

REPORTS – HIGH / MEDIUM PRIORITY

IT DISASTER RECOVERY ARRANGEMENTS FOR FORCE CONTROL ROOM SYSTEMS

2.

RECOMMENDATION

Management should relocate the standby Command and Control system to an alternative site in order to increase the system resilience.

MANAGEMENT RESPONSE

The feasibility of this will be investigated as part of the Data Centre and Service Migration Projects.

CURRENT POSITION

The Capita NSPIS Command and Control system is currently hosted from Nettleham HQ and is made up of the following components:

- 2x physical application servers;
- 2x physical tetra gateways (providing status updates via Airwave and locations information (AVLS) respectively;
- 2x physical PNC servers, enabling access via the CJX network to search PNC and populate Command and Control;
- 1x physical blue8 mapping server, integrating with Command and Control;
- 1x ISEC telephony server, integrating with Command and Control via a BT router, providing telecomms information

Technical discussions have commenced with the Command and Control supplier, Capita to provide both solutions and costs in order to assist with this requirement. The following options will be considered/costed/risk assessed:

1. Moving one of the existing application servers to the Thurrock data centre;
2. Reviewing a move to Capita's Futures product (which will be hosted from a Windows/Virtualised platform);
3. Reviewing alternative control room products/their resilience and disaster recovery capabilities.

The data centre communications will also need to be reviewed in terms of latency and distance, as currently, Command and Control may not be able to replicate data in a timely manner over a specified distance (to be confirmed).

Update – Discussions are still ongoing with Capita. It is understood that Option 1 above is not feasible due to distance between Nettleham and the Thurrock DC.

Further discussions have taken place with both Capita and Steria to investigate their respective offerings. A more detailed discussion is required with both parties to look at potential costs. Approximate costs for either system are likely to be £500k plus. On that footing, once indicative costs are in then the final decision will be made by the OPCC and the Force.

The outstanding action regarding the asset register is now around 95% complete. We are just in the process of updating our CMDB with the captured information. This will be complete by the end of the month.

RESPONSIBLE OFFICER	PRIORITY	COMPLETION DATE
Scot Dunn	Medium	30 June 2013 Revise to 31 July 2013 Revise to 1 November 2013 Revise to 28 February 2014 Will be completed by 31 March 2014

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ASSET MANAGEMENT (16.12/13) 12 JULY 2013

1.2.

RECOMMENDATION

As part of the review of the ICT inventory database, all portable, desirable and valuable items which have not received verification in the last two years must be physically checked and certified as correct to ensure that the details listed in inventory are up to date.

MANAGEMENT RESPONSE

- a) An audit will be performed by IT staff as and when they visit remote sites.
- b) New roles in the IT restructure will have accountability for asset management.

CURRENT POSITION

- a) A full project plan is being compiled which will ensure all locations are visited and all IT assets will be checked and recorded within our CMDB.
- b) The new IT structure has been put in place and people have been appointed to the positions having accountability for asset management.

Update for 28.03.14 – a) is now complete (Note the upcoming migration from Windows XP to Windows 7 is going to impact on this as we will be replacing a large number of assets)

RESPONSIBLE OFFICER	PRIORITY	COMPLETION DATE
Scot Dunn Hywel Morgan	Medium	a) COMPLETE b) September 2013 – COMPLETE

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FOLLOW UP OF PREVIOUS INTERNAL AUDIT RECOMMENDATIONS (7.12-13)

3.7.8b.

RECOMMENDATION

Governance – Compliance with Delegated Limits – Follow Up Restated recommendation

The Authority should implement a system that ensures staff have received, read and understood key policies such as Financial Regulations.

MANAGEMENT RESPONSE

Some action has been taken to address this recommendation e.g. within G4S Finance. Service Delivery and HR teams but it is acknowledged that further work is required. An action plan is being developed, including, for example, ensuring that coverage of the Scheme of Arrangements is included within induction procedures and taking the opportunity to embed delegation limits within t-Police workflows when the system is implemented. The action plan will be drawn up by 31 October and its implementation monitored thereafter.

