

<b>Meeting</b>	<b>SPA Board Meeting</b>
<b>Date and Time</b>	<b>27 October 2015, 10.00 – 12.45</b>
<b>Location</b>	<b>Stirling Court Hotel, Stirling</b>
<b>Title of Paper</b>	<b>Police Scotland i6 Update</b>
<b>Item Number</b>	<b>5</b>
<b>Presented By</b>	<b>DCC Designate Neil Richardson</b>
<b>Recommendation to Members</b>	<b>For Consultation</b>
<b>Appendix Attached:</b>	<b>NO</b>

## PURPOSE

The purpose of this report is to provide Members of the Scottish Police Authority (SPA) with an overview and current position of the i6 Programme.

## 1 BACKGROUND

- 1.1 The operational scope of the i6 programme covers six key policing areas representing over 80% of core operational activity, will support wider criminal justice reform and bring sustainable operational benefits and efficiency savings.
- 1.2 i6 will provide a corporate application for Police Scotland supporting initially the six business areas listed below. This will be followed by the inclusion of Road Traffic Collision Management, in a subsequent release of the application after the core product has completed roll out.
  - **CRIME** (including the recording and investigation of crime, through to the management of victims)
  - **VULNERABLE PERSONS** (including child protection, adults at risk, domestic abuse and hate crime)
  - **CRIMINAL JUSTICE** (including case reporting, warrants, deaths, direct measures and citations/countermands)
  - **CUSTODY** (supporting wider criminal justice processes as well as the care and welfare of persons in police custody)
  - **MISSING PERSONS** (recording, management and co-ordination of missing persons enquiries)
  - **PRODUCTIONS AND PROPERTY** (including full audit and tracking)
- 1.3 i6 is designed not only to support the recording of this information, in a corporate manner and hence enforce consistency of recording, but also to allow reporting of management data within the solution.
- 1.4 As the design process began in July 2013, differences emerged as to what the contract required the supplier to deliver and lengthy negotiations were

entered into to progress a Contract Variation Agreement (CVA). The CVA was signed off on 11 April 2014 and protected the delivery of the original requirements with no additional sums payable by Police Scotland to the supplier. However a result of those negotiations was that the timeframes for the roll out of the i6 solution were extended from the original dates outlined in the contract.

- 1.5 Delivery of the i6 solution is predicated on the realisation of a significant level of efficiency benefits – both cashable and non-cashable time savings – which at the time of contract award outlined a full return on the technology investment made by Police Scotland.

## **2 ACCESS TO LEGACY DATA**

- 2.1 As well as introducing the new core functionality nationally, a separate area of work was commenced under the i6 project to provide national access to legacy data. The scope of this project was three fold:

- To ensure that data from legacy force systems was available across Scotland to inform operational and investigative decisions;
- To support the roll out of i6 and ensure that data from national systems such as the Interim Vulnerable People Database (iVPD) is available to i6 users and data from i6 is available to iVPD users; and
- To allow the migration of data of legacy systems and allow the decommissioning of these systems accordingly reducing support costs.

- 2.2 The legacy data access project is currently on time and budget and will be fully commissioned prior to the roll out of i6 to support the new application and provide a national view of legacy data.

## **3 TRAINING**

- 3.1 Training will typically involve a three-day core training package. The abstraction of users to training remains a focus for the Force Executive and the training calendar has taken cognisance of competing demands for Force resources and business continuity. The training allows for the minimum abstraction ensuring full training commensurate with the specific role.

- 3.2 A 'train the trainer' course has already been held from 20 July until 14 August 2015 and the course and the training materials were well received by staff.

## **4 LIFETIME MANAGEMENT**

- 4.1 A separate workstream within the i6 project ensures that, as i6 moves from project phase to national roll out, there remains the appropriate level of governance to ensure business continuity and to manage the supplier relationship. This involves collaboration between Police Scotland, the i6 supplier, SPA, Crown Office and Procurators Fiscal Service (COPFS) and National System Support.

## **5 PARTNERSHIP WORKING**

- 5.1 Whilst the i6 Programme is led by Police Scotland it has driven a fully inclusive and strategic approach to developing business requirements which take into account the business needs of key partners. A strategic objective of the programme is to deliver wider benefits to criminal justice and public protection partners.
- 5.2 A dedicated i6 Criminal Justice Group – including partner agencies such as the COPFS, Scottish Children’s Reporter Administration (SCRA), Scottish Court Service (SCS) and Scottish Prison Service (SPS) was created during the procurement phase. This has explored design opportunities to make justice processes leaner, more effective and swifter for all.
- 5.3 i6 is designed and contracted to allow partner organisations to also be users of the system, specific to their requirement and hence reduce the bureaucracy of information sharing across the criminal justice system.

## **6 CURRENT STATUS**

- 6.1 In early August 2015, an issue with the hardware technology which runs i6 was highlighted to Police Scotland. The issue was not specific to i6; it was a global issue and has impacted other organisations using the same hardware technology.
- 6.2 A technical evaluation exercise involving i6, Police Scotland ICT, the hardware supplier and the i6 supplier was initiated and the option of replacing the hardware prior to go live was approved by the i6 Programme Board on 28 August 2015.
- 6.3 There was no cost to Police Scotland for the replacement of the hardware.
- 6.4 The replacement hardware was installed and fully commissioned on plan by 24 September 2015, and resultantly it has had no effect on the planned go live of the system in December 2015.
- 6.5 At the same time as this issue occurred the i6 Programme team were carrying out “user acceptance testing” within Police Scotland premises using operational officers and staff.
- 6.6 Of note this “user acceptance testing” has been positively received by officers seconded to testing the application. The solution is engineered using new modern technology platforms which run in a browser and resultantly are easy to use and officers can immediately see the advantage of national visibility of policing issues.
- 6.7 However the programme team reported to the Programme Board that two significant issues had emerged:
  - That the functionality, within some modules within the application, was defective and needed remediation; and

- That there were a higher than predicted level of defects and the supplier was not able to resolve them in line with their projected resolution rate.
- 6.8 At the i6 Programme Board on 15 September 2015 the supplier reported that those issues would require some analysis and remedial action and as a result the planned go live date in December 2015 would not be possible.
- 6.9 Police Scotland is currently working with the i6 supplier to establish a revised plan to deliver i6.
- 6.10 Police Scotland have held a firm position that any new plan must be well evidenced and based on a full "root cause analysis" of the contributory factors to the high level of defects found in order to ensure it is fully achievable.
- 6.11 Given the importance of the system on operational policing, Police Scotland has always maintained a position that the i6 solution must be sufficiently robust prior to being used by Police Officers. Therefore, it is lower risk to undertake additional testing to resolve the defects.
- 6.12 A further update to Members will be prepared after this timeline is clear and the i6 Programme Manager and key programme personnel can give a presentation to Members if required and answer further questions at that time.

## **RECOMMENDATIONS**

Members are requested to note the contents of this report.