control room the flexible benefits that VoIP brings

detailed data aids response for Norfolk Fire & Rescue

Information management for civil contingency responders

BAPCO Journal

Volume 13 Issue No 6 • June 2007 • £3.50

Photo courtesy of the Highways Agency

SUNGARD VIVISTA

Listen, Deliver and Inspire

UK Resilience

- More than 50 million UK citizens are served by agencies that depend on SunGard Vivista hardware and software.
- SunGard has more than 30 years experience in the provision of mission critical and resilience solutions.
- SunGard's purpose is to enable organisations to be more responsive to the needs of the public.

To learn more about our solutions visit www.sungard.com/vivista
or see us at the TETRA World Congress 11/14 June Madrid.

SunGard Vivista is part of SunGard Public Sector

Catalist
Choose with confidence
use with ease

SunGard Vivista Limited, Methuen Park, Bath Road, Chippenham, Wiltshire SN14 0TW
Tel: 08456 041999 Email: info@vivista.sungard.com

Dawn Davison-Read

EDITOR'S LETTER

With the increasing demand, not to mention necessity, being placed on all civil contingency responders to collaborate on information, we turn our attention to data management and data sharing this month. One key question that data sharing raises is that of trust - knowing that whom we are dealing with and what their authority is, before they gain access to any form of (and especially mission critical data) is of paramount importance. Technology can play a major role to resolve this issue, and the importance of understanding and managing applications, such as the use of digital identities, is thus becoming increasingly important *(see page 12)*.

Furthermore, research analyst, Gartner, estimates that the role of digital identity is set to grow by 400% by 2009 underlining its usage.

Collaboration for data sharing also impacts on the command and control room, hence our continuing series on command and control *(page10)*. This month, however we turn our attention to the impact VoIP is having.

Finally, this month, as we put this issue to bed, the advertising and editorial team are about to fly out to Madrid to visit the TETRA exhibition and conference - a full report of the event will appear on our website (www.bapcojournal.com).

improving response at fire service

contract award - rugged tablet PCs

NEWS

FEATURES

CASE STUDIES

REGULARS

Information management for civil contingency responders
BAPCO Journal
Volume 13 Issue No 4 • april 2007 • £3.50

Editor Dawn Davison-Read
Tel: 01622 679440 **Email:** dawn.read@hgluk.com
Advertisment sales manager Natasha Nel
Tel: 020 7973 4769 **Email:** n.nel@hgluk.com
Group sales manager Gary Poolman
Tel: 020 7973 4666 **Email:** g.poolman@hgluk.com
Advertisement director Emma Sabin
Tel: 020 7973 4641 **Email:** e.sabin@hgluk.com

Production Peter James
Tel: 020 7973 4713 **Email:** production@hgluk.com
Managing director Graham Bond
Tel: 020 7973 6645

For subscriptions queries please contact
Tel: +44 20 7973 6694
Fax: +44 20 7233 5052
Email: customer@hgluk.com

recycle

published by **Hemming Information Services** 32 Vauxhall Bridge Road, London SW1V 2SS

hemming information services

INVESTOR IN PEOPLE

news in brief

quad radio access point
Extricom has unveiled the EXRP-40, the industry's first four-radio access point, bringing unmatched new WLAN system capabilities, including a quadrupling of capacity, predictable quality of service and the flexibility to fully leverage all channels in both Wi-Fi unlicensed bands of operation.

emergency services show
November this year will see the Emergency Services show in a larger venue (Stoneleigh Park) due to the number of suppliers signing up to exhibit.

RAD partners with Inmarsat
RAD Data Communications has been appointed by Inmarsat as a solutions partner to provide high quality voice over Broadband Global Area Network (BGAN) service.

coveted design license award
Computrace®One enterprise solution, from Absolute Software Corporation has been awarded a coveted Secured by Design license from the Association of Chief Police Officers Crime Prevention Initiatives.

industry recognition for GIS
Ordnance Survey's biggest ever partner conference has brought industry recognition for some of the world's leading geographic information specialists. Companies received awards based on different tiers of accreditation under Ordnance Survey's partner programme. Garmin and Leica Geosystems were named Platinum and Gold Partners of the Year, respectively.

Team Simoco appointment
Team Simoco has appointed Chris Moore as sales director to focus on developing a global sales strategy and on further strengthening the company's presence.

creating neighbourhood profiles

MapInfo Corporation has successfully completed its newly awarded contract with Hampshire Constabulary to create neighbourhood profiles for the 144 neighbourhoods in the Hampshire area.

Neighbourhood profiling plays a critical role in the police authorities' requirement to deliver a framework to measure and manage the performance of local agencies as a key government objective. In recognition of the imperative of this directive and the valuable operational resource it would provide, Hampshire Constabulary engaged MapInfo in March 2007 to create individual reports and maps for each of its 144 neighbourhoods, with a focus on demographic variables and map information.

MapInfo location intelligence services were selected in favour of CACI and Experian to deliver key neighbourhood data in a single, consistent format that was easy to share with local agencies and provided key statistics on local neighbourhoods to support policy and planning activities.

The demographic data variables were selected from the 2001 census, more comprehensive lifestyle data was not required. These statistics were supported by maps representing background context data (e.g. roads, rivers, settlements etc.) overlaid with labelled neighbourhood boundaries and other data.

Within 2 weeks, the deliverables were provided in electronic format for printing and distribution by Hampshire Constabulary and the many local agencies in the area.

"Hampshire Constabulary is very pleased with MapInfo's approach and expertise in this field," said Patrick Holdaway, Inspector, Citizen Focus, Community Safety Dept, Hampshire Constabulary.

"Their inherent understanding of analytics, visualisation and the need for ease of use, combined to deliver the exact solution we were looking for. This capability will make a significant impact on our crime reduction planning and swifter inroads toward safer neighbourhoods in Hampshire."

"Working with Hampshire Constabulary on this project has been hugely rewarding," added Andy Thompson, Director of Analytical Services, MapInfo EMEA. "Delivering our analytical services has been a natural extension to our existing relationship with Hampshire Constabulary, reinforcing our position as a trusted supplier.

"They are a highly progressive operation, swift to see efficiency opportunities and keen to adopt new technology solutions. We look forward with interest to reports on real, tangible benefits to the whole community."

overhaul of border security

The Home Secretary's drive to strengthen Britain's border controls took another step forward during May, with the opening of IRIS at Gatwick South.

IRIS (Iris Recognition Immigration System), which lets registered passengers enter the UK quickly and securely, is a new step in exploiting biometric technology to strength Britain's border controls.

Immigration Minister Liam Byrne said, "We are significantly toughening Britain's borders. Iris recognition barriers combine speed and maximum security to let positively vetted passengers travel faster. Soon we will also see uniformed officers with new powers at airports across the UK."

The installation of IRIS at Gatwick South completes the roll out of this new technology to nine key airports. It builds on the Home Secretary's commitments in his Review of Immigration to enhance technology at the border to count people in and out of the UK, use tougher checks abroad, introduce biometric ID for non-EEA foreign nationals and double the enforcement budget by £100m.

Andy Flower, Managing Director BAA Gatwick added, "The use of this new system helps protect our borders as well as providing our passengers with much faster clearance through immigration controls. The success of the IRIS project in North Terminal has led to its extension to South Terminal. We look forward to encouraging more passengers to use this state of the art technology to help ease their journey through the airport."

free technology seminars from ATDI

The future of WiMAX and the challenges for radio spectrum are two of the themes being addressed at a series of free to attend seminars organised by ATDI.

The WiMAX seminar, due to be held 11th July in Crawley, will assess where WiMAX sits amid the pantheon of other technologies and how its potential can be maximised.

Another seminar, due to be held on 9th July in Crawley, on spectrum challenges will look at how technology, the market and politics are affecting the use of radio resources.

Additional seminars later in the year include how to avoid pitfalls in measuring mobile communications networks and a master class on the company's flagship planning and modelling software, ICS Telecom.

EAuction halves IT costs for councils and nhs trusts

Fourteen councils and six NHS Trusts have joined together to save nearly £7 million in the latest IT hardware eAuction run by the Office of Government Commerce (OGC) with the London Centre of Excellence (LCE).

The councils and trusts auctioned IT hardware requirements worth £13.7 million at pre-auction benchmarked prices, achieving a price at the end of the five hour auction of £6.9 million: an average saving of 50 per cent across the six lots.

This brings the number of central government and wider public sector organisations that have so far participated in OGC eAuctions to 325, saving a total of £21 million since the first eAuction in September 2005.

Rob Leak, Chief Executive of the London Borough of Enfield, one of the participating councils, said, "We are delighted with the results achieved through this eAuction as it gives us a tangible cashable saving and proves that collaborative working delivers results.

"I am eager that the collaborative approach extends to other high value commodities and services highlighted by the LCE as I am sure that there are even more savings to be exploited across London by working together and influencing markets."

Chris Chettle, OGC eAuction manager, said, "The eAuction has delivered an extremely competitive deal, demonstrating the huge benefits that can be obtained by working collaboratively to engage with suppliers.

"These councils and NHS trusts have together achieved far greater price reductions than anything they would have obtained by each negotiating with the suppliers on an individual basis."

The eAuction was championed by the London Centre of Excellence, which provided senior sponsorship and project management resources.

The OGC assisted with technical and project management support, drawing on the lessons and successes of its previous six IT eAuctions.

Ken Cole, Director of the London Centre of Excellence, added, "These excellent results show how the Regional Centres of Excellence are bringing local authorities and other public bodies together to combine their buying power.

"At a time when councils are facing greater financial pressures, eAuctions can deliver substantial savings which can help protect frontline services."

Analysys Mason Group expands

Analysys Mason Group has experienced another strong year, increasing its revenues to USD61 million from USD60 million in the previous year.

Analysys Mason Group was formed in 2004 by the combination of Analysys Consulting, Analysys Research, Mason Communications and Catalyst IT Partners with cross-Group projects now accounting for 17% of total revenues.

"Analysys Mason has invested heavily in the year on its ICT infrastructure and has made a number of key strategic appointments across the group and around the globe," said Simon Jones, CEO of Analysys Mason Group.

Due to continued expansion, Analysys Mason Group recently moved its London headquarters to a prestigious new address at Bush House in Aldwych (home to the BBC World Service).

Maltese Government visit Isle of Man

In 2005, the Maltese Government issued a tender to implement a radio network infrastructure and the 112 emergency number, as part of its entry into the EU. That tender was won by the Mason Communications. Recently, Mason Communications invited delegates from Malta to visit the Isle of Man, which shares many of Malta's geographical features, and is the only island that currently has a joint control room for the emergency services: Police, Ambulance and Fire Fighting. The visit provided an invaluable experience for the Maltese officials who were able to experience first hand communication and co-ordination between those in the field and in the control room. Malta is looking to follow this example and successfully join its emergency communication network.

Arqiva secures contract for Scottish prison service

Arqiva has confirmed that it has secured a three-year contract to maintain and repair radio communications equipment for the Scottish Prison Service (SPS). The contract will see Arqiva servicing handheld radios and other communications equipment across all of Scotland's directly managed establishments as well as the SPS headquarters, college and central storage facility.

Arqiva's fully-managed service will encompass the servicing, maintenance and repair of radio equipment across the locations, as well as provide an established network of local field staff in Scotland on call 24 hours a day, 7 days a week. The equipment consists of base-station units, fixed mobiles, roof-mounted antennas and handheld portable radios with remote microphones and earpieces at all of the sites.

Jim O'Neill, Communications Manager at the Scottish Prisons Service commented, "As a publicly accountable agency, it is essential that we have a fully functional communications system, 24 hours a day, 365 days a year. Arqiva's localised field operations and fully-managed service will ensure that our equipment remains operational at all times and we are confident that Arqiva will be able to provide us with the reliable and resilient communications we need. We look forward to working with them, drawing on their expertise in this area."

