

PROJECT DELIVERY GROUP (PDG) UPDATE - AUGUST 2008

ACCOMMODATION

Furniture

Early furniture for the South East (SE), North West (NW) and Yorkshire and Humberside (Y&H) has been ordered.

Buildings

East of England (EoE) region is scheduled to reach Practical Completion on 1 October 2008.

Facilities Management (FM)

The Facilities Management contract was signed 14 August. Full FM services commenced in the South West RCC on 15 August. In all the other completed buildings Flagship are providing interim FM services. Full FM services will commence on 1 October in all remaining regions except London.

Interim IT

Tenders have been issued for the interim IT in SE, NW and Y&H Regional Control Centers. The deadline for response is Thursday 21 August 2008.

TECHNOLOGY

General

EADS preliminary design review highlighted some technical risks relating to the ability of the originally proposed server hardware and database solution to meet our performance Requirements. After careful study, EADS is developing an alternative solution (using HP Superdome servers and an Oracle database) to mitigate the risks of these requirements not being met. EADS continuously review and manage the technical risks of their solution to ensure that it will meet the contracted requirements and be sustainable in the long-term.

MDT (Mobile Data Terminals)

We continue to work with EADS to finalise the MDT1.0a Scoping Document. Subject to a few minor alterations, the Scoping Document will be formally released for Communities and Local Government (CLG) review on 21 August 2008. Our concerns around security (notably encryption and use of FRS infrastructure) and the means to deliver MDT updates in particular, now appear to have been addressed. EADS is due to begin work on the detailed design document towards the end of August 2008. We are looking (with EADS) at the possibility of having an early prototype to review with FRS' in early autumn.

The four Training Needs Analysis (TNA) workshops were held in July. EADS and FDM are now tasked with producing a set of consolidated Q&As from the workshop to be issued out to all attendees. This will be sent together with a summary copy of the Scoping document to all regions. Regional Project Managers (RPMs) will then establish which FRSs within their region will take MDT1.0a, so that this information can be fed back to Firelink, and a more accurate implementation schedule (taking into account the relative prioritisation of FRSs) can then be drawn up.

The New Ways of Working (NWOW) document relating to Standard Operating Procedures (SOPs) was issued in July and work continues on the Site Specific Information NWOW.

DCMT1 (Data Capture Migration Toolkit 1)

User Acceptance Testing (UAT) took place as planned from 11 to 13 August. Members of the Communities and Local Government (CLG) test team were joined by representatives from the Fire and Rescue Services some of who were also early adopters. The tests were significantly more successful than the earlier attempt to run DCMT and included fixes for faults that caused system crashes in the early adopter installations. Two intolerable and a number of undesirable observations were made together with some tolerable and noted observations. The intolerable observations concerned security and volumetric performance. A follow up meeting was held to discuss how EADS would address the intolerable and undesirable observations. The security observation is readily resolvable and will be fixed prior to retest. The volumetric performance is still unacceptable for use in London and it is not currently known whether the next largest National Land and Property Gazetteer (NLPG) data sets in Greater Manchester and Merseyside (approx a third the size of London) are also affected. EADS will perform tests measurements on data sets of equivalent size to determine if the performance issue is applicable to more than just London. CLG analysis of the system during testing highlighted one Structured Query Language (SQL) statement that was responsible for 75% of the processor loading and which is highly non-linear with respect to size of data set. It is also the case that we need to understand whether the response times for all authorities are likely to degrade as the volumes of data increase as the toolkit is populated looking also at the use of the platform for other data collection activities.

For the undesirable observations, EADS has agreed a resolution plan to provide them for retest.

Turning to the issue of contracted arrangements about which there may be some misunderstanding. While there is no question that DCMT1 failed a number of tests, this does not necessarily mean that it failed the re-run of the Assurance Test (DCMT UAT) in the context of the contracted arrangements. The contracted arrangements are that an Assurance Test will be recorded as unsuccessful if, at the end of the relevant Assurance Procedures Period, there is an Intolerable defect which has not been not been signed off as resolved by CLG.

Under the contracted arrangements, the Assurance Procedures Period for DCMT1 totals 15 days – 10 days for performing the Assurance Test and 5 days for tying up loose ends e.g. clarifying defects, reviewing the categorisation of defects, agreeing resolution actions, writing up exit reports, etc. This means that the Assurance Procedures Period has yet to end – and the position is further complicated by annual leave arrangements. It is though clear that a number of tests failed and the defects identified need to be fixed and retested before DCMT1 can be deployed.

CLG aims to carry out a retest as early as possible in September 2008. The DCMT User Acceptance Testing (UAT) exit meeting will be held following the retest. In addition, installation tests will be carried out prior to the commencement of roll out.

