage on the Portal. The form captures the following information:

- Identified application sponsor and owner
- Organisational need/value
- Risks to the organisation
- Legislative requirements
- Potential efficiency savings
- Collaboration considerations
- Budget allocated for this application

If the application request is approved for progression to the next stage, a further business case is required, detailing the market engagement carried out, cost benefit analysis and recommendations.

10.3 Application Gateway Team

The purpose of the Application Gateway Team is to provide the Authority with effective governance arrangements for new or replacement applications. The Application Gateway Team is responsible for approving and prioritising the advancement of new or replacement applications within the organisation. See Appendix D – Application Status for a full list of applications.

10.4 Application Development

10.4.1 Application Toolkit

The Application Development Team utilises a suite of products that assists with the development of internal applications:

Azure DevOps	Azure DevOps is a Microsoft product that provides version control, reporting, requirements management, project management, automated builds, lab management, testing and release management capabilities. It covers the entire application lifecycle and enables DevOps capabilities.
Azure IaaS	Infrastructure as a service (IaaS) provides a secure and scalable infrastructure.
Azure SaaS	Software as a service (SaaS) allows users to connect to and use cloud-based apps over the Internet.
Visual Studio	Microsoft Visual Studio is an integrated development environment. It is used to develop computer programs, as well as websites, web apps, web services and mobile apps.

10.4.2 DevOps

DevOps is the union of people, processes and products to enable continuous delivery of value to our end users. The combination of 'Dev' and 'Ops' refers to avoiding siloed 'Development' and 'Operations' by using multidisciplinary teams that work together with shared and efficient practices and tools. DevOps has been adopted as a recognised framework to ensure the success of any app development and to align developed apps and infrastructure; Dev being the Application Development Team, Ops being ICT/Telent, both of which are part of the D&T department.

10.4.3 Development Portfolio

The application development portfolio currently consists of the following applications.

Application	Classification
OPS (Operational Performance System)	Sunset
SSRI Progress	Sunset
National Resilience Application	Mainstream
Merseyside Fire & Rescue Service Website	Mainstream
AURA	New

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11 ICT Asset Capital Spend Strategy

11.1 ICT Asset Investment Process

To manage the ICT asset investment process, D&T classifies spend into four categories:

- Underlying Spend
- ICT Project Spend
- CRMP Project Spend
- National FRS Project Spend

These are explained in the following table:

	Spend	Why	Benefit
Underlying Spend	Spend on the existing ICT infrastructure including software, devices, servers, networks and voice communication e.g. upgrade of station switches.	This spend stops the ICT infrastructure and any software becoming out of date.	More than just 'keeping the lights on'. An ICT-enabled organisation whose systems are robust, secure and resilient, with the ability to accommodate change.
ICT Project Spend	Projects that: deliver Authority changes, deliver step changes in technology e.g. MDT evolution.	This spend delivers value for money, innovation and savings, where appropriate.	ICT accommodating change with a focus on a sound business case and clear deliverables.
CRMP Project Spend	Spend on specific CRMP projects where ICT is a major enabler e.g. station change.	This spend delivers the Authority's CRMP.	To be the best Fire & Rescue Service in the UK. One team, putting its communities first. Releasing budget for frontline resources.
National FRS Project Spend	Spend on specific national projects where ICT is a major enabler e.g. ESMCP.	Spend to align the Authority's systems to national initiatives.	Protecting public safety and increasing national resilience.

The 2025/2030 Five-Year Capital Plan can be found in Appendix C – 2025-2030 ICT Five Year Capital Plan

11.2 Review of the Current Capital Programme

D&T carries out an annual full review of its capital budget. The basis for the review is to:

- Determine if any reductions in planned spend is possible, and/or
- Determine if the asset life could be reviewed (extended) to reduce the frequency of replacing assets etc. and/or
- Determine if anything else could be done to reduce the level of planned borrowing and therefore reduce the impact of debt servicing costs on the future revenue budget.

This asset management plan has been updated to reflect this review.

11.3 Cloud Strategy

The D&T cloud strategy is to:

- Continue to develop cloud-based solutions to transform existing and future processes to meet business needs, achieving high levels of resilience and availability.

- Continue to move to cloud-based solutions for new and replacement software applications where organisational benefits can be realised.

- Explore the public and hybrid cloud to deliver dynamically automated ICT infrastructure management.

