

IDENT1[®] Technical bulletin

October 2006

Service trends look positive

PITO's IDENT1 Service Manager, Ian Whitlock, has been working closely with Northrop Grumman (NG) over the past five months to improve service reporting on areas of most interest to IDENT1 users.

He has focused on ensuring that the IDENT1 monthly and weekly Service Reports are fully incorporated into NG's Service Improvement and Service Assurance. Up-to-date and timely Service Reporting is enabling PITO and NG to assess the progress and success of Service Improvement initiatives. We can now observe trends across 3-6 month periods to check they are heading in the right direction, and to use them as a basis for Service Improvement activities.

The main areas being analysed are the System Availability and Service Restoration (ie, after system or apparatus failure) Key Performance

Indicators (KPI). We believe these are two of the most significant areas affecting the end-to-end service experienced by IDENT1 users. As Ian reported at the recent IDENT1 User Board, the trend-lines in both of these categories are moving upwards. PITO will keep watching this trend to ensure the improvement is sustained.

Measuring down time

As well as monitoring the existing 'Service Performance Metrics', Ian has been working with NG to develop 'Shadow Metrics' to improve the service reporting regime and align it better with the users' experience of the Service.

'Shadow Metrics' are additional measures of service performance which are allowed under the IDENT1 contract. At present, NG has processes and systems in place to measure when the central and secondary systems are

down, and when 'down time' occurs on 'critical' items within the bureaux, as specified in the IDENT1 contract. However, PITO is conscious that if items currently defined as 'non-critical' develop faults, this can seriously hinder work within a bureau.

Workshops were held in June and August to develop ways of measuring and reporting on these 'non-critical' areas which have a business impact on the bureau users. The availability of workstations and peripherals has been defined as a 3rd 'domain' that PITO would like to see monitored and measured as part of the 'end-to-end' service availability. User and service satisfaction measurements will also be introduced into the performance reporting regime.

The implementation of 'Shadow Metrics' started in September. Ian will report on the initial measurements and any trends at the December meeting of the IDENT1 User Board.

IDENT1 Release Timeline up to EOS1

Below for your information is the schedule for major IDENT1 releases from July 2006 up to the EOS1 (Enhanced Operational Services) milestone in July 2007.

There was a lot of interest from the audience at the Strategic Briefings in May, so here it is:

IDENT1 Release items and scheduled month

National Livescan roll-out until Jan 07

R18 - Aug '06	R26 - Aug '06	R19 - Oct '06	R18A - Oct/Nov '06	R27 - Dec '06	R19a - Jan '07	R20 - Feb '07	R21- May '07
<ul style="list-style-type: none"> - SAGEM Prim Alg - Central Arch 1 - Multi reg collect & store - Oracle Bureau S/W & Reports - Identity Mgmt Design - Oracle Bureau Migration 	<ul style="list-style-type: none"> - UIE2 Event at Solihull (prototype) 	<ul style="list-style-type: none"> - Scot Bus Process - Scot Data Migr'n - Livescan Updates - Extradition 2 	<ul style="list-style-type: none"> - Service Continuity Capability 	<ul style="list-style-type: none"> - UIE