



Gwasanaeth Tân ac Achub
De Cymru

South Wales
Fire and Rescue Service

Information Communication Technology **Plan 2019 - 2022**

RAISING AWARENESS - REDUCING RISK



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Introduction

The ICT Plan is supported by the following:

ICT Department

We have developed the structure of the department to deliver the plan. Our structure may change over time to meet the requirements of the service but this plan will guide any changes.

ICT Backup Strategy

This document describes the procedure implemented in South Wales Fire and Rescue Service to conform to and provide recovery data for the ICT Business Continuity Plan.

ICT Business Continuity Plan

This document describes how ICT will respond effectively to business disruptions and recover its activities and services to support SWFS.

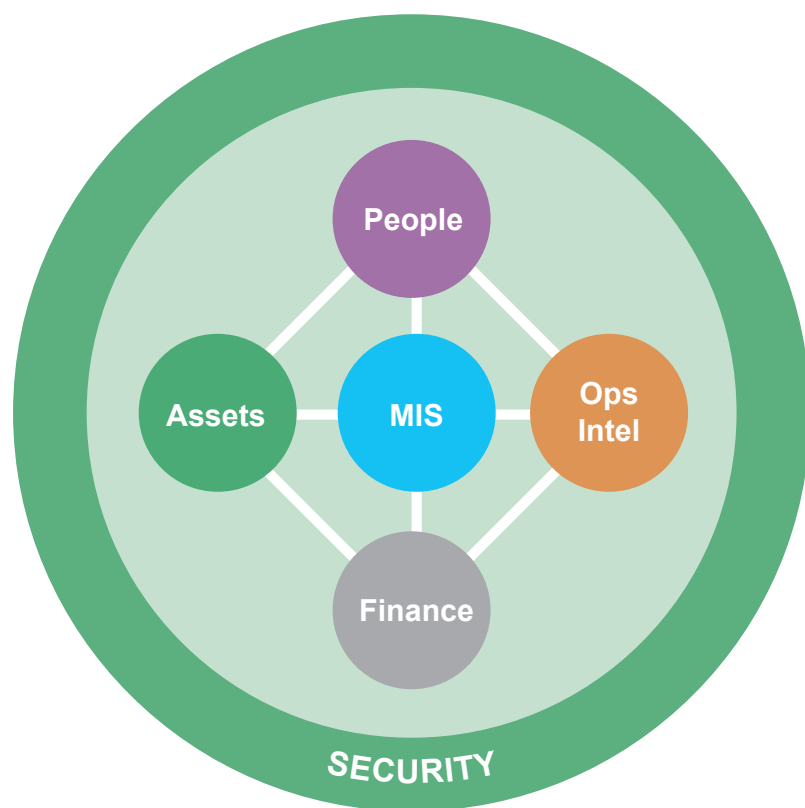
Information Security Management System (ISMS)

This is a set of procedures to ensure the highest standards of information security are maintained across the Service at all times.

Information Plan

The following model represents our aspirations.

The model is based on:



1. People

The Core HR system will be our primary system where personnel data will be integrated, managed and supported. Several other systems will be used where there is a unique requirement that cannot be fulfilled by CoreHR.

2. Ops Intel

Operational intelligence will be collated, developed and managed within our G2D system. This will be supported through our partnership with West Midlands Fire and Rescue Service. We will continue to integrate other systems to reduce duplication.

3. Assets

We will build on the success of our current Asset management systems and work to integrate these and reduce duplication.

4. Finance

Following on from the successful implementation of our Finance system we will build links to ensure integration within the wider model.

5. MIS

We will use our Business Management Information System (BMIS) to ensure that we are able to transform our inputs as a service into outcomes for the public.

6. Security

We will continue to ensure that the systems and services used by the service are secure.

Our Vision

The Vision for ICT is to:

Ensure our people have access to the right information, at the right time, on the right device to support the delivery of our service.



