

FiReControl Update

January 2009

This is the monthly newsletter updating regional project managers (RPMs) on key delivery aspects of the project. Please contact James Mills in the FiReControl communications team if you would like to provide feedback on this publication.

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ACCOMMODATION

Buildings

Discussions are continuing with West Midlands, South East and Yorkshire and Humberside with a view to them taking on their leases. Construction of the London RCC building continues on schedule for delivery in February 2010.

Facilities Management

The first payments under the FM contract have been made to VT Flagship, Profit was withheld on three of the RCCs as a result of Key Performance Indicators breaches. Action has been taken to redress this position. The full 2009 KPI schedule is now in place.

All in post Service Support Managers have received Facilities Contract Monitoring training.

CLG attended the SW LACC Board on FM matters, as a result, CLG have arranged to spend time with the SW RCCD to run through the FM performance criteria and measurements.

The East Midlands LACC Board has requested a number of clarifications. These have been or are in the process of being issued. Roger Hargreaves and Dermot Paddon will attend the February Board meeting.

Interim IT

Interim IT for East of England will be ordered during January for delivery at the same time as early furniture.

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Furniture

The Change Control Note for the East of England early furniture is with EADS. We are anticipating delivery in early March.

TECHNOLOGY

Risk Management Toolkit and Optimal Resource Location

The development of RMT has slowed due to dependencies in other areas of the FiReControl development, such as; road routing, PDA definitions, attribute definitions and GIS. Currently, Innogistic estimate that they have completed 80-85% of the RMT development.

ORL workshops with FRSs took place on the 20th and 22nd January. The aim was to ensure the project better understand the FRS strategic business needs with respect to cover moves and ORL functionality. In addition the sessions provided an opportunity to brief the service on the approach that has been developed.

EADS has completed the ORL feasibility study, costings for the full development of an ORL system are due at the end of January. Following the workshops and the delivery of these costings, a fully informed decision can be made on the development of ORL.

Main System Build

Work on Use Cases is re-commencing in late January. A collaborative approach has been designed to streamline the process, providing three alternative routes based on the risk, maturity and technical nature of the Use Case. There will be a focus on SR2 System Use Cases first, with a staggered schedule of Sub-System Use Case production based on System Use Case flow downs.

Infrastructure Services Requirements can be found on Unicorn in the 'FiReControl All' group under '[National Workstreams - containing Project Documents](#) > Contract and Service Management > TEC - RPT0532 IS Procurement - Exhibit C Requirements'.

RCC INFRASTRUCTURE

RCCI is now complete at East Midlands, North East and South West RCCs with some minor outstanding items.

Work is being done on the plan for fitting out the remaining RCCs.

PEOPLE, LEARNING AND DEVELOPMENT

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Recruitment

Selection tools development for the remaining RCC posts will be completed by the end of January. SSM recruitment is under way in the South East with the closing date of 30th January and the assessment centre on 12th February 2009. North West and Yorks and Humberside RCCDs have been advised of the recruitment window for SSM and SOM this year.

Training

Some nominations have been received from Regional Project Managers for Main System Task & Finish group. The first meeting took place on 20th January.

A workshop will take place on 29th January for all regions to discuss the outcomes of the feedback on the National Training Needs Analysis and the High Level Training Plan.

RCCD Training Strategy sub-group met 5th January to further develop the strategy for delivering main system training.

DCMT 1 training is progressing well, and is due for completion on 19th February 2009.

HR

People, Learning and Development (PLD) will be visiting the Regions on a bi-annual basis to support regional HR in carrying out the necessary DART activities. This was outlined as part of a paper presented to PDG by the Transition workstream. February's HRIG will concentrate on DART activities, their meanings and the regions' understanding.

PLD has been in discussion with those responsible for taking forward the 'group services' to address the issue of potential TUPE transfers etc from FRSs.

Health & Safety

Principles of risk assessment have been embedded into Ways of Working. The risk assessments will be living documents and continuously reviewed throughout the process of development to completion. This provides a trail of decision making and assurance to the RCCs/FRSs.

Meeting with EADS on health, safety and welfare took place on 27 November with agreed outcomes in some areas of project work. Further development work will take place early in 2009.

TRANSITION AND DELIVERY

TRANSITION

The new timetable for FiReControl Go-Live has been announced. All FRSs and regions have been given information on their new proposed cutover date.