CURRENT POSITION

Progress has been made in developing the action plan but it is not yet complete. The action plan will be completed by 31 January 2014.

28.03.14 update - As part of the recent audit (last week) the auditor followed up on the outstanding audit point regarding the training need for delegated Authorities.

After review with L&D the point has been marked as complete as the plans for a training course delivery in April / May has been established.

RESPONSIBLE OFFICER	PRIORITY	COMPLETION DATE
CFO & FCFO	Medium	31.10.13 Revised to 31.01.14 Now COMPLETE

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GOVERNANCE FRAMEWORK – 21 OCTOBER 2013

2.

RECOMMENDATION

A joint code of corporate governance detailing the arrangements within both the PCC and CC and their shared operations should be developed.

MANAGEMENT RESPONSE

A joint code will be developed and considered by the Independent Audit Committee.

CURRENT POSITION

A Joint Code is being prepared for consideration by the Joint Independent Audit Committee on the 28.03.14.

The develop of Stage 2 Transfer arrangements and the requirements of the Home Secretary to develop two separate corporations sole has led to a review of this response. The provision of two codes is now viewed as the preferred approach in support of the two corporations and therefore two separate codes have been provided for consideration by the Joint Independent Audit Committee on the 28.03.14.

RESPONSIBLE OFFICER	PRIORITY	COMPLETION DATE
CFO / FCFO	Medium	28 March 2014

REPORTS – HIGH / MEDIUM PRIORITY

SERVICE EXPECTATIONS – STRATEGIC POLICING REQUIREMENT PROJECT – 18 DECEMBER 2013

1.3.

RECOMMENDATION

Ensure that the regional level cyber-crime policy and procedures are complete and approved in a timely manner and distributed to the relevant staff.

MANAGEMENT RESPONSE

The Director of Intelligence is working closely with the region to ensure a workable policy is completed as soon as possible.

CURRENT POSITION

The College of Policing Capability Framework has now been received from the College of Policing. This will be completed by 31 March 2014. Any identified risks will be added to the Force's Register. Any areas where the capability is not met will be subject of a development plan. The development Plans will be discussed at the Strategic Policing Requirement Board.

A defined response plan to serious cyber attacks (crimes in action) has been agreed. That plan is being revised to reflect Lincolnshire Police processes / departments and will be in place by end March 2014.

Markers are now in place, within NSPIS C & C and NICHE to identify both incidents and crimes that are cyber related. An audit process for the review of these is currently being produced.

A cyber crime section has been created on the Force intranet this provides guidance to staff and officers dealing with such incidents

http://intranet/HQ-Crime-and-Operations/Crime_Department/Cybercrime

A regional cyber crime policy has not been produced

RESPONSIBLE OFFICER	PRIORITY	COMPLETION DATE
D/Supt. David Wood	Medium	Ongoing - completion expected May 2014

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SERVICE EXPECTATIONS – STRATEGIC POLICING REQUIREMENT PROJECT – 18 DECEMBER 2013

1.4.

RECOMMENDATION

Ensure that the analysis of the threats and risks associated with cyber crime is undertaken in a timely manner and that following the results, are included in a cyber crime risk register.

MANAGEMENT RESPONSE

Large Scale Cyber Crime Threat and Risk being determined by both the force and region. Risks will be considered as part of a STRA or the Departmental Risk Register.

CURRENT POSITION

The second analysis of the threat and risk associated with cyber crime is being completed.

The College of Policing Capability Framework has now been received from the College of Policing. This will be completed by 31 March 2014. Any identified risks will be added to the Force's Register. Any areas where the capability is not met will be subject of a development plan. The development Plans will be discussed at the Strategic Policing Requirement Board.

No risks have been identified to date that merit inclusion on the force risk register.