Discussing the announcement, Alastair Davidson, Managing Director of Arqiva's Public Safety division, concluded, "Our heritage in supporting mission-critical communication systems gave the Scottish Prison Service the confidence that we could provide the service they needed."

product news

new TETRA analyser
Willtek Communications has introduced an analyser for the TETRA air interface. Based on its radio frequency measurement and protocol analysis capabilities, network operators and user groups can monitor the quality of service of the TETRA network, evaluate the inter-operability between the network and a new TETRA radio, and identify handover problems and dead spots; this is particularly important for public safety and security organisations where lives may depend on proper communication tools. The instrument is immediately available and will be demonstrated at the TETRA World Congress this month.

total control from Arqiva
Arqiva has launched Tracer 2, a secure asset management solution that gives emergency services total control over the tracking and allocation of their communication assets. Originally developed in conjunction with an existing emergency services customer, the Tracer 2 asset management solution is now available to all users of secure communications equipment.

new satellite in service
The British military's latest high-tech communication satellite has been commissioned into service following its successful launch in South America last month.
The satellite, Skynet 5A, is the first of three to be launched under a £3 billion Private Finance Initiative (PFI) programme which has seen the Ministry of Defence working in partnership with Paradigm Secure Communications, who are the service providers, and EADS-Astrium, who built the satellite itself.The satellite, with its world beating antenna technology and high power and data rates, provides a significant enhancement to operational capability for our forces

Irish Garda awards contract for national assignment to Hyder Consulting

Hyder Consulting has been awarded a contract for specialist consulting services by An Garda Síochána, the National Police Force of the Republic of Ireland. The work is to develop the organisational structure charting defining An Garda Síochána's detailed operational radio communications requirements for the planned new nationwide TETRA-based National Digital Radio Service (NDRS) in Ireland.

Commenting on the award, Hyder Consulting's Head of Technology Group, Pete Prater said: "This is an important first step in preparing An Garda Síochána to adopt the NDRS. We are very proud to have been selected to provide these services, and will be providing an experienced team of professional mobile radio and management consultants. Our team have worked on similar implementations throughout the world and have particular experience of managing the adoption of the UK Airwave service for a number of user organisations. We are convinced that this background, plus our team's prior knowledge of An Garda Síochána's operations, were significant factors in our selection".

Tony Gray, Hyder's Project Manager, added "The assignment requires us to develop a process for capturing the organisational structure, radio communications requirements and usage patterns of An Garda Síochána, recognising the different roles, operational tasks and positions within the organisation. With one eye on the future, we will also develop plans which are sufficiently flexible to encompass current as well as proposed future operating procedures, plus command and control, user expectations and inter-operability with other Irish emergency services".

FAA awards NICE an IDIQ seven-year contract

NICE Systems Ltd announced in May, that the Federal Aviation Administration (FAA) has awarded NICE with a seven-year, IDIQ (Indefinite Delivery, Indefinite Quantity) contract with a potential value up to $69 million.

NICE has already received an initial order of $2.7 million under this award. NICE Inform and other NICE solutions have been selected to enhance air traffic recording capability at up to 850 FAA and Department of Defence sites.

The FAA awarded the contract to NICE under the FAA's VRRP (Voice Recorder Replacement Program) which is part of a larger initiative to modernise the nation's air traffic control (ATC) system to meet future air traffic safety, capacity, and efficiency needs for more than one billion passengers by 2015.

The FAA will be replacing its existing digital voice recording systems with the NICE Inform multimedia incident information management solution which will enable rapid and thorough review of incidents to enhance air traffic safety.

NICE Inform will provide the FAA with a centralised repository, management and analysis solution for its air traffic control incident data, and also facilitate rapid and complete reconstruction of incidents and sharing of critical incident data.

Paul Sharp moves to Scottish Executive

The Scottish Executive has recently appointed Paul Sharp, formerly with Strathclyde Fire and Rescue, to work on the national Firelink project in the Scottish Region.

The two-year secondment means that Sharp will work with the eight regional fire services (RFS) across Scotland during the delivery phase of Firelink. His knowledge and expertise will undoubtedly ensure a smooth transition for the fire service communication overhaul.

Commenting on his appointment, Sharp told BAPCO Journal, "This is an interesting and challenging time for the fire service across Scotland, and one that I am delighted to be involved in." Unfortunately for BAPCO, the appointment will mean the loss of one of its more tenacious members. Sharp added, "Reluctantly I have had to resign as chair of the Scottish region due to the pressure of work. However, our region is extremely proactive and I'm know Colin Dalzial, the new chair, will be as committed and hardworking in continuing to help grow this vibrant region for the association."

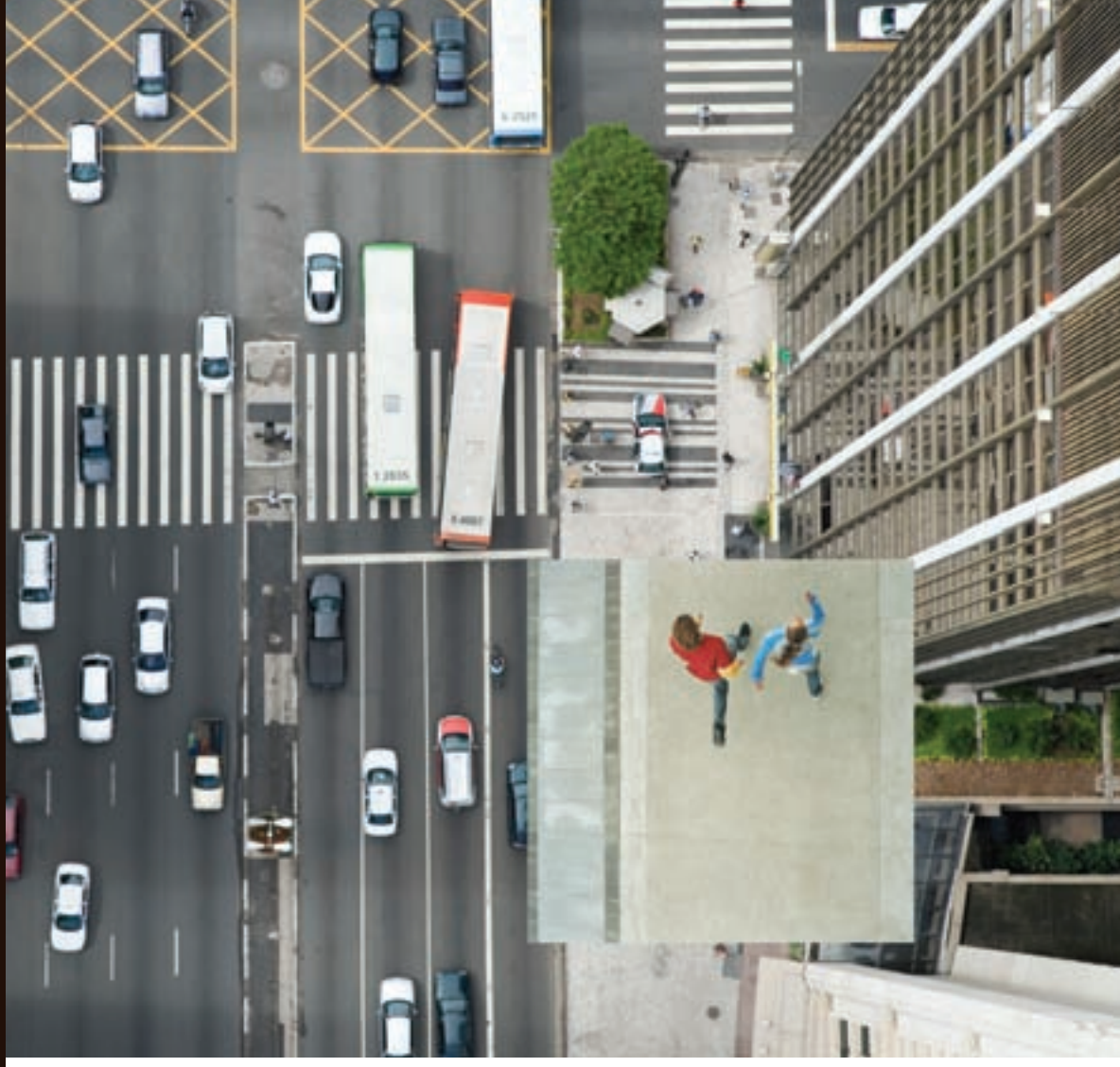
"I have enjoyed my period in office for BAPCO and being part of such a worthwhile association and would like to take this opportunity to thank all the members in the region and on the BAPCO Executive that have supported me during the last five years. I am keen to continue to participate at events through my continued membership," he concluded.

FIRST
The only incident information management tool designed to capture, organise and distribute multi-media information for improved incident response, information sharing and operational efficiency.

FAST
Quick reproduction of incident material with multi-source reconstruction, consolidation and analysis.

SIMPLE
Organisation of multi-media material by incident folders with a flexible user interface that simplifies incident reconstruction, reproduction and distribution.

SECURE
Centralised quarantine of sensitive incident information with long-term protection, availability and easy distribution of authenticated incident material.



NICE INFORM™

The Revolutionary Multi-Media Information Management Tool

NICE Inform, tailored to the specific needs of the emergency services, provides ground-breaking capabilities for effectively managing multi-media incident information from various sources, for faster incident reconstruction, greater insight and improved response.

As the world's first full-spectrum multi-media incident information management solution, NICE Inform streamlines information-sharing and addresses emerging critical needs by capturing, managing and analysing information from multi-media sources including audio, video, text and data. Furthermore, it provides a complete, unified, chronological, multi-media history of incidents to enable streamlining of information-sharing, investigations and evidence delivery.

For more information please call 0845 200 1000 or visit www.nice.com.

You can also see NICE at ACPO, 20th-21st June, G-MEX, Manchester, Stand F10.

Insight from Interactions™

NICE®

networked control capability

Steve Whitby, FiReControl Project Director, EADS speaks to Dawn Davison-Read about the FiReControl project explaining how it will increase national resilience and that the first RCCs will be in place toward the end of 2009...

The FiReControl project has sparked a great deal of interest, particularly since the current 46 fire control rooms operated by local fire brigades across England will be reduced to nine Regional Control Centres (RCCs), all networked with one another.

The RCCs, all using the same new technology, systems and processes, will be networked to automatically be able to back each other up in times of increased demand or failure and able to provide information to deploy the nearest suitable appliances and provide information on site risks and handling direct to the firefighters' vehicles. Modular and flexible in its design, the EADS FiReControl system's architecture will also cope with unforeseen future demands or extreme disruption to elements of the UK's Critical National Infrastructure.

Steve Whitby, FireControl Project Director, EADS, explains, "Currently when control receive an emergency call they only mobilise the fire station. The new system will also do this whilst automatically feeding the information directly to the appliance. If the appliances are already on a shout, or on duty they can be mobilised directly without having to return to the station, which is a major leap in capability."

data sharing

With the sophisticated routing algorithms utilised by the FiReControl system, local knowledge will be stored in a database accessible on a national level. And the national data set would be updated and maintained locally providing an accurate and valuable pool of information not only on a national scale for the Fire Service, but has the potential to be shared with other emergency services and public safety agencies.

the parameters of FireControl

Under normal circumstances a call will be routed to the nearest region, that RCC would handle all of the data, but, importantly the remaining RCCs will also have access to that information, therefore meaning that any RCC could pick up the call and provide the capability, should an RCC reach its threshold then calls can be load balanced. Asking if there was the potential for a call to be routed around the nine RCCs, and thus taking longer to answer, Whitby emphatically replied, "No, due to the dynamics of the system, and the load bearing capabilities calls would be routed to the next available RCC seamlessly."

"What's more," he added, "In a major incident scenario RCCs would also have the capability to mobilise the New Dimension vehicles that require a different type of control. They could then nominate an other RCC to handle that particular incident leaving local incidents to be handled at the local RCC, creating a major benefit to the fire service."

Whitby also pointed out that one of the main reasons behind the structure and dynamics of the RCCs was to plan for the unknown, as the military do. "The Government is now thinking along these lines to cater for the New World and with extended powers and responsibilities apportioned to the Fire Service it is imperative that the control rooms can manage in the event of the unthinkable, which is set out as part of the CCA."

Citing the recent earthquake in Folkstone, Kent as an example, albeit, we were very lucky that it was 'deep seated' and thus didn't cause the widespread devastation that could have happened if it had been closer to the earth's crust, Whitby explained that had it been a far greater incident it would have meant a vast number of resources being deployed to the area and prioritisation could have been necessary. Very subtly, the new RCCs would have given greater capacity and ability to manage the incident along with day to day operations.

managing data

Feeds from geographical information systems will enable RCC teams to pinpoint, at any time, the availability and status of the nearest and most appropriate resources, regardless of fire service boundaries, as well as the precise location of callers and incidents. It is the first time the Fire and Rescue Services will be able to draw on such a national view of resources and plan responses and co-ordinate mobilisation accordingly.

Migrating data into a national data set will be fundamental to the successful roll out of the RCCs, for instance the NLPG is equally applicable to any emergency service points out Whitby, along with all other spatially aware information. "At the moment gazatteers are in

overlays it will be far more efficient to have all the information stored with a GIS link, therefore empowering officers as all pertinent information can be displayed about a particular location from any RCC."