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Impact review

FRSs are currently conducting the first stage of a process to assess the impact of the rescheduling on their control room's ability to continue to operate during their respective period of delay. Initial responses are due by 9 Jan. The feedback will indicate where significant issues and risks exist and the need for further, detailed assessment and validation on an FRS by FRS basis.

Approach to DART reporting

Due to the rescheduling and Christmas, DART will remain locked until the 24th January. This will enable the transition team to update all FRSs to their proposed new cutover date, realign all activities and create new gates where FRSs have previously passed 18 and 12 months before cutover. New gates 1A and 2A will be associated to those activities that have not been completed previously.

All activities that have been signed off will remain signed off. The Transition team will continue to release updates to Section A and the Transition plan during the lock down phase..

The Gateway 1 reports that were due to be issued in January will not be issued, as these have been superseded by the new time table.

Frequently Asked Questions

The FAQs for all subject areas have been moved to FiReControl All on Unicorn. (They can be accessed from the front page of FiReControl All). The FAQs can be filtered by subject area; these are aligned to the transition framework. New questions for consideration should be raised through Regional Project Manager.

Performance Standards

The Performance Standards were released to FRSs for comment on the 9th December. All comments must be sent back to RPMs by the 2nd February 2009. The review process is being managed by the RPMs with the RPDs able to provide clarity on the meaning of each standard as required. Following the review, the standards will be added to the proposed FRA to LACC contracts, which will then also undergo a review.

Ways of Working

A document suite that covers all RCC and related FRS process descriptions is being developed. A new document template has been created with an increased emphasis on the steady state operation of the RCC network.

These documents will provide both the RCCs and the FRSs a clear understanding of how the RCCs will undertake and deliver their responsibilities. It will enable all the required FRS activities to link to the respective processes where the information is used in the RCC. This puts the products into context in steady state operation of the network. The documents will continue to have value after cutover, becoming the initial operating manual for the RCC network.

As an appendix to each document, guidance will be provided on how an FRS can transition to the required state. Some of this information will not be required after an FRS has cutover. For example, the FRS completion of their PDAs, the attribute definition and

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rules for PDA structure and RCC actions will be in the Ways of Working document, the use of DCMT2 to facilitate this and the mechanisms available for support from the national team and EADS will be in the Transition appendix.

DELIVERY

MDT

A joint FiReControl/FireLink letter on MDTs was issued prior to Christmas. It will ask all FRS about their take up of MDTs, who wishes to receive MDT 1.0A and provides a range of background information to inform decision making. At the time of publication of this Update over 90% of the FRS' had replied.

Feedback from the MDT1.0A usability workshops has been collated and reviewed by CLG, nominated RPM, EADS and IMASS. An approach to addressing the issues raised in the workshops is being formulated and will be communicated to FRSs soon.

CLG and EADS have reached agreement in principle about the options for updating MDTs prior to FiReControl going live and the use of FRS networks where suitable. The detail is being thrashed out.

Work is ongoing to plan the early deployment of the Content Management Systems (CMS) to MDT1.0A adopters in order to enable data preparation to commence.

The fourth meeting of the MDT rollout board was held on 16 December. The key issues discussed are described above.

DCMT1

Rollout of the DCMT1 solution to FRSs has continued apace on plan, and now stands at some 27 completed installations. Users will be expected to provide feedback on the use of the tool in the near future and will be contacted for their input.

The fully regression tested version of DCMT that will operate with London's data is due for completion by 6 February 2009. However to maintain the current schedule (training and deployment) London agreed to receive the current version of the software, though with a reduced NLPG dataset, to allow staff to become familiar with the product. London will be the first FRS to receive the new version, expected to take place in early March.

ESEE

The latest version of the Firecoder operating system (v2.06) is currently completing regression testing. This release has been generated to fix the printer problems that have been occurring with the deployed installations in Staffordshire and North Yorks. It is expected to be deployed at the end of January/start of February.

Following intensive discussions on the support arrangements for ESEE, EADS are producing a revised proposal. This will permit an FRS to effect its own swap out of faulty equipment to achieve a 4 hour fix. The equipment for this will be funded by CLG. Those

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FRSs who do not have the capability to perform the swap out will receive a guaranteed 24 fault fix time.

CLG is making arrangements to loan, subject to a formal agreement, Firecoders to those FRSs taking ESEE to support the development of the interface between the new units and their existing mobilising systems.

