

# Secure accredited infrastructure for a community rehabilitation company



Warwickshire & West Mercia CRC meets tight MoJ deadline for transitioning to its new premises and own IT infrastructure.

## The right move at the right time

The Warwickshire & West Mercia Community Rehabilitation Company (WWM CRC) works with low and medium risk of harm service users who have received community and custodial sentences and those that have been released from prison into the community. Like other CRCs created under the Ministry of Justice's (MoJ) Transforming Rehabilitation strategy, it took over those responsibilities from existing Probation Trusts.

Initially based at Probation Trust premises, CRCs soon found themselves under pressure to move to new premises and implement their own secure IT platforms. There were financial penalties for CRCs that didn't transition by the MoJ-specified deadline.

Determined to meet the deadline and avoid the penalty, WWM CRC sought a partner who could provide the telephony services and secure, accredited infrastructure it needed to start operating at its new premises. Following a competitive tender exercise, it chose Civica to provide the solution.

## Outcomes

- ▶ **PSN compliance and MoJ accreditation of IT infrastructure, enabling access to Authority systems**
- ▶ **MoJ deadline for transition to new premises and IT infrastructure met, avoiding financial penalty**
- ▶ **Telephony and computing systems ready to use on day one**
- ▶ **Scalable IT platform, able to expand and contract in line with changing business needs**
- ▶ **Ongoing support from a Civica SDM for optimum solution performance.**

"We needed a secure IT platform accredited for connection to MoJ systems that hold sensitive service user data. We knew we could trust Civica to understand our requirements and deliver our solution on time."

Linda Smith, ICT Manager, Warwickshire & West Mercia Community Rehabilitation Company

## 6 months

to set up MoJ-accredited and PSN-compliant IT infrastructure

## 250

users across 9 sites supported with IT and phone services from day 1

A Civica service delivery manager underpins the relationship, interfacing with Civica on behalf of WWM CRC and ensuring the solution is optimised to meet business needs.

### Security and compliance, delivered

WWM CRC staff refer to nDelius, a National Probation Service (NPS) system, for information about the service users they work with. Owing to the sensitive nature of the information it holds, nDelius must be accessed via the Public Services Network (PSN), rather than the internet.

The CRC had to therefore ensure its infrastructure was PSN compliant and accredited to OFFICIAL-SENSITIVE level by the MoJ. **“Even with these additional verification steps, Civica met the six-month delivery timescale, so we were ready to start work at our new premises on day one,”** says Smith. Additionally, Civica implemented a telephony platform, local and wide area networks, and a secure managed hosting environment for the organisation’s applications.

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### A clear understanding of business needs

During the first few weeks after go-live, Civica seconded a member of its staff to the CRC. **“That worked really well for us: he acted as part of our team and had direct links into Civica, so any teething troubles were quickly sorted out,”** says Smith.

Now, a Civica service delivery manager (SDM) works closely with Smith and her team, acting on the CRC’s behalf and ensuring that Civica support staff are aware of the business impact of any issues that may arise. For example, if the CRC’s printer estate went down, the SDM would ensure the support team understood the importance of resolving the situation quickly.

**“If we have to recall a service user on licence, it must be done within 24 hours once the decision has been taken. If we can’t print or scan the documentation, we can’t meet that obligation which is fundamental to our ability to protect our community,”** says Smith. **“Our SDM understands what matters to us and makes sure the wider Civica team does too.”**

### An agile platform that supports innovation

Under the MoJ’s Transforming Rehabilitation strategy, CRCs are encouraged to make more innovative use of IT. In line with that aim, WWM CRC switched its email system from Lotus Notes to Microsoft Outlook, deployed a more recent version of MS Office, and enabled remote working capability for laptop users.

The next phase of the project covers implementation of a new case management system. Beyond that, the CRC intends to innovate further by increasing support for mobile working, so that field-based staff can access systems and applications from mobile phones and tablets.

The secure managed hosting platform Civica provides to WWM CRC is easy to scale to meet changing business needs. If a review reveals the opportunity to reduce the number of servers in use, the CRC benefits from immediate cost savings. An upcoming consultancy engagement with Civica will look at further server rationalisation, with the aim of introducing disaster recovery capability as well as making additional savings.

“Through our partnership with Civica, we’ve established secure, accredited and agile IT foundations on which we can build to meet our future requirements.”

Linda Smith, ICT Manager, Warwickshire & West Mercia Community Rehabilitation Company