The system is also capable of holding temporary information such as roadworks and accidents to aid routing. Therefore, there will be two sets of data, dynamic and static accessible to all, which is imperative when dealing with cross-border incidents.

handling the transition

Whitby is quick to point out that there will be a great deal of effort and energy placed in managing the transition period. "We understand that there will be concerns about the transition to the new system, which is why we are running risk analysis, planning, training and even more importantly understanding that the adoption of different processes will need to be addressed prior to roll out." He also emphasises that they are currently building a system reference model that will have all of the features and functionality to give sight, feel and full testing capabilities before being installed within the RCCs. "We are not just sizing the system on what happens on an average day, but looking at worst case scenarios. For instance we will be using anecdotal data and recordings from 7/7 and to ensure we can load balance in the event of a major catastrophe, we will deliberately fail an RCC to test the system dynamics prior to going live. This will not just be on the number of calls per hour but will take into consideration, for instance, three major incidents, routine calls and give a realistic mix to see how both operators and the system can cope."

Whitby also explained that training on the system formed a major element from RCC operators to firefighters using Mobile Data Terminals (MDTs) and they are currently identifying exactly what the requirements are.

"The training has to capture every element of how the user community wants to use the system," he said. "There will be various levels of training including classroom and simulation to ensure training levels achieve accreditation.

"We are also currently assessing the BAPCO training and accreditation programme for control room operators to see if it can be fed into our overall training scheme." Whitby added, "It looks very interesting and the decision will come out in our training needs analysis where we are currently working with different user groups."

Negotiations are being finalised with the consortium partners, who are each acknowledged experts in their fields, to work with EADS to deliver the capability required within budget and on time.

Steve Whitby has over 30 years experience in leading national level projects for the public and private sectors, ranging from industrial, utilities, government to military projects. As well as being the EADS FireControl Project Director, he was also the EADS bid director for the Firelink project. He has an important insight into the operational and technological changes that the Fire and Rescue Service requires to deliver the best possible service it can on a national level.

project chorist

The tools for the management of environmental risk events at European level are currently very efficient, yet there are a number of areas that could be improved. The monitoring, preparation and response phases of events such as natural hazards and industrial accidents require that citizens, public safety professional and authorities are able to communicate efficiently and effectively. CHORIST, and EC 6th Framework Programme Project, is focussed on the overall communication infrastructure including the alert systems that warn authorities, the communication means between authorities and citizens, and the rapid deployable emergency telecommunication system for public safety responders. The project and the emerging technology options to support a demonstration system will be deployed in Spain during 2009.

project partners visit Metropolitan Police Service to aid understanding of business processes in live command and control situations

Earlier this year, Kevin Robson, European Projects Manager, BAPCO, broughtk a group of CHORIST Project partners to the Metropolitan Police (Met) Central Communications Command at Lambeth.

The purpose of the visit was to help the technology partners understand the business processes involved in live command and control situations, and the Met visit followed similar excursions to the Civil Protection Control Centre in Rome and the Cleveland Police Communications Centre in the North East of England.

Commenting, Kevin Robson said, "On the day we were hosted by Inspecor Paul Roach, Staff Offficer to the centre Commander, and Inspector Sam Simpson, the Special Operations Room (SOR) Manager.

"After we had given a brief presentation on the aims and objectives of CHORIST, we were then provided over a period of almost three hours, with a detailed overview of the call handling and dispatch structure and processes used by the MPS. Following this we visited the SOR, where Inspector Sam Simpson gave a presentation on the MPS response to the 7/7 London bombings and ongoing activities relating to planning for the 2012 London Olympics."

There followed a frank round the table discussion in which CHORIST partners sought to improve their understanding of how a large emergency response organisation plans for major incidents and events, and of how the risk awareness and assessment tools that are to be provided as part of the CHORIST solution could help to improve their decision making and response.

"There is no doubt that this visit changed perceptions and provided a real insight into the operational environment that CHORIST is seeking to improve. Whilst the MPS continue to learn from their experiences of handling major emergencies, the visit demonstrated that they were in a far stronger position to deal with spontaneous and pre-planned major events, whether naturally occurring or man-made in nature, than many similar organisations elsewhere across Europe. This being said, they were keen to learn from the experience of other agencies who are also providing input into the CHORIST user requirements and operational scenarios, and have asked to be kept appraised of progress as the technology solutions for CHORIST are developed. In addition Sam Simpson has volunteered to act as a member of the CHORIST User Advisory Board," added Robson.

All partners agreed that the experience had been extremely worthwhile, and had exceeded expectations in terms of the knowledge they had each gained. BAPCO is grateful to Commander Steve MacDonald and his team for facilitating the visit.

Visiting The Met

BAPCO brought a team of CHORIST representatives to the Met Police earlier this year, pictured above from left to right: Inspector Sam Simpson, Trevor Barker (Avanti London), Kevin Robson (BAPCO), Benjamin Penet (EADS, France), Gianni Pettiti (European Emergency Number Association), Patrice Simon (EADS, France and CHORIST Project Manager) Joseph Muna (Avanti).

Are you seeing Red?

Red Box Recorders, delivering professional voice recording solutions for the backup and support of your operational needs!

- Control Centre
- Interview & Custody
- Enquiries, Crime Reporting & Professional Standards

Red box are the new name for voice recording.

With over 17 years of experience developing probably the world's best voice recorders under white label, Red Box Recorders are now proudly delivering solutions direct to you and through select partners.

Reliability, Performance, Ease of Use, Low Cost of Ownership, Simplicity, Resiliency and High Quality are all attributes you can be assured of from Red Box Recorders.

For the proven solution, from a team who care, see Red Box Recorders for yourself.

All in one Box:
VoIP, Telephony, **Airwave**, Radio, Screen, CTI, Analogue, Extensions, Trunks, WAN, LAN, Nortel, **Cisco**, Siemens, **3COM**, Avaya, Etrali, Motorola, EADS, Phillips, Thales, **Vivista**, Racal Recorders, APD, Alcatel, Aspect, BT, Mitel, Bosch, Fujitsu, **Wordnet™**, Thales Contact Solutions, Intergraph, Voice Recording, CTI Integration, **Performance Management**, Evidence Disclosure, **Audio Investigation**, Incident Reconstruction, Evidential Retention, Call Taker performance & Optimisation, and more....

If you have not called us yet, you may be seeing red for the wrong reasons!

Red Box RECORDERS

Red Box Recorders Limited, The Coach House, Tollerton Hall, Tollerton, Nottingham NG12 4GQ. United Kingdom
Tel: +44 (0) 115 937 7100 sales@redboxrecorders.com
www.redboxrecorders.com

commanding flexibility

This month, as part of our command and control series we take a closer look at what the use of VoIP is having on command and control systems...

Dynamic call handling with Vantage, from Stratus, manages interaction between the caller and the call taker.

Flexibility and improved communications are the key words which spring to mind when raising the subject of the impact that VoIP can have on command and control systems.

Furthermore, improved communication between the command and control room and emergency appliances is critical states, Matthew White, Senior Graphic Information Specialist, Ordnance Survey. Continuing he says, "These communications ensure that emergency vehicles are effectively routed to an incident, gain access to real-time data, information and tactical plans before arriving at the scene of an incident. There is an increasing need for vehicles to have the latest and accurate information already available or capabilities to gain access to information via the command and control room i.e. VoIP. Either way geographic information is critical to VoIP. Making use of accurate and up-to-date geographic information within a command and control system can have immediate positive impacts on the successful use of VoIP. However, it is imperative that location based information being used and communicated via VoIP is consistent across both command and control and mobile systems. There is a growing need for both systems to use a common data referencing framework.

"OS MasterMap Topography Layer for example, enables operators to associate information to buildings using unique identifiers and then share this data across different systems including command and control and VoIP. In order to integrate emergency response systems there is a growing need for emergency services to use geographic information which is both consistent and common across different systems."

David White, Sungard Vivista adds, "Command and control is largely an IT application that is used to manage incidents and resources. It runs alongside communications equipment for receiving and making telephone calls, and communicating with resources via radio; this is typically presented through an ICCS such as SunGard's DS2000.

"These two components have traditionally run separately with limited interoperability between them. However, the boundaries are becoming more blurred. For example, SunGard's Integrated Control Room solution provides a seamless interface between its Command and Control and the DS2000 ICCS: this enables communications to be initiated directly from command and control, and command and control actions to be initiated from the ICCS, thus enabling the user to perform actions in the context of their current activity without having to turn to a separate application. The next generation is likely to see closer integration such that communications functionality becomes an integral part of command and control. Technology such as VoIP helps to achieve this because it moves communications from hardware to software, thus enabling better integration with other software applications such as command and control."

Kelly MacMillan, market specialist, Mitel points out that the use of VoIP brings many benefits to the command and control room, particularly since now with the growing integration of CLI (Caller Line Identification) applications, not only does the address data become visible, but it also allows you to see past history of the caller. As we move towards open standards within VoIP applications it allows for greater integration thereby giving increased flexibility to the control room operator."

"In addition, we are seeing greater flexibility in the use of networked resources providing the same control room services but potentially from other organisations. For instance in the event of a flu pandemic, staff could be affected and be unable to man the control room, by taking advantage of broadband other agencies could seamlessly answer and manage the control room functionality, or even outworkers if necessary."

VoIP also provides the ability to 'bulk' notify large groups of people in the event of a major incident. MacMillan suggests, "In the event of a major explosion, such as that of Buncefield, for instance, emergency details and notifications could be sent out via text and automated voice recording. This can have a major impact on the control room since it could potentially reduce the number of incoming calls."

In concluding our point about the impact VoIP is having, Dr. Mark Bentall Chief Technical Officer, EADS DCS & SDC adds, "The flexibility of the common infrastructure and the ability to embed telephony as a service provide improved integration. This is true for many streaming services and not just limited to voice. The augmentation and synchronisation of different information in different formats provides improvements in robustness of information and knowledge transfer providing effective understanding and reducing errors or delays in decisions."

Panasonic recommends Windows Vista™ Business

intel
Centrino® Duo

WHEN "STANDARD ISSUE" ISN'T ENOUGH. THE TOUGHBOOK CF-19

Life in the field demands endurance, flexibility and robust technology that's built for the job. Take the CF-19 from Panasonic's Toughbook range: a 2-in-1, fully rugged notebook that converts into a tablet PC. Resistant to liquids, dust and temperatures from -20° to 60°C, the lightweight CF-19 delivers vital on-site applications and connectivity for up to 8 hours, thanks to Intel® Centrino® Duo processor technology. With excellent clarity even in bright light, the digitizer version is ideal for customer signatures, while the touchscreen option makes data entry simple, even wearing gloves. On the road, vibrations and even drops from up to 90cm (meeting MIL-STD 810F and IP54 standards) won't worry the CF-19. Now that's tough.

TOUGHBOOK®

Panasonic
ideas for life

For information, go to www.toughbook.eu or ring 08709 079 079.

sharing information

An example in the public sector was the home office's recent proposal for the restructuring of police forces in England and Wales. Although Police Forces did not choose to amalgamate there is still a driver for finding means of collaborating in certain areas therefore establishing trust of identity is still a challenge that must be faced. Whilst UPSA (Unified Police Security Architecture) is a potential medium to long term solution, the imperative for forces is more immediate at an operational level. One issue that was flagged is that information intelligence needs to be better shared, not just within policing, but also more broadly within other agencies. But controlling identities within and between organisations, ensuring that data is seen only by the appropriate person or group and that processes are audited, needs to be very carefully managed.

controlling access

Digital identities are now an important part of the way we do business but the management of these is now becoming very costly, time consuming and critical.

In today's digital world, identities and our trust in them are at the core of everything we do. Gartner estimates that the role of digital identity is set to grow by 400 per cent by 2009, meaning that this is an issue that every organisation is facing.

As individuals, employees and as organisations, knowing with whom we are dealing, and being sure of their identity and their authority before we transact is fundamental to protecting our assets and integrity. Layer on this drivers such as efficiency, compliance and new business streams and we have the challenge which is identity and access management (I&AM).

Identity and Access Management issues affect every organisation, be it large or small, in public and private sectors alike. Historically, information access control has been driven at an application or a departmental level. That has lead to inconsistencies of approach and proliferation of multiple identities which have been a challenge for the IT Department. With mergers and acquisitions rife across both sectors and the increased use of digital identities, I&AM is now presenting far greater challenges for the whole organisation.

An example in the public sector was the home office's recent proposal for the restructuring of police forces in England and Wales. Although Police Forces did not choose to amalgamate there is still a driver for finding means of collaborating in certain areas therefore establishing trust of identity is still a challenge that must be faced. Whilst UPSA (Unified Police Security Architecture) is a potential medium to long term solution, the imperative for forces is more immediate at an operational level.