We are currently identifying deployment and training dates for the smaller FRSs (a number of whom are in the first three regions) on the expectation that all issues, apart from the performance, will be resolved during the next couple of weeks. Significant benefit should be obtained by rolling DCMT1 out to these FRSs. We are also looking at the arrangements for overall management of these processes.

Station Ends

ESEE (Early Station End Equipment)

UAT took place during the first week of August. All tests were successfully completed. No intolerable observations were raised and only six undesirable observations were made along with a few other tolerable and noted points. EADS agreed with the observations raised and agreed resolutions for all the undesirable observations. CLG carried out a successful retest of the observations last week and this week the ESEE exit meeting was also successfully completed.

Subject to resolution of one issue, the next step will be the roll out to the FRSs of Staffordshire and North Yorkshire. The issue to be resolved is the support contract and we are discussing proposals from EADS. We will then be writing, initially to Staffordshire and North Yorkshire, to seek agreement to the support arrangements and costs. Agreement will allow deployment to start.

We are also in discussion with a number of other FRS' on the deployment of early station ends and are seeking to bring forward station end surveys for all FRS'.

All Station End (SEE)

We are in the process of establishing a Functional Roll Out Board for all matters related to Station Ends (including the matters recorded immediately above) in similar vein to that in place for RCC infrastructure. The first meeting is scheduled for 26 August. A fuller note on approach and use of these Boards will be included in the next PDG update.

RMT (Regional Management Toolkit)

Innogistic and EADS have signed the FiReControl RMT development contract. A detailed plan will be confirmed in the next few weeks. A workshop is due to take place in the next few weeks to discuss documentation and help files, and to view a demonstration of the prototype RMT application that has been created to test its performance.

Key dates for the delivery of RMT (to be confirmed once detailed plan received)

- Innogistic currently testing first release of RMT for performance testing
- early release of RMT for testing integration with rest of system – September 2008
- RMT data migration toolkit release – October 2008
- Second RMT release – November 2008
- Final RMT release March 2009.

Once the detailed plan has been received, and a change note received from EADS for de-coupling the development of RMT from the rest of the system then we will have a clearer picture in order to plan testing and deployment.

ORL (Optimal Resource Locator)

The feasibility study and production of the prototype ORL are going well. Further workshops have been held to continue building up the vision document and to view the performance and attributes of the prototype. The key delivery dates are completed ORL prototype – end of September; and completed feasibility study – end of October.

RCC INFRASTRUCTURE

The programme remains on schedule. Both the functional rollout board and its supporting sub group are operating effectively providing single channels of communication, direction and resolution. A start up meeting for the three local oversight teams is being held shortly. The first team will be established in the South West in advance of the start of installation of Audio Visual (AV) equipment on 8 September.

Currently preliminary works in the main equipment rooms are in progress in the first three RCCs and are scheduled to complete by the start of September.

Control Room Console Demonstrations

Following the successful demonstrations all attendees have been sent a copy of the presentation, photos of the demonstration and answers to the questions asked. These will also be available on Unicorn shortly.

EADS has ordered the consoles.

PEOPLE, LEARNING AND DEVELOPMENT

Recruitment

East of England Regional Control Centre Director (RCCD) first stage interviews take place 21 August, and four candidates have been identified. The assessment centre took place this week.

Training

The key focus is putting in place the arrangements for DCMT1 training including the training of the additional trainers required to ensure that training takes place normally just before or exceptionally just after installation. A provisional schedule of dates (training and install) to agree with RPMs is in preparation.

A paper setting out the strategic options for training control room staff in the RCCs was discussed at the RCC Directors meeting in July and will be followed up in detail after the main summer holiday season is over. The team is also preparing similar papers looking at the strategic options for training other groups of staff including in use of MDTs.

HRIG (Human Resources Implementation Group)

The last meeting in July covered Job Matching, Redundancy and Retention.

The new overview suite of documents, which is being created to assist FRSs and RCCs in the transition to FiReControl is progressing. Each work package section has been allocated a transition link and the creation of the accompanying explanatory documents is now underway.

A document is being prepared to reveal the realignment of the Transition plan accommodating the new work package areas. This will include the new work package names and acronyms, an explanatory page and "Vision of the Journey" diagram. This will be presented to PDG in September.

A document "Dealing with risks" has been published on Unicorn. This encapsulates the ways an FRS can resolve identified risks.

Further Frequently Asked Questions (FAQs) have been added to the database covering DCMT and Mobile Data Terminals (MDTs).

Checkpoint 2 and Gate 1 reports

There has been no checkpoint or gateway in the last month. The next Gate 1 is on 15 September 2008.

Delivery

Performance Standards

Two workshops have been held to review the performance standards. They were successful in allowing real progress to be made in building the detail around the standards that will ultimately be required for contractual agreement. They also highlighted elements of the standards that require further work/agreement in order for them to be taken forward.