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12 Glossary

ABR	Asset Based Resourcing
AES	Advanced Encryption Standard
ALM	Application Lifecycle Management
AP	Assurance Partner
ATF	Authorised Treatment Facility
AV	Audio visual
BAU	Business as Usual
BIOS	Basic Input/Output System
BRM	Business Relationship Management or Manager
CAB	Change Advisory Board
CAD	Computer Aided Dispatch
CCN	Change Control Note
CCS	Crown Commercial Service
CFRMIS	Community Fire Risk Management Information System
CMS	Configuration Management System
CoCo	Code of Connection
CRMP	Community Risk Management Plan
CSI	Continuous Service Improvement
CTA	Cloud Transformation Agreement
D&T	Data & Technology
DCS	Dispatch Communications Server
DML	Definitive Media Library (previously Definitive Software Library, DSL)
DNSP	Direct Network Service Provider
DPA	Data Protection Act
DTA	Digital Transformation Arrangement
ED&I	Equality, Diversity and Inclusion
EA	Enterprise Agreement *or* Environment Agency
EOL	End-of-life
ESMCP	Emergency Services Mobile Communications Programme
ESN	Emergency Services Network
FDS	Functional Design Specification
FRS	Fire and Rescue Service
GPS	Global Positioning System
GDPR	General Data Protection Regulation
IAAS	Infrastructure as a Service
ICCS	Integrated Communications Control System
ICT	Information and Communication Technology
ILM	Infrastructure Lifecycle Management
IM	Information Management
ITAM	IT (or ICT) Asset Management
ITIL	Information Technology Infrastructure Library
ITSM	IT Service Management
LAN	Local Area Network
LSP	Licensing Solution Partner

MDM	Mobile Device Management
MDT	Mobile Data Terminal
MFD	Multi-Function Device
MFRA	Merseyside Fire and Rescue Authority
MIR	Major Incident Report
MIS	Management Information System
OPS	Operational Performance System
PC	Personal Computer
PIPS	Planning Intelligence and Performance System
PM	Project Manager
PSG	Protective Security Group
RAP	Remedial Action Plan
RBR	Role Based Resourcing
S&P	Strategy and Performance
SAAS	Software as a Service
SAN	Storage Area Network
SCCM	System Centre Configuration Manager
SIEM	Security Information and Event Management
SIRO	Senior Information Risk Owner
SLA	Service Level Agreement
SMS	Service Management System
SOFSA	Simple Operational Fire Safety Assessment
SQL	Structured Query Language
StARS	Staff Attendance Recording System
TDA	Training and Development Academy
WAN	Wide Area Network
WEEE	Waste Electrical and Electronic Equipment
WSUS	Windows Server Update Service

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Appendix A – Summary of ICT Infrastructure Assets

Fire Control Services and Infrastructure	Quantity
CAD Servers – Tier 1 (≤£5000)	19
CAD Desktops	32
CAD Monitors	28
ICCS Servers	6
ICCS Storage (HADS)	1
ICCS Clients	22
ICCS Touchscreen	24
Fire Control Headsets	40
Alerter Masts	6
UHF Radio Packsets	536
Station End Firecoders	27
Station End Turnout Printers	32
Station End Auxiliary Relay Unit (ARU)	32
Station End Amplifiers	34
Station End UPS	40
Modems	61
Mobile Data Terminals	46
Airwave Radio SAN A	112
Airwave Radio SAN B	10
Airwave Radio SAN J	76
Media Wall Solution	1
Cradlepoint Solution	26

Administration Infrastructure, Managed Servers & Desktop	Quantity
Servers – Tier 1 (≤£5000)	49
Servers – Tier 2 (≥£5000)	3
VM Server Infrastructure (dHCI)	1
HPE Modular Storage Arrays (MSA)	3
HPE Storage Shelves	8
HPE Tape Library	2
Desktops	327
Laptops	12
Microsoft Surface Pro	364
Microsoft Surface Laptop	126
Microsoft Surface Book	14
Microsoft Surface Go	15
Panasonic Toughpads	102
Docking Stations (Laptops & Surface Devices)	673
Docking Stations (Toughpads)	182
Monitors	1160
Non-Standard Printers (not Apogee devices)	8
Konica Minolta Multi-Function Devices	52

Konica Minolta Desktop Print Devices	11
Security Appliance – Tier 1 (≤£2000)	6
Security Appliance – Tier 2 (≥£2000)	8
Router – Tier 1 (≤£2000)	24
Router – Tier 2 (≥£2000)	2
Switch – Tier 1 (≤£2000)	64
Switch – Tier 2 (≥£2000)	8
Wireless Controller	3
Wireless Access Points	219
Mitel IP Sets	683
SIKLU Radio Link	8