One issue that was flagged is that information intelligence needs to be better shared, not just within policing, but also more broadly within other agencies. But controlling identities within and between organisations, ensuring that data is seen only by the appropriate person or group and that processes are audited, needs to be very carefully managed.

The merger of Trusts within the NHS will have also encountered similar challenges. Indeed, these are the same as any merging organisation may encounter.

The newly merged organisation will assume a new identity but it is assumed that employees will still retain their original user identities for a period of time. One of the challenges that the new organisation will face will be to integrate their IT systems without incurring major costs and the associated disruption. A user will have their identity details stored in a number of repositories, and merging with other organisations will exponentially increase that number, posing greater workloads both on the end user and the IT department. Grasping the issue to managing identities will reduce the load on the IT department, enable the flexibility that the new organisation desires and make the user a part of the merged entity. As with any merger between organisations, in order to take control of disparate identities and facilitate change within the organisation, there are six key steps.

step one - assess what you have

Each user may have their identity stored in at least four different user stores for applications that the user is currently accessing. Over time, user permissions and application requirements will change. If these are not properly executed, or leavers are not removed, there is a risk of misuse (whether accidental or deliberate) and fraud. If we then factor in that in the new organisation there may be further applications that the user needs access to then the number of electronic identities increases.

step two – amalgamating directories

Each organisation should have an HR userstore, with valuable information that can be used to help the new organisation shape itself. Bringing all of the HR data together as if it were from a single system will provide greater information to the senior managers when making important decisions as they will have training, education, qualification and location information in one place. But how to do this simply? Using virtual directories, a new company can accommodate this in a short time period, without disturbing the existing applications. Not only will senior managers have a single view, but IT will also. Users will continue to be managed locally until an Identity Management strategy has been successfully implemented.

step three - more applications & passwords?

It is arduous enough for an employee to remember all of their usernames and passwords without this increasing overnight due to merging. Removing the password issue through the introduction of an Enterprise Single Sign-On solution saves time and improves auditability and provides compliance where appropriate. In addition security is improved but also IT help desk load is reduced as users can reset their own passwords. Organisations such as Staffordshire Police, Addenbrookes Hospital and British Energy are already reaping the benefits of such an approach.

step four - control access to applications

Controlling access to applications is vital in ensuring that users have the right information. Access control is not only about limiting who has access to what, but also concerns ensuring that users have the correct access. Inheriting disparate control mechanisms has the potential to create security loopholes as the same policy would need to be interpreted and entered into multiple applications. Bringing this together through a single interface reduces support costs, increases user satisfaction and ensures compliance with security policies.

step five - enable mobility/portability

Staff may need to be re-deployed following a merger and IT needs to be able to respond to this whilst utilising the infrastructure of the organisations involved. A user needs to remember a single set of credentials that can be used anywhere within the new geography of the organisation.

The easier this is to deliver for the user, the quicker that they feel part of the new organisation.

step six - joiner/mover/leaver

One of the biggest headaches in IT is managing the "joiner/mover/leaver" process. This is handling what applications a user will need access to when they join, when they change role and finally when they leave the organisation what happens to their accounts. This is a big enough problem in itself but with a merger comes a need to rationalise a vast array of user stores and the problem takes on a new proportion.

Utilising so called provisioning solutions in tandem with the previous five steps will allow the organisation to adopt its new shape, whilst enabling the infrastructure changes to take place unbeknown to the user.

conclusion

Although money is being made available to facilitate the mergers for example, by implementing IT solutions which provide positive ROI the extra cash can be put to other uses. Identity Management as an overall technology is able to generate positive and identifiable returns.

Taking a step by step approach to the issues of managing identities enables the organisation to quickly absorb the changes, generate cash to fund the next piece and not place an undue burden on the IT department.

Gaining control of the multitude of identities increases the confidence of the user base and eases the implementation of any new applications.

new police database pools intelligence to crack crime

In 2006, a powerful new computer system, known as the Impact Nominal Index (INI), was created by the IMPACT Programme led by the Home Office, to share information to track and trace individuals wanted as part of criminal investigations. The system was developed by Enline plc in partnership with Cable and Wireless' Web Technology Group.

The Impact Nominal Index (INI) is the first system to be delivered by the Impact programme. Its primary objective was to create a national police intelligence system following the Bichard Report into the failings of the Soham murder investigation. Through the INI, police nationwide can now cross-check whether other Forces around the country hold information about someone they are investigating, using this new database tool.

Richard Mardling, Strategic Business Director for Enline explains, "The IMPACT Nominal Index is a perfect example of how serious the issue of managing user identities can be. This new system allows nationwide access to very sensitive data, so the effective management and control of the digital identities/access is crucial".

The IMPACT Programme exists to deliver improvements in the management and sharing of police operational information. The INI comprises an index of people whose details appear on local Force IT systems. Because this information is held on local systems rather than national systems, it would not previously have been visible outside the Force holding the record. For example, where the police suspect a person of being involved in a crime, but lack the evidence to prosecute, the person's details may be held on the Force intelligence system. This will be invisible to any other Force, so if the person moved to another Force area, the local Force would not be aware of any previous suspicions or reported incidents.

Now all the local Force has to do is enter the name and personal details of a person they are investigating and the INI will tell them which other Forces hold any information on the person.

The investigating officer can then call for the record from the Force holding it. INI works using information which every Force in England and Wales sends to the Criminal Records Bureau (CRB) - a list of names and dates of birth of people they hold on local Force records for use in CRB vetting checks. The INI accesses this information and makes it available to police Forces in a form they can use in their enquiries. The system allows officers to establish, in seconds, whether any police Force anywhere else in the country holds relevant information on someone they are investigating.

Hazel Blears said, "The ability to share information across police Force boundaries is the key to effective policing at the national level.

"The INI is the first step in our plans to provide a national information sharing capability which will prevent criminals from escaping detection simply by crossing Force boundaries. This will increase public protection and help create safer communities."

"Our Fortek command-and-control solution utilises the OS MasterMap Topography Layer, which helps our operators easily identify the exact location of an incident. It also takes advantage of the OS MasterMap ITN Layer, which enables us to deploy the most appropriate available resource to an incident as quickly as possible."

Linda Davis, Control Room Manager, Norfolk Fire and Rescue Service

Image courtesy of Norfolk Fire and Rescue Service

data aids response for fire service

Norfolk Fire and Rescue Fire service is taking advantage of Ordnance Survey's most detailed data to help improve response times…

Being in the right place at the right time is a critical element to any emergency service agency, and no more so than within the fire service. With this very point in mind Norfolk Fire and Rescue Service is among fire services across the country that are taking advantage of Ordnance Survey's precise mapping and transport data.

Norfolk Fire and Rescue Service is using OS MasterMap Topography and Integrated Transport Network (ITN) Layers as part of its Fortek VISION command-and-control solution. By having access to the nation's most accurate and up-to-date topographic and transport network data the brigade is able to provide its fire fighters with the very best information to prepare them for any incident.

identifying potential hazards

OS MasterMap Topography Layer is the most detailed seamless digital map of Great Britain available and includes almost half a billion features, from individual houses and gardens to street lights and fire hydrants. It allows command-and-control centres to pinpoint an incident and have an in-depth view of its environment in advance of a fire crew arriving. This can reveal possible hazards, like a nearby petrol station, or features that might obscure rescue equipment, such as trees or walls.

Screen shot identifying how OS MasterMap assists in operators deploying the most appropriate resource.

OS MasterMap ITN Layer gives command-and-control staff and fire fighters en route to an incident detailed road network and routing data. ITN Layer with Road Routing Information (RRI) supports resource allocation by providing the details of over 740,000 named roads and allows restrictions like narrow roads and bridges with weight restrictions to be avoided. When timing is critical, having access to such detailed information makes a real difference.

Discussing the application, Linda Davis, Control Room Manager at Norfolk Fire and Rescue Service, said, "Our Fortek command-and-control solution utilises the OS MasterMap Topography Layer, which helps our operators easily identify the exact location of an incident. It also takes advantage of the OS MasterMap ITN Layer, which enables us to deploy the most appropriate available resource to an incident as quickly as possible."

Peter ter Haar is Ordnance Survey's Product Director with responsibility for OS MasterMap. Peter added, "We are delighted that Norfolk Fire and Rescue Service and the citizens they serve are benefiting from OS MasterMap data.

"Like all the OS MasterMap layers, the Topography and ITN Layers are fully interoperable, so they can work simultaneously, while the unique identifiers we use, called TOIDs, allow for information to be pinned to any feature, making it ideal for incident analysis and planning."

BAPCO

THE BRITISH ASSOCIATION OF PUBLIC SAFETY COMMUNICATION OFFICERS

President Address

Facilitating opportunities for true interoperability

Well another BAPCO Exhibition and Conference has come and gone and the initial feedback from exhibitors and attendees is very positive both around the conference content and just as importantly, the ability to network. The event organisers are still collating the feedback and results will be communicated in the near future.

I feel that for public service providers, this coming year is going to be as challenging as any in the past due to the reconfiguration of some of the blue light services and also the new responsibilities that we all have under the Civil Contingencies Act (CCA). I know that we at BAPCO are keen to assist where possible to help individuals and organisations understand the needs of the CCA and develop generic strategies for the provision of integrated ICT solutions to facilitate organisations to deliver CCA compliance.

Whilst reading the newspapers lately, especially the disappearance of Madeleine McCann in Portugal, it brought to my mind how difficult we as professional public safety providers make interoperability and how this seems to be a world wide phenomenon.

It is, therefore, incumbent on us all to promote and move forward the requirement for an interoperability solution at a much faster pace than we currently do. The technical solutions, in the most part, are already in existence; it just requires us all to get together, put aside our perceived service culture differences and decide on the best solutions for each situation, whether they be technical or business process orientated.

I believe that we at BAPCO need to offer our services where possible to facilitate opportunities for different organisations to come together to determine common solutions. I regard this latest incident, where communications once again appear to be a problem, as an opportunity for us to move this agenda forward so that in another year's time another example of poor information sharing does not result in a delayed, uncoordinated response to solving a future incident or problem such as this.

I am sure we will all offer our support and thoughts to the McCann family and hope that by the time you read this, Madeleine has been returned safe and sound to her family.

Ray Trotter
President

BAPCO Central Contacts

President
Ray Trotter
president@bapco.org.uk
☎01234 408999

President Elect
Ian Readhead
president.elect@bapco.org.uk
☎ 01962 871148

Vice President
Olaf Baars
vice.president@bapco.org.uk
☎ 0118 932 2226

Past President
Tim O'Connor
past.president@bapco.org.uk
☎ 07967 205092

Chief Executive
Ken Mott
execD@bapco.org.uk
☎ 01522 575542

European Projects Manager
Kevin Robson
europrojects@bapco.org.uk
☎ 07834 788117

Senior Admin Officer
Ian Lund
admin.sao@bapco.org.uk
☎ 01347 848962

BAPCO Office
admin.enquiries@bapco.org.uk
☎ 0845 3700630

BAPCO 2007
Lucy McPhail
annual.conference@bapco.org.uk
☎ 020 7973 6635

CAG Chair
Dave King
chair.cag@bapco.org.uk
☎ 07740 158267

CAG Secretary
Andy Fleet
info.cag@bapco.org.uk
☎ 01621 829623

BAPCO WEBSITE
www.bapco.org.uk

Regional Contacts

South East Region
Chair:
Shaun O'Neill
chair.se@bapco.org.uk
☎07785 925450
Secretary:
John Dixon
info.se@bapco.org.uk
☎020 7091 5675
Executive Member:
Tim Marjason
exec.rep.se@bapco.org.uk
☎020 7091 5345

South West & South Wales Region
Chair:
Peter Prater
chair.sw@bapco.org.uk
☎07793 883049
Secretary:
Tracey Quinn
info.sw@bapco.org.uk
☎07738 419652
Executive Member:
Vacant
exec.rep.sw@bapco.org.uk

East Midlands & Anglia Region
Chair:
David Seelhof
chair.em@bapco.org.uk
☎01508 492744
Secretary:
John Blundell
info.em@bapco.org.uk
☎01603 506441
Executive Member:
David Seelhof
exec.rep.em@bapco.org.uk
☎01508 492744

West Midlands Region
Chair:
Rick Abbotts
chair.wm@bapco.org.uk
☎0121 445 5894
Secretary:
Abdul Rashid
info.wm@bapco.org.uk
☎01926 423231
Executive Member:
Maurice Worsell
exec.rep.wm@bapco.org.uk
☎0121 744 2639

North East Region
Chair:
Terry Johnson
chair.ne@bapco.org.uk
☎07850 498501
Secretary:
Gordon Ross
info.ne@bapco.org.uk
☎07774 896400
Executive Member:
Ian Thompson
exec.rep.ne@bapco.org.uk
☎07901 506180

