Contractor High Level ICT Transition Plan

BidCo-185

High level approach for transitioning to our proposed ICT solution

Year 1 use of MoJ systems
The functionality of the existing MoJ systems will be analysed to help to shape the decisions around any additional functionality required for our proposed strategic ICT solution.

Early discovery on CRC(s) and refinement of our Case Management solution
To mitigate potentially conflicting requirements and to deliver within our planned timescales, we will further refine our current specification for the following through mobilisation activities:

a) The case management solution for all offender cohorts
b) High-level plan for investigating and rationalising CRC technology and solutions
c) The planning for ICT transition from MoJ provided systems

From the requirements in the ITN documentation and dialogue meetings, the following business components have been specified and will be delivered by our IT Strategic Partner on our proposed ICT platform:

1. Dynamic Case Management Services (DCMS): this underpins the management and risk management of all cases received and enables automated workflows;
2. Workforce Management: to diarise, plan and deliver front office efficiencies and back office support schedules;
3. Virtual Learning Environment: supporting offenders through their probation journey;
4. Workflow Timer Services: to alert on next steps and process timers;
5. Remote Access Services: to allow flexibility and reduce travel;
6. Integration between the new components and partners, as well as bi-directionally to the new NOMS Strategic Partner Gateway (NSPG);
7. Security: IL3 service to MoJ and other HMG standards and GPGs, as applicable;
8. Secure email channel: between the MoJ and Working Links CRC;
9. Communications Channel Support: web, kiosk, laptop, mobile devices, NSPG, partner services and gateways;
10. Management and Business (Operational) Information Reporting.

These components will be supported by the following ICT services (not exhaustive):

Communications		
SMS Gateway	PSN Connection	Legacy Telephony
VoIP Telephony	Secure Networking (WAN/LAN)	Secure Email Service
IL3 Accredited Datacentre	Secure Collaboration Tools	
Storage / Print		
Database Storage Service	File Storage Service	Document Storage Service
Print Service	Scanning Service	
Service Management		
Monitoring and Alerting	Configuration and Change Management	Incident and Problem Management
Service Reporting	Backup and Data Recovery	Deployment Services
Service Desk	Inherited Application Support	
Security Services		
Identity Management	Auditing and Logging	Encryption

Directory Services	Intrusion Detection	Security Reporting
Voice Connectivity/Recording		
Business and Operational Information Services		
Regulatory Reporting	SLA reporting	Operational Dashboards
Data Warehouse		
Integration Services		
Service Messaging	Service Bus	Data Exchange

Key Activities and Milestones

In addition to our planned activities listed below we will identify key roles for the realisation and delivery of our proposed services. Key individuals from the CRC(s) will be selected as Service Delivery Champions and Product Owners and will be central to the specification and prioritisation of user stories to be delivered. Please see Annex 1 for specific milestones and an overview of our high-level transition plan.

Enabling Services
1. Take on and maintenance of MoJ provided CRC ICT
2. Provision of non-core services
3. Ratify use of Interface technology – to meet Government open standards
4. Security consideration of our new ICT in prisons
5. Setup of remote working practices and mechanisms for both CRC and partner staff
6. Service Management takeover from the MoJ for existing ICT and New Build
7. Local Business Support Services – evaluation and roadmap
8. Other legacy ICT take-on and rationalisation, including local Data Centres
9. New Integration/Case Management solution

New Build – Immediate requirement:
1. Solution for Case Management of all Offender cohorts.
2. Test harness to be ready to exchange test messages with the test instance of the NSPG
3. External interface model planning to exchange information with partners and other components within the infrastructure (e.g. SMS gateway, external API's, offender notification services to be delivered later)

4. Any modernisation take-on to enable this

Ongoing first year work - a common interchange set of interfaces to:
1. Design the core NSPG interface to existing systems
2. Define a core Case interface to large providers (as a data interface)
3. Define a core process and data interface to smaller providers in order to develop an end-provider software model to provide CRC 'services-over–the-cloud' to these partners, whilst maintaining an IL3 level of security.

New Build - Core
Management of a prioritised backlog to enable incremental agile sprints to:
1. Ratify proposed Case Management Solution (the DCMS)
2. Setup and configuration of supporting components – data storage, security, CRM, Offender Records, Partner Management etc.
3. Build initial module to demonstrate and begin security and other accreditation processes
4. NSPG data interface – the core interface to the MoJ systems to synchronise data and events with the MoJ

New Build – Partners
Incremental design and build of:
1. Interface definitions for data connected partner systems
2. Process, data and exchange patterns for smaller partners

New Build – MI and Reporting
Design and build of Reporting for compliance, exception handling and Management Reporting, protective marking and relevant data handling procedures. Establish data sets that can be analysed to provide additional techniques and insights into offender management.

New Build – Transition and Run
Initial cutover planning involves post year one transition off Authority systems and devices where appropriate. This would use the Authority defined Data Interface in its entirety alongside our Case handling solution. This would also involve the replacement of OMNI provided equipment and the move off local business support applications.

Annex 1 - High Level Transition Plan

The following diagram shows a high-level transition plan for the Mobilisation, Transition and Transformation phases. The main ICT transition activities are shown.