RESPONSIBLE OFFICER	PRIORITY	COMPLETION DATE
D/Supt. David Wood	Medium	Ongoing -I completion expected May 2014

REPORTS – HIGH / MEDIUM PRIORITY

G4S PROCESSING INCOME & EXPENDITURE – 18 DECEMBER 2013		
1.3a.		
RECOMMENDATION A list, or similar, should be made available to staff in general that at least provides a headline list of expenditure that is the responsibility of G4S and which is the Force's.		
MANAGEMENT RESPONSE Discussed at “Coding” Workshop held on 09/10/13. Roles and process for budget queries, including development of a guidance document for all those involved in coding of expenditure to refer to.		
CURRENT POSITION Coding document compiled – not issued yet as coding convention changes under stage 2 transition. To be issued for 1 st April 2014		
RESPONSIBLE OFFICER	PRIORITY	COMPLETION DATE
Head of Finance – G4S	Medium	Revised to 01.04.14 due to stage 2 transition date

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G4S PROCESSING INCOME & EXPENDITURE – 18 DECEMBER 2013

1.3b.

RECOMMENDATION

A report should be prepared by G4S detailing all contracts that have yet to be novated across and include the latest position in completing the work. The report should be submitted to Force and OPCC management and be updated on a regular basis.

MANAGEMENT RESPONSE

Recommendation agreed – Monthly update reports should be produced until all contracts novated. This should be presented to the Force CFO.

CURRENT POSITION

28.03.2014 - There are no more contracts to novate. The existing contracts to transfer(which can't be novated) are monitored as to when they run out at which point G4S will setup new contracts. The list is maintained by Procurement.

RESPONSIBLE OFFICER	PRIORITY	COMPLETION DATE
Head of Procurement – G4S	Medium	COMPLETE

REPORTS – HIGH / MEDIUM PRIORITY

G4S PROCESSING INCOME & EXPENDITURE – 18 DECEMBER 2013		
1.4a.		
RECOMMENDATION Workshops to be run for requisitioning staff to provide guidance and training for them to assist when coding items on the finance system.		
MANAGEMENT RESPONSE Initial workshop held on 09/10/13. Upon completion of the guidance document a final workshop should be held to explain processes and procedures and how this information will be maintained moving forward. It was agreed at the initial workshop this guidance would be developed and issued by end Nov 2013. This has not been achieved.		
CURRENT POSITION Workshop held with budget managers to increase awareness of coding principles. Coding document compiled – not issued yet as coding convention changes under stage 2 transition. To be issued for 1 st April 2014		
RESPONSIBLE OFFICER	PRIORITY	COMPLETION DATE
Head of Finance – G4S	Medium	Workshop complete and coding document to be issued 1 April 2014

REPORTS – HIGH / MEDIUM PRIORITY

G4S PROCESSING INCOME & EXPENDITURE – 18 DECEMBER 2013		
1.5a.		
RECOMMENDATION An exercise should be undertaken to review the current list of account codes on NPPH and remove those where expenditure responsibility has been moved to G4S.		
MANAGEMENT RESPONSE Agreed – This should be undertaken to coincide with the go live of T-Police.		
CURRENT POSITION Task completed		
RESPONSIBLE OFFICER	PRIORITY	COMPLETION DATE
Head of Finance – G4S	Medium	1 April 2014

REPORTS – HIGH / MEDIUM PRIORITY

G4S PROCESSING INCOME & EXPENDITURE – 18 DECEMBER 2013		
1.5b.		
RECOMMENDATION To minimise coding errors when the TPolice enhancement to the NPPH are implemented, use is made of the facility whereby account codes are assigned to cost centres.		
MANAGEMENT RESPONSE Agreed.		
CURRENT POSITION Actioned		
RESPONSIBLE OFFICER	PRIORITY	COMPLETION DATE
Head of Finance – G4S	Medium	1 April 2014