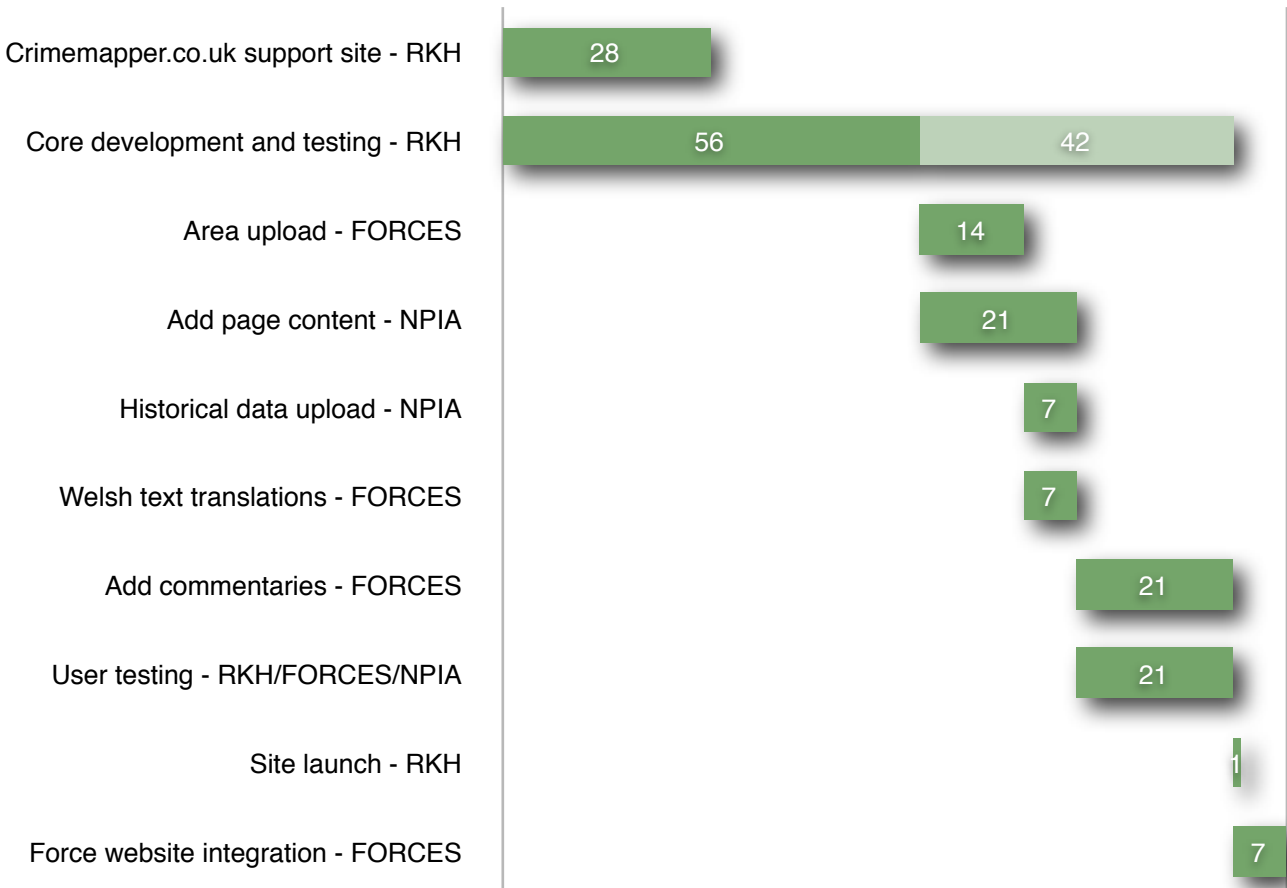


Addendum to Schedule 4.1 CONTRACTOR SOLUTION

Schematic of project implementation plan

The following chart outlines the expected critical path throughout the project in days, notes follow:



Notes

- Core development and testing are continual processes but the majority of work takes place in the first 56 days
- If there are delays at any point, it may impact delivery times of subsequent stages
- Force website integration will take place after launch but forces may consult with RKH and prepare for this beforehand

Key actions and decisions for NPIA

Many important decisions need to be made before the website can launch, and many must be made right at the very start of the project. Times are given in days from launch, and delays on the first steps may have a knock-on effect to subsequent ones.

