

Applying Process & Integration technologies to Deliver Value and Efficiency across UK Emergency Services

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Let's Be Clear from the outset!...



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FIRE & RESCUE SERVICE

PREVENTING PROTECTING RESPONDING

Four Myths.....



- Fire Dept is different or special
- Our data needs to be more secure than anyone else's
- We use information differently to everyone else
- We waste millions of pounds on ICT

Mmm....hang on a minute



Five Truths.....

- No it isn't
- No it doesn't
- No we don't
- Actually yes we do
- The more we spend on new ICT the less efficient we become

A Few More Truths.....

Our business is as much about information as yours

BUT

- We waste money collecting it
 - We waste money copying it
-at least twice....
-inaccurately....
- We waste money storing it everywhere
 - Then we don't use it effectively

Not everyone thinks we're great.....

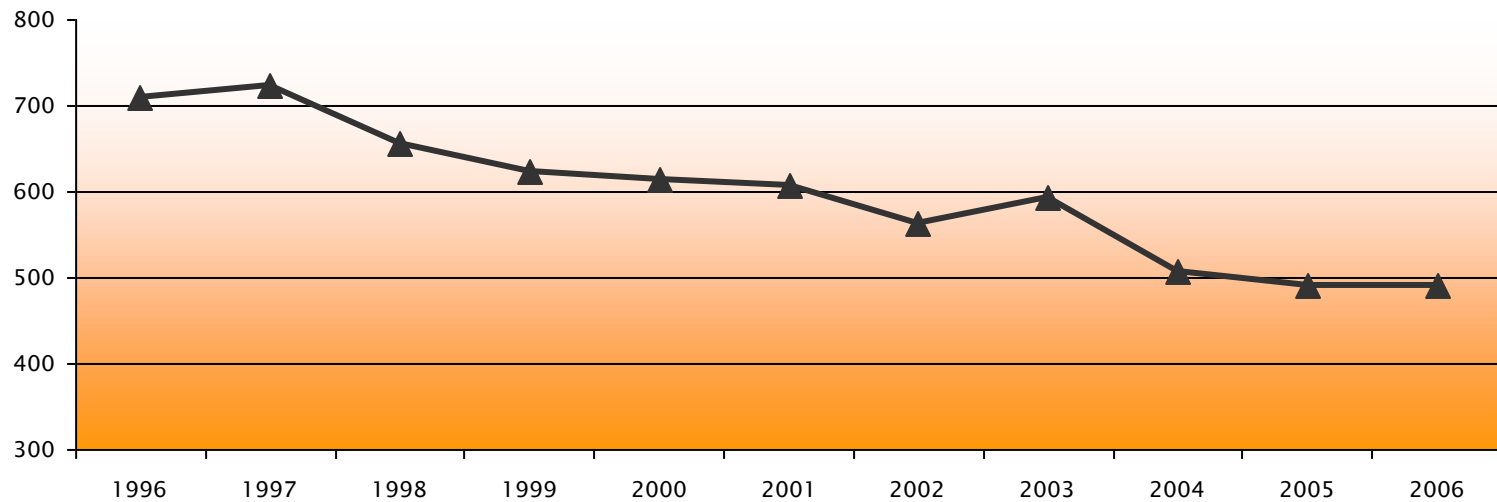


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Not everyone thinks we're great.....

Fire deaths in the UK 1996-2006



Too many of these at the top.....?



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A Brief History



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Climate Change.....



Some bad experiences.....



So What's It Really About?...



...the court was left with the impression that there had been a breakdown of communications at command level between the emergency services. Each diligently pursued its own duty but there was a lack of liaison between them.



...the emergency services shall review the exchange of information between themselves both at their controls and on site.



So What's It Really About...



...how effectively the fire, police and ambulance services work together at all levels at the scene of a terrorist incident, particularly on identifying and communicating the nature of the incident and mobilising resources.



So What's It Really About?...



...command and control decisions were affected by a lack of knowledge of what was happening...

