

ICT Teams

ICT Operations

Customer Support

- ICT Customer Support is made up of two teams: the ICT Service Desk and ICT Remote Support.
- The ICT Service Desk is the single point of contact for the ICT department, so if you've an ICT request or issue, we'll be the ones you initially contact.
- We're based at OCC, Monday-Friday 8am-5pm (excluding bank holidays) and you can contact us on, EXT 4747 (option 1), via [email](#) or via the ICT Self Service Portal
- The Remote Support Technicians are based alongside the ICT Service Desk and provide vital assistance to problems that cannot be solved at first contact by the ICT Service Desk
- Their 2nd line remote support service includes installing and purchasing software, troubleshooting faults and resolving ICT related issues.
- They also investigate and troubleshoot hardware requests or issues where they can remotely connect to the hardware to identify and implement a resolution.

Customer Contact Team

- The ICT customer Contact Team provide 1st and 2nd line support on a wide range of ICT disciplines including hardware and software along with specialist knowledge in areas such as Airwave and ANPR.
- The team, based at both OCC and PHQ provide a wealth of IT Communications and Electronics experience to all business areas.
- The team currently manages approximately 850 tickets per month ranging from requests for new hardware to repairs and rebuilds of personal issue devices along with supporting key force projects.

Field Support Team

- The ICT Field Support Service has been designed to deliver the physical components of ICT to the combined force areas. This consists of approximately 3,500 sq. miles, 120 facilities and 4,000 staff. The field support team is part of the ICT Operations facility and closely aligned with Customer Support and Customer Contact. The team deal with IT hardware, force functional equipment, business process, applications, infrastructure and stores/logistics.

ICT Infrastructure

Applications Support Team

The Applications team are responsible for the provision of Software Applications Support for Suffolk and Norfolk Constabularies. To administer specified applications, install upgrades, apply fixes and patches, including housekeeping and any maintenance as required.

The team is responsible for :

- Management of supplier relationships and supporting the underpinning ICT Contracts to ensure SLA's are met.
- To support applications that are provided nationally and Regionally to those bespoke products as developed/required by the business.
- Testing disaster recovery plans as outlined by the business.
- Maintaining documentation of current systems configurations, ensuring systems security and data protection is met to Constabulary standards.
- Ensuring adequate backups are held of all Live systems, to utilise testing and training areas to drive developments/changes and to reduce risk and aid the business.
- Applying monthly applications patches as provided by the server team.
- Leading on Applications specific project work as driven by the business leads.

Network Team

- The team has responsibility for a wide range of ICT services including:
- Delivery of 999 and 101 telephony services to control rooms
- County-wide delivery of the telephony system including voice recording and conferencing
- Video transmission including conferencing and CCTV
- Connectivity between locations within the forces, other agencies, the Internet and PSNP
- Associated IT security measures such as firewalls, encryption, VPNs, protective monitoring
- Radio planning, coverage and legislative compliance
- Operational support for ANPR
- Support of a wide range of physical infrastructure, including radio masts, electrical power, cabling infrastructure
- The team have to undertake a wide range of maintenance and project work to keep operational police services running 24/7 and to deliver new systems and benefits to the forces.
- The team also provides a range of specialist professional engineering functions covering the above areas including network security, radio and RF engineering, electrical and electronic engineering, and engineering at height.

Database Team

The database team are responsible for installing, managing and monitoring all types of databases for both Suffolk and Norfolk Constabularies, but this will mainly be Microsoft SQL Server and Oracle types of databases.

The team is responsible for:

- MS SQL Server 2000 through to 2016
- Oracle 9 through to version 11 on both Windows and Linux environments

- Also Ingres, Sybase and PostgreSQL
- Install and Configure database software
- Applying regular patches and updates
- Liaising with Cap Gemini on the ERP Infrastructure
- Capacity planning
- Database Security
- Backup and recovery of databases
- Database tuning and performance Monitoring
- Assisting with Reporting
- Migrating databases to new version
- Deploying new code for applications
- Troubleshooting 3rd party application issues with other ICT teams.
- Interface with 3rd party suppliers for technical support
- Database maintenance.
- Disaster Recovery and Availability of databases
- Understand dependencies of databases on one another.
- Software licensing
- Scheduling of database tasks e.g. import/export of data
- Data Warehousing

Server Team

The server team are responsible for installing, managing and monitoring both the server and storage estates for both Suffolk and Norfolk Constabularies across the two datacenters located at the OCC, the data rooms at PHQ (PABX, PIC and Third Floor) and the DR site in Dereham.