Miscellaneous	Quantity
Smartphones (Samsung)	439
iPhones	12
Non-Smartphones (Alcatel/Nokia)	454
iPads	13
Encrypted USB devices	158
Battery Chargers	117
Projectors (includes Smartboards)	19
Barco Click Share	53
Professional Displays	52
Clevertouch Screen	31
IPTV - Gateways	1
IPTV - Receivers	41
Remote Access Tokens (Celestix)	169
Running Call Phones	24

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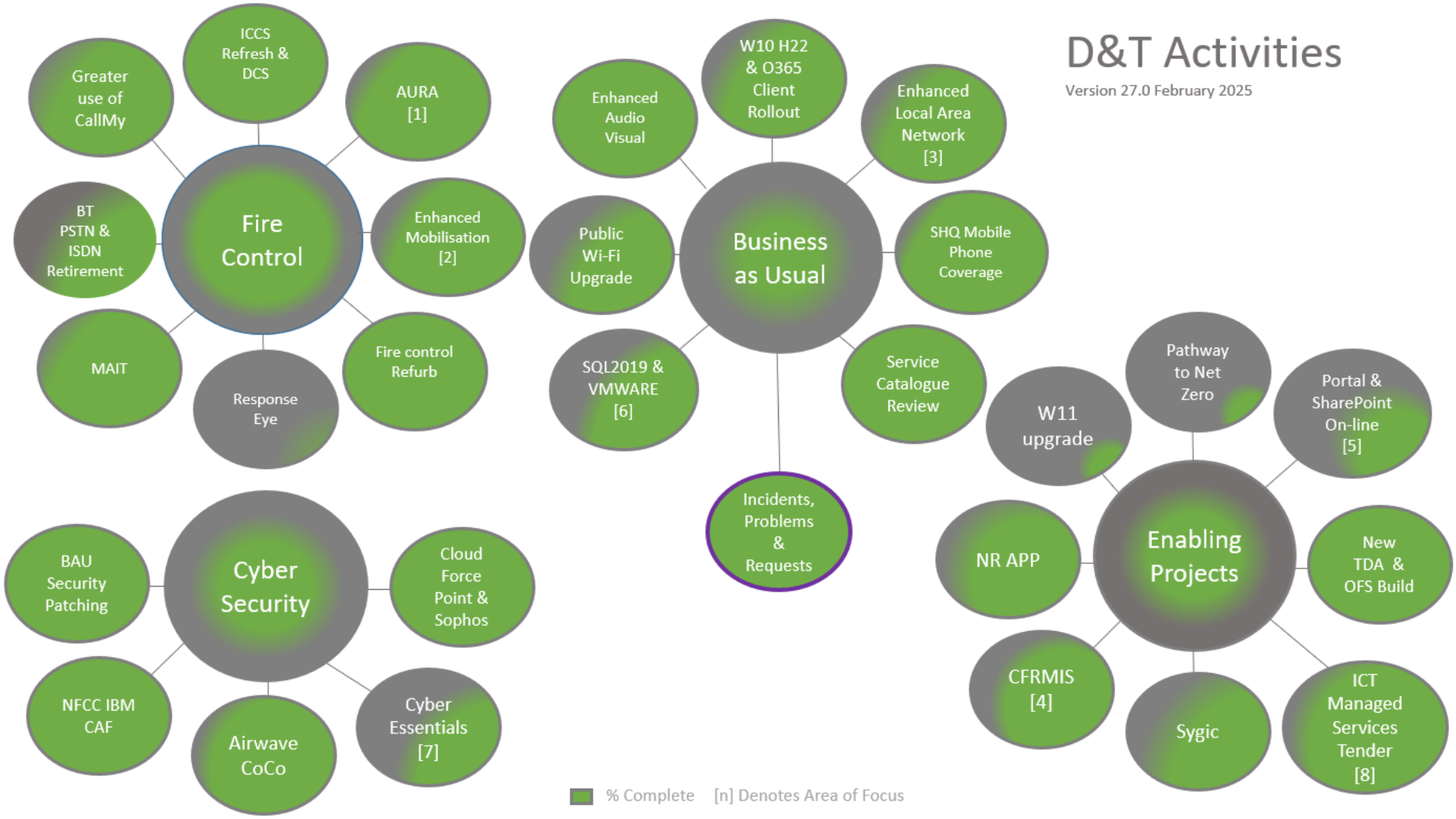
Appendix B – Key D&T Projects and Activities



