

# Support Services

Directorate



KENT POLICE

ESSEX POLICE



Supporting policing  
in Kent and Essex

# IT Services Annual Business Plan 2019-2020

**Chief Information Officer**

Date/Version: July 2019 – FINAL 0.4



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## 1.0 INTRODUCTION

The IT Services department provides and supports a wide range of technology solutions and products for Essex Police and Kent Police. The department has been a joint function for both forces since 2010, and sits within the wider collaborative structure of the Support Services Directorate.

IT Services is an in-house function with staff providing expertise across a number of technical areas, but they also liaise and co-ordinate with a large number of external technology suppliers for local, regional and national Police IT solutions, with a substantial non-pay budget for third party annual support, maintenance, training and expertise.

## 2.0 PURPOSE OF THE BUSINESS PLAN

This annual business plan for IT Services is aimed at informing our stakeholders of the developments and improvements that IT Services are proactively working on across the next 12 months, whilst demonstrating the benefits that will be given to both forces.

It is also an important document for the IT Services staff, enabling a full understanding of what is happening across all the technical portfolios.

## 3.0 IT SERVICES ROLE AND STRUCTURE

**Role** - the IT Services in-house range of functions shown across the various technical disciplines also include resources in areas such as project management, business relationship management and technical design, and it is anticipated that the type of skillsets required in IT Services will evolve further over the following years as standard technology platforms migrate to off-premise cloud hosted solutions and software and infrastructure as a service. This will require local IT functions to have different areas of expertise in commercial contract and service management, enterprise architecture, and business analysis to name a few – as IT Services provide an intelligent client approach to the enabling and supporting of operational policing.

The role of IT Services is wider than providing on site IT systems, its strategic role and responsibility is to support the forces to procure and deliver technology solutions, which support operational policing by making it more efficient and effective. This includes a wide range of services from existing systems to leveraging new innovation such as robotic automated processes, artificial intelligence, and big data analytics.

### Structure Chart

#### Redacted

Section 40(2) in conjunction with Section 40(3A)(a) Personal information.

Section 31(1)(a)(b) Law enforcement.

**Environmental Context & Challenges** - while IT Services have achieved in the region of £10 million of savings since 2010 by consolidation of solutions and support, both forces' ongoing demand for new technology to enable better efficiencies in operational policing is ever increasing, and an average of £8 million per annum per force is spent in technology investment currently (including refresh of existing platforms). Technology continues to evolve and develop at a fast-moving pace – with a high demand across policing to leverage new solutions to provide a better service to the public with improved crime detection and reduction. This demand co-exists alongside a number of economic and political challenges for both police forces:

- a) Historical capital funding reserves are diminishing year on year and not replenished by government grants
- b) Annual revenue budgets for our forces is prioritised on police officer resourcing, while the IT industry is migrating business models to 'solutions as a service', billed annually by revenue rather than a force owning the IT asset outright with capital, providing a further squeeze on revenue funding
- c) Cyber-crime is increasing across all technology utilising corporations, and it is increasingly imperative that organisations' IT infrastructure is refreshed regularly and is of a high enough standard to deter cyber-attacks – this also increases the cost of technology
- d) The volume of data (structured, unstructured and multi-media) increases exponentially each year for police forces, which drives additional IT cost and support in maintaining the data robustly, whilst adhering to MoPI requirements around what data can be kept. The GDPR legislation is also adding a new requirement for forces to have a clear understanding and control of all person related data, along with other challenges around Ethical use and retention of personal data
- e) There is a large national tranche of digital transformation programmes, led by the Home Office and other teams, alongside a growing need for forces to achieve efficiencies and cost savings via regional technology collaboration. However the overall landscape is still somewhat fragmented in terms of cohesion across national, regional and local. It is important that forces do not duplicate cost or effort whilst still providing business continuity while waiting for the national solutions, many of which have been prone to cost increase and slippage in delivery
- f) Big Data – every police force has in the region of several hundred IT systems, providing more and more information every year, but it is getting harder as the volume increases to be able to correlate the volumes of data, and better analytical tools to automate better information insights are a clear future requirement
- g) Harnessing newer technologies – in addition to using big data analytic toolsets to better interrogate our data sets, other technologies being promoted via the national Police Digital, Data and Technology strategy are increased use of artificial intelligence and process automation in IT solutions, and both Essex and Kent are investigating the benefits that these technologies can bring

IT SERVICE DELIVERY PORTFOLIO  
IT INFRASTRUCTURE PORTFOLIO  
IT APPLICATIONS PORTFOLIO  
PROGRAMME DELIVERY

IT BUSINESS UNIT

Redacted

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