

Appendix 2 – Mitigation for the Force’s Highest Scoring Strategic Risks

Controls:

Risk ID	Risk	Risk Description	Residual Risk Score			Risk Owner
			P	I	RS	
FSR0015	IS infrastructure	<p>The IS infrastructure across the organisation is being carefully observed because of a number of system failures over recent months.</p> <p>Outages and service disruption have become more frequent for CM end users.</p> <p>A full record of all issues are logged and kept up-to-date. On occasions, technology failure has resulted in business continuity plans being stood up in order to continue to provide service delivery to our communities and victims of crime. The longest outage was 36 hours with no command and control or incoming calls via SAFE (81 service requests at present with 10 identified as major since March 2022).The recent CM technological innovations have supported the BCP in respect of live chat, call-backs and SOH. However, the frequency of failures in technology, including SAFE command and control, SKYPE incoming calls, CISCO and Airwave, appear far in excess of other forces using the same technological platforms as us, and potentially highlight infrastructure deficiencies of which must be resolved in order for us to effectively service incoming demand.</p>	4	3	12	DCC Cooper

Controls:

1. Corporate Services have placed additional resource in to fully understand the issues and support a long-term strategic remedy.
2. CM and enablers are working closely with service providers including SAAB, SJS and BT.
3. The recent CM technological innovations have supported the BCP in respect of live chat, call-backs and SOH.
4. Scoping document for technical infrastructure review has been prepared and will be circulated with SAAB.
5. The risk is reported to the Strategic Risk Board.
6. The risk is reported to FEB and to JIAC.

7. Chief Supt – Corporate Services chairs regular ‘Technical Infrastructure Review’ meetings
8. The addition of the IS Control Room SME
9. Local configuration settings have been adjusted to optimise performance.
10. Meetings with SAAB and senior stakeholders from both SAAB and Notts Police are held regularly.
11. An improvement plan has been agreed and regular meetings are in place to monitor progress against the plan. This is supplemented with regular operation, tactical and strategic touch point meetings.