PART ONE **ITEM 11**

To: **Joint Audit Committee**

Date: **24th March 2014**

By: **Jane Harwood, Assistant Chief Officer**

Title: **Niche Highlight Report**

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Purpose of Report/Issue:

The attached report gives an update on the roll out of the Niche Project.

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Recommendation

The Committee is asked to note the report.
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Contact details:

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Niche Programme Board: Project Highlight Report			
Report Date:	21 February 2014	**Programme Title:**	*Programme Enterprise*
Project Ref:		**Project Name:**	NICHE
SRO:	DCC Giles York	**Business Lead:**	Dave Leeney
Project Manager:	Anna Thorpe	**Project Consultant:**	
Project Stage:	*LIVE*	**RAG Status:**	*GREEN*
Monthly Project Update			

Monthly Project Update : Deployment 3 (Case & Custody: Surrey & Sussex)

The new Niche Case & Custody system was successfully rolled out across both Forces on 18 February with staff using it for the first time on the 19th. Due to the concern about system downtime during the floods emergency, this was limited to one hour - the minimum time it would take to make the system live and update staff roles - with the back record conversion (BRC) exercise postponed until 11 March. The delayed BRC (in Surrey dealing with HO codes) does not create any additional risk or specific concerns.

The package has been implemented to overall good feedback from staff with any issues raised being resolved through the Silver issue resolution process, involving twice-daily meetings of the joint Surrey-Sussex programme team. Instances of slow running in the Custody suites are being carefully monitored through automated logging and the use of project/training staff to obtain analytical data from directly within the Custody Suites. Niche has also been engaged to help resolve this and some solutions have been deployed. Slow running in the Contact Centre continues to be tracked. It is likely they are linked.

All the following external interfaces are operational with connectivity proven and working: CJSE, CMS, Libra and PNC. Reported issues by PNC users have been identified as being password related and the programme is providing support.

Training continues to schedule with planned completion of all courses to the original targeted workbase on 21 February. Additional courses have now been scheduled in March as more teams have requested training than originally planned.

All decommissioning papers have been handed over to ICT, who will be responsible for managing the process moving forward. Northgate are to confirm dates and activities for completion of CIS migration to a read-only site. All key project documents are being added to SharePoint for future reference.

Next steps will be to continue the monitoring and resolution of issues through the Silver Forum over the next two weeks, applying system defect fixes through minor weekly releases and a single more significant update targeted for week beginning 24 March. The PA project team will begin to plan for closure next week. Thereafter Force resources will be tasked with actively reviewing the remaining stretch scope items and interfaces to mobile & online to deliver benefit realisation. This will continue through 2014/15. Both Surrey and Sussex Programme Boards have agreed to move to a single governance board to manage the transition to, and the system in, BAU. This will be chaired by either system owner ACC Cundy or T/DCC Pinkney.

Progress Against the Plan:				
Critical Project Milestones Completed* (*since last report)	**Baselined Date**	**Actual Date**	**Comments**	
Test Cycle complete	31/01/14	07/02/14		
Testing sign-off	14/02/14	14/02/14		
Deployment 3 (Case & Custody)	19/02/14	19/02/14		
Critical Project Milestones Ahead	**Baselined Date**	**Forecast Date**	**RAG**	**Comments**
Full Training roll-out complete	21/02/14	21/02/14	🟩	Original target nos.

Key Risks				
Owner	**Description**	**Rating**	**Proximity**	**Current Position**
DL	Insufficient knowledge transfer may have taken place to both Surrey & Sussex technical and change resources.	Medium	Short	This will be worked on in March. The BAU business analyst will thereafter act as Surrey's co-ordination point for future system changes; with ICT for technical management.

Key Issues			
Owner	**Description**	**Impact**	**Current Position**
AT	Perceived performance issues reported Surrey CTC and Custody suites.	High	Joint working group formed to review potential causes of reported incidents from both a technical and business process angle.
DM	CIS and Niche systems not synchronised in provision of detection data.	Medium	From C&C launch (19 Feb), Tony Fenton-Jones has rewritten the data warehouse query to take the detection data directly from the finalisation status of the Niche occurrence and not the CIS disposal. The verification team plan to validate the Niche crimes to ensure accuracy of that field.
AT	Resourcing of Surrey BAU team unresolved.	Medium	The BAU model (1.5 Surrey personnel) has been agreed by the Programme Board. Structure and funding to be confirmed prior to SCB.

(a) Decisions requested from the Board, and/or (b) Papers planned for submission to SCB

Project Finance Update:
2013/14 Year

	Approved Budget	**Spend to Date (31 Jan)**	**Forecast To Spend**
REVENUE	£543k	£312k	£513k
CAPITAL	£4,118k	£2,887k	£3,895k
TOTAL	**£4,661k**	**£3,199k**	**£4,408k**