

ICT Business Plan 2019 / 2020

Joint Control Project [UPDATED]

This project went live in October 2017 and co-located the two fire control teams of South Wales Fire and Rescue Service (SWFRS) and Mid & West Wales Fire and Rescue Service (MAWWFRS) at the South Wales Police (SWP) Public Service Centre (PSC) at South Wales Police Headquarters in Bridgend known as Joint Fire Control (JFC)

SWFRS is providing ICT support with 24 x 7 x 365 on-call staff in conjunction with SWP ICT. The final Secondary developments for the supplier to complete the Contract and the work on a number of Contract Change Notes (mainly other systems interfaces) will be completed in 2019/20 with support from SWFRS ICT before it transfers fully to in-life management from an ICT perspective.

ICT Support for Systems Integration Project (CoreHR) [UPDATED]

SWFRS and MWWFRS have entered into a Service Level Agreement (SLA) for the collaborative implementation and management of a Human Resource & Payroll ICT System as supplied by Core International.

SWFRS has provided a permanent ICT Project Manager on behalf of both Fire & Rescue Service to support the implementation of this project over a number of phases.

The objective of phase 1 was to ensure people are paid correctly. These modules are the backbone of the system and form the foundation for subsequent modules.

Phase 2 of the project brought absence management and online expenses live in Apr 2018.

The next phase will see the configuration, testing and implementation of the Training and Rostering (WFM – Work Force Management).

G2D Project [UPDATED]

The Gazetteer and Geospatial Data (G2D) Project is a collaboration with West Midlands Fire Service that will create our Operational Intelligence System. In 2016 we entered into our second four year contract with West Midlands Fire Service to continue to develop and integrate the system. This system provides the service with a central gazetteer for premises information.

In 2015/16 we started developing a Site Specific Risk System which went live in 2016 and is currently used on stations. An updated version of this module will go live during May 2019.

The service will begin testing the Safe & Well module (previously referred to as Home Fire Safety Check System) during May / June 2019 followed by a planned go-live.

SWFRS and WMFS are currently developing a Business Fire Safety System with the project team meeting regularly to ensure progress. The first phase has been completed which has produced the risk model system. The second phase will provide relevant workbooks and reports which will then allow us to replace our existing system.

An already developed Incident Recording System has been delayed until we implement phase 2 of Joint Control Project.

Review our disaster recovery plan due to the Joint Control Project and Infrastructure Replacement Project

Our disaster recovery plan was created many years ago and has been updated when change has taken place. However following the Joint Control Project and due to the scale and nature of other changes a complete review is required. This review will also address the change of requirements that some departments now need to support their function in a disaster.

Unified Communications Replacement Project - Telephony / Video Conferencing / Switchboard / Voicemail

The major components of our Internet Protocol Telephony Infrastructure are reaching the end of life for support and maintenance and require a major version upgrade. This will also bring with it issues where existing hardware equipment may also require replacement.

To tender, award and implement an upgrade of Communications Infrastructure during 2018/19. This will be implemented during 2019/20.

Multimedia Equipment Replacement

Multimedia equipment on station is approaching its end of life - failures are increasing and is approaching becoming beyond economical repair. In addition, it is proposed that the multimedia equipment in Headquarters is updated to reflect the new communication, collaboration and multimedia possibilities in the Fire Service.

Capital funding has been agreed for 2019/20 financial years.

Mobile Data Terminal Project

This project will consist of two work streams running in parallel.

Replacement Hardware & Software

During 2019/20 the MDT's will be replaced with new fit for purpose demountable units running Windows 10 and have a 4G mobile SIM installed that allows connection to SWFRS systems securely. The very latest Airbus Software will be installed and the back office systems updated. This will also include the MDT gateway which will be sized to accommodate both

MWWFRS and SWFRS fleet that provides connection to the Command & Control system.

Produce a new All-Wales MDT software tender

SWFRS will work with the other 2 Welsh FRS to create a specification that will be used to tender for a new all Wales FRS MDT software contract. This will include the back end systems used by the MDT's.

Datacenter UPS Project

This project is to undertake a midlife update to the UPS used at our Datacentres.

Microsoft Infrastructure Software Review

To review the existing MS Office 2013 suite, Office 365, MS Server infrastructure and relevant management software. The recommendations will feed into a future replacement programme.

ICT Support for Business Management Information System

To continue to provide support to the BMIS team to deliver future enhancements including interfacing with other systems. This would enable us to produce the assurance metrics required directly and also to enable publication on the internet of key performance data to the public

Security Enhancements Projects

This project will consist of three projects running in parallel that continue to improve ICT security for the service.