

Compatibility

Driver – Technology

Related Drivers –Recession, Reducing Bureaucracy, Collaborative Working Between Forces, Efficiency, Procurement, Public Sector Productivity, Mobile Technology, Conservative Party Policing Reform, Police Mergers

Background

The police service acting corporately regarding the implementation of new technologies has been raised elsewhere as an issue in this section on technology. As forces introduce new technology, new databases / business process are introduced, none of which interact effectively in one force area, let alone between different forces. This leads to much duplication, or 'double-keying', and inefficiency across the service.

The Flanagan Review states there should be a harmonisation of systems and business processes to overcome the information gap between existing bespoke applications that carry different levels of data and information.^{1,2} It has been suggested that a minimum standard of functionality should be set, and all forces should work towards a date when all data only has to be entered once into a computer system.^{1,2}

Flanagan suggests each force must take responsibility for overhauling the way their existing databases and systems interact to get the most out of systems and eliminate bureaucracy.^{1,2} NPIA is taking forward work to build standard processes for use across forces.

Potential Skills Needs

Change management skills – manage change at both an organisational and personal level effectively

IT process management skills – ensure new technologies integrate with current systems to maximise effectiveness

IT skills – officers and staff will need to adapt to new systems and processes

¹ [Flanagan, Sir Ronnie \(2008\) *The Review of Policing: Final Report*. London: Home Office.](#)

² [Home Office \(2008\) *From the Neighbourhood to the National: Policing our communities together – Summary of Green Paper consultation responses and next steps*. Ref 291441. London: Home Office.](#)