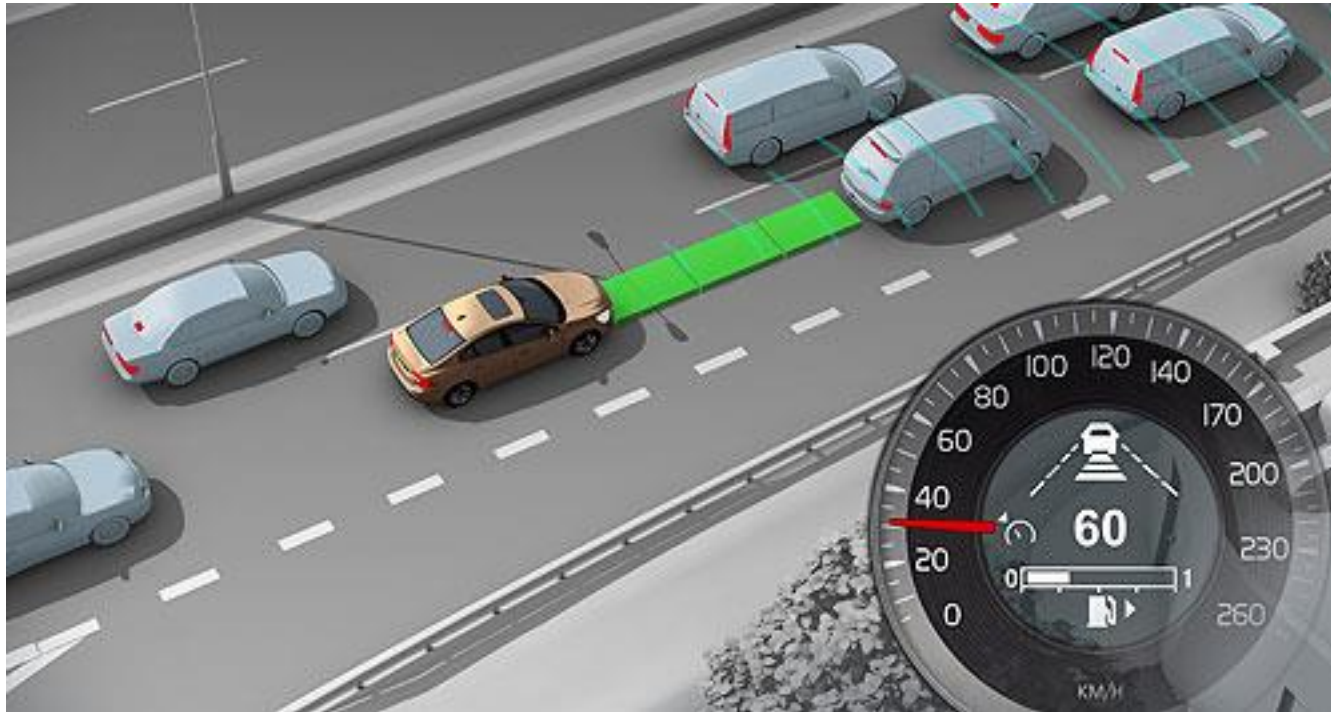
...critical to have information coming in...we didn't have a lot of information coming in.



...people watching on TV certainly had more knowledge of what was happening a hundred floors above us than we did in the lobby...without critical information it's difficult to make informed, critical decisions..



So What Do We Want?...



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Service Transformation & Efficiency Programme

Collaboration ~ What's the problem?

- Common activities
- Common issues
- Common outcomes



Collaboration ~ Why is it so HARD?

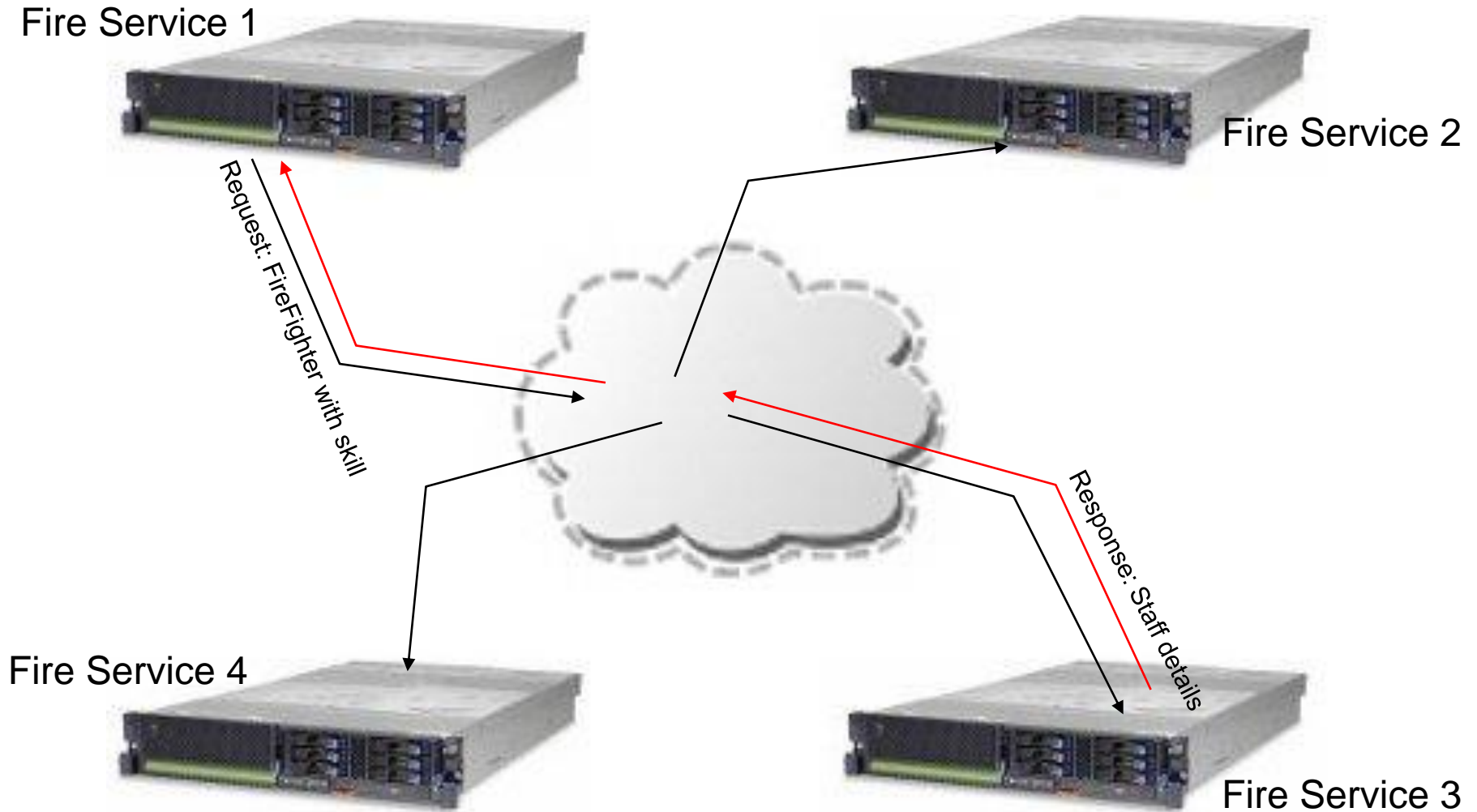
- Different processes
- Different technologies
- Different cultures