ICT Themes

As the service increases the dependency on ICT this plan will continue to develop and maintain technological solutions within the following ICT themes:

1. Improved Customer Experience

HOW: Deliver an effective ICT service with increased ease of use, self-service and user satisfaction.

The first point of contact for all problems, requests or queries will be the ICT Service Desk which will continue to be developed to make it easier for users to help themselves or get help when they need it.

New or upgraded systems and services will be delivered with training so that users have the required skills to make the best use of them.

Training will be provided Online (with self-guided "How Do I..." packages for the most commonly used features), On-site, with provision of simple user guides and one-to-one interaction where needed.

2. ICT Infrastructure

HOW: Maintain, rationalise and refresh the infrastructure so that it provides high availability and business continuity.

Customer expectations of ICT are and have been for some time that key services are permanently available during agreed operational hours. The ICT department have spent considerable effort in ensuring that the major application services are available and this is monitored with breaks in service dealt with as quickly as possible. We will continue to improve the end-to-end management of the environment to increase availability.

Review and update our ICT business continuity plans so that they meet the service needs.

The infrastructure is currently 'on premise' and with each lifecycle review there will be consideration for adopting cloud or a hybrid of both as this technology evolves and matures.

3. Mobility

HOW: Provide access to information at anytime from anywhere to support service needs.

Mobile working will be encouraged to support the introduction of new ways of working with greater flexibility for staff.

Provide remote and mobile working solutions for service owned devices and user owned devices in a secure manner.

Support the migration to the new national Emergency Services Network from the Airwave Network including our Mobile Data Terminals on appliances.

4. Security and Information Management

HOW: Work with the service to take an integrated, risk based approach to both physical and information security.

Due to the ever changing threat landscape ensure that we have up to date physical, technical and procedural controls. These will secure the internet connection, devices and software, control access to data and services, protect from viruses and malware and keep our devices and software up to date.

Meet the relevant government codes of connection.

Gain security accreditation to reassure users that we are working to secure the service against cyber-attack and that we have a clear picture of our cyber security level. This will be independently verified.

Continually review user access to the systems and services provided to ensure that staff have the appropriate level of permissions.

5. Sustainability

HOW: Consider the way ICT is procured, deployed and managed to minimise the effect on the environment in terms of energy use and emissions.

This will be achieved by the careful choice of equipment (through the entire lifecycle) and design of working practices.

By using mobile and remote working in reducing the use of office space and travelling costs there will be a reduction in environmental costs as part of the drive towards sustainability.

Ensure proper use and disposal of resources with adherence to waste directives and regulations.

6. Governance

HOW: Effective management of ICT in its strategic direction and in its allocation of resources to projects.

This Governance is exercised through Director of Technical Services, Executive Leadership Team, Senior Management Team, ICT Strategic Steering Group and Finance and Asset Management Scrutiny Group.

All staff are required to flag up new needs at the earliest stage so that ICT can support them in finding the best technological solution that fits. ICT will work closely with the organisation and its key stakeholders to ensure it meets the service requirements. Requests for significant business improvements that involve data and information, work-flow and communications, and interconnecting digital devices must be presented to SMT.

Maximise use of existing systems to maximise existing investment using standard solutions rather than bespoke and adopt commonly recognised industry standards.

7. Collaboration

HOW: Alignment of procurement opportunities to achieve economies of scale and improvements to service delivery through common processes.

The public sector faces many challenges, including financial pressures and greater expectations. The Fire and Rescue Services in Wales have established the National Issues Committee (NIC) to further improve collaborative working, service delivery and sustained service improvement within the Fire sector.

We will also continue to work with others such as Joint Emergency Services Group, National Fire Chiefs Council, Emergency Services Mobile Communication Project and other partnerships.

We will look to make use of existing frameworks and contracts where possible such as the National Procurement Service in order to deliver savings and add value for the organisation.

