

## Security, collaboration and mobility

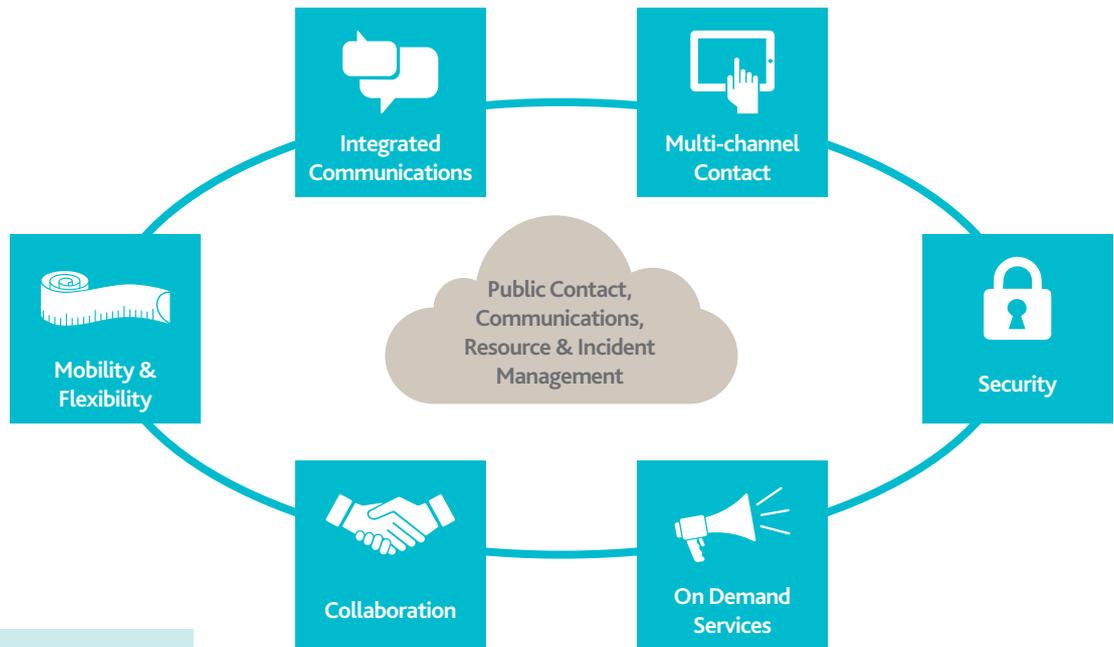
for Public Safety solutions



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Matthew Palmer,  
Product Strategy and Propositions Director,  
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## Have we reached a 'tipping point' for the security of public safety solutions? Has this year's series of ransomware attacks shown that some key systems remain vulnerable?

May 2017 saw the WannaCry ransomware attack affect more than 250,000 computers in over 150 countries in both private and public sector organisations. Whilst patches had been released for supported operating systems as early as March, many had not been deployed and systems running unsupported versions remained vulnerable to the attack. The public sector was a particular concern given system vulnerability and loss of service has a direct correlation with citizen vulnerability.

Most of the systems across the public sector are deemed mission-critical to either the individual agency or as part of the country's Critical National Infrastructure and £multi-million contracts are in place to protect these systems the majority of which remain individual on-premise deployments.

To date the move of systems, in particular, public safety contact systems into the cloud has been tentative with many concerns continuing over cost, access and security. With costs now reducing and identity & access management controls in place can security still be seen as a blocker for change?

## Delivering the front line from the cloud

Is it time to move the front line of emergency service response into the Cloud?

