

ECFRS ICT Strategy



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ECFRS ICT Strategy



How our supporting function can assist and facilitate ECFRS in “making Essex a safe place to live, work and travel”

Enabling the Service to achieve its goals through effective and efficient use of Information, Communications and Technology, using the opportunities presented by these to make changes to processes and functions to maximise the benefits that can be realised

ECFRS ICT Strategy



Driven by.....

Service Themes

People and Leadership

Prevention

Protection

Response

Public Value and Collaboration

Service Priorities

Community Focused

Service Led

Kind Culture

Financially Sustainable

ECFRS ICT Strategy



The ICT Team Vision

“To be recognised as the leading ICT function in UK Fire & Rescue, with the best cloud delivered solutions providing the optimal long-term value”

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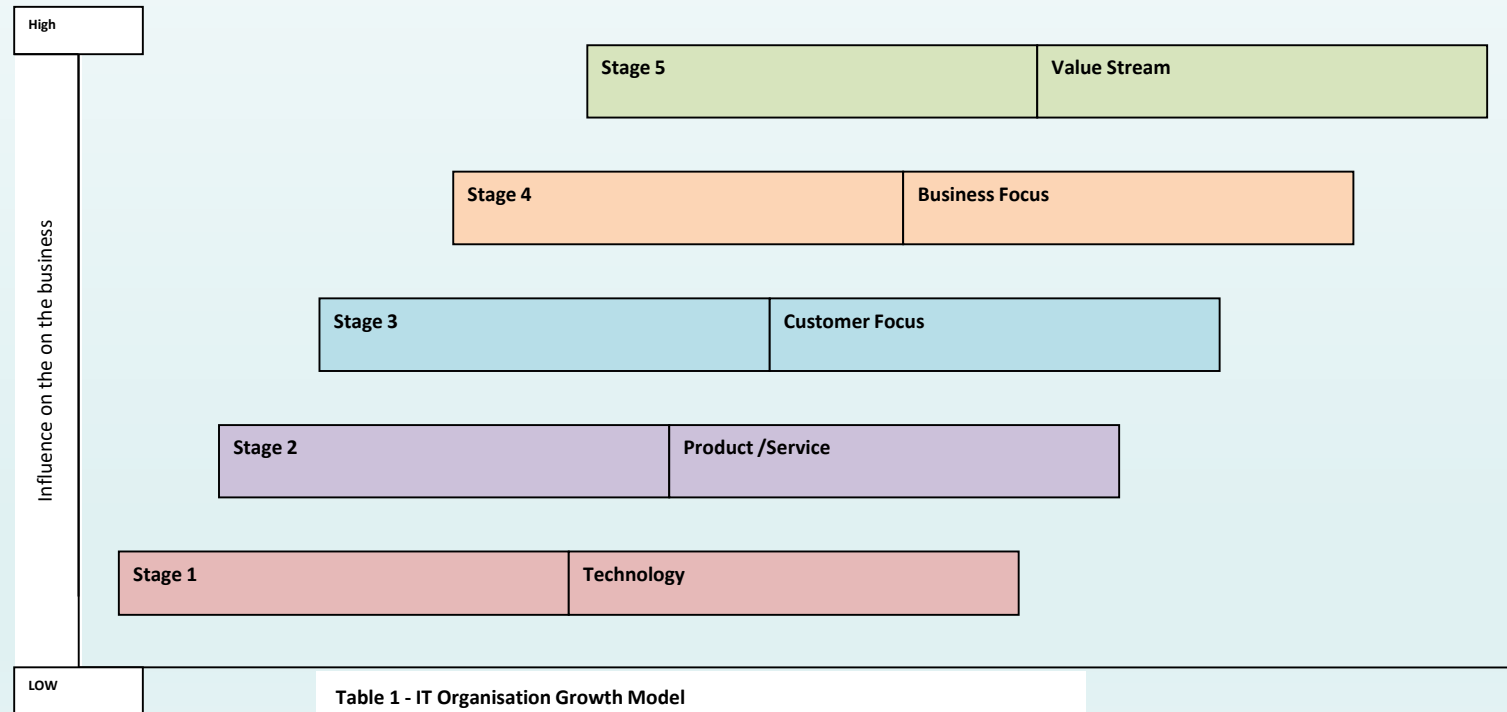
A Strategy Presentation

- ✗ No Computers, Servers
- ✗ No Networks or Phones
- ✗ No Applications
- ✓ Detail in what we are doing now (and why)
- ✓ Principles of what we expect to do in the future
- ✓ Direction for new opportunities

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- The Journey



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- Co-ordinating the two key aspects of ICT
 - Business Change
 - ICT Change Function
 - Business as Usual
 - ICT Service Delivery
(with Continual Service Improvement)

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- ICT Change
 - This can be a **driver** for Business Change
 - This can be an **enabler** for Business Change
 - This can (sometimes) be a **constraint** for Business Change

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ICT Architecture Principles

- Cloud first (or justify why not) then buy, finally, build
- Strategic supplier partnerships first (Microsoft & our Peers)
- Rationalise and simplify
- Design for reuse & maximise reuse (exploit, replace not add. Consider what is in Sector)
- Appropriate security (and Cyber threat aware)
- Interoperability as a design principle
- Sustainability (in all that means)
- Reliable, available, and if justified - Non-Stop
- Effective data, information and knowledge management
- Location Independent

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- **ICT Lifecycle (for applications, systems, processes)**
- **Investigate** - Emerging technology that is likely to fit with strategy. Usage of any component in this category will require an architectural exception approval
- **Develop** - Look for opportunities to use for new solutions, building experience and knowledge throughout the team
- **Exploit** – This is now our mainstream component and we should fully exploit the product.
- **Contain** - No further significant development of this product or development USING this product should be undertaken, plan to retire in 12-36 months. Usage of any component in this category will require an architectural exception approval
- **Retire** – No development or enhancement of this product or development USING this product should be undertaken. Plan for retirement within the next 18 months. Usage of any component in this category will require an architectural exception approval.

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- **ICT Lifecycle example**

Functional Area	Scale	Deployment	Investigate	Develop	Exploit	Contain	Retire
Processes and Frameworks							
IT Service Management	ALL	Enterprise	None	None	ITIL V3	None	None
Project Management	ALL	Enterprise	None	Prince 2	Prince 2	In House Variations	Waterfall
Programme Management	ALL	Enterprise		MSP			Waterfall
Enterprise Architecture	ALL	Enterprise		TOGAF	TBD		
Application Design/Business Analysis Tools	ALL	Enterprise	Corporate Tool for Systems		TBD	Visio	