247

ICT Tickets

Activities

Knowledge Base

Your Company

Finance

Reports

KPI

Feed

Mailroom

http://fshqams:81/supisacs.dll?ID=3e62febee8a94884&T=1568805512&A=Desktop

Pages - OnlineLearningPlatform CourseMill 6.8

SupportDesk South Wales Fire and Rescue

Pages - OurPeople

fshqsp

Site Collection Documents

Search...

Edit Dashboard

Settings

Profile

ICT Issue

Orders & Invoices

Planned Site Visit

Supervisor Workbook

Calls By Engineer

Watch Calendars

Property Issue

Business Support

Request Refreshments

Meeting Rooms

My Tickets

My Group

New Today

Open

Open

Unassigned

Recently Updated

On Hold

Overdue Today

Overdue

Closed

Total

My Activities

10	46	11	10	221	1	209	169	0	30	20837	21459	9
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Timeline

Phandra Marks

Has Resolved Ticket #200000

When trying to use an online audit form there is an issue with it opening. Dave has said that it will only seem to open when on two screens. It will appear in the task bar and cannot maximise when using any device.

6 Minutes ago: 18/09/2019 12:14

Shamash Tondra

Has Resolved Ticket #2000795

The admin table isn't clearing previously searched for records when filtering by date. Add hours available field with options for 09-13, 13-17, all day or other with free text box to input times.

12 Minutes ago: 18/09/2019 12:00

Lee Profferty

Has Added a Ticket #200000

Updated crewing list for MDT - there are 6 amendments

14 Minutes ago: 18/09/2019 12:06

Service Updates

Core Portal

Online

Email Status

Online

Finance System

Online

Internet Status

Online

Intranet (SharePoint)

Online

Printers

Online

Proxy

Online

Redkite

Online

News Feed

Default Domain GPO Password Policy

The Default Domain GPO Password Policy has been amended as agreed at the Security Risk Group following the implementation of the Password Reset Tool Summary. Not contain the user's account name or parts of the user's full name that exceed two consecutive characters. Password must meet complexity requirements - ENABLED. Minimum password length - 7 characters. Account lockout threshold - 5 invalid logon attempts.

Windows Taskbar

17773

PHILIPS

12:21 18/09/2019

Implementing our Plan

The next section outlines the general activities we will undertake to deliver the ICT Plan over the next three years with more specific detail being documented in the ICT Annual Plan in each year.

2019 - 2020 - What we will do

- Complete the Joint Control Project secondary developments
- Provide support and development to rationalise our business applications
- Complete the Unified Communications Replacement Project
- Undertake a multimedia replacement program across the service
- Replace the mobile data terminals in front line appliances
- Undertake a UPS update project

How will we know if we have been successful?

- New fit for purpose demountable mobile data terminals installed on our front line appliances running Windows 10 and using 4G mobile data
- Installation of new multimedia screens across the service to replace aging projectors
- Complete outstanding ICT activities on the Joint Control Project
- Safe & Well system goes live on the G2D Project
- Staff trained in the use of new equipment and software

2020 - 2021 - What we will do

- Gain accreditation to Cyber Essentials Plus
- Continue to provide support and development to rationalise our business applications
- Improve the end-to-end management of our VDI environment
- Refresh servers and storage to enhance our infrastructure
- Research the next major refresh of user computing hardware and software
- GPS Repeaters on all stations

How will we know if we have been successful?

- If we don't suffer security breaches and our ICT Health Checks are successful
- Business Fire Safety goes live on the G2D Project
- Improved user experience with VDI
- Improved availability of systems and services
- Faster start-up of GPS on mobile data terminals

2021 - 2022 - What we will do

- Start the next major refresh of user computing hardware and software
- We will begin testing the Emergency Services Network
- We will undertake a smart phone replacement program and associated applications
- We will continue to develop projects that enhance and renew our business applications based on the service priorities
- We will further enhance and replace our key infrastructure equipment

How will we know if we have been successful?

- New user computing hardware and software begins rollout
- Integrated network infrastructure to support our key activities
- New smart phones will be issued to appropriate staff
- Service business applications continue to provide improvements for users and the service





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