

## **ICT Annual Plan 2020 / 2021**

### **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 went live in April 2019.

SWFRS and WMFS are working together to develop a Business Fire Safety System. The first phase, creation of a risk model system, has been completed and is available via a remote app hosted by WMFS. BFS have tested the system and plan to go live with in April 2020. The second phase will provide relevant workbooks and reports which will then allow us to replace our existing system.

The Safe & Well module (previously referred to as Home Fire Safety Check System) has been installed in our test environment but has been put on hold until end of 2020 / beginning of 2021.

An already developed Incident Recording System has been delayed due to Fire Safety.

### **Intranet Replacement Project**

We need to move our current Intranet from the current platform to a newer platform to satisfy a security audit requirement. The move from SharePoint 2007 to 2013 will allow us to improve access, carry out a data audit, improve security and address the issues of Welsh Language standards.

### **Review and Rationalise Client Databases**

We currently hold client data on a variety of CS systems; Home Safety Check, Safeguarding, Domestic Violence and Fire Setting Intervention Scheme. Currently this data is securely held in four separate systems which makes it extremely difficult to know if the same person is being supported by more than one team. The intention is to take our existing data and create a simple client database where CS Manager can get an overview of a client and what teams have had some interaction with them.

## **Review Active Directory Management Tools**

As part of our accreditation to Cyber Essentials Plus we need a robust method of assigning user permissions and managing security Group Memberships. Currently this is a manual and labour intensive process and with few tools to allow us to easily generate reports on user access.

We intend to investigate software options available, test options and come up with a suitable application to manage user access from start to expiry.

## **Tranman Upgrade**

The Tranman system has been in place for many years and records and stores the details of all the SWFRS vehicle servicing jobs completed. The upgrade introduces some functionality that is currently being managed by other systems that have no direct access to the system; reporting of vehicle defects, management of the replacement program and allocation of pool cars.

The upgrade introduces a portal to record vehicle defects, a module to profile a replacement program and the introduction of a Pool Car booking system. As well as these features additional upgraded functionality has been included to make the system easier to use and interrogate.

## **Mobile Data Terminal Project [UPDATED]**

We will continue the project to replace the MDT's 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.

## **Wireless LAN Controller Project**

SWFRS Wireless Networks have been in use for a number of years, allowing staff to access the SWFRS resources, initially at HQ and Cardiff Gate. ICT have worked to expand wireless access to all SWFRS sites over the last few years. The hardware that manages the wireless access points and wireless networks has been in use for a number of years and needs to be replaced before the Cisco end of life notification.

With this project we will review the options for managing SWFRS wireless networks to ensure that the solution is fit for current needs and takes into account improvements in wireless technology and the need to replace the wireless access points in the near future. In addition, we will review the provision of wireless access for Guest users to see if this can be made easier to manage and deploy.

### **GPS Repeaters on Stations Project**

ICT were made aware of issues with MDTs and radios on appliances obtaining a GPS fix within the appliance bay at certain stations. Following successful testing, ICT will deploy GPS repeaters at all 47 stations in order to improve GPS coverage within SWFRS stations. This will allow MDTs and radios to obtain a GPS fix more quickly, making nearest appliance mobilising easier to achieve.

### **PSBA Secure Roaming**

Originally planned to be done in conjunction with the Wireless LAN Controller Project, ICT will look to incorporate the PSBA Secure Roaming solution for partner organisations to access their “home” organisations via a deployed wireless network whilst at SWFRS locations. Central funding for this ends 31<sup>st</sup> March 2020, so this will be brought forward.

### **Multimedia Equipment Replacement [UPDATED]**

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.

### **Microsoft Infrastructure Software Review [UPDATED]**

To review the existing Microsoft Office suite including Office 365, Microsoft Server infrastructure and relevant management software. The recommendations will feed into the next replacement programme.

### **Server Replacement Programme**

This will replace servers that are approaching end of life and forms part of the VDI Improvement Project.

### **VDI Improvement Project**

This will improve the usability, performance and management of the VDI environment for service users.

### **End User Computing Review**

This will review the end user devices currently being used, new technologies available, access methods and has links with the Microsoft Infrastructure Software Review. The recommendations will feed into the next replacement programme.

### **Disaster Recovery Improvements**

Update the current remote access solution that the service uses and add a secondary system at our DR site.

The DR site services will also be updated to allow the services infrastructure to operate effectively from an alternate site.

### **ICT BCM Plan Review [UPDATED]**

Having reviewed ICT department functions in line with the new BCM framework it is now necessary to update the available infrastructure and processes to ensure recovery would be possible for various scenarios.

This review will also address the change of requirements that departments now need (following their own reviews) to support their functions in a disaster, providing a pre-agreed Recovery Time Objective (RTO) based on cross service business priorities.

### **Create Cyber / Forensic Readiness Policy**

Although our business continuity management plan (BCM) looks to recover from a variety of events the increased reliance on ICT and connectivity means that we need to actively pursue pro-active defence such as the NCSC Active Defence suite while also being prepared internally and with our LRF partners / colleagues in Cymru WARP, to have planned for and trained our staff to respond to a Cyber Security Event.

### **Research our next Major Transformation Project**

Supported by a fresh Survey of user requirements we will develop a roadmap to begin adoption from 21/22 onwards to leverage further modern approaches to deliver our ICT services. Largely driven by the industry move to service models of delivery, for everything from software and infrastructure as a service, using ubiquitous 'always on' access to data and services, to deliver on the promise of seamless remote working including full video interaction. This will initially focus on ensuring cross ICT team and SWFRS department's direction of travel will be consistent with the current 7 themes and the coming changes to the ICT strategy for medium to long term.