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Appendix C – 2025/26 to 2029/30 ICT Five Year Capital Plan

ICT Capital Programme 2025/26 to 2029/30

Type of Capital Expenditure	Total Cost £	2025/26 £	2026/27 £	2027/28 £	2028/29 £	2029/30 £
IT002 ICT Software						
Software Licences	**10,000**	2,000	2,000	2,000	2,000	2,000
MDT Software Solution Refresh	**175,000**	100,000				75,000
Security Information & Event Mgmt Software (Microsoft Sentinel)	**500,000**	100,000	100,000	100,000	100,000	100,000
3 Year Antivirus & Filtering Software	**300,000**	150,000			150,000	
3 Year PRTG Subscription License	**15,000**			15,000		
3 Year Mitel Software Upgrade	**10,000**			10,000		
Vision 5 Threat Defence License	**47,000**		17,000	10,000	10,000	10,000
Microsoft EA Agreement (Servers & Security)	**152,500**	30,500	30,500	30,500	30,500	30,500
Microsoft EA Agreement (Windows & Office)	**1,097,000**	219,400	219,400	219,400	219,400	219,400
Microsoft EA Agreement (Application Development)	**155,500**	31,100	31,100	31,100	31,100	31,100
	2,462,000	**633,000**	**400,000**	**418,000**	**543,000**	**468,000**
IT003 ICT Hardware						
Desktops (target 20%)	**240,000**	48,000	48,000	48,000	48,000	48,000
Laptops/Surface Pros/Tablets/Docking Stations (target 20%)	**652,500**	170,500	120,500	120,500	120,500	120,500
Monitors & Monitor Arms (target 20%)	**70,000**	14,000	14,000	14,000	14,000	14,000
Peripherals replacement (target 20%)	**15,000**	3,000	3,000	3,000	3,000	3,000
Mobile device replacement (target 20%)	**61,920**	12,360	12,360	12,400	12,400	12,400
Windows 11 Hardware Upgrade	**100,000**	100,000				
Fire Control & OSR AV Refresh	**60,500**					60,500
SHQ Conf AV Refresh	**215,000**					215,000
TDA Conf AV Refresh	**250,000**					250,000
Station AV Refresh	**150,000**					150,000
SHQ Offices & TDA AV 5-year refresh	**100,000**	100,000				
Backup Tape Drive 5-year asset refresh	**25,000**		25,000			
IPTV 5-year asset refresh	**36,800**		36,800			
	1,976,720	**447,860**	**259,660**	**197,900**	**197,900**	**873,400**
IT005 ICT Servers						
Server/storage replacement (target 20%)	**325,000**	65,000	65,000	65,000	65,000	65,000
Server/storage growth	**56,000**		14,000	14,000	14,000	14,000
Mitel Server Upgrade Corporate Telephony	**150,000**		150,000			
Virtulisation 5 Year Refresh	**450,000**					450,000
SAN 5 Year Refresh	**195,000**	195,000				
	1,176,000	**260,000**	**229,000**	**79,000**	**79,000**	**529,000**
IT018 ICT Network						
Local Area Network replacement (discrete)						
Network Switches/Router replacement	**10,000**	2,000	2,000	2,000	2,000	2,000
Network Switches/Routers Growth	**25,000**	5,000	5,000	5,000	5,000	5,000
Network Data Port Replacement	**50,000**	10,000	10,000	10,000	10,000	10,000
Mitel IP Telephony Upgrade (inc.Fire Control)	**140,000**				140,000	
Replacement SIP for FC	**50,000**	50,000				
MDT Wireless Network Replacement	**50,000**	50,000				
Public Wi-Fi Replacement	**15,000**	15,000				
Vesty Road Network Link Refresh	**40,000**	40,000				
5 Year Core Network Switch/Router upgrade	**600,000**					600,000
5 Year Secondary Fire Control backup telephony Infrastructure refresh	**30,000**					30,000
5 Year Wireless Access Points and Wireless Controllers	**150,000**					150,000
5 Year PSTN replacement asset refresh	**125,000**		125,000			
	1,285,000	**172,000**	**142,000**	**17,000**	**157,000**	**797,000**
IT026 ICT Operational Equipment						
Pagers/Alerters						
Callmy Alert						
Station Equipment Replacement	**50,000**	10,000	10,000	10,000	10,000	10,000
City Centre Refurbishment	**10,000**	10,000				
Crosby Refurbishment	**10,000**		10,000			
Kirkby Refurbishment	**35,000**	35,000				
MF1 Refurbishment	**10,000**			10,000		
Toxteth Refurbishment	**10,000**			10,000		
Wallasey Refurbishment	**35,000**		35,000			
SHQ Refurbishment	**30,000**					30,000
5 Yearly Station UPS Replacement	**66,000**	66,000				
GPS Repeater 5-year asset refresh	**55,000**			55,000		
Toughpad Asset Refresh - Vehicles	**150,000**	150,000				
NEW Station End Network Equipment Asset Refresh	**140,000**	140,000				
ICU existing hardware 5-year asset refresh	**20,000**		20,000			
MDT (Screen & CPU) Front Line Vehicles asset refresh	**210,000**	210,000				
	831,000	**621,000**	**75,000**	**85,000**	**10,000**	**40,000**

