



INTELLIGENT INFORMATION MANAGEMENT FOR SOUTH WALES POLICE >>

DELIVERING INTELLIGENCE-LED POLICING



Accurate information that can be easily accessed, easily shared, and backed-up by a range of reporting tools, is the enabling factor in intelligence-led policing. For South Wales Police, Atos Origin and SAS® created a comprehensive solution that leverages valuable business and operational intelligence from a central repository and delivers best-in-class information management.

“THE ATOS ORIGIN AND SAS SOLUTION HAS BEEN A HUGE STEP FORWARD, PROVIDING POWERFUL REPORTING FROM A SINGLE, RELIABLE AND UP-TO-DATE INTELLIGENCE SOURCE TAKEN FROM SEVERAL OF OUR BUSINESS AREAS, AND WHICH WILL, I HAVE NO DOUBT, PROVE ITSELF TO BE INVALUABLE IN THE FIGHT AGAINST CRIME AND POSITIONS US TO PROVIDE QUALITY IMPACT DATA WITH MINIMUM EFFORT.”

Chief Superintendent Richard Lewis, South Wales Police

South Wales Police

South Wales Police (SWP) is a force of some 5000 police officers and staff, whose remit covers an area of 812 square miles. The force serves over 40% of the Welsh population, working in densely populated urban environments, valley communities, coastal areas and rural communities. In 2006 SWP successfully policed both the FA Cup final and the Six Nations Rugby tournament.

The challenge

The importance of sharing accurate information presented a number of issues for SWP. The force had a variety of silo-based operational systems that contained inconsistent, inaccurate and unconnected data records – and the systems had become increasingly expensive to maintain.

In addition, reliably reporting performance management, both internally and to the Home Office, was time consuming and costly. Introducing a new Niche Records Management System, based on back-record conversion therefore presented a considerable data quality challenge. Information from the legacy systems had to be de-duplicated and corrected so that Niche could operate with reliable historic data.

SWP were also mindful of their obligations to contribute intelligence information to the national IMPACT programme and to administer it under the guidelines laid down for the Management of Police Information (MOPi).

Our solution

A joint team was established with SWP operational officers, Atos Origin Business Intelligence (BI) experts and SAS. Using SAS® tools, data profiling identified the data quality challenge in detail and developed a strategy for correction and improvement.

We then developed rules for the extraction, transformation and loading of fields from the legacy systems to the Niche database, ensuring that data transformation accurately transferred the content of each legacy field to its Niche counterpart.

While it was important that the new system was not over-burdened by the scope of back-record conversion or inaccurate or incomplete data, it was equally important to make sure no historical data was deleted. We therefore made special provision for low-grade data to be accessible for as long as necessary in a special staging area. The SAS routines incorporating the appropriate rules required considerable iterative testing to make sure Niche ran successfully and provided a rich data source for operational activities (including Case, Custody, Crime and Intelligence). Further business areas will be added in the next phase of development.

Improved incident response

During the implementation we identified an opportunity to improve incident handling through SWPs Command and Control system, the purpose of which is immediate incident response. Typically, these incidents require follow-up activities that should ideally be scheduled through the slower Niche operational system. To avoid re-entry of information already captured on each system, Atos Origin developed a two-way interface that automatically transfers data for handling by the most appropriate system.

This initiative has led to a 60% reduction in requests for activities in the time-critical Case and Custody system, thereby ensuring resources are deployed more effectively for all activities.

Integrated intelligence

The data warehouse we designed to fulfil SWP's business intelligence reporting needs is based on the Police Corporate Data Model (CorDM) developed by the National Policing Improvement Agency. The CorDM is an essential police service standard for data sharing and interchange. The Atos Origin and SAS solution means that information can easily be provided to the IMPACT programme by extraction from, or reference to, the new data warehouse. Data from Niche and other source systems is regularly transferred using the SAS ETL routines to keep the warehouse completely up-to-date. Powerful SAS reporting capabilities allow SWP performance analysts to develop an increasingly wide range of BI reports, while crime analysts can develop vital intelligence products from this rich and comprehensive information source.

The benefits

The joint project team delivered key information management solutions that have transformed the use of business and criminal intelligence, on time and to budget. SWP can now provide quality data to national information sharing standards with minimum effort, regardless of the form in which the information is required.

Next steps

If you would like more information about the Atos Origin Business Intelligence and Systems Integration capability, please call 020 7830 4444, or email bi@atosorigin.com