

NORTH YORKSHIRE POLICE - INFORMATION TECHNOLOGY STRATEGY

Shaping our Organisation

- To use technology to underpin and support the strategic goals of North Yorkshire Police and the Police and Crime Plan
- To play a key role in organisational transformation
- To support the organisation to embrace modern working practices, reduce bureaucracy and drive out efficiencies through the use of technology
- To use technology to support driving forward partnership and collaboration working
- To use technology to support the delivery of the Operational Policing Model
- To use technology to support achieving the aims of the People Strategy by ensuring our technical solutions support a work/life balance and attracting the very best candidates for North Yorkshire Police
- To use technology to ensure that North Yorkshire Police is sustainable and Fit for the Future
- To use technology to drive out efficiencies within the corporate estate

Information Technology strategy principles

- To be proactive in maintaining a robust, stable and up to date technical infrastructure
- To put the customer at the heart of our service delivery
- To secure and protect our information, systems and infrastructure
- To enable the business to take advantage of existing and emerging technologies
- To be a key enabler and support the business in delivering efficiencies and best value
- To identify excellence and emulate it
- To use experts to shape and inform our technical solutions

Operational Policing Model - Key Themes

Deliver mobile solutions that support and promote greater visibility of officers and staff to the public

Increased productivity

Improved evidence gathering through the use of devices enabled with cameras, voice recorders and video cameras

Provide sophisticated technical solutions that will support North Yorkshire Police managing and measuring its performance and asset utilisation (Mobile Asset Utilisation Deployment system)

Support the deployment of technical solutions that detect and deter offences and keep our communities safe from harm (ANPR)

Provide officers and staff with real time access to systems and records

Affordability and Fit for the Future - Key Themes

Implement e-Commerce solutions that improve customer accessibility to policing services

Implement solutions that secure efficiencies by reducing duplication, double handling and manual effort

Implement technical solutions such as video collaboration and video conferencing, to reduce costs and free up officer time

Move to a holistic, structured record and data management system, improving the quality and consistency of record keeping

Provide appropriate devices for officers and staff to work agile and flexibly in partner locations or out in the communities

Consolidate and standardise system applications across the organisation

Develop an integrated approach towards service design that reflects the plans and strategic aims of our customers

People, Partnership and Collaboration - Key Themes

Support the introduction of a new fit for purpose system that integrates people, skills and deployment information

Support professionalism and capability within the IT team by developing our staff and using experts where required

Improve engagement and communication between the IT department and the business, to ensure that business requirements are understood and IT services are focused on meeting those requirements

Improve communications and collaborative working with other public sector IT providers

Work with colleagues in Training to ensure that police officers and staff have the appropriate development to enable them to take advantage of new technologies; increasing skills and productivity

Operational Policing Model - Delivery Plans

Mobile working implementation, this will include:

- Device strategy
- Device management, to ensure secured deployment and security of devices
- Direct access in to core systems, policies and procedures
- e-forms and 'Apps' introduced as appropriate

Introduce Mobile Asset Utilisation and Deployment system

Introduce Body Worn Cameras

Extend the use of ANPR

Affordability and Fit for the Future - Delivery Plans

Rollout Telephony (Unified Communications) system

Introduce video collaboration and video conferencing

e-Commerce initiatives - these will be introduced on a case by case basis as part of the progression of the ACPO e-Commerce initiatives programme

Implement technology solutions to support delivery of a new Northern Base

Introduce an Electronic Document Records Management system

People, Partnerships and Collaboration - Delivery Plans

Telephony (Unified Communications) system

Mobile working

Delivery of a new Northern Base

IT skills/training matrix and programme

Operational Policing Model - Outcomes

Mobile workforce with increased officer visibility in communities

Improved resource management and deployment capability

Improved asset utilisation

Increased prevention and detection of crime through an extended ANPR solution

Potential improved service standards and officer safety through the use of Body Worn Cameras

Affordability and Fit for the Future - Outcomes

Increased productivity resulting in flexible and agile technical working solutions

Reduced bureaucracy and double handling as a direct result of e-Commerce solutions

Secure and systematic management of structured and unstructured data (Electronic Document Records Management system)

People, Partnerships and Collaboration - Outcomes

Improved officer/staff morale

Improved productivity

Enhanced and easy to access services due to partnership working underpinned by technical solutions