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Appendix C – 2025/26 to 2029/30 ICT Five Year Capital Plan – Continued

Type of Capital Expenditure	Total Cost £	2025/26 £	2026/27 £	2027/28 £	2028/29 £	2029/30 £
IT027 ICT Security						
Remote Access Security FOBS	**10,000**	2,000	2,000	2,000	2,000	2,000
Celestix 3-year renew al - VPN tokens	**60,000**		30,000			30,000
Replacement of PfSense Firew alls	**100,000**	100,000				
	170,000	**102,000**	**32,000**	**2,000**	**2,000**	**32,000**
IT058 New Emergency Services Network (ESN)						
ESN Radios / Infrastructure - Estimate	**54,300**	54,300				
	54,300	**54,300**				
IT063 Planning Intelligence and Performance System						
PIPS System upgrade	**90,000**	90,000				
	90,000	**90,000**				
Other IT Schemes						
IT019 Website Development	**40,000**	40,000				
IT030 ICT Projects/Upgrades	**25,000**	5,000	5,000	5,000	5,000	5,000
IT033 Incident Ground Management Softw are	**50,000**	50,000				
IT055 Fire Control ICT (Non Vision)	**25,000**	5,000	5,000	5,000	5,000	5,000
IT059 ESMCP Project Control Room Integration	**66,100**	66,100				
IT062 Capita Vision 5 Update - ICSS ITHC	**50,000**	10,000	10,000	10,000	10,000	10,000
IT064 999 Emergency Streaming (999EYE)	**40,000**	40,000				
IT066 ESN Ready	**20,700**	20,700				
IT067 DCS Upgrade	**226,000**					226,000
IT068 TDA Command & Control Suite	**350,000**					350,000
IT070 OSHENS Renew al/Replacement	**50,000**	50,000				
IT071 TRANMAN Renew al/Replacement	**100,000**	100,000				
IT072 Modern Gov Upgrade	**30,000**	30,000				
IT073 CAD Replacement	**1,000,000**				1,000,000	
IT074 Data Management Compliance Supporting Softw are	**30,000**		30,000			
	2,102,800	**416,800**	**50,000**	**20,000**	**1,020,000**	**596,000**
	10,147,820	**2,796,960**	**1,187,660**	**818,900**	**2,008,900**	**3,335,400**

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Merseyside Fire and Rescue Authority - Applications Status Update

ITIL Standards

New	Conceived, in planning phase, under construction or newly deployed
Emerging	In production or licenses have been purchased, but in limited use, such as a pilot
Mainstream	In production and actively being used
Containment	In production for a specific or limited purpose
Sunset	In production with scheduled retirement in progress
Prohibited	No longer used

Application Name	Function	Status
IIT Database	Used by IIT to record and report on data relating to incident investigations.	Mainstream
Business Objects	A reporting tool used in Finance.	Mainstream
E-Financials & E-Procurement	Finance, stores and procurement package.	Mainstream
Iken Legal Case Management	Legal case management system includes a library of documents and workflows linked to a central database. Multiple operations and bulk processing are driven from a single input, whilst shared items can be used to store information related to a particular client, matter/case work.	Mainstream
Civica Modern Gov	Committee decisions management system used to manage authority business including ensuring relevant papers are published to members via the MFRA web page.	Mainstream
Resourcelink	Zellis HR and payroll functionality to manage the entire employee lifecycle from recruitment to staff development, succession planning and payroll.	Mainstream

