

Our Ref: 165-18-308

Your Ref:

N Oliver
request-473379-
c25f86cc@whatdotheyknow.com



**Information Access Team
01483 630007**

May 2018

Dear N Oliver

Freedom of Information Request 165-18-308

I write in connection with your request for information received on 26 March. The information that you have requested is held by Surrey Police

You had asked/we answered:

Q1. What is the name and software version of your current ICCS system?

A1. CAPITA ICCS DS3000 - ESN P1 – Otherwise known as 2017.R2.SR1.P3

Q2. What is the contract end date of the existing ICCS system?

A2. February 2023

Q3. Are there any plans to replace it, if so when?

A3. No, this system has only recently gone live

Q4. Has the ICCS system been upgraded in readiness for ESN?

A4. Yes

Q5. What plans (if any) are in place to collaborate with partner Forces/Agencies in terms of sharing the technology, or actual control rooms?

A5. There is already a level of sharing in place with Sussex Police, where the two forces have consistent solutions (products and versions) allowing the Sussex standby DS3000 system to be used to provide fall back capability for Surrey.

Q6. What is the name of your Computer Aided Dispatch system (CAD), software version, and contract end date?

A6. HEXAGON – Intergraph Computer Aided Dispatch (ICAD) v9.2

We are out of contract for support and maintenance although do procure on a rolling basis an annual support agreement direct from the manufacturer.

Q7. What back office systems is the CAD integrated into?

A7. Limited back office integration, although some for instance to mapping systems and for incident exchange.

Q8. Are there any plans to replace your CAD system and if so when?

A8. Yes – tentative plans only, but as part of a regional initiative looking at a single, joined up, collaborative solution extending across the Surrey, Sussex, Thames Valley and Hampshire forces - Thames Valley and Hampshire are already working on the early phases of this initiative, but it is not expected that Surrey will move across onto this for a further 2-3 years.

Surrey Police provides you the right to request a re-examination of your case under its review procedure. How to do this is set out in the attached Appeals Notice. Having followed the full procedure, if you are still dissatisfied, then you have the right to direct your comments to the Information Commissioner who will give your case consideration.

I would like to take this opportunity to thank you for your interest in Surrey Police. Should you have any further enquiries concerning this matter, please write or contact us on 01483 - 630007 quoting the reference number above.

Yours sincerely

F Burn
Information Access Team Decision Maker