

Request Reference: 920A/20

**1. What is the name and software version of your current ICCS (Integrated Communications and Control System)?**

Capita's DS3000 operating version x34 software – we integrate the ICCS into our Command and Control System.

**2. What is the contract end date of the existing ICCS system?**

The ICCS contract end date is 30th November 2021.

**3. Are there any plans to replace it, if so when?**

We hold no specific recorded information in relation to this. However in order to assist, I have been advised that it is highly unlikely that we will retire the ICCS until near the end of the ControlWorks contract in 2030.

**4. Has the ICCS system been upgraded in readiness for ESN?**

No - as the ESN requirements are not yet defined there is, as yet, no release of software that has been tested and approved against them.

**5. What plans (if any) are in place to collaborate with partner Forces/Agencies in terms of sharing the technology, or actual control rooms?**

ControlWorks enables incident transfer via the national MAIT protocols (Multi-agency incident transfer), should the Force strategy be to exploit it. We currently use DEIT (Digital and Electronic Incident Transfer) to share incidents with British Transport Police, neighbouring Home Office Forces and NPAS.

**6. What is the name of your Computer Aided Dispatch (CAD), software version, and contract end date?**

ControlWorks, V12.7.7 and contract end date is March 2030.

**7. What back office systems is the CAD integrated into?**

Current integrations:

- PNC (intel / risk information)
- Force Gazetteer (for location data)
- My Time (Staff / Officer Duty information)
- Skills DB (skills for each officers, what they are "in ticket" for, etc.)
- ICCS (enables radio comms through ControlWorks), Avaya (enables telephony through ControlWorks)
- BT EISEC (allows for phone subscriber details to automatically present against a call when it is received in ControlWorks)

- MS Exchange (to integrate ControlWorks to WMP's email system - appointment booking, etc.)
- QAS (an external source of 'voters' information)
- RedBox (to enable calls and airwave transmissions to be stored within an incident record and be replayed)
- Force Intel system (DDI) (to link any information held on other force systems that have their data ingested into DDI, to incidents on ControlWorks - e.g. intel, previous incident histories, etc.)
- DDI (so that ControlWorks data is ingested into DDI so it can be reported on via Qlik or used by other systems, e.g. CONNECT)
- KComm (the database that serves BluePages, i.e. it provides all staff / officer directory information - phone, email, etc.)
- DEIT (an external incident sharing platform, so WMP can share and receive incidents from other forces that use this platform too)

***8. Are there any plans to replace your CAD system and if so when?***

We hold no specific recorded information in relation to this. However in order to assist, I have been advised that as we have only recently (8 months ago) gone live with ControlWorks after a 3 year delivery project, we would expect ControlWorks to run for its contract duration, 2030.