



HEDDLU GOGLEDD CYMRU
Gogledd Cymru diogelach

NORTH WALES POLICE
A safer North Wales

Response Date **06/04/2018**

2018/292 - Control Room systems

In response to your recent request for information regarding;

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

Frequentis 3020 system.

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

Aligned to the introduction of a new Frequentis Life-X (ICCS) system through the Hexagon contract.

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

As above, the current ICCS is to be replaced by its Frequentis Life-X (ICCS) product, proposed for Q1 2018/19.

Has the ICCS system been upgraded in readiness for ESN?

Life-X will be fully compliant with ESN.

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

Collaboration with North Wales Fire & Rescue Service

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

Hexagon's ICAD system, version 9.1.1, it's a rolling contract with no end date.

What back office systems is the CAD integrated into?

Niche RMS Records Management System, DEAT incident transfer (or MAIT into the future).

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

Current plans are to upgrade existing and not replace.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 29/03/2018