IT Systems in a Box

“In the beginning.....”

Federation in Action



Federation in Action

Fire Service 1



Police

Ambulance



Fire Service 2

Publish: Mobilise x 4

Subscribe:
Major
Incident

Major Incident
Identified!!

Subscribe:
Major
Incident

Publish: Mobilise x 5

Publish: Mobilise x 2

Subscribe:
Major
Incident

Subscribe:
Major
Incident

Publish: Mobilise x 3



Government Digital Service

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Digital by Default Service Standard

Services so good that people prefer to use them

From the centre and here to help

Today we launched the Government Service Design Manual. It sets out the agreed Digital by Default Service Standard, and provides tools, guidance and code to help teams across government achieve it. It meets one of our...

HM Government

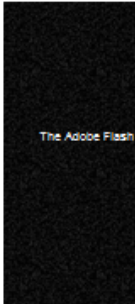
Open Standards Principles:

For software interoperability, data and document formats in government IT specifications



Apr 19

This week



Highlights – this week we saw 546 visits to the site and 546 more chosen by the Design Manual for all the departments who Manual was also launched another big departmental

Next week sees two more of the monthly meeting of dep Brooks, from our Digital A

Standards Hub

Login or Register to participate

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Challenges

We publish challenges and invite you to respond with ideas about how these could be solved with open standards. Here we list the challenges that we are currently working on. If you have registered you can submit a response or comment to help us develop a proposal. If you think we're missing something, suggest a new challenge.

[Login](#) or [Register](#) to suggest a new challenge

Current (8) Suggested (1) Archived (0) Completed (0)

Internet Protocol addressing on government network

The Internet Protocol (IP) is the principal communications protocol used for relaying data across computer networks, where each connected device has a unique 'address'. This function of relaying data over networks enables internetworking and essentially enables the Internet to operate.

Internet Protocol Version 4 (IPv4) is used on the majority of existing networks (including the Public Services Network), however it is reaching end of life since it has a finite address space which is close to exhaustion globally. Consideration must be given to how IPv6, the successor to IPv4, could be implemented on government networks in a coherent manner in order to successfully share our information in future.

Multi agency incident transfer

The emergency responder community currently relies on a range of processes to inform partners of incidents for which their assistance might be required. These include manual processes such as telephony, facsimile as well as some electronic methods. Some of these tie up resources as they call their counterparts and introduce risks of miscommunication as common data fields are re-keyed into multiple systems.

Interoperability standards for end user devices

<http://digital.cabinetoffice.gov.uk/>

<http://standards.data.gov.uk/challenges>



THE CAMBRIDGESHIRE FIRE & RESCUE SERVICE

- **Positives**

- Ease of use**

- Reduced training**

- Control of business processes!**

- Reduced number of applications**

- Rapid development and deployment**

- Enhanced reuse

- "Bouncing ball"

- **Challenges**

 - Cultural**

 - Data quality in SOR**

 - Lack of APIs**

 - Lack of understanding of an API by suppliers**

- **Need**

 - Effective Process Owners**

 - Knowledgeable SMEs**

- **Future benefits**

 - Inter-organisational working**

 - Common (standard) language**

- Implemented common (open) Standard
- Deployed effective business processes
- Borderless shared services
- Connected organisations

Your Organisation

- Are you really “special”?
- Can you afford to be different?

Action: Adopt and implement a common standard!

Your Business Processes

- Created by evolution or design?
- Paper-based or technology supported?

Action: Sort your business processes!

Your External Relationships

- How many active partnerships?
- When did you last produce something with a partner?

Action: Collaborate and Share!

Thank You!

