ICT Annual Plan 2021 / 2022

G2D Project

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, went live August 3rd 2020 and is available via a remote app hosted by WMFS.

The second phase is now underway and is aimed at developing the additional workbooks and reports which will then allow us to fully replace our existing system.

West Midland FS have made the decision to move their products to the cloud so any new modules will be via the Tymly platform.

These other modules such as Safe & Well module (previously referred to as Home Fire Safety Check System) and Incident Recording System will be available via the Tymly platform by the end of 2022. Our current on premises SSRI system will also be available on Tymly by the end of 2022.

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 use access from start to expiry.

Review 24/7 Asset Management System as a replacement for Redkite

We have started working with House on the Hill (Supplier of the ICT Asset Management System) to create proof of concept for a Redkite replacement.

A simple specification has been provided along with the asset and historic test data for one Station. When the demo system is built we can arrange end user testing and review to determine whether the system would be suitable to replace Redkite.

Mobile Data Terminal Project

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 pandemic has impacted the progress of this project. However, ICT have been able to create the "gold" image for the MDT, set up all associated servers, get Code of Connection approval by the Home Office for connection to the Airwave network and work with Airwave and Telent to arrange resources for the rollout. The install of new MDTs by Telent is scheduled to begin in March 2021.

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.
ICT have been able to review available options for wireless networking, liaising with Cisco to review the costs of these different options. Replacement Wireless LAN Controller options have been evaluated and a replacement solution has been selected and the order placed. The selected solution will allow the continued provision of wireless networking with improved resilience and to allow the upgrade of existing access points as part of a separate capital bid. The solution will also ensure appropriate hardware and software warranties are in place for support in the event of faults and for firmware updates.
The use of PSBA Secure Roaming will be added to this project.

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.

The pandemic has impacted the progress of this project. However, with the Finance Department, ICT has been able to run a successful tender to source all required repeaters and associated hardware. Station surveys are being conducted to confirm where these GPS repeaters should be located at each station and to confirm whether additional power will be needed to be installed with the help of the Property Services Department, which will require contractors to complete.

Core Switch Replacement

The core switch Infrastructure provides network connectivity between all SWFRS sites and to provide sufficient port density for all required HQ Data Centre infrastructure. The Nexus 6001 Pair and attached 2248 fabric extenders originally made up the core Layer 2 and 3 network for SWFRS. Recently, layer 3 networking was moved to a separate 3850 pair to provide improved network performance.

The support for the current Nexus hardware ends on 30th April 2022, so ICT will investigate options to replace the current Nexus 6001 Pair and 2248 fabric extenders at HQ, with hardware which is fit for the current needs and takes into account the latest network and routing technology specifications. In addition, ICT will include additional switching hardware at the Pontyclun DR site to improve resilience for disaster recovery purposes. The solution will also ensure appropriate hardware and software warranties are in place for support in the event of faults and for firmware updates.

ITEM REMOVED

Voice Gateways Upgrade to SIP

SWFRS Voice Gateways provide connectivity between the BT provided ISDN30 lines and the SWFRS Unified Communications Systems at HQ. The current hardware consists of 2 Cisco 2901 ISR devices, one connected to the BT incoming and outgoing ISDN30 lines and the other connected to the BT outgoing only ISDN30 lines. Together they provide 30 incoming/outgoing and an additional 30 outgoing channels for voice calls between SWFRS and external organisations.

Support for the current voice gateways ends on 31st December 2022. Further, BT have given notice that ISDN analog technology will be end of life in the near future, and have encouraged all customers to move to an equivalent digital solution such as SIP. ICT will procure up to date, SIP voice gateway hardware and SIP connections at HQ. To improve resilience ICT will also procure SIP voice gateway hardware and connection at the Pontyclun DR site. This will add resilience to the Unified Communications system as part of disaster recovery improvements. The solution will also ensure appropriate hardware and software warranties are in place for support in the event of faults and for firmware updates.

Printer Strategy

This strategy will provide a complete solution to streamline the way that the service prints. It will replace older printers with more efficient models, consolidate the number and types of printers, and implement new technologies such as "follow me printing" with smart card access. Review the use, cost and procurement of consumables such as paper and toner.
This strategy will also assist in reducing our carbon footprint and provide cost savings.

End User Computing Replacement Programme

Following on from the end user computing review, ICT will start the next major refresh of end user computing devices. This refresh will update and improve the devices used by agile workers as well as remove older client operating systems still in use.

VDI Hardware Replacement Project

This will refresh thin client computing hardware to give end users a high quality computing experience and enhance remote device management.

Disaster Recovery Improvements

DETAIL REMOVED

ICT BCM Improvement

Having developed an understanding of the changed priorities for departmental Recovery Time Objectives (RTO) after their review and the learning from the Covid response we will create a Gap analysis and begin improvements as part of the Transformation programme to improve any aspects of ICT BCM that need to be addressed to complete this programme of change.

ITEM REMOVED

ISMS Review

Due to the large change that the Office Productivity Services part of the Transformation programme will represent we updated the existing Information Security Management System (ISMS) framework to bring it up to date and now in collaboration with the Information Governance & Compliance team we will totally reform our ISMS as we make the changes in the coming transformation to the wider ICT provision.

ITEM REMOVED

OFFICE PRODUCTIVITY SOFTWARE AND SERVICES PROJECT

Following the approval by the Fire Authority of a change to a revenue funded Hybrid Cloud approach we will begin the rollout of the Office Productivity Services part of the programme in line with the End User computing hardware refresh project, integrating any needed changes to infrastructure, networking and applications. Working with the Information Governance & Compliance team we will leverage the new tools to improve our information management as part of those projects.

ICT Full Asset Management Audit

In line with ICT Asset Management Policies, ICT undertake a self-audit process bi-annually and a full physical ICT audit every three years. The last full audit was carried out in December 2019 and the self-audit was undertaken in 2020/21. A full physical audit of all ICT equipment at HQ, stations and satellite offices will be undertaken in accordance with these policies during 2021/22.