Undoubtedly the latest generation of solutions are ready and, whether from a single supplier or a consortium, the benefits now far outweigh the concerns and can be loosely categorised into six primary functions:

- **Security**
  - Guaranteed service levels and availability
  - Always up to date
  - Identity and Access Management controls
  - Disaster Recovery and backup services
- **Multi-channel Contact**
  - Ability to integrated a vast range of public facing communication channels
  - Enabling self-service
  - Efficient, low cost channel shift away from call handling
  - Automation through the use of 'ChatBots' and other AI technology
- **Integrated Communications**
  - Delivering telephony, TETRA, LTE and other services direct to the user
  - Streaming media to and from in-field devices
- **Mobility & Flexibility**
  - Access from any device, anywhere supported by a role-based security model
  - Location-based services for resource management and deployment

- **Collaboration**
  - Sharing services and resources across the response agencies
  - Delivery of multi-agency intra and inter-service collaborative solutions
- **On Demand Services**
  - Access to operational scale to cater for peak demand
  - Access to infrequent or specialist services such as analytics

Of course, migration to the cloud doesn't need to be a 'big bang' impact on the organisation. Whilst the latest platforms are developed and tested in cloud environments many deployments are still on-premise.

The first step may be to use a cloud-based version for testing and training allowing easy access rather than having to abstract users from their normal working environment and minimising distraction and cost to their business as usual activity. The next logical step would be to use the flexibility and scale of the cloud for disaster resilience; reducing or removing the cost of buildings, licences and hardware for a service that is infrequently employed.

From there particular services, such as telephony or 'radio', could be provisioned from hosted systems, these could then be shared across multiple organisations and, eventually, fully hosted, collaborative, multi-agency contact and dispatch solutions would develop to truly transform the way public services are delivered.



## The future of Public Safety service delivery

Managing the demand for services effectively is the key to ensuring operational capacity in these times of change. Effective demand management needs more than just convergence of allied technologies and interfaces between existing systems. It requires a much richer and deeper level of integration coupled with intelligent solutions both within the service and from a public-facing perspective. When managed at this level a service will be able:

- To effectively manage all outcomes
- To quickly and accurately identify repeat contact
- To accurately assess threat, harm and risk
- To better utilise resources – right people, right skills, right information, right place, right time
- To maximise officer and public safety
- To use local knowledge to get to know repeat victims and offenders
- To work effectively with partners and the public

Harnessing new digital technology to allow the public to access services without necessarily making a voice call is an imperative. Self-service smartphone apps, portals and the use of the latest ChatBot technologies can help the public access many services directly.

This technology can capture a level of data that can be used to analyse the requirements and, where appropriate, forward the request to other partners or on to an operator for further action.

It can also provide a level of real-time situational awareness to help inform a proportionate response.

Employing innovation and new technologies will help transform service delivery but the greatest driver will be organisational collaboration and rationalisation. As operational collaboration increases and, in some countries, legislation is passed to support deeper transformation there will be a move from shared technology and systems to shared contact centres and ultimately, single contact, dispatch and management centres for agencies delivering all emergency and non-emergency response in a city, region or country.

# Delivering innovation and leading change

Whilst on the front line there has always been a will to work collaboratively, the challenge that has always faced the delivery of public services is that current IT systems, infrastructure and organisation has resulted in separate silos that has significantly limited the scope for real collaboration. This has resulted in fragmented service delivery and a fragmented view of citizen engagement across communities.

The move to cloud eliminates those barriers. Platforms and solutions to support this future transformation must continue to innovate but importantly, implement change at a pace that meets the needs of the organisation. Unified solutions from trusted partners with proven track records of investment and delivery will be technically more stable, robust and resilient than complex systems built from a range of different suppliers with interfaces between them.

As with the launch of **ControlWorks®** in 2013, Capita's strategy is to continually innovate and embrace technology so that we continue to deliver step changes in capability, in this case supporting true operational collaboration across all Public Safety agencies.

In the future, the most effective public services will be those that drive convergence to levels that provide a Citizen and Place centric common operational view, recognising that demand across all Public Safety agencies has become more varied and complex, all dealing with vulnerability and the effective management of risk.

**Cloud is the key!**



Point of contact

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