

Information Services

IT Support

Open Monday – Friday 08:00 – 17:00, Information Services provides IT support to the force through various channels, primarily through the IS Self Service Portal which generates a unique reference number for the customer to track and update the call through the lifecycle. We help people make the most of the IT assets available to them and fix IT problems that users experience.

Users can come to IS in person at FHQ or attend a local clinic available at Radford Road, Oxclose Lane, Newark, Mansfield, Riverside and St Anns Police Stations.

IS responds to system issues outside core hours through our specialist engineers that work on call reacting to IT incidents that affect the availability of critical Policing functions, as defined nationally.

The IS Self Service portal provides the capability to deliver performance metrics on our core service delivery, reported monthly through CPR.

IS – Contribution to Force Performance



Dashboard	Sept	Oct	Trend
Customer Satisfaction	97.69%	77.34%	↓
Front Counter Feedback	90.50%	87.05%	↓
Major Incidents	3	1	↓
Incidents Opened	1752	1501	↓
Incidents Closed	1726	1447	↓
First Time Fixes	57.59%	62.54%	↑
Requests Opened	1484	1497	↑
Requests Closed	1106	1240	↑
Visitors to Local Clinics (Radford Rd, Oxclose, Newark)	26	59	↑

Major Incidents: Load Balancers affecting Safe search, CM SMS, Digital Hub, Cycomms, DFU case management, NAPPs, Webforms, Place of Interest, Health and Safety, Drones, TSU and Alcatraz

Through the Self Service Portal, we publish hints & tips, self help materials and advise on planned breaks in service, along with planned IT changes.

Delivering Technology Change

Working closely with the Force Business Change Team, IS work on delivering technology change to the for. The pipeline of work is planned in advanced based on local force priority

and includes National and Regional projects being delivered across Policing. Some work is managed through our own pipeline of upgrades, replacements and optimisation of the current technology landscape.

Most of our work is delivered through the core IT Revenue budget, new funding allocated through business cases and some capital projects.

Working closely with Finance and the Commercial team, we plan technology change over a 3 – 5 year horizon.

The M365 programme of work has delivered new technology to the force, while the Business Change aspect is helping the force maximise on new opportunities.

Managing Talent & Resources

IS delivers thanks to a team of talented, competent, experienced people, working together to delivery reliable and innovative support and technology services for the Force.

Recruiting and retaining IT talent has proved difficult whilst the employment markets are so buoyant along with post COVID working patterns providing greater flexibility.

In 2020, we started with our first recruitment of 5 IT Apprentices who have all gone on to secure permanent work within the department. Our second phase has just started and we are about to advertise 5 more apprentice posts and 2 IT graduates. To commence in the next few months.

Managing Risk

The security of our IT Infrastructure is of paramount importance, and we comply with Nationally mandated standards for design and operation. Our annual IT Health check provides an independent assessment of vulnerabilities in our infrastructure and treatment of these issues is managed through an action plan managed in partnership with IMU and reporting into Information Management Board.

We maintain a departmental risk register, reporting monthly through CPR.