North West & North Wales Region
Chair:
Susan Parke-Hatton
chair.nw@bapco.org.uk
☎07867 21192
Secretary:
Jim Irving
info.nw@bapco.org.uk
☎01768 865536
Executive Member:
Susan Parke-Hatton
exec.rep.nw@bapco.org.uk
☎07867 21192

Scotland Region
Chair:
Colin Dalziel
chair.scotland@bapco.org.uk
☎0131 244 5735
Secretary:
Allan Beattie
info.scotland@bapco.org.uk
Executive Member:
Brian Carlin
exec.rep.scotland@bapco.org.uk
☎07905 656403

BAPCO

British Association of Public Safety Communications Officers

MEMBERSHIP APPLICATION

1. PERSONAL DETAILS

TITLE	
FORENAME(S)	
SURNAME	
POSITION HELD	
ORGANISATION	
MAILING ADDRESS	
POSTCODE	
BUSINESS TELEPHONE	
FAX	
HOME ADDRESS (If different from above)	
POSTCODE	
EMAIL	

I agree to BAPCO sending information to me regarding its events, products and services. BAPCO will not pass on any information to other companies or third parties ❑

2. CATEGORY OF MEMBERSHIP APPLIED FOR

ACTIVE ❑ ASSOCIATE ❑ COMMERCIAL ❑ INTERNATIONAL ASSOCIATE ❑

OFFICIAL ORDER NO

Please send further details of Corporate Membership ❑

3. ORGANISATION TYPE

Please tick one item that best describes *your* organisation

PUBLIC SECTOR AREA SERVED		ORGANISATION TYPE		COMMERCIAL	
Parish	❑	Law Enforcement	❑	Manufacturer	❑
District	❑	Fire / Rescue	❑	Distributor	❑
County	❑	Ambulance / Medical	❑	Dealer	❑
Regional	❑	Emergency Management	❑	Maintenance	❑
National	❑	Local Authority	❑	Consultant	❑
Private	❑	Central Government	❑	Network Provider	❑
Other	❑	Public Utility	❑	Training	❑
		Other	❑	Personnel	❑
				Other	❑

BAPCO MEMBERSHIP APPLICATION

BAPCO
British Association of Public Safety Communications Officers

4. POSITION RESPONSIBILITIES

Please tick the item that best describes *your* responsibilities in each area:

POLICY & PROCEDURE

- ❑ I approve/develop policies and procedures
- ❑ I oversee implementation
- ❑ I have a limited role in implementation
- ❑ I do not have a role in implementation

PURCHASING

- ❑ I approve purchases of products and services
- ❑ I select specify products and services
- ❑ I recommend products and services
- ❑ I do not have a role in purchasing

PERSONAL TRAINING

- ❑ I approve training programs
- ❑ I develop/purchase training programs
- ❑ I implement/teach training programs
- ❑ I do not have a role in training

5. MEMBERSHIP CATEGORY & FEES (Select One)

❑ ACTIVE MEMBER

Persons employed or contracted by a public safety agency or a department of central or local government responsible for the provision of public safety services, or are retired from such a position, who are directly responsible for, or retired from, the management, specification, design, installation, maintenance, operation and use of public safety communications and information systems, are eligible for this category of Membership

£40.00 per annum

❑ COMMERCIAL MEMBER

Those persons, in business or industry, who receive compensation in any form for services rendered or products sold, are eligible for this category of membership.

£40.00 per annum

❑ ASSOCIATE MEMBER

Those persons, who otherwise meet the requirements of Active Membership, may, at the applicant's discretion, select this category of membership, and, those persons not meeting the requirements of any other category of membership that share the Purpose and aims of the Association, are eligible for this category.

£28.00 per annum

❑ INTERNATIONAL ASSOCIATE MEMBER

Persons who are not citizens of the United Kingdom that share the purpose and aims of the Association are eligible for this category of membership.

£50.00 per annum

Details of Corporate Membership can be obtained from: ExecD@bapco.org.uk

6. PAYMENT INFORMATION

Total amount due £ _____

- ❑ Individual or
- ❑ Organisation is paying for Membership.
- ❑ Personal cheque enclosed.
- ❑ Official purchase order No. _____ enclosed.

7. OPTIONAL INFORMATION

How did you hear about BAPCO?

❑ Co-worker ❑ BAPCO Journal ❑ Sponsor

❑ Other _____

Gender: ❑ Male ❑ Female

Date of Birth: Day_____ Month_____ Year____

8. APPLICANT'S STATEMENT

I hereby apply for membership in the appropriate class of **BAPCO,** and agree to abide by the Constitution and Bylaws of the Association. I understand that by joining I also become a member of the BAPCO region serving my area and that my subscriptions are payable annually, based on my first day of membership.

SIGNATURE _____ DATE _____

TEL: 01522 575542	WHEN COMPLETED PLEASE FORWARD THE WHOLE FORM (WITH APPROPRIATE ENCLOSURE) TO: BAPCO, PO BOX 374, LINCOLN LN1 1FY	FAX: 01522 575542 (Remember to fax both sides of the form)

FOR OFFICE USE ONLY

RECIEVED
REGION
MEMBERSHIP No.

CERTIFICATE SENT
RENEWAL DATE

driving intelligence

Data collated by both fixed and mobile cameras is a rich source of information, with this in mind, i2is unlocking the full potential of Automatic Number Plate Recognition (ANPR) data with its Analysts's workstation...

Automatic Number Plate Recognition (ANPR) data led to more than 20,000 vehicle seizures and 18,000 arrests in 2006 and has firmly established itself as a valuable tool to the UK's police forces. However, the significance of the gathered information could be far greater.

Data collected by both fixed and mobile cameras is an incredibly rich source of information that can be drawn on in a variety of reactive post-incident investigations and pro-active intelligence-led operations, including counter-terrorism and cross-border crime.

Using i2 Analyst's Workstation, police forces can create a clearer picture of criminal lifestyles, identifying patterns of movement and geographical areas of interest.

combined analysis

When analysed in conjunction with further data gathered through a variety of sources, such as crime recording systems, Command and Control and intelligence databases, the ability to prevent, disrupt and detect criminal activity is far greater.

Comprising of three elements – i2 iBase, i2 Data Miner and the award-winning i2 Analyst's Notebook - Analyst's Workstation's data modelling flexibility lends itself to the diverse needs of individual forces and provides intelligence analysts and police officers with the most appropriate tools to drive road policing targets.

Using the iBase database, large volumes of data from disparate databases can be combined to provide a data-rich source of information to analyse. This data can then be utilised in a number of ways.

By analysing the data in Data Miner, patterns and trends can be easily identified. Using a GIS interface, the coordinates of these can be plotted to any relevant map and used to locate areas of activity. This information can then be used to link offences to vehicles frequenting the area around the time of the incidents.

Mark Williams, Regional Product Marketing Manager, said, "ANPR data can hold a great deal of information about the ways in which criminals operate – from which roads they use, the routes they take and the proximity to the offences they commit.

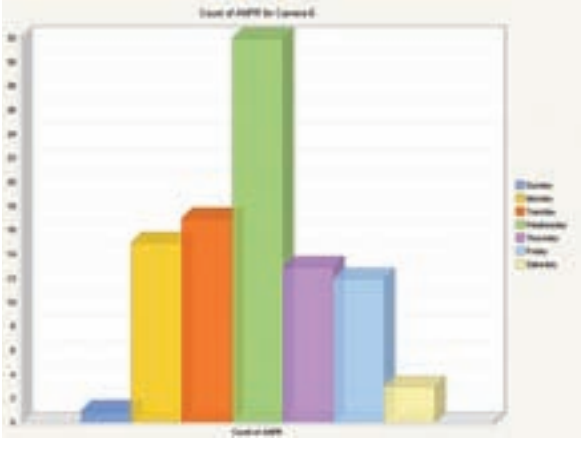
"The other component of Analyst's Workstation, Analyst's Notebook, then allows the further analysis of the information found - to establish links and associations to people and places, that would otherwise have remained hidden, as well as to plot events in a chronological order, using the timeline analysis feature."

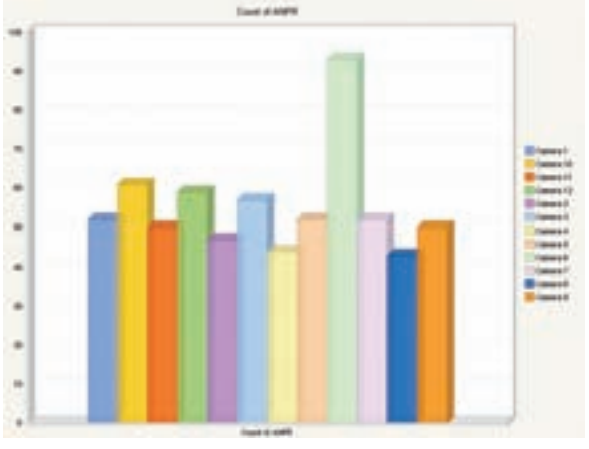
developing technology

Committed to developing new technology and adapting the existing suite of tools, i2 is keen to emphasise the importance of ANPR data, not just to road policing officers.

Williams added, "Experience has shown us that it is not only the analysts who work with the data who need to know it's capabilities – those who task the analysts need to know to in order to get the best from their intelligence analysis.

"ANPR data can be of value in many areas outside road policing and i2 is committed to helping the police service maximise the potential of such a cost effective way of gathering intelligence."





Analyst's Workstation's data modelling flexibility lends itself to the diverse needs of individual forces

"ANPR data can hold a great deal of information about the ways in which criminals operate – from which roads they use, the routes they take and the proximity to the offences they commit.
Mark Williams, Regional Product Marketing Manager, i2

sharing and storing data

As part of our Data Management series, Acopia Networks explains to the BAPCO Journal about File Area Networking (FAN) and why it is described as the next generation of information storage and distribution…

complex storage

Increasing storage demand is driving organisations to increasingly complex and costly storage infrastructure. Today's seemingly proven solutions, more and bigger SANs, only serve to increase the cost and complexity without effectively satisfying the demand.

With recent studies suggesting that file data growth and files management have become top IT priorities, organisations are starting to look closely at their approach to storing and accessing data, especially in light of incessant storage demand that shows no sign of abating. What they are finding is a disturbing correlation: increasing storage demand is driving organisations to increasingly complex and costly storage infrastructure. Today's seemingly proven solutions, more and bigger SANs, only serve to increase the cost and complexity without effectively satisfying the demand.

Not all storage demand, however, requires the same storage infrastructure. A distinct shift is underway in the way we use, store, interact with, and process information, these changes have important implications for the way enterprises will manage information assets in the future, and should be investigated and understood by IT strategists, planners, and implementers alike.

Files vs. Blocks – opportunity or challenge?

A decade ago, IT focused on improving the performance and reducing the cost of functionally isolated transaction-processing applications built on structured databases. These large databases were stored and protected in centralised data centres. Interaction to the data was typically through static application interfaces such as ATMs and other fixed menu GUI's. Data growth was rapid.

As more data poured into these databases, they became unwieldy. Backups become challenging, management costs rose exponentially. Capacity purchased for one application or database might go unused while another database outgrew its bounds. Billions of dollars were invested in storage area networks in an attempt to virtualise connectivity between application servers and storage, billions more in software and hardware to make copies of the data for protection, and reduce management costs. These investments were not wasted; they helped to keep the IT ship afloat in turbulent waters.

Unfortunately, while we were addressing the problem of managing structured, raw data, the world of information was changing.

Over the last 5 years, the complexity of web-based applications has increased dramatically. With the advent of the next-generation applications inferred by Web 2.0 and SOA, we now demand information to be dynamically configured and presented to us in real-time to meet our specific interest. Multi-media information flow is now expected rather than exceptional. Even ATM menus have become dynamic and personalised. Applications are no longer isolated-function systems. Interaction with information is now a broad set of services available to us on demand.

These changes have led to a dramatic increase in file based data – data storage capacity is growing at better than 50% per year according to IDC, with 85% of that growth in unstructured or semi-structured files. The shift in storage demand from block-based data to file-based data, a shift leading industry analysts see as only accelerating and becoming more pronounced going forward opens up new possibilities that extend far beyond storage as usual.

These new possibilities give organisations for the first time a realistic hope that they can accommodate growth in storage demand without a corresponding increase in storage complexity and cost.

The new possibilities hinge on the fact that file-based data, accessed at the file level through file systems can be managed by intelligent systems. Files have inherent advantages in managing information because in effect they are canisters of data with specific characteristics. It has been said that files are the smallest element of data that can have business context applied to it.

