

ESN

Emergency Services Network Programme Board Update

October 17

ESMCP Senior Stakeholder Engagement

A senior team from ESMCP, including Stephen Webb, Gordon Shipley and Simon Ricketts, have just returned from a two day meeting in Chicago with the Motorola senior team. The visit included numerous technical meetings as well as strategic meetings with the Motorola CEO Greg Brown and the US and UK management team, including Bruce Brda, Kelly Mark and Vincent Kennedy. There was a constructive exchange of views on both sides on the perceptions of things that had not gone well, where they were improving and the work still to be done to make changes for the better. We also heard some clear messages about the challenges which we all face in the Programme that are particularly acute for Motorola, which was useful.

There is a lot to be done, but the Programme has a significantly higher degree of understanding in Motorola's delivery plans, confidence that delivery can be achieved and a clearer sense of what we need to do differently to make that happen.

We have also extended an invitation to the CEOs from Motorola and EE to come to the Home Office for meetings with the Home Secretary, Policing and Fire Minister, John Manzoni and senior representatives from our User community.

As outlined in August's Programme Board Update, Motorola and EE continue to work on their integrated reforecast plan. Greater clarity on the date ESN will be available is likely to be understood by the end of the year, and a revised delivery plan will follow.

Coverage Progress

EE has completed the physical build of 245 of the new sites needed to deliver their contractual obligations for ESN, an increase of 46 over last month; with the remaining sites due to be delivered by June 2018. These sites are not yet connected to the network so there will be no immediate coverage improvement to the public network at these locations. As the contract with EE is for the degree of coverage we require, rather than a specific number of sites, the outstanding number of new sites has been calculated as being 210, though this is subject to change. Additionally, out of the around 21,000 mast upgrades required for ESN, over 19,200 have been completed. Upgrades of 800MHz and 1800MHz are counted separately.



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Progress also continues with the development of the new sites covered by the Extended Area Services team. Lendlease, our agents who have responsibility for acquiring, designing and building these new sites, have confirmed that they expect the majority of sites to be complete by the end of 2018; and all sites to be complete by March 2019.

In addition, the survey team have managed to physically assess almost a third of the 309 sites which may require infill ESN coverage. Initial analysis suggests that only 100 or so sites will need such coverage.

The August Programme Board agreed to set up a new project to identify locations - in-building or outdoor – that are outside EE contractual handheld coverage but deemed critical for transition. The project has worked with user organisations to agree criteria for identifying these locations and a gap analysis is underway. This work is likely to be concluded by December, following which surveys will be undertaken to establish how many locations will require solutions.

Coverage Testing and Assurance

We are still negotiating with EE on their plan to test their coverage commitments.

Devices Progress

Handheld

- The procurement is continuing, with Evaluation and Moderation due to complete by the end of October.

Device Order Fulfilment (DOF)

- A supplier event was held on 19 September to enable the Programme to engage with the market and articulate what we would want to achieve with a DOF supplier. A Request for Information (RFI) has been issued, with responses due mid October.

Vehicle Devices

- The Selection Questionnaire (SQ), starting the procurement process, was issued as planned on 4 August. However, further technical requirements subsequently surfaced, meaning an updated set of requirements and timeline will need to be issued to the market. This revision means the expected contract award date is now May 2018, rather than March 2018.

Transition

In response to information gathered in the User Engagement survey, a revised Transition team structure will be launched on 2 October. The new structure comprises 3 units;

1. **Transition Assurance** - provide assurance to ESMCP that nationally all User Organisations are planning and delivering transition in line with Programme expectations.
2. **Transition Planning and Reporting** - provide the products and support to user organisations enabling them to understand and undertake the detailed planning activities required for transition to ESN.
3. **Transition Support**, - provide effective engagement; building stakeholder confidence in ESN.

Resilience

As reported in the July Programme Board update, the Senior Users on the Programme appointed ITSUS Consulting to provide an independent review of resilience. The Programme Board considered the resulting paper which concludes that “the concept of a fully resilient ESN capability (equivalent resilience) should continue to be the expectation...” The report’s findings had been endorsed by the User community through their various governance routes. The Board agreed that the Programme should devise a series of options for Users, including their costs, risks and mitigations, for discussion at the November Programme Board.

Motorola User Interface/ User Experience

Three User Working Groups have been established for Users to provide input and guidance to Motorola on how they expect the Public Safety requirements to be delivered from a functionality and usability perspective. This helps Motorola understand the Users’ concern, understand the configuration settings that best suit Users (as described in use cases), and for the Programme to prepare for User Acceptance Testing and Trials with use cases that best reflect the way Motorola products work.

From observations and concerns raised by Users, a number of new User requirements may be necessary, along with a much larger number of clarifications against existing User requirements for Motorola to consider. Approval was given by the Board for the change process to commence.

Public Accounts Committee

The Home Office Permanent Secretary, Philip Rutnam and Programme SRO, Stephen Webb, have been invited to reappear in front of the Public Accounts Committee on 13 November.

The Committee made some recommendations to the Programme following our previous appearances in front of them. The Programme response to these recommendations, referred to as Treasury Minutes, will be published on 19 October. A link to the document will be included in the next Programme Board Update.



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