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

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

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

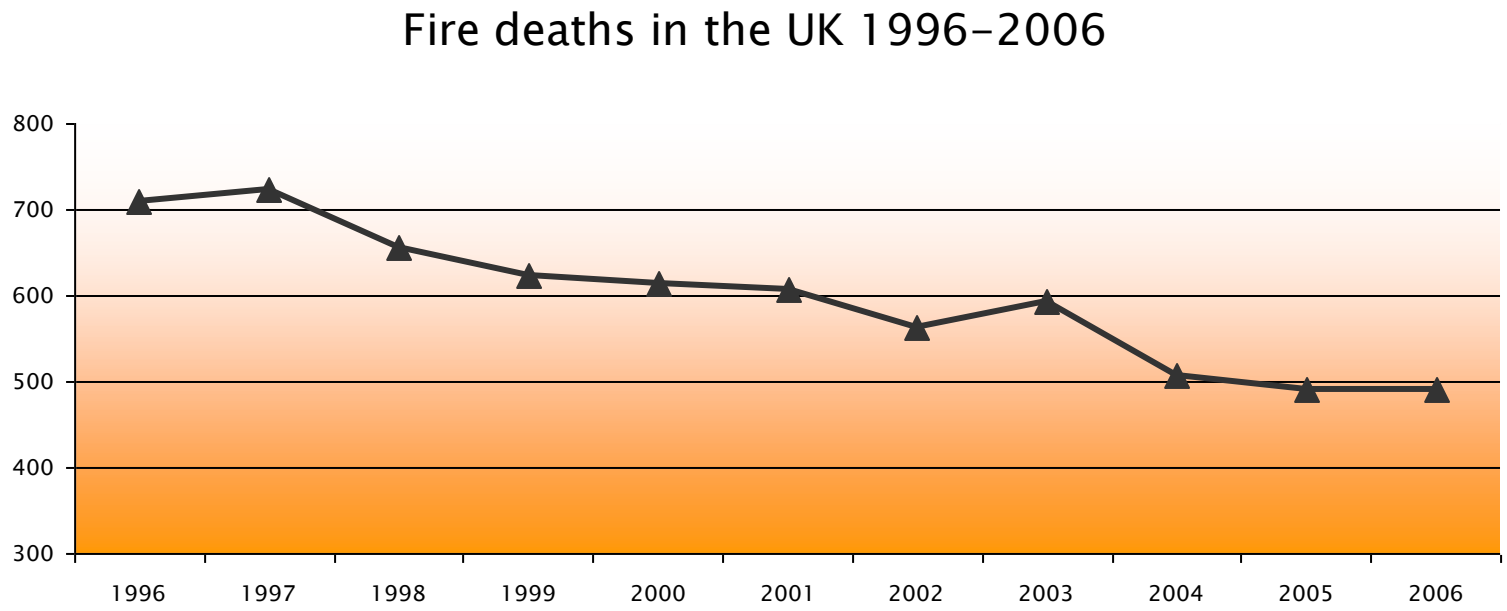
….at least twice….

….inaccurately….

- We waste money storing it everywhere
- Then we don’t use it effectively

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

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



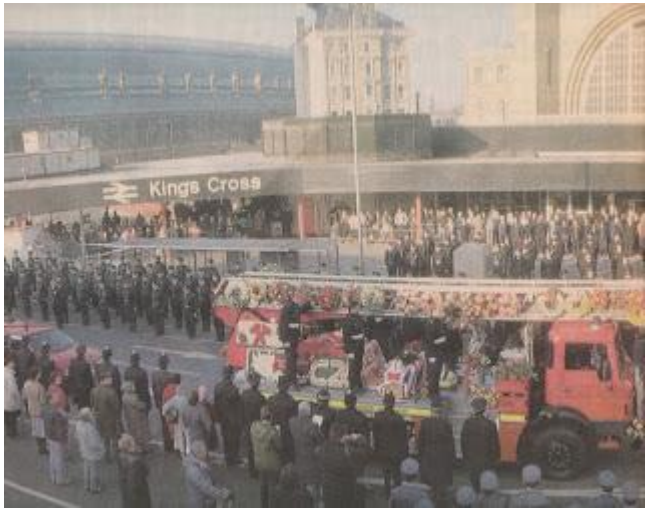
Too many of these at the top.....?

A Brief History

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.

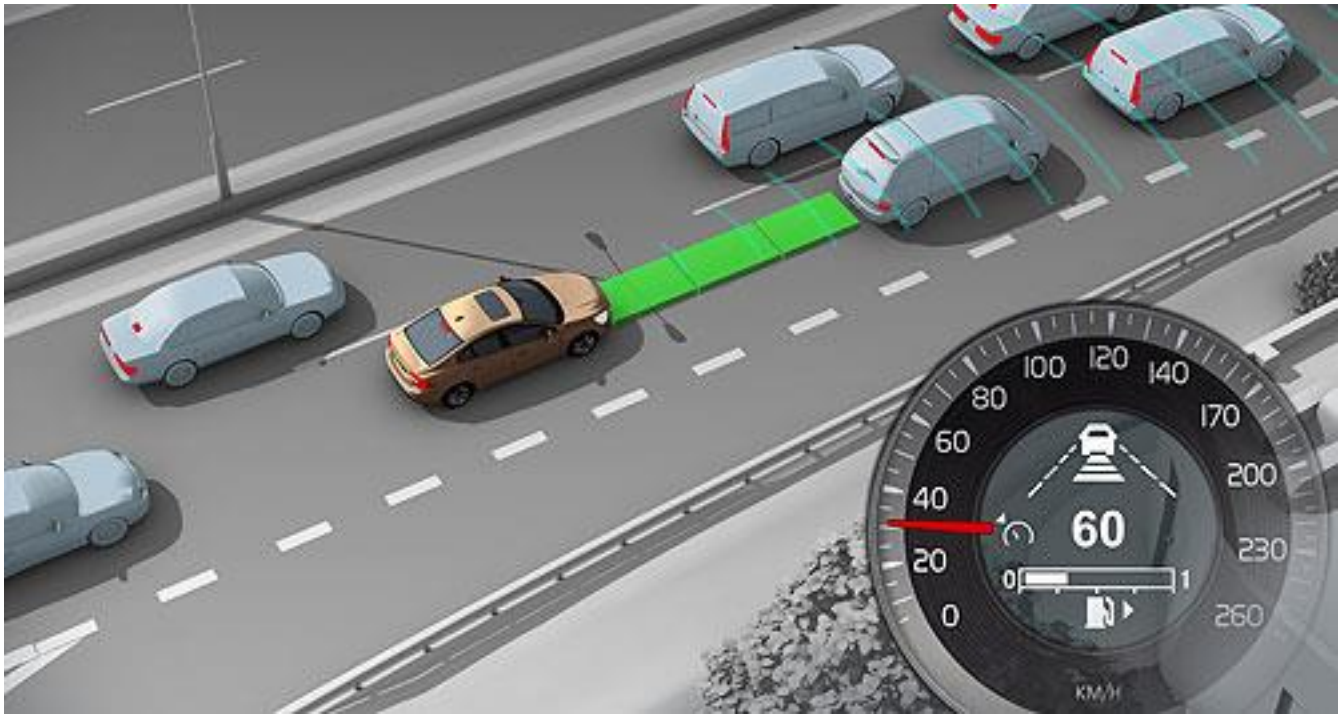
So What's It Really About?...

…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?...



Service Transformation & Efficiency Programme

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Collaboration ~ What's the problem?

- Common activities
- Common issues
- Common outcomes

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Collaboration ~ Why is it so HARD?

- Different processes
- Different technologies
- Different cultures

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Demo

IT Systems in a Box

“In the beginning……..”

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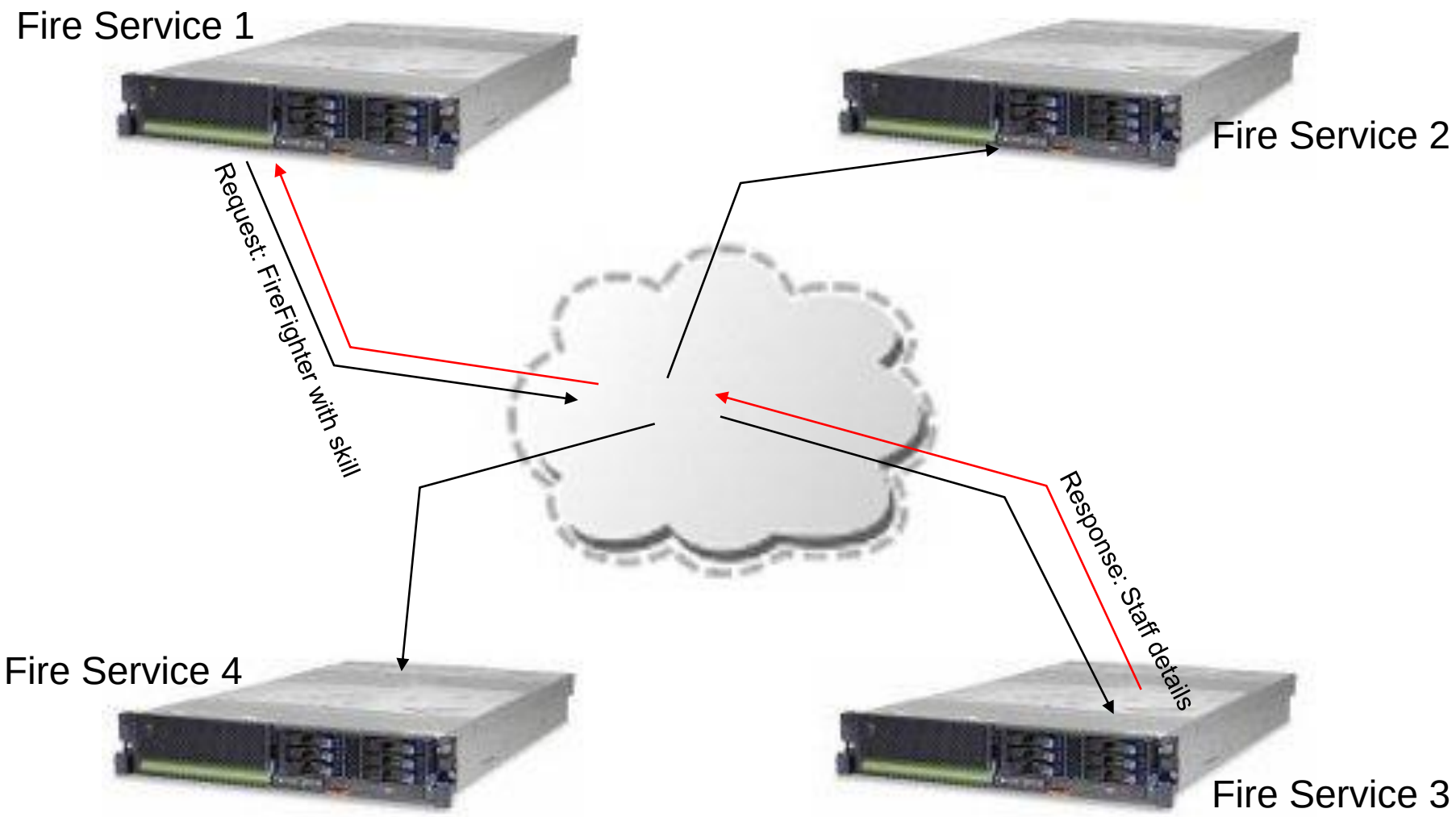
Federation in Action



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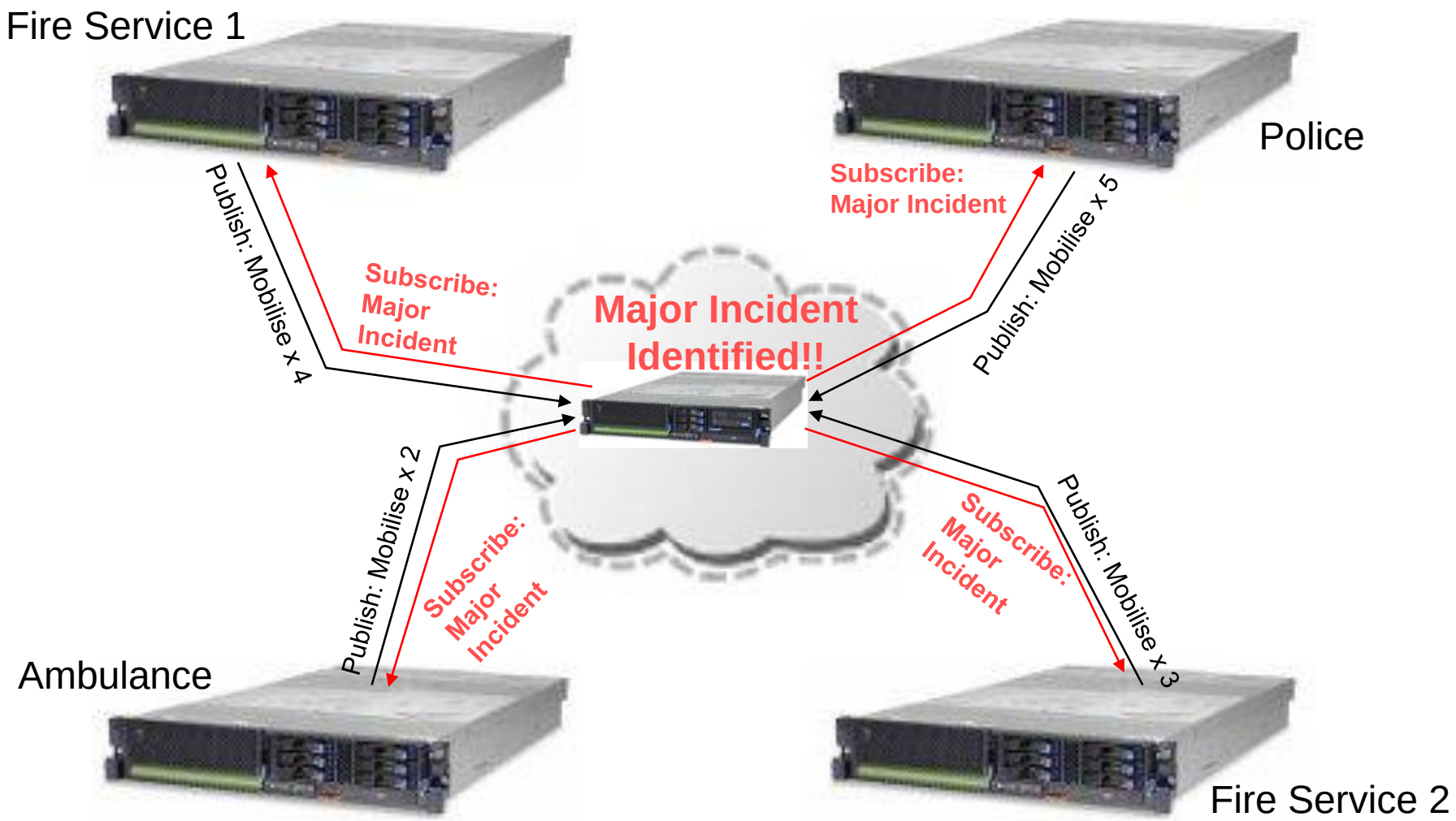
Federation in Action



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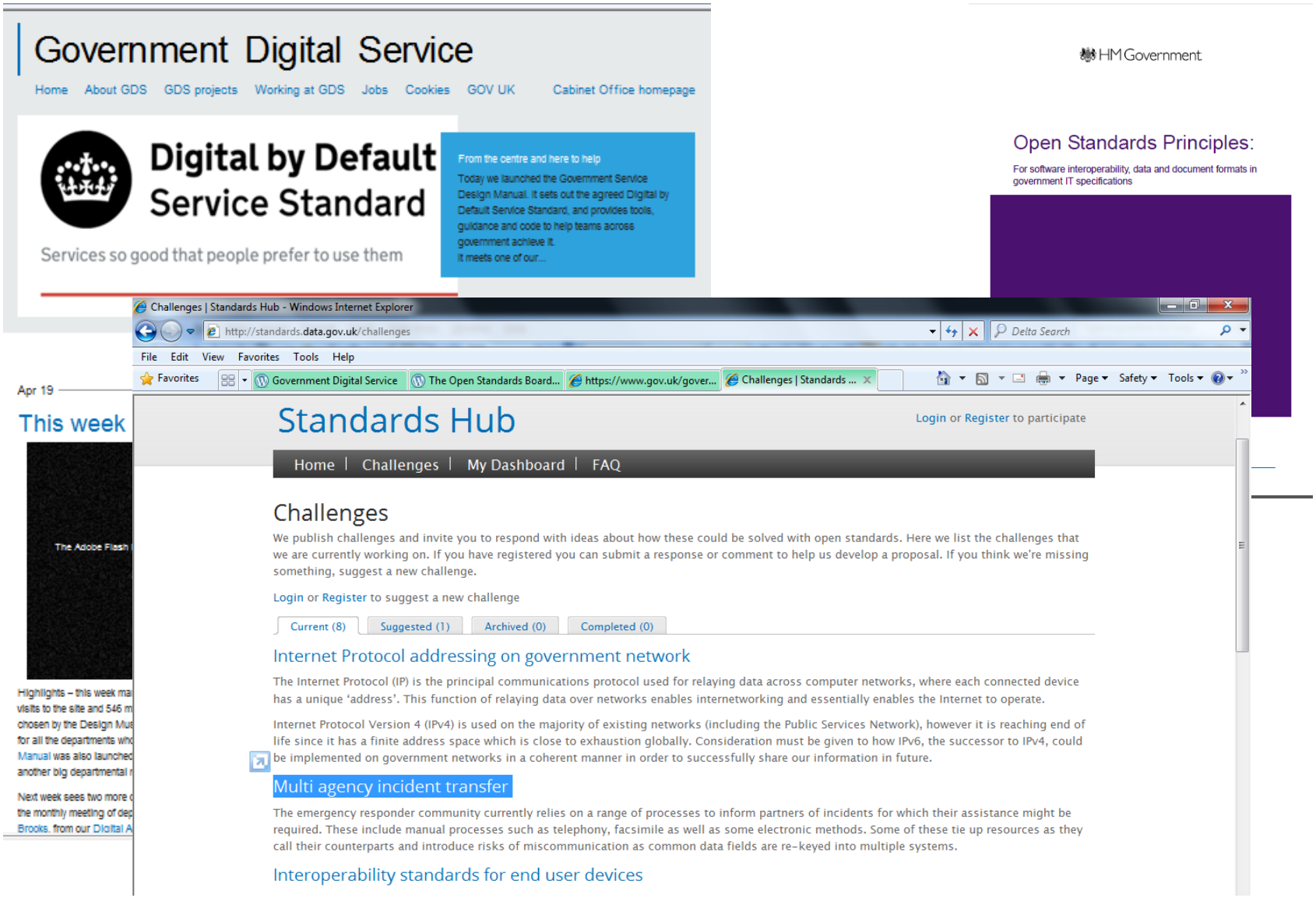

http://digital.cabinetoffice.gov.uk/

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

STEP Progress & Challenges

- **Positives**
  - **Ease of use**
  - **Reduced training**
  - **Control of business processes!**
  - **Reduced number of applications**
  - **Rapid development and deployment**
    - Enhanced reuse
    - "Bouncing ball"

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STEP Progress & Challenges (2)

- **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

STEP Outcomes

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

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Questions

Your Organisation

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

Action: Adopt and implement a common standard!

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Questions

Your Business Processes

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

Action: Sort your business processes!

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Questions

Your External Relationships

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

Action: Collaborate and Share!

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Thank You!

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