The team is responsible for :

- Windows Server 2003, 2008, 2012 R2 and 2016, Oracle Linux and SuSe Linux
- Active Directory (the system that allows users to logon and controls access to resources like files and printers)
- E-mail system (including all internal and external e-mail)
- Support for the server and storage environment in the Digital Forensics Unit (DFU)
- File servers and shares (the W drive, O/L/S/R drives, My Documents folders)
- Backup environment
- Citrix environment and Thin clients
- Remote access solutions (DirectAccess and the Citrix Access Gateways)
- Anti-virus and Endpoint Security, Web and E-mail Gateways
- Provision of third line support to the Force (resolving issues that cannot be resolved by the 1st Line Service Desk or 2nd Line Remote Support/Customer Contact/Field Support teams)
- Domain Name servers (DNS – without which no systems would be accessible)
- Skype for Business
- Virtualisation platform and services (Hyper-V, VMware and OVM which host virtual servers)
- Systems Centre Configuration Manager (does the building and security patching of desktops)
- Systems Centre Operations Manager (monitors the server infrastructure)
- Windows Update Services (security patches for the whole environment)
- Provision and management of the confidential environment
- Group Policies (lock down of computers to ensure compliance with national guidelines)
- Assistance with third party penetration testing of Force systems
- Any security incident that involves the Force's ICT systems working closely with Information Security to advise and resolve

Programme Planning and Project Management

Development Team

The role of the Software Development is to work with the business to provide solutions to issues. The role of this team is multi-functional and covers a number of diverse disciplines in order to provide a versatile and cost effective approach to developing the information requirements of both forces.

Programme Planning

Programme Planning process within Suffolk and Norfolk Constabularies consists of centralised and coordinated activities to achieve the goals and involves:

- delivery of portfolio plan
- resolution of project conflicts and escalations within programme
- approval/rejection of project changes
- analysis of programme what-if scenarios
- resolution of resourcing issues escalations
- selection of project managers
- health check of assigned programme
- mapping interdependencies

Project Management

A Project within Norfolk and Suffolk Constabularies consists of a unique set of processes consisting of coordinated and controlled activities with start and end dates, performed to achieve project objectives. Achievement of the project objectives requires the provision of deliverables conforming to specific requirements. There are two types of project within Norfolk and Suffolk Constabularies, internal projects and corporate projects.

- Internal projects - Used for work that is led by line managers internally and usually consists of resources from a single team.
- Corporate projects - mainly used for implementation of new products and services that require corporate involvement or large scale internal project.
- Project Management involves, but is not limited to, the following tasks:
- creating a project plan (scope, time, budget, resources) and setting up a project team
- analyzing risks (threats and opportunities), stakeholders and interdependencies
- execution of the project plan
- active communication with stakeholders (Project Director, Programme Manager, Line Managers, Business Leads)
- checking, controlling and re-planning project (scope, time, budget, resources)
- closing of the project and delivering of the results to the Project Sponsor (Project Director) / organisation boards (OB and JCOT) with an end project report
- managing team members, solving conflicts
- taking decisions within Project Managers authority
- escalating risk and issues for project board resolution

Digital Delivery Team

Chief Digital Officer

Holds overall responsibility for development, management, overall planning, co-ordination, resourcing and delivery of the forces digital transformation programme on time, to budget and to quality. This is achieved through effective strategy planning, programme management and project implementation whilst ensuring that national, regional and local initiatives are aligned.

To lead and manage a suite of major delivery initiatives, representing ICT at forums with Chief Officers / Police Staff and meeting with key stakeholders to understand requirements and deliver solutions to aid or enhance operational policing, business improvements, efficiencies and cost savings.

Line management responsibilities for the Project Managers, Software Development Team, and ICT Analysts.