

Outstanding Reference: 7 - NICHE Issues Update

Response from: Assistant Commissioner, Chief Supt. McGinley, CoLP
Response to: Performance and Resource Management Sub-Committee

"The 'Operational Systems Group' oversees many of our systems. This provides the platform for user, technical and business change issues to be discussed. It provides a central area to consider change control and continuous improvement.

The group met to discuss the Niche Snagging List. The issues are currently being categorised into areas such as:

- *Technical*
- *Business change*
- *Management information*
- *User based problems*

The main issues we see currently fall under management information and adapting to change.

Within the force there is a significant gap in knowledge as to the configuration of Business Objects. We have many users but with differing levels of knowledge. Importantly the configuration skills gap is critical in order for all users to set up reports correctly. The force has identified a trained asset within the Corporation IT team who is now assisting, and the force has placed users on training courses. Work is currently underway to design and produce reports correctly.

From a technical perspective, the new Niche platform is designed and configured to improve how the force records many things, abiding by national standards. Looking forward the force will be in a much stronger position. As we launched Niche halfway through a reporting year it has been a challenge to consolidate all records. The force has to configure business objects effectively to recover the data correctly.

Ch. Superintendent McGinley is Chairing meetings twice a week and on 22/05 it was reported that the force is well placed for the Home Office Data Hub Returns. Similarly Stop & Search is well placed. 7 members of staff have been centralised in order to fully deliver the forces statutory and compliance data returns. It is anticipated this will be fully compliant by the end of June. Beyond this the Head of Analysis has been tasked with producing a single force management information requirement for all performance areas.

The Force is optimistic that many of the data issues will be resolved in the near future.

End"