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9th April 2018

Our Ref: FOI2018/01425

**REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/01425**

I write in connection with your request for information received on 14th March. I note you seek access to the following information:

- 1) What is the name and software version of your current ICCS system?
- 2) What is the contract end date of the existing ICCS system?
- 3) Are there any plans to replace it, if so when?
- 4) Has the ICCS system been upgraded in readiness for ESN?
- 5) What plans (if any) are in place to collaborate with partner Forces/Agencies in terms of sharing the technology, or actual control rooms?
- 6) What is the name of your Computer Aided Dispatch system (CAD), software version, and contract end date?
- 7) What back office systems is the CAD integrated into?
- 8) Are there any plans to replace your CAD system and if so when?

I am required by the Freedom of Information Act 2000 (The Act) to handle all requests in a manner that is blind to the identity of the requestor. Any information released in response to a request is regarded as being published and therefore, in the public domain without caveat.

Following enquiries within the Constabulary please see our response below.

**Response**

**Q1** – Northgate Calltouch

**Q2** – The current support contract ends at the end of September 2018.

**Q3** - Yes, we have signed a contract to replace the ICCS in summer 2018.

**Q4** – The new ICCS will be ready for ESN.

**Q5** - The new ICCS will be a common system shared with two partner forces. Each force will retain its own control room.

**Q6** - Steria Storm Command and Control. Contract End date 2nd April 2019.

**Q7** - Tuserv, Local Intranet Applications, COMPACT Missing Persons

**Q8** – None.

The numerical data presented in this response is an un-audited snapshot of un-published data sourced from "live" systems and is subject to the interpretation of the original request by the individual extracting the data.

Should you have any further enquiries concerning this matter please do not hesitate to contact me quoting the above reference number.

Yours sincerely

James Hodson  
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Hertfordshire Constabulary provides you the right to request an independent review of this response under its review procedure. If you require such a review you must notify us within two months from the date of this letter. After lodging a complaint with Hertfordshire Constabulary if you are still dissatisfied with the decision you may make an application to the Information Commissioner. For information on how to make a complaint please visit their website at <https://ico.org.uk/concerns/> or contact them on 0303 123 1113.