Decision	Days	High priority
A Confirm the provider of the underlying maps	100	★
B Confirm the file format and method for uploading central crime data	100	★
C Provide key contact details from each force	86	★
D Confirm whether there is to be shading on the force level comparison map	86	
E Confirm the layout, source and format of content for the "Find Out More" tab	86	★
F Confirm which non-geographic forces require links from CrimeMapper	86	
G Confirm pages on which links to non-geographic forces are to appear	86	
H Confirm where on pages links to non-geographic forces are to appear	86	
I Confirm whether y axis scaling is to be fixed or dynamic	86	★
J Confirm how the new data is set live each month - manual/automatic	86	
K Decide whether system includes notes for visitors on browser compatibility	86	
L Decide whether Points of Interest are standardised or flexible by force	86	
M Confirm the area structure	86	★
N Confirm the URL non-geographic forces link to	44	
O If automatic confirm the period between monthly upload and data going live	44	

URLs

Rock Kitchen Harris will develop the National Crime Mapping website as a single standalone site that can be integrated into each forces own website should they wish. RKH appreciate that changing the URLs used on the site once it is live could cause problems with broken hyperlinks and therefore will avoid making changes wherever possible. When changes are necessary RKH will give as much notice as possible to the NPIA and the key contact in each force.

RKH recommend using an official top-level police domain name such as <http://crimemapper.police.uk> to point at the home page of the site. RKH will keep website URLs as logical and readable as possible to allow for easy recollection and reuse. For example, two URLs that would open the site directly at the Leicestershire Constabulary force level:

- **Good:** <http://crimemapper.police.uk/leicestershire/>
- **Bad:** <http://crimemapper.police.uk/data/view.aspx?id=21844>

The exact URL schema may differ slightly and will be determined towards the end of the development stage, but this example demonstrates the level of clarity RKH will maintain.

Crimemapper.co.uk

When developing the initial CrimeMapper for 30 forces RKH provided a resource using this website to support all involved. The site is still used now CrimeMapper is live for any support requests and suggestions for improvement, as well as a reference for the system.

We will use this site in a number of ways during the development of the national system and for ongoing support and reporting requirements after launch. Note that a Basecamp project will be set up to manage the project for the core team involved in development at RKH and the NPIA, the crimemapper.co.uk site will be mainly used by the forces and public as shown below.

During Development

The site will have a section of background information on CrimeMapper, which will be available to the general public. This will give a very brief general background to the project, links to the current CrimeMapper sites used by the 30 forces and to Rock Kitchen Harris. Should the NPIA wish to add information or news here for the general public that will be possible if this information is sent to RKH in a readily accessible format.

The key contact at each force and with the NPIA will be given registration details to a private section of the website once work has commenced. On request we will be able to authorise others who wish to gain access. This will act as an Extranet and will contain:

Frequently Asked Questions Initially populated with relevant questions and answers from the first development for the 30 forces plus new questions and answers we feel will be useful the page will be added to whenever we feel it to be helpful.

Forum A simple online forum for those registered to discuss any points they wish with others. As well as helpful for the forces this can be very helpful to us as we develop the website.

An online guide for forces Key issues will be explained here in simple terms:

- exactly what is required to set the system up initially
- how to integrate the site within each force's own site
- how and when commentaries can be added and why
- monthly maintenance tasks

Support Request

Where force staff wish to raise a query or make a suggestion they will be required to do this through the Extranet. This will ensure consistency, allow us to monitor the responses and ensure everything is dealt with promptly. It will also give RKH reassurance that we are dealing with personnel authorised to work on this project. Note if required NPIA can receive copies of emailed support requests so will be able to monitor at any time who is raising what issues.

Post launch

The public area will contain brief details on the UK national crime mapping site, links to each force and to Rock Kitchen Harris.

The private Extranet will retain all the resources created during development for reference.

Parts of the site will continue to develop. The FAQ will still be used and added to if appropriate. The forum area will continue to be available to those registered should they wish to use it.

After launch the support request form will be amended if required but will become the primary means of raising any issues/bugs and requesting support and advice. Requests will all be timed and numbered and responded to within 2 working days. This system will make it easy to prepare reports on the type and source of queries received to allow us to quickly identify any problem areas that require attention.

An additional area will be created for use of RKH and relevant senior NPIA personnel only, this will be used by RKH to add any required regular reports and important reference documents. It can be set so that members of this area are automatically notified by email when files are added or updated.