Org Plus	Used by People and Organisational Development to produce organisational charts using the data exported from Resourcelink.	Mainstream
File Director	Scans and organises images of paper documents used in People and Organisational Development.	Mainstream
Civica Tranman	Vehicle Fleet Management System.	Mainstream
Red Kite	Equipment/asset management system. Used on stations to ensure operational equipment is checked regularly and appropriately maintained.	Mainstream
Airbus Hydra	Water management solution that manages data relating to hydrants.	Sunset
Draeger	BA (Breathing Apparatus) testing software.	Mainstream
XVR Simulation	Virtual reality incident command training software for emergency services.	Mainstream
Auto CAD Architecture (Graitec)	CAD (Computer Aided Design) software.	Mainstream
Timewatch PLC – White Space	Training Resource Planner.	Mainstream
SSRI Progress	Captures site specific risk information and presents it to crews via the MDTs.	Sunset
Voyager Fleet	Black box data logger on vehicles.	Mainstream
NEC SWS Vision 5	CAD Computer aided dispatch. This system logs all incoming emergency calls and supports the mobilisation of appropriate resources for incident management. Currently in use within Fire Control.	Mainstream
NEC SWS DS3000	ICCS (Integrated Communications & Control System) partnered to the Vision FX CAD System. This system enables Fire Control to utilise radio and telephony functions to manage incoming 999 calls and communicate with MFRA resources. Currently in use within Fire Control.	Mainstream

NEC SWS Vision 5 BOSS	Management Information: providing senior officers with real time incident information and the organisation with incident history for trend analysis.	Mainstream
AIRBUS Sc-Response	Data Mobilisation: Fire Control mobilise crews to incidents by sending a message to the Mobile Data Terminal (MDT) installed in the Appliance. Crews retrieve risk related information from the MDT. Currently in use within operational vehicles and Fire Control.	Mainstream
Operational Performance System (OPS)	Internally developed SQL based application to allow the detailed recording, monitoring and assessment of fire fighter competencies against national standards for firefighters.	Sunset
Resilience Direct	A replacement service for the National Resilience Extranet that can be built upon to provide additional innovative ways to enhance multi-agency working.	Mainstream
OSHENS	Health & Safety management information system.	Mainstream
Simul8 - Process Evolution	Fire Incident Response Simulator (FIRS). Fire Incident Analyser (FIA). Facility Location Planner (FLP). Used by Strategy and Performance for operational response planning and modelling.	Mainstream
Ximes	Shift pattern modeller.	Mainstream
StARS	TRM (Time and Resource Management) staffing system.	Mainstream
Gazetteer	Aligned Assets Gazetteer Application. Corporate gazetteer in use across the Authority to provide standardised address information and UPRN data to corporate systems and users.	Mainstream
Crystal Reports	Reporting tool used in Strategy and Performance.	Mainstream
IRS (CLG)	Incident Recording System which interfaces, extracts data from Vision.	Mainstream
InPhase - Planning, Intelligence and Performance System (PIPs)	System that streamlines and enhances functionality relating to station plans, business intelligence, performance management, GIS plotting, project and risk management.	Mainstream
Silversands – SharePoint Support	SharePoint Portal is used to provide the corporate intranet and central repository for MFRA core data.	Mainstream

MapInfo GIS	MapInfo is a geographical information system used within Strategy and Performance to display and analyse geo-spatial datasets.	Mainstream
Fueltek	Fuel management system.	Mainstream
HR Solutions Hub – Firefighter Sift Tool	Online assessment and sift tool for firefighter recruitment.	Prohibited
ProContract - Proactis	An online Portal for managing the processes around e-tendering and contracts.	Mainstream
National Resilience Management System (inc. ESS)	A management system used by the National Resilience Assurance Team (NRAT) and the National Coordination Centre (FRSNCC).	Mainstream
Civica CFRMIS (Community Fire Risk Management Information System)	An application used to collect and manage information relating to Protection, Prevention and Preparedness. All information will be stored in a single database and shared between the three functions.	Mainstream
Effective Command – K Lamb Associates	The Effective Command™ tool collates data using three different applications: Training, Incident Monitoring and Formal Assessment.	Mainstream
AURA	An application produced by our internal development team that displays real-time locations and response coverage of MFRS appliances.	New
SQEPtech and Cornerstone LMS	Learning Management System.	New
Airbus ScCapture	Water management solution that manages data relating to hydrants.	New

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