The outcome of the workshops was discussed at an informal meeting of RPDs last week. It was agreed that a joint Senior Operations Group (SOG) Legal Working Group workshop to carry forward the work would be valuable. The workshop would further discuss how to communicate and promulgate the proposed measures. Prior to this workshop CLG will produce a further draft of the proposed standards, taking them to the level where they can be incorporated into the contracts between CLG and the Local Authority Controlled Companies (LACCs).

Lessons Learned

We are in the process of finalising the Lessons Learned report for distribution. The delay reflects the main leave period.

Officer Mobilising

The officer mobilising pilot of fleet management messaging & satellite navigation technology commenced on schedule in Essex on 25 July. We are working with West Yorkshire on the definition and planning for their pilot. We have met with Norfolk for discussions on conducting a comparison of the pilot solution technology with that used in the Norfolk solution.

Data Matching (Intelligent Addressing Service)

All FRS' have been asked to supply their gazetteer address data. The current state of play in summary is:

- 33 FRS have supplied mobilising gazetteer data to Intelligent Addressing
- 19 FRS have had data matching reports and results provided back to them by IA
- 10 FRS have had feedback meetings with IA and members of the CLG team

Further discussions are ongoing with the FRS that have not supplied data - some are not supplying data yet as they are in the middle of data cleansing exercises or system migrations and it is sensible to await the outcome of this work.

All FRS' are additionally being offered the opportunity to have a feedback session with IA. These are taking place in London normally in groups of three. FRS' who have had their data back (or do so within the next two weeks) and have not yet had an invitation (which comes with a choice of dates) will do so at the start of September. The feedback from the meetings held to date has been very positive.

Data Seminars

We will be running a rolling programme of data seminars, one per month. We will be aiming to cover the entire country over each block of four. The seminars will take place in the RCCs. Arrangements are being made to hold the next seminar in the North East in September. We expect this seminar will be the first to see a prototype of DCM2. The following seminar will be held in the South East – the precise timing depending on the deployment of furniture in the RCC at Fareham.

Attribute Based Mobilisation

Following the Attribute Based Mobilising (ABM) workshop on 8 and 9 July a Proof of Concept (PoC) exercise is in progress to develop ABM further. The PoC is testing and developing the use of ABM across two Fire and Rescue Services. It is contributing to the:

- Development of the list of attributes for the FiReControl systems;
- Thinking around building Pre-Determined Attendances (PDA) from those attributes; and

- Demonstrating their use in cross border mobilising situations.

The PoC is being led by Chief Fire Officers Association (CFOA) and the CLG National Project Team in conjunction with Derbyshire and Lincolnshire Fire and Rescue Services. It is running through August into early September. The latest workshop was held on 20 August in Derbyshire.

There will be a presentation on progress of the PoC to the Senior Operation Group (SOG) in September. A final presentation of the results and recommendations of the exercise will be made to the October SOG. It is then expected that a further exercise will take place with the rest of the East Midlands FRSs before taking it to the other regions.

NEW WAYS OF WORKING

As part of the Business User and Design (BUD) work stream continuous review process, the New Ways of Working plan is currently undergoing a comprehensive review and as such no further documents will be released until the outcomes of the review are discussed and fed into the plan.

The review is considering progress so far, the difficulties, and areas of success and attempts to improve the quality of information being released to FRSs. It includes comments and concerns of FRS stakeholder groups, and how EADS can best support the delivery process. Senior managers will direct how and when the work can progress after consideration of the findings. This is scheduled to be completed during September.

COMMUNICATIONS

Business Case

Part 1 of the FiReControl Business Case: the regional case has now been printed and distributed to a variety of stakeholders. This document (published on the Communities and Local Government, CLG website) provides information about the expected resilience and operational benefits of FiReControl for control room staff, firefighters and the public. It also includes the costs of running the existing control service and the forecast Regional Control Centre running costs.

Part 2 of the Business Case is due to be released later this summer.

Communications Network Meeting

The communication representatives from each region met for the third time on 31 July, to discuss Lessons Learnt from the Publication of the Business Case (Part 1), and to conduct a planning session to identify required communications materials for the coming year.

House of Commons Debate

The opposition called a debate on the Fire and Rescue Service National Framework 2008-2011. This debate was held in committee on Tuesday, 15 July and the short debate focused largely on FiReControl. Fire Minister Parmjit Dhanda answered for the Government and emphasised the operational benefits, which would be provided through the project. The Opposition decided not to call a vote on the National Framework. The full transcript for the debate is available on the Hansard website on the Parliament website.

DVD Workshop

A workshop was held to progress the development of a DVD aimed at raising awareness of how FiReControl will work. Contributions were received from attendees with previous Control Room and firefighter experience.