

Case Study



Kent County Constabulary Police Force Control Centre Operations – Business Continuity

CLIENT

Kent County Constabulary were nearing the completion of a project to consolidate nine regional control rooms into a single Force Control Centre (FCC), based at Police Headquarters in Maidstone, Kent. The FCC would comprise approx. 120 desktops in a purpose-built call centre building.

PROBLEM

The commissioning of the new Force Control Centre would have a considerable impact upon the contingency plans currently in place.

The consolidation of the nine “999” call centres into the FCC would reduce the number of alternatives for dealing with emergency calls in the event of incidents affecting call handling at any one site.

Detailed planning and innovative solutions were required to ensure that the FCC was able to continue to meet its service requirements under emergency conditions.

SOLUTION

The Dependency Model was built using our Dependency Modelling Tool via a series of intensive workshops.

Discussions were centred on the three key phases of recovery following a major incident affecting FCC services. Phase 1: Meet “1st Hour” Requirements and Phase 2: 1 to >24 hours, were covered in great detail. Phase 3: Restoration of normal service from new site was dealt with subsequent to the initial project, once definition of requirements and the design of recovery solutions was finalised.

The objective of the first risk workshop was to understand and articulate the FCC business objectives in the current risk environment. A Dependency Model was built during the workshop to capture the objectives, identify risks and countermeasures.

The second workshop was used to validate the approach and model contents and to approve the structure of the dependency model. The workshop reviewed examples of the proposed outputs and agreed the proposed contingency plans and resources required. The risks and contingencies were then evaluated against a consistent measure to indicate the likelihood of failure in each case.

RESULTS

Once all risks and mitigating actions identified have been resourced, the new and improved risk scenario can be updated in the Dependency Model and new reports produced to show the reduction in risks. This process will only require minor modifications to the model, mostly altering the numbers that represent the likelihood of failures. The procedure will inform discussions regarding priorities and enable FCC staff to clarify and quantify future risk issues.