File characteristics like age, ownership, size, and name can be externally observed, and we can apply policies to those characteristics e.g., move all files older than 365 days to a low-cost SATA array. Files enable the bridging of the worlds of applications and information by making information resources transparent to the application using services.

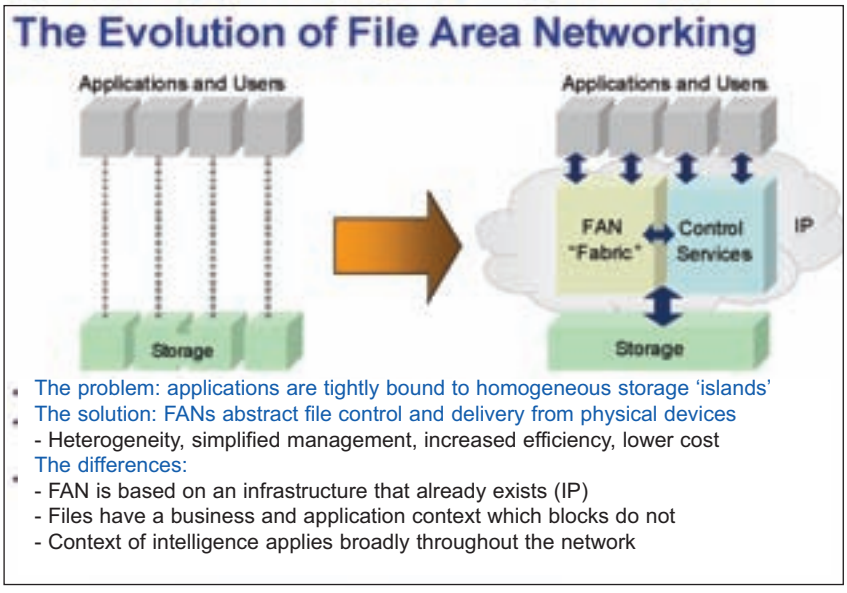
a dizzying array of alternatives

These new styles of computing and uses of information also infer that data can no longer be centrally located. Limited remote access through static GUI's is outdated – in fact, quite the opposite is occurring. Interfaces are now rich, with dynamic local, memory-based, data manipulation. Data now must reside where it makes the most sense at any given moment and under any given set of conditions and policies. Data must reside on the network, and we as end-users will neither know nor care where it is physically stored or how it is logically accessed.

In response to this rapid shift toward file-based data, a bewildering set of new technologies has emerged – virtualisation of all sorts and descriptions, WAFS, WAN optimisation, distributed file systems, Indexing and Classification, Lifecycle automation, and more. Each of these technologies has value, but together the lack of common interfaces and integration creates a virtual tower of Babel.

Most of these new technologies arise out of the broad industry consensus, that the solution to the problem is to centralise management of information without

centralising its location – approaches often referred to as centralised control/distributed access. In order to achieve a coherent file management strategy, a new unified architectural and methodological approach is required.



the past as a guide

In the last decade, we addressed storage management challenges such as difficulty sharing resources, increasing complexity and cost, and disruptive management procedures by virtualising the connectivity layer between application servers and storage with Storage Area Networks. However, the SAN itself became complex, and managing data again became problematic. Intelligence in the form of volume managers made it easier to provision storage capacity from one server to another, and helped control complexity.

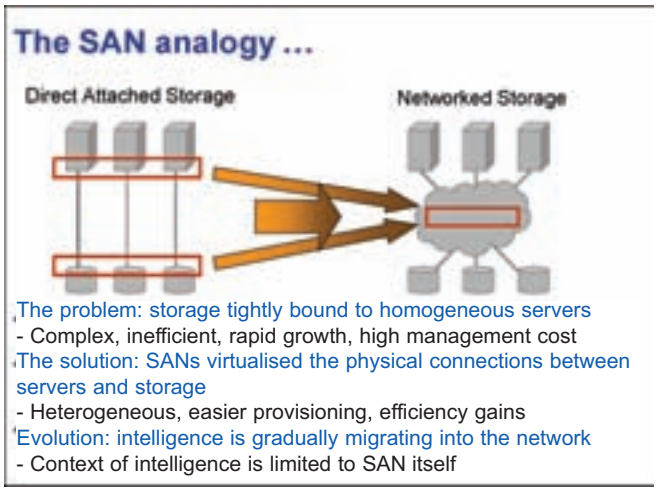
Utilisation rates increased, costs stabilised but never actually declined. The reasons in hindsight are now clearer. Intelligence in the form of automation and tools in the SAN can only be applied to the context of the SAN. SANs are by nature local, and block-based, so the context for intelligence in a SAN is limited to blocks. Because blocks do not contain business context, our ability to apply interesting and useful policy automation is limited

Today, in our new context of file data management, the management challenges are familiar and similar to those facing IT in the early days of SAN.

Users are often tightly bound to homogeneous islands of storage, creating capacity utilisation issues, management complexity, disruptive procedures, and high costs.

However, there are distinct and important differences now. Files have business context, they offer us a broad and rich set of options for policy automation. Blocks do not.

Rather than the fairly unruly and rudimentary SCSI protocol used for block data, files are accessed over networks today primarily through two common and widely used and standardised file system protocols, NFS and CIFS. Finally, the transport is Internet Protocol (IP) rather than FibreChannel (FC). IP is inherently distributed and global where FC is a LAN technology with limited range and scope.



the evolution of File Area Networking (FAN)

Fortunately, these important technological advances offer us the basis for organising services, networks, information, and access – the File Area Network or FAN.

Organisations are adopting the concept of FAN as a non-disruptive complement to the existing storage infrastructure. FANs allow them to massively scale and centrally manage their file-based storage without the corresponding increase in cost and complexity associated with the SAN.

The FAN, coexists easily with SANs, handling data type (files) and metadata that are not part of the SAN design. Thus, the FAN becomes an essential enabler for information lifecycle management (ILM), enterprise content management (ECM), content-addressable storage (CAS). Through the FAN, organisations can implement policy-based services representing a wide variety of functionality and control, e.g. migration, replication, load balancing, tiering, classification, data placement, access control, de-duplication, retention, and more.

To understand FAN's impact, a basic understanding of key aspects of this new file-based information service paradigm is required:

Metadata – consists of information about the file-based data and its usage. Files make it possible to convey information about the data as well as the data itself. With metadata attached to a file, intelligent systems can identify and manage the file, based on business values, such as age of the data, frequency of use, and ownership of the data.

File Virtualisation – by masking the underlying

complexity of connecting a user to the specific location of the file, virtualisation makes it possible to move, access, and manage files without regard to physical storage.

Specific to file virtualisation is the concept of a global unified namespace, which provides the ability to organise, present, and store file-based data.

Global Unified Namespace – is a logical abstraction (virtualisation) of the underlying physical file infrastructure. A Global Unified Namespace provides a single access point into the global file storage infrastructure; it is heterogeneous (supporting disparate physical file systems and platforms) in nature and global in scope.

It is important to point out that the Global Unified Namespace preserves the existing physical file systems it virtualises, but enables them to be accessed as though they were a single shared entity.

Real-time Policy Enforcement – while virtualisation is an essential component of any file network, virtualisation is not an end in itself. It is important that the fabric provide an enforcement point for a range of advanced file level controls.

File System Routing – by its very nature the file network is distributed, thus the fabric acts as a router of enterprise-wide file information, directing file requests to the appropriate resources, irrespective of location.

the future of FAN

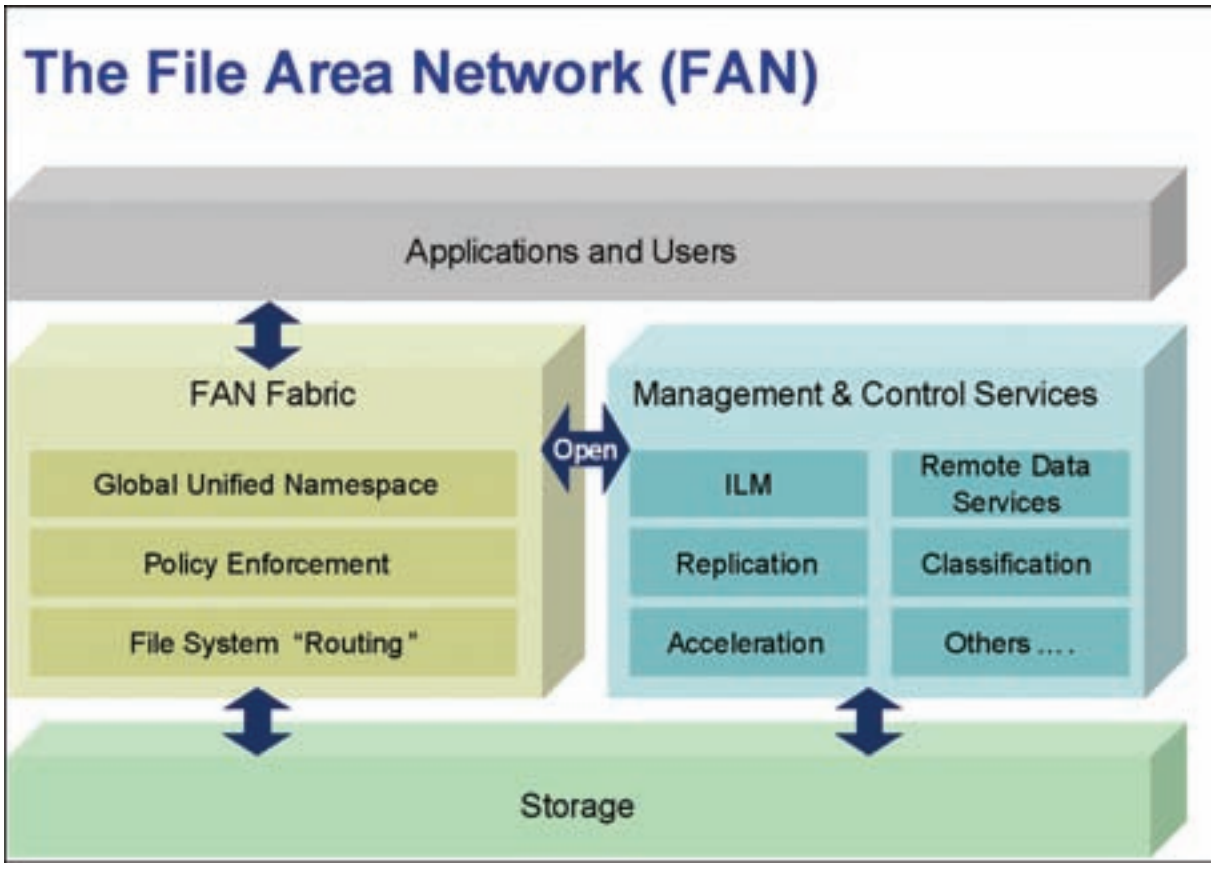
In 2006, the focus of File Area Networking has been "cleaning up the mess" – simplifying management tasks and burgeoning infrastructure.

The FAN introduces simple to use solutions for basic file management tasks such as data movement and placement.

In 2007, the focus shifts to enhancing the services delivered by in-band, real-time policy enforcement engines – adding policies for specific markets and technologies (legal, DHS, medical, architectural, etc). Scale, scope, and flexibility expand the FAN infrastructure support – adding more supported platforms, extending the interconnects and protocols, and allowing for a more distributed policy enforcement domain.

By 2008, FANs add the ability to specific enhance various elements of the infrastructure by application – tuning elements by application. We also begin to see the network as the tool for data protection services. The infrastructure moves from distributed data centres to much more broadly deployed compute and data elements and FANs optimise the connectivity and relationships.Ultimately, the FAN's intelligent services will bridge the worlds of applications and file resources, bringing about long awaited possibilities such as:

- Massive global scalability;
- Transparent and secure global access to data
- Efficient, centralised global data and storage management; and
- Seamless, fully meshed FAN/SAN infrastructure.



Acopia Networks

Acopia Networks is exhibiting at Storage Expo 2007. Now in its 7th year, the show features a comprehensive FREE education programme and over 100 exhibitors at the National Hall, Olympia, London from 17 - 18 October 2007

enhancing performance and resilience

New IT infrastructure for Penspen to help the oil and gas pipeline group enhance performance, improve access to information and establish higher levels of resilience and security...

A major project to implement a new IT infrastructure for the world-leading oil and gas pipeline engineering group Penspen has been completed by Fordway Solutions. Integral to this project was the installation of a Sun StorageTek storage array based on LSI Logic technology. The overall objective was to replace an ageing infrastructure to enhance performance, improve and widen access to information, and establish higher levels of resilience and security.

