



## Case Study

# Kent Police - Development & Support Partner for Intelligence-led Policing Applications

Kent Police has long been a pioneer of intelligence-led policing. More than a decade ago, it commissioned the development of a system called Genesis that has at its heart a consolidated intelligence view providing the force with integrated Crime, Custody, Case and Intelligence functionality.

## Background & Change Drivers

Successfully deployed in 1996 the system has been a major factor in helping Kent Police improve detection rates and reduce levels of crime in the county.

In 2005 Kent Police tested the market for support and maintenance services for Genesis. Accordingly the responsibility for the support and future enhancement of Genesis was successfully transferred to IPL under a new seven year contract.

Given that the system is at the core of its operations, Kent Police mandated that any such change in supplier should not disrupt operations and should not introduce an unacceptable level of risk.

## Transformation

A spokesperson for Kent Police described how the search for improved service and value-for-money led to the partnership with IPL: "We carried out an exhaustive search for a supplier that could take over the support of Genesis without introducing an unacceptable level of risk. The chosen supplier would also have to be capable of providing a responsive and high-quality development service to deliver the enhancements that are necessary to meet our needs as they evolve in today's ever-changing policing environment. The organisation that met those criteria most closely was IPL."

## Services & Benefits Delivered

IPL has extensive experience in Managed Services (MS), and was able to immediately apply its process-driven approach to great effect.

The extensive preparatory work carried out by IPL and Kent Police ahead of the handover of responsibility for support enabled the transfer to occur without any degradation to the level of service provided to the system users.

Indeed, within a few weeks of taking over Genesis support responsibility, IPL was able to deliver a series of system upgrades that resulted in a performance improvement of as much as an order of magnitude for some operations.

This notable achievement was possible due to the excellent working relationships that had been built-up between all of the parties involved in supporting the Genesis system.

IPL initially provided support on a 24x7 basis, but through proactive investigation of issues, implementation of monitoring functionality and analysis of service metrics, unplanned downtime was reduced to almost zero.

This gave Kent Police the confidence to reduce support cover, resulting in lower associated costs.

## Going Forward

A comprehensive programme of enhancements has been operating in parallel with the support activity to provide significant benefit to users over a number of phases, with enhancements going live on a continual basis. These enhancements include:

- A complete overhaul and technical refresh of the server infrastructure, including full business continuity support
- Additional functionality to the core Genesis system to assist Kent Police compliance with the Management of Police Information (MoPI). The IPL team worked in close collaboration with the MoPI project team to ensure that Genesis complies with the MoPI guidance published by NPIA. Changes that IPL has implemented to address the needs of the business enable users, subject to suitable access rights, to update the MoPI data for a given offender as required by the MoPI standard
- New functionality to provide a facility for postal charging. Postal charging provides an alternative method for the police to either summons or charge and bail a defendant to court, which is sent direct to the defendant by post. These changes remove a layer of admin from the summons process, and remove the need to bring a defendant back into custody in order to bail the defendant to court. The changes that IPL is making to Genesis will significantly cut the time it takes to process defendants throughout Kent, saving valuable police and court administration time

**“Unlike most suppliers, they (IPL) do what they say they are going to do, they honour verbal agreements, and you feel that they are doing the best work they can do for you.”**

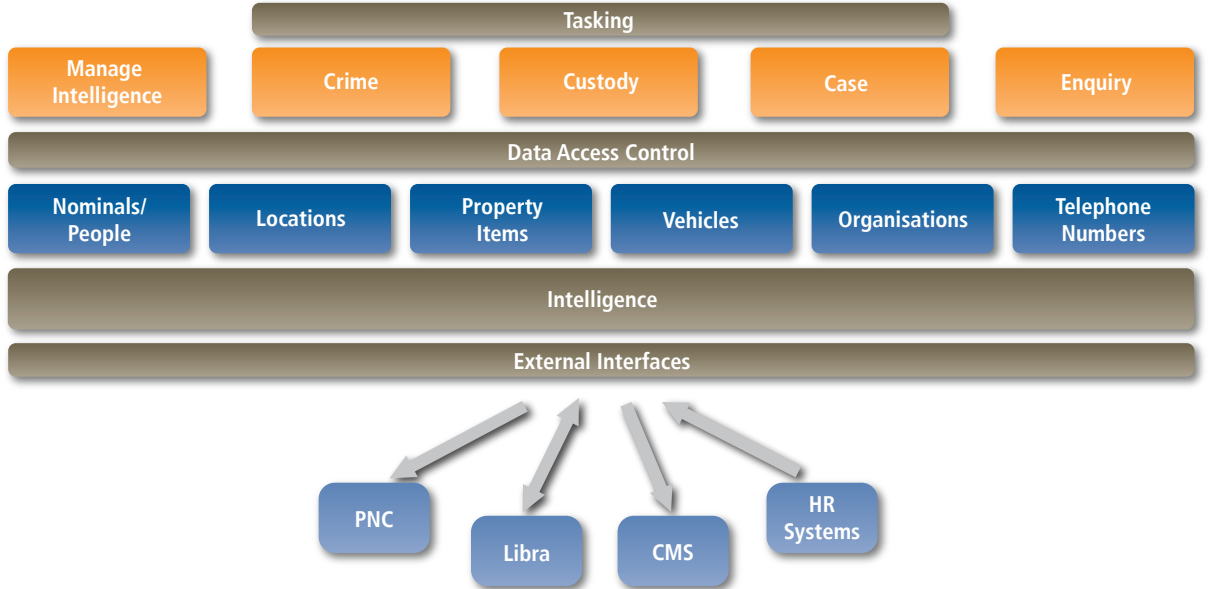
**Andy Barker**

Director of Information Systems & Technology  
Kent Police



**Kent  
Police**

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Other notable enhancements that IPL has developed and deployed into a live environment are interfaces between the Genesis system and national criminal justice organisations. These include:

- A PNC interface which is used to update PNC with an Arrest/ Summons report including a comprehensive set of nominal descriptive details
- An interface with the CPS' Case Management System (CMS) is used to automate the sending of details of case files to the CPS
- A Libra interface is used to send details of case files to the Magistrates Courts and to update Genesis with the results that are returned by the court

Furthermore, IPL worked closely with the NPIA and Kent Police who were the lead force in the Consortium Forces for the development of the Libra interface. The NPIA, IPL and Kent Police were subsequently involved with the dissemination of lessons learned and advice to other Consortium Forces.

For more information on IPL's Managed Services please visit; [www.ipl.com/services/managedservices/](http://www.ipl.com/services/managedservices/)