

Could you advise what constitutes a degrade in service in the Controlworks system?

A degrade in service is usually a fault which affects the performance of a component, crucially the service is still available (P2).

Where are the P3 and P4 recorded and logged?

Logging of all faults are recorded within our call logging tool, these are triaged by our IT Service Desk assigning the below Category.

What are the criteria for defining the categories P1, P2, P3, P4.

- P1: Service not available Force wide (Critical grade)
- P2: Force wide degrade of service (High grade)
- P3: All other type of incidents (Medium grade)
- P4: none service affecting bug/enhancement fix requirement (Low grade)

What constitutes a P2?

A P2 is classed as a degrade of service which is triaged by our IT Service Desk.

**a) By users what do you mean?
Does this include the call operators?**

Users constitutes as all WMP Employees (All Police Officers \ All Police Staff), this does include call operators.

b) In respect of issues or errors, you say that the technical issues are addressed by the IT department but the Policing issues – how are they triaged in respect of issues which impact investigations?

IT issues or errors that impact our services are carefully managed to ensure the most uptime/service availability possible is provided. Impacts to policing business are carefully managed with the respective teams and departments involved if required.

c) What is the safety net concerning the information flow say for example in a time-critical investigation – when do senior officers get involved or informed and how do they recover information or a position which may have been compromised?

Investigations are managed in another application (Not ControlWorks), however principally this information is on a highly available/redundant service. West Midlands Police have a selection of technologies to make this information highly available to our officers and staff accordingly.

[Apologies if it is a bit long-winded. Please answer as best you can.]

a) In respect of individual inquiries how are faults matched to particular crime numbers – so that investigators can act quickly if there is a problem concerning their case?

Faults are not matched to crime numbers directly, officers/staff will be notified via internal communications if an issue is impacting a critical force system. West Midlands Police do have the ability to surface investigative information via several systems – therefore providing a highly available service of that information to our officers and staff.