"We're a large organisation operating all over the world and we need good, reliable communications and access to information," says Penspen ICT Manager Paul Trotman. "It had become clear for some time that our IT resources were not keeping pace with our growth and the growing complexity of our operations".

"Much of the hardware needed replacing – a few of our servers were over 10 years old. But it wasn't just a case of replacing equipment. We wanted to take a fresh look at what we actually needed. Really, it was a root and branch task".

the project

The project was in three parts. The first was to renew infrastructure elements at the main sites of Richmond, Newcastle and Aberdeen and install a SAN in Richmond. The second was to put in place a thin client environment, and the third to provide ongoing managed maintenance of the whole infrastructure.

Penspen had a mix of NT and 2000 servers covering such areas as Exchange, SQL data and printing, for example, with different Exchange servers at the various sites. These were centralised and consolidated by Fordway at the central Richmond office, with assorted peripherals and backup. There was also an upgrade from NT to Windows 2003.

A storage solution from Sun StorageTek was adopted. Components supplied by Sun StorageTek included an FLX280 disk system enabled by technology from LSI Logic and the SANtricity software suite.

The second part was to implement a thin client environment. "We now use Microsoft terminal servers rather than Citrix," says Trotman. "Everyone runs their Windows sessions on the server rather than their own full-blown PC. This reduces maintenance overheads and capital purchase costs. It also avoids the kind of typical problems you get when people put things on their PCs that they shouldn't – and keeps them clear of viruses and malware."

"The third part was for Fordway to take responsibility for managing the new infrastructure, including servers, backup, storage, comms equipment, communications between sites and a Virtual Private Network that runs across the Internet. The network was extended to include a node at Fordway's own office, by which they essentially become our IT department".

"The new infrastructure now serves 170 users altogether - at Richmond where there are 110, Aberdeen where there are 40, and Newcastle where there are 20. Support for everything is now provided 24x7 by Fordway."

"Since the start of the contract we won a large engineering project worth $80M in Saudi Arabia with Khafji Joint Operations (KJO), a company formed by Aramco Gulf Operations and Kuwait Gulf Oil. The Khafji project management contract involved putting in a local network for between 70 and 120 users for ourselves, with around 70 users actually on site. Fordway provided a solution for this and adopted the same model they had built for us in the UK," says Trotman.

"Implementation went smoothly and according to plan," says Trotman. He continues: "Parallel running provided an early benefit; the CommVault Galaxy system was a big improvement and we were able to recover data much more quickly. Previously, we did a full backup of systems in Richmond over the weekend. We would usually start on Friday night and hopefully finish some time on Sunday. With CommVault and the new tape library – a 50 tape system – it takes just a couple of hours".

"Formerly, disaster recovery was off-site. Currently, Fordway are running standby servers at their office and providing warm recovery within 24 hours. Shortly that will be down to just a couple of hours. Presently, we take a copy of data from remote sites to the Richmond SAN. If we lose one, that site can use the data at the Richmond office until their own site has been recovered".

LSI Logic Europe Ltd is exhibiting at Storage Expo 2007 the UK's largest and most important event dedicated to data storage. Now in its 7th year, the show features a comprehensive FREE education programme and over 90 exhibitors at the National Hall, Olympia, London from 17 - 18 October 2007 www.storage-expo.com

a defensive command

The key lesson learnt for this implementation was the data collection for the location database. The C&C system is dependent on a fast gazetteer; this search engine gives the required location and any previous incidents related to that location in under a second.

Taking a closer analysis of command and control systems Sungard Vivista provides a detailed explanation regarding the implementation of NSPIS Command & Control at the Ministry of Defence Police, and why they elected for the NSPIS C&C as a means to improve the business of responding to incidents and improve information management...

The National Strategy for Police Information Systems (NSPIS) evolved from Home Office recognition that the UK Police Forces were implementing bespoke systems, very few of which were capable of exchanging information. The vision of Police Forces exchanging real-time information on incidents using a national C&C application was set in place when Securicor Information Systems, now SunGard Vivista, won the competitive tender to build a new C&C application for the nation in 1999.

After three years of consultation, negotiation, development and testing, NSPIS C&C was implemented into Cheshire Constabulary in 2002. The application was independently tested at Sun Microsystems to manage over 20,000 incidents an hour, with the majority of functionality responding at sub-second speeds. With successful implementations at Cheshire, Derbyshire and British Transport Police, the Ministry of Defence Police (MDP) decided that this new national application was the way forward.

requirement for C&C and Airwave

The two are directly linked, both from a business perspective and a technical point of view. At the start of the project, the MDP had mobile patrols called APTs, which were used for proactive patrolling of the MoD estate. The problem for APTs and the majority of other MDP resources had been poor communications with the existing radios. Inevitably, the patrolling officers resorted to mobile phones for deployment and PNC enquiries.

The APTs were equipped with a Home Office radio set giving officers contact with the local Home Office Police Force. More often than not the Home Office force was deploying MDP resources. The business driver for the NSPIS C&C application and Airwave was to give control of MDP resources back to their divisional control room.

Looking at why the MDP selected the NSPIS C&C application, it was firstly, because, the long-term advantages of joined-up policing were too big to ignore, and the ability to exchange incident-related information with other forces was a requirement.

Secondly, the force did not have a computerised C&C system and the business required realtime information on incidents occurring at any of the major bases in the United Kingdom.

And thirdly, the NPIA at the Home Office, although not mandating NSPIS C&C to forces, has supported the product with enhancements to functionality and important interfaces to the other key NSPIS applications.

The vision of interoperability between Police Forces is now a reality using the NSPIS off-theshelf applications.

The MDP is a national force with bases stretching the length and breadth of the UK. With over 3,000 Police officers, and an additional 2,000 Agency Guarding Service personnel, the force has a large number of personnel to deploy over a very large area; tracking and supporting this resource using pencil and paper over the years has been a major challenge.

The move to NSPIS C&C was seen as a way of improving the business of responding to incidents, and providing valuable management information for the security work, which is the core activity of the Force. In addition to the security of high profile bases at Faslane, Aldermaston, Devonport, Fylingdales and Menwith Hill the Force also has to police the continuing high profile peace protests at all of these bases.

These public order events need accurate resource deployment and incident logging. The Special Escort Group has the responsibility of escorting sensitive loads throughout the UK and the progress of these loads is controlled at the central control room at Wethersfield. The MDP supports a number of customers in the field and the new C&C system together with Airwave would improve that service.

implementation

Project Contact led by Chief Inspector David Ansell was established to implement Airwave radio and replace ageing handsets. With the national radio infrastructure being rolled out by O2, the force decided to take the opportunity to implement a computerised C&C system. MDP was accepted as part of the Home Office Police C&C User Group and they benefited from the lessons learnt from previous installations.

In particular, the MDP and British Transport Police (BTP) have a similar national structure, and the Project Contact team based at the force headquarters at Wethersfield eagerly received advice from the successful BTP implementation.

The key lesson learnt for this implementation was the data collection for the location database. The C&C system is dependent on a fast gazetteer; this search engine gives the required location and any previous incidents related to that location in under a second.

However, this data has to be accurate otherwise officers may attend the wrong location with the wrong support information – which could end up with disastrous consequences. Address Point is loaded in bulk, but locations and aliases specific to the force have to be entered manually; after that the data needs to be kept

up to date.

The experience from previous implementations proved invaluable: the Police Forces in the User Group could not have been more helpful to the Project Contact team. In addition to specific lessons learnt, there are a number of important generic lessons that can be transferred between forces:

- Establish senior management support for NSPIS C&C
- Plan project activities with realistic timescales
- Good communication between the project team and the supplier
- Keep your own staff informed of the progress and the proposed changes
- Work together in a pragmatic way without losing objectivity
- Review the risks to the project regularly and mitigate.

physical infrastructure

Whilst the data was being collected and loaded, the MDP technical support staff looked at the MoD network to see if C&C could be run on the restricted network that is the backbone of MoD communications. The NSPIS C&C system was designed to use a minimum of bandwidth so it was considered that there would be no issues in this area.

One of the first tasks to be undertaken by the project team was to review the 11 sites where the new hardware was to be implemented. The physical standard of the control rooms varied greatly from the purpose-built nuclear blast control room at Coulport, to the small ground floor control room at Faslane, which was hardly fit for purpose.

In addition, the Royal Military Police (RMP) and the MDP wanted to consider 2/3 joint control rooms. An issue that was to prove very difficult for the project team was the ownership of the control rooms selected for the implementation of C&C: the MDP does not own any real estate except the headquarters building at Wethersfield.

The MDP provides a service to the customer whether it be the Royal Navy at various establishments, the American Air Force, AWE at Aldmaston or other sensitive estates such as Porton Down. Private companies now run the majority of these bases and spending money on control rooms was a low priority.

training

The MDP together with SunGard Vivista developed a training suite for 12 operators in 2 classrooms. Fitted with latest smart-board technology, the training for NSPIS C&C, ICCS and Airwave is excellent.

When managing an IT project the project team may focus on the implementation of the hardware, the infrastructure and the software and leave the "soft" people issues to the end: this is a mistake as it is often the people issues that catch a project out.

Training the operators at the right time has to be finely judged: train them too early and skill-fade kicks in and they are unable to work the system when it goes live; training too late delays the project and may cost money and even worse the credibility of the project team.

Training is expensive, it needs to be done properly, and SunGard Vivista provides a comprehensive training package, which each force can tailor to its individual business requirements. The training and supporting documentation teaches the trainers how to get the best from the functionality but for end user training, the force trainers need to incorporate the specific business or policies of the force in relation to decisions to be made by control room operators.

Implementing a computerised C&C system into a green field site has its advantages and disadvantages. Any computerised system is better than pen and paper, so staff are generally willing to accept the change.

However, one of the basic disadvantages recognised by the Project Contact team was the lack of keyboard experience by the MDP officers. The training programme incorporated keyboard skills software to improve performance.

project communication

It has been recognised from other C&C implementations that the fear of change is a significant factor. The MDP were introducing new technology to the force, which inevitably would bring about change in business practices, and it was important to convey the positive aspects of the changes. A road show was undertaken with Deputy Chief Constable David Ray and the C&C project manager promoting the project, emphasising officer safety, contingency planning, and incident management functionality linked to Airwave radio, which in turn would improve the management of incidents. In addition, senior managers would be able to produce management information reports using Business Objects software.

These presentations were aimed at middle to senior management to win their support for the implementation, and also to empower them to go back to their respective customers and gain their support for this project.

For the troops, the project team spent time putting together a briefing sheet explaining the business benefits of command & control and Airwave. This was mailed to each officer and member of staff to keep them informed. It became apparent that many at the sharp end were unaware of the functionality of the C&C system, and without this would be unable to take advantage of it.

Important features for those officers are information on previous incidents at a location; the opportunity to search the database under the search templates functionality for persons or vehicles that have come to notice before; the new PNC facility; and the incident management functionality. Knowledge of the system is as important for the patrolling officers as it is for the control room operators.

summary

NSPIS C&C went live in June 2004 and has enabled MDP to significantly improve the management of incidents and resources. The browser capability has enabled widespread access to the system, comprehensive management information has improved reporting, and the system has enabled MDP to improve its overall quality of service.

Whilst the data was being collected and loaded, the MDP technical support staff looked at the MoD network to see if C&C could be run on the restricted network that is the backbone of MoD communications. The NSPIS C&C system was designed to use a minimum of bandwidth so it was considered that there would be no issues in this area.

The systems are installed with the software solution from Beat Systems, which allows access to all necessary databases and for data to be collected at incidents.

Cheshire Police choose tablet PCs from CMC

CMC has recently supplied JLT rugged tablet PCs to Cheshire Constabulary for use in police cars…

The solution provided to Cheshire Constabulary is to offer a very compact, but fully mobile PC, which can be used docked in the vehicles and easily removed for use when outside.

Commenting on the contract award, Mark Dale-Lace of CMC said, "Once again the exceptional design of JLT's computers has proven itself, providing the optimum solution for emergency service vehicles with limited space, but requiring full PC functionality and high levels of ruggedness"

CMC worked with Signals, who designed special brackets and installed the computers in Vauxhall Astras to provide full access to all existing hardware and the computers while fully complying with PITO's stringent requirements.

The systems are installed with the software solution from Beat Systems, which allows access to all necessary databases and for data to be collected at incidents.

Cheshire Constabulary's project manager, Inspector Tim Darbyshire expalined that the solution offered real time access to data and faster reporting capabilities in a compact tablet PC that fits well into the vehicles and offers real benefits to users. Its robust design ensures it will survive the harsh conditions police equipment is subject to.

The JLT Field Tablet PC is an exceptionally rugged touch-screen PC, fully sealed and designed to operate in the harshest environments. It has a long battery life and a full range of connectivity options to ensure real time communications are always available.

The JLT range can be configured for any application and environment with a full range of accessories including a range of mounting systems and keyboards and, in common with all JLT computers, has many options to optimise the specification for user requirements.

OMMUNICATION

something?

The **BAPCO Journal** is delivered 12 times a year **FREE of CHARGE** to all **BAPCO Members.**

If you are a member and would like to receive a copy of the journal please complete the form below

Non-Members wishing to receive a regular copy of the Journal should complete the attached subscription form.

☐ **I am a BAPCO Member** and wish to register for my free subscription to the **BAPCO Journal**
BAPCO Registration Number _

☐ **I am not a BAPCO Member** & would like to subscribe to the **BAPCO Journal**

Payment

UK Payment	1 year	£28	2 Years	£50
Overseas Payment	1 year	£35	2 Years	£62

☐ Please invoice me

☐ I enclose a cheque made payable to Hemming Group Ltd.
(Cheques must be drawn against a sterling account)

☐ I enclose a purchase order. No. _____

☐ Please charge our credit card: ☐ VISA ☐ MasterCard ☐ Maestro/Solo

Card No. _____

Expiry. _____ Issue No. Maestro/Solo _____

Your Details

FIRST NAME: _____

SURNAME: _____

JOB TITLE: _____

ORGANISATION _____

E-MAIL: _____

ADDRESS: _____

_____ POSTCODE _____

TEL: _____

FAX: _____

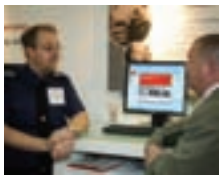
SIGNED: _____ DATE: _____
(Order is not valid unless signed)

32 Vauxhall Bridge Road, London, SW1V 2SS

+44 (0) 20 7233 5052

+44 (0) 20 7973 6694

customer@hgluk.com



ACPO-APA 2007 - summer conference and exhibition

dedicated comms and IT zone

The ACPO-APA Summer Conference & International Policing Exhibition will be held at the Midland Hotel Manchester and the G-Mex Manchester from 19 - 21 June 2007

technology showcase

Policing and law enforcement organisations will exhibit alongside the leading suppliers to the policing and security sector who will showcase the latest equipment, technology and services that are currently available or in development for the policing and security sector. A dedicated IT & Communications Zone will concentrate on specialised applications including crime recording systems, criminal intelligence analysis, data acquisition, logging and processing systems, data protection and recovery, geographical information systems, IT security, mobile communications, mobile data equipment and telecommunications.

To register or for full details visit: www.apco-apa.co.uk

Visitors to the International Policing Exhibition at G-Mex from 20-21 June will be able to attend a full free seminar programme within the exhibition hall. The programme will include presentations by leading policing organisations and case studies by exhibitors working on projects with police forces and authorities. Themes will include: command and control, community cohesion, forensics, operational delivery and homeland security.

The National Policing Improvement Agency (NPIA), recently formed as a result of the merger of the National Centre for Policing Excellence (Centrex) and the Police Information Technology Organisation (PITO) will outline their programme of change that will aim to help police forces and law enforcement agencies to evolve and keep a step ahead of criminals while providing a better policing service to members of the public.

NICE – using real operational scenarios from the FCC (Force Control Room), CID (Criminal Investigations Department), and CHD (Criminal Justice Department), NICE will show how unified multimedia management enhances, improves and speeds up end to end operational policing.

PNLD - will show forces how to use PNLD to their best advantage, including showcasing the new Police National Statistics Database and the National Vacancies recruitment service.

Symantec - will discuss why effective IT risk management demands a disciplined, structured program to develop awareness, qualify costs and impacts, and design and implement a solution that adapts to police force requirements and provides compliance with the Management of Police Information (MoPI) standards and statutory obligations for information management.

UNISYS – will outline how Crown's Open Options Workforce Management System provides workforce planners with the most advanced software tools to plan the efficiency of the workforce by taking into account all known facts about both the requirements and the people who can fulfil each role, by eliminating wasted time and ensuring that all roles are covered by suitably skilled officers and staff.

free to attend exhibition

The International Policing Exhibition is free-to-attend for all ranks of the police service and all individuals working alongside the police forces, police authorities, central and local government, law enforcement agencies and criminal justice system. Policing and law enforcement organisations will exhibit alongside the leading suppliers to the policing and security sector who will showcase the latest equipment, technology and services that are currently available or in development for

the policing and security sector. A dedicated IT & Communications Zone will concentrate on specialised applications including crime recording systems, criminal intelligence analysis, data acquisition, logging and processing systems, data protection and recovery, geographical information systems, IT security, mobile communications, mobile data equipment and telecommunications.

The exhibition will also feature a Security Zone and Special Operations Zone highlighting companies specialising in forensics.

The ACPO Procurement Group and Excellence in the Police Service (PEPS) will again host the Q & A Panel Session on procurement for suppliers to the police services at the show. This session is exclusively open to exhibitors at the exhibition and an excellent opportunity for suppliers to ask for feedback on the best way to tender for a contract or simply how to improve relations with procurement personnel.

the ACPO-APA 2007 conference

The annual summer conference for the Association of Chief Police Officers and the Association of Police Authorities is a closed session for invited delegates and will take place alongside the International Policing Exhibition. Four hundred delegates of the most senior police representatives will attend the full 3-day programme from 19-21 June, which will include addresses from the Home Secretary Dr John Reid MP, the Police Minister Tony McNulty MP, ACPO President Ken Jones and APA Chairman Bob Jones.

Themes for the conference, which are subject to change, include: The new local paradigm; The Global Threat: no borders, new rules; Future relationships: a reality check; Performance: a step change; A workforce for the 21st century; Meeting the financial challenge; Protecting the public and the vulnerable; Criminal justice: our part in the system

These themes will also be incorporated within the exhibition hall as exhibitors plan to showcase products

and services that complement the topics under discussion at the conference.

"This is the primary event for all policing professionals and aims to provide the latest information on cutting-edge technology and key policy developments that will meet the opportunities and challenges of 21st Century policing" commented ACPO President Ken Jones.

UKAS Case Studies

Forensic Science Laboratories

UKAS has been assessing Forensic laboratories since the 1980's, having developed guidance in the assessment of forensic labs to ISO17025 (and previously to M10).

UKAS accreditation provides authoritative assurance of the technical competence of a laboratory to undertake specified analysis ensuring the competency of staff, the validation of methods, the appropriateness of equipment and facilities, and the ongoing assurance through internal quality control.

Many forensic laboratories are now accredited, from large multi-site organisations to smaller specialist laboratories.

The National DNA Database

The DNA database was formed in 1995 and now contains over 3 million samples. These samples are taken from all arrested individuals, and their profiles are maintained on the database to compare with samples taken at all crime scenes.

The Home Office, as custodian of the database specify that a supplier to the database must meet the requirements of LAB 32, which stipulates that they must hold UKAS accreditation and meet custodian standards. The UKAS assessment also reviews the custodian requirements.

UKAS accreditation ensures the integrity of the profiles submitted to the DNA database which can be used for evidential data.

Security Systems

The ACPO Sector Scheme for security systems was developed to ensure that the value of security systems in terms of deterring criminality, providing reassurance and presenting opportunities for detection, is optimized while reducing the distraction caused by false alarms.

The National Security Inspectorate (NSI) and the Security Systems and Alarms Inspection Board (SSAIB) regulate the installers of security systems. Both carry out inspection to the ACPO Sector Scheme.

In order to ensure competence and integrity, NSI and SSAIB are independently accredited by UKAS.

fast facts

Event: APCO-APA 2007
Venue: GMex, Manchester
Dates: 19-21 June2007
For full conference programme and how to register visit: www.apco-apa.co.uk

ACCESSORIES

ANTENNA

ANTENNA

CALL RECORDING

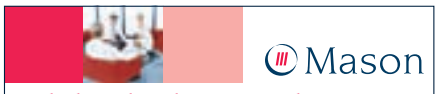
COMMUNICATIONS SOLUTIONS

COMMUNICATIONS SYSTEMS

COMMUNICATIONS SYSTEMS

COMMUNICATION SOLUTIONS (RADIO & PAGING)

CONSULTANTS



CONSULTANTS

FIREFIGHTER ALERTERS

GPS COMPONENTS & ACCESSORIES

HEADSETS

MOBILE DATA

MOBILE INSTALLATIONS

RADIO

did you know...

Continuing with our series of 'Did You know?' articles, this month Craig Pumfrey, Director of Marketing Communications at NICE Systems - EMEA, explains how it is possible to obtain a complete visual and audible history of an incident at the click of a button…

a smarter way to streamline the incident management process

More and more organisations have a stake in ensuring the safety and security of the public, from all of the emergency services through to the highway's agency and transportation operators. There is increasing demand for these to work together in a smarter way to streamline the incident management process.

One of the major challenges associated with this was raised by a large number of people at BAPCO 2007 in London during April. "How do we capture, piece together, share, analyse and ultimately use the growing mass of incident related multimedia information associated with an incident?"

One of the first hurdles that must be overcome is to how to cope with the increasingly mountainous volumes of incident data that exists in wide array of multimedia formats (as IP networks continue to take hold more formats are emerging almost daily), and are stored, if at all, in isolation in standalone systems, that were not designed for interoperability.

Of course, captured interactions have always been central to reconstructing incidents and events, but today the manual process of consolidating and sharing hours of captured voice interactions (telephony, radio, VoIP), video footage, GIS information, call-taker CAD screens, crime scene photos, incident reports, emails, faxes, mug shots etc that is untaken for each and every incident is very resource intensive.

Craig Pumfrey

Craig Pumfrey, NICE Systems, EMEA provides an answer to the question: How do we capture, piece together, share, analyse and ultimately use the growing mass of incident related multimedia information associated with an incident?

common unified systems

In order to improve emergency response and prosecute crime the ideal solution is a common unified system for capturing, consolidating and sharing all of this information. Such systems are now coming on to the market and some of which were available for demonstration at BAPCO 2007.

These systems operate in total security with a partitioned infrastructure to ensure each organisation can work independently for day-to-day operations and join up when necessary.

These incident information management systems simplify and enrich incident reconstructions and speed up material production for fast, authenticated evidence distribution, whilst making the most of existing resources and time. They enable an incident folder to be created as a single repository for all related multimedia information concerning a specific case.

Then by simply entering an incident tag, time, date or other search parameters a complete chronological, visual and audible history of an incident (including all multimedia related to the incident) can be securely delivered, viewed and heard, by authorised personnel at the desktop, laptop or PDA, whether in the office or in the field.

revolutionary

Clearly, this also has the capacity to revolutionise the disclosure and delivery of evidence as there is no more re-recording to audiocassette tape or sending paper-based evidence by messenger or mail. The full multimedia contents of an electronic incident folder can be copied onto a CD, electronic file for email, or securely viewed by simply granting authorised users' access to the folder.

To allay an concerns over data integrity and protection these systems have built-in functionality to automatically track who has access to specific incident folders and what their level of access is (read only or read and write), as well as a detailed audit trail, detailing each time an incident folder is opened, viewed or edited. Once an incident folder is created, it is archived and tagged with a unique file number, incident number and other reference information for historical tracking and quick look up. Online multimedia case storage and reconstruction is available instantly, once again replacing outdated tape-based storage and manual archiving.

These incident information management solutions are enabling emergency control centres to step up to the challenges and take advantage of today's multimedia environment, to derive the insight from interactions that deliver investigators and reviewers with a 360 degree view on an incident.

next month

The Did you know series continues next month with Tagging for specific reasons - Tagging calls to support disclosure to the Home Office.

Nabishi Systems

SECURE SPEECH PRODUCTS

Secure Compact GSM

Secure GSM Pocket PC

Your communications remain private using Advanced Encryption Technology

Secure GSM Smartphone

Secure Algorithms using AES + TWO-FISH

Secure Two-Way Radios

Secure Landline Scrambler

Nabishi Systems

tel +44 (0)118 943 3311
fax +44 (0)118 943 3366

● COMMUNICATIONS + ENCRYPTION ● CCTV

16c Upton Road Tilehurst Reading Berkshire England RG30 4BJ

e-mail encryption@nabishi.com **web** www.securespeech.co.uk & www.nabishi.com

ISO 9001 : 2000

arqiva

On the frontline you need information you can rely on

Information is vital
You don't care how, you just need it
Arqiva gets the information to you

Mobile Radio Networks
Telecommunications Networks
Managed Services
Mobile Data Solutions

To find out more about Arqiva's Public Safety group call 0845 650 4020, email public.safety@arqiva.com, or visit www.arqiva.com/publicsafety