

## Recommendations from sampled user comments

For the purposes of this initial report on the results of the CoPaCC Police ICT User Survey, over 340 representative sample comments have been selected from the 18,515 submitted. Although a small sample of the total, they were selected as being representative of the overall feedback ahead of a more comprehensive analysis. Many users offered recommendations implicitly and explicitly which have been consolidated into the lists below.

The verbatim comments that contributed to this summary can be found in the appendices.

### Overall provision of ICT

- Greater funding merited for transformative change
- National approach to procurement needed
- National approach to ICT training needed
- All forces should be on same CAD system
- A national case management system with same RMS/crime/intelligence system/custody/property/forensics
- Consult frontline users throughout process of development procurement, implementation and training of a new system



### Training and support

- Improve quality of training
- Improve timeliness and frequency of training
- Provide bespoke training for role
- Design and implement systems with end user input throughout the process to ensure intuitive systems needing less training
- Provide 24/7/365 help and support facilities



### Access to a computer

- Ensure availability of printers and maintain them promptly to a higher standard
- Ensure sufficient availability of both desktop and mobile devices eg shift changes
- Don't buy generic computers for all roles – assess technical requirements by role eg memory, power, number/size of screens, mobility, battery



### Provision of mobile devices

- More careful assessment needed of user requirements for mobile devices/smart phones
- Don't buy generic computers for all roles – assess technical requirements by role
- Ensure sufficient signal coverage for both in station WiFi and external phone signal
- Risk assess the balance between security requirements and the availability and ease of use of applications required by user to fulfil their role



### Integration and data reliability

- Consolidate large number of systems into a smaller number to minimise duplication and number of log in required
- Implement data standards and open up APIs for all procurement across policing and criminal justice and other agencies so new systems have to talk to each other
- Involve end users at every stage of development to ensure data entry and retrieval is intuitive and efficient
- Urgent action required to manage the proliferation of digital evidence and replace current time-consuming and insecure processes

