

The Police ICT Company Business Plan for 2017-18 sets out the work that needs to be undertaken to deliver our three objectives:

- Strategy, Principles and Standards;
- Commercial Delivery;
- Communications.

The Company has also produced a tactical delivery outline, detailing activity intended to achieve the objectives, which has enabled resourcing and associated skills profiles to be compiled. This, in-turn, has been used to cost the intended approach outlined in the Business Plan, including Company overheads. Separate analysis has been undertaken of the Company's income, which comprises member subscriptions, earned income from commercial activity, income from commissioned activity and programme specific income, mainly derived from innovation and transformation funded work. It has therefore been possible to produce a balanced budget, with projected expenditure equalling expected income.

To make sure that the efforts of the Company are focused, a set of priorities has been assigned to each objective.

Finally, to ensure the desired outcomes are achieved, which in-turn deliver the objectives, and to gauge the success of the Company, each objective has a set of Critical Success Factors. More detail on the Company's three objectives follows.

Strategy, Principles and Standards Objective

- » Support the development of a Strategic ICT Vision showing how ICT will support the delivery of the Policing Vision 2025, agreed and published jointly by the Association of Police and Crime Commissioners (APCC) and the National Police Chiefs' Council (NPCC).

Strategic Priorities

The Company's priorities in relation to the Strategic Objective are to:

- Work with the NPTC and other stakeholders to agree and publish a Strategic ICT Vision.

In addition, the Company will assist the NPTC in relation to ICT Standards and will:

- Contribute to and publishing existing standards in a common format.
- Maintain standards on behalf of policing.



Critical Success Factors



The Strategic ICT Vision is published and socialised with the Company's Members


The ICT Principles are adopted by 75% of Member Organisations

The published standards are seen to be adopted in all of the Company's Commercial and Delivery work and by Suppliers

The Police ICT Company

 21 New Stree, London, EC2M 4TP
 PO Box 36451, 182 Bishopsgate, London, EC2M 4WN

 07827 872979
 07584 441843

@enquiries@ict.police.uk
 <https://ict.police.uk>
 @police_ict

Commercial and Delivery Objective

- » Provide help and support to the Company's members so that they secure value for money, remain informed and understand the options they have to leverage technology and combined buying power across Policing and other Law Enforcement Agencies; including acting as a bridge to industry, creating national ICT Sourcing Principles and providing a delivery service capability that can be commissioned when engaging in ICT Business Change.

Commercial Aim

Improve the performance and value for money of the ICT estate across police forces (and partner organisations) by using national market competition and commercial best practices

Strategic Priorities

The Company's priorities in relation to the Commercial and Delivery Objective are to:

- Shape the commercial function around up and coming ICT commercial and procurement opportunities.
- Deliver commercial and procurement agreements and frameworks.
- Establish a Members Delivery Services capability.

Critical Success Factors

Increase the amount of benefit to policing, saving at least the annual cost of operating the Company
Produce a list of ICT commercial priorities that create maximum benefit, and a realisation roadmap
Embed and reference the ICT commercial principles in all Company commercial & delivery activity
Respond to all commissioning requests
Outcomes are measured & performance monitored
Publishing, where permitted, the outcomes

Communications Objective

- » Communicate regularly with the Company's membership and the wider law enforcement community and provide a centre of ICT knowledge and expertise to support the delivery of digital law enforcement capabilities, identifying opportunities for collaboration and stimulating innovation and industry thinking.

Strategic Communication Priorities



The Company's priorities in relation to the Communications Objective are to:



- Develop further the Company's Corporate Communications.
- Develop the Company's Knowledge Hub to accommodate stakeholder requirements.
- Ensure that ICT innovation, with the potential to benefit the Police Service, is captured and Communicated to the law enforcement community.

Critical Success Factors

The Knowledge Hub is understood by Members
The Knowledge Hub is adopted by major programmes
Regular communication with policing and its partners is maintained
Those leading ICT innovation are updated regularly about innovation and possible benefits.

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Success



In addition to the Critical Success Factors associated with our three Objectives, the following CSF's also apply:

- **Membership** - All Members remain signed up and membership remains constant, with all efforts made to bring other law enforcement organisations into the Company;
- **Finance** - The Company operates within the financial parameters agreed and authorised by the Board; delivering benefits, including savings, in a way that is easily verified and agreed;
- **Business Operations** - All the requisite governance and policies are in place for the effective operation of the Company;
- **Key Relationships** – Effective mutually beneficial relationships continue to be developed with NPCC, APCC, NPTC, Home Office and IMORCC so that the Company is seen, by Members, as a key contributor to the Strategic direction the Company needs to follow to enable the Policing Vision 2025; the natural "go-to" partner for ICT commercial and procurement activity; and the place to go so as to access and share ICT related information using the Knowledge Hub.
- **Awareness** - Awareness and visibility of the Company is increased with Members and key groups, evidenced through the Company's Satisfaction Surveys;
- **Good Employer** - The Company is seen as an employer of choice, with low attrition rates.

These will be reported on regularly to both the Members Council and Company Board.

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