Future development of Crimemapper.co.uk

Whilst not included or costed for in the proposal, the public area of crimemapper.co.uk could easily be developed as a resource for the general public and anyone interested in crime mapping and the UK national system. If it was felt useful the site could become an area for providing general information and advice on a range of crime mapping related issues:

- How the initiative developed
- Why crimes are shown by the areas chosen
- Why calculations are made as they are
- Why the categories of crime displayed were chosen
- Why crime is not shown as point data

- Why the shading colours were chosen
- A forum for use by any web visitors could be included where questions and suggestions can be raised and answers given
- A blog from a Senior Officer
- News and developments in crime mapping generally
- Links to other sites internationally
- A sounding board area for future developments that are being considered

CrimeMapper help desk

We already provide email support via an online form that 30 forces are able to complete at any time - most have used it at some point to raise queries ranging from the very simple, to complex political issues. We will provide the same support mechanism to all 43 forces.

To encourage use, forces are not required to log in to submit a request, and are also able to attach a screenshot or supporting file.

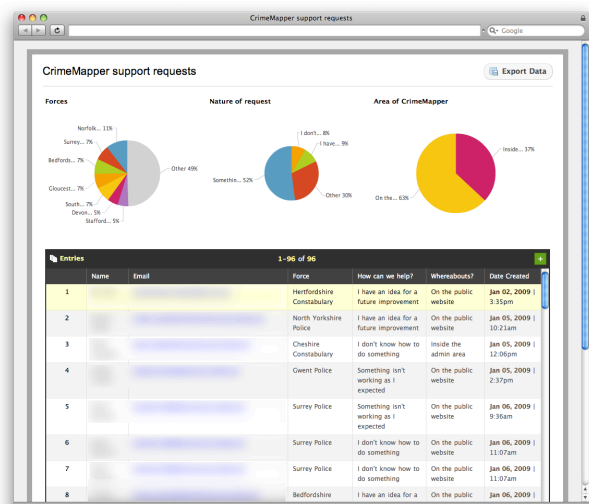
Whenever a force submits a support request, relevant RKH staff receive it via email and secure web interface.

Each request is uniquely identifiable and is responded to directly via email by the relevant staff member.

Requests containing security information are investigated further before action is taken.

Behind the scenes, RKH monitor usage and are able to produce reports showing usage by each force, the nature of their requests, and areas where they appear to be having most difficulties.

This allows RKH to detect key problem areas and make amends where necessary.



Supporting the forces

One of the points outlined in the requirements is the need for a key contact (available primarily by email) from each force who is willing to answer for the force and co-operate. This will allow us to effectively communicate with all forces at the same level and make any key decisions that might arise.

Support for those migrating from the current CrimeMapper

RKH have established working relationships with most of the 30 forces using CrimeMapper, and based on our experience of assisting them in 2008 we don't expect any serious technical issues in migrating to the national system.

Each force is already accustomed to defining their force structure and providing stats on a monthly basis, and requirements will remain the same or become simpler.

We must consider that some forces may wish to continue to run their existing CrimeMapper installation in parallel and we will continue to support those that do wherever possible. It is expected though, that the great majority will opt to switch entirely to the national system.

Support for those migrating from other solutions

As we did with 30 other forces in a short space of time under pressure, we will assist the remaining 13 in migrating to the national system in the best ways possible. This will include the same level of support and reference material as last year, plus support on a per-force basis where required.

Whilst we will do everything we can to support the remaining forces by telephone and email, it has not been anticipated nor budgeted for to do any more than this. As 30 forces have already achieved this with no formal training session, we hope that they serve as an example to the remaining forces and can assist us in supporting them via the web managers framework already in place.

Reliance on External Systems

Mapping provider

CrimeMapper will be built using a third-party map technology selected by the NPIA. Should the selected provider withdraw their maps, change the terms of use so that it becomes impossible to continue using them, change their API, or otherwise make their technology unusable to RKH, it is possible that more work will need to be carried out to adapt the system.

Web browser compatibility

The system will be built to strict high web standards (XHTML 1.0 Strict/CSS 2) that are compatible with all modern desktop web browsers. Future development of these may make it necessary to update CrimeMapper, ensuring that it is highly compatible and functional for the majority of users.

Any changes required for the above, or for other external changes beyond the control of the NPIA and RKH, will, wherever possible, be carried out within the agreed support and maintenance allowance. If the allowance is insufficient, RKH will provide a cost for agreement by the Authority before carrying out the work.