SEE Surveys

A large element of the programme has been arranged and surveys are taking place in many parts of the country. Completion of the programme is waiting the final agreement on CCN 77 which puts in place a better process and should free up time to undertake more surveys. The surveys themselves will provide the information required to make decisions about rollout of station end equipment and develop an overall detailed programme. This will allow CLG to formally activate rollout in all the priority cases. In the meantime RPMs are identifying when their FRS not already scheduled may be able to support the surveys.

The fifth meeting of the station end rollout board took place on 16th December.

Data Matching (Intelligent Addressing Service)

- 38 FRS have submitted data
- 34 FRS have received data back
- 27 have attended Feedback Meetings
- No further feedback sessions are planned at this time.
- All those FRS who have not taken advantage of the service have been advised that they need to submit their data by 31 March 2009.

Gazetteer planning

The majority of FRSs within Batches 1-3 have provided resource plans that identify how they intend to match their Gazetteer data. The results of this exercise allow the National Team to identify where the biggest challenges exist for matching this data. The feedback from this work is enabling the national team to revise the guidance and clarify some areas of ambiguity. Some excellent best practice was identified and is being made available. All remaining FRS are being asked to develop their plans and submit these by the end of February.

A briefing note on the key issues around the gazetteer, the work being done to resolve those issues including, where practical, the likely timescales was issued prior to December PDG.

Data Seminars

The rolling programme continues with two events being held either side of Christmas in the South West and the East of England respectively. The next event being planned is for the West and East Midlands on the 11th February at the West Midlands RCC.

Further events will be held as follows:

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- 11th Feb - East Midlands & West Midlands (W Mids RCC)
- Mar - NE & Yorkshire & Humberside - (NE RCC)
- April - SE and London - (SE RCC)
- April - North West - (NW RCC)

RPMs and the national team are working on suitable dates for the March – April events

Action Plans

Presentations on the proposal for resolving the various issues around attribute based mobilising have now been delivered to the following groups;

- South East Region
- North West Region Control Managers
- London PDA/TSG Teams
- North East Business Decisions Workshop
- East Midlands Region
- SW Region Data Managers
- East of England Data Managers

Planning is well advanced both the Principal Officers briefings as well as the five day workshop at the end of February.

The Principal Officer events are on;

- 28th January at Yorkshire & Humberside RCC, Wakefield
- 4th February at West Midlands RCC, Wolverhampton

Most nominations had been received at the time of publication of this Update.

The five day workshop is being held Northampton. Technical leads have been identified for the 3 working sessions. Key resources from the National Team, EADS and its subcontractors have also been identified. Nominations for workshop participants are due in by the end of January.

Activity descriptions, including dates and venues, for these events were sent out to the Regions before Christmas.

DCMT2

Delivery of DCMT2 to CLG is scheduled for July 2009. It is planned to implement 5 early adopter FRS from April to ensure the processes work effectively, fine tune the training and iron out any teething problems. In addition it will trial out the proposed infrastructure options which will use the FRS infrastructure. Detailed plans are being worked up with RPMs.

CLG has now received two laptops loaded with the latest version of DCMT2. CLG will use this to assess the current solution and to support the development of training, test and process documents.

Officer Mobilising

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At the November SOG meeting CLG presented the feedback and draft high-level requirements from the officer mobilising pilot. At this presentation, it was agreed to hold a workshop on 2nd December with SOG nominees to explore both the feedback and draft high-level requirements from the pilot in more detail.

The outcomes include the provision of a national mobilising device option based on a COTS connected satellite navigation product and an API to permit the connection of FRS smart-phone mobile working solutions to RCCs for the exchange of mobilisation, incident update and status update information. (See SOG Update)

Work is underway on the detailed requirements. Commercial discussions are in progress with EADS.

COMMUNICATIONS

Road shows

The Communications team is meeting CLG colleagues and EADS to discuss Roadshows, to consider scenarios and demonstrations of kit.

Media Opportunities

The Communications team is working with press office to highlight more pro active media opportunities.

POLICY

The BCARG process has been reconstituted to help CLG's consideration of feedback from consultation about FiReControl Business Case Parts 1 and 2. The first meeting was chaired by Jerry Wilmot (LGA) and took place on 1st December. The next meeting is planned for February.

SOG Update

SOG discussed the business continuity principles and approach previously developed at a workshop in 2007. These were given sharper focus and direction and will be used as an input to a workshop with RCCDs on 21 January.
