

Keeping People Safe



## FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2020-02001

**Keyword:** Organisational Information/Governance

**Subject:** ICCS System Software

### Request and Answer:

Your request for information has now been considered. In respect of Section 1(1)(a) of the Act we can confirm that the Police Service of Northern Ireland does hold information to which your request relates and the decision has been taken to disclose the following.

#### Request 1

What is the name and software version of your current ICCS system?

#### Answer

ControlWorks Version 13.5.

***Please note: ControlWorks is a registered trademark of the Capita Group PLC.***

#### Request 2

What is the contract end date of the existing ICCS system?

#### Answer

The initial term contract end date is 19/01/25 but there are extension/renewal options available to PSNI.

#### Request 3

Are there any plans to replace it, if so when?

#### Answer

There are no foreseeable plans to replace this system as it was only recently installed in May 2019.

#### Request 4

Has the ICCS system been upgraded in readiness for ESN?

#### Answer

Not applicable to Police Service of Northern Ireland.

#### Request 5

What plans (if any) are in place to collaborate with partner Forces/Agencies in terms of sharing the technology, or actual control rooms?

**Answer**

No such plans at present.

**Request 6**

What is the name of your Computer Aided Dispatch (CAD), software version, and contract end date?

**Answer**

ControlWorks Version 13.5. The initial term contract end date is 19/01/25 but there are extension/renewal options available to PSNI.

**Request 7**

What back office systems is the CAD integrated into?

**Answer**

Microsoft Exchange, Niche RMS, Shogun, PNC, Motor Insurance Database, ESRI Mapping

**Request 8**

Are there any plans to replace your CAD system and if so when?

**Answer**

There are no foreseeable plans to replace this system as it was only recently installed in May 2019.

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Corporate Information Branch, please quote the reference number listed at the beginning of this letter.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Head of Corporate Information Branch, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing [foi@psni.pnn.police.uk](mailto:foi@psni.pnn.police.uk).

If following an internal review, carried out by an independent decision maker, you were to remain dissatisfied in any way with the handling of the request you may make a complaint, under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the PSNI has complied with the terms of the Freedom of Information Act. You can write to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out, however the Commissioner has the option to investigate the matter at his discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ [www.psni.police.uk](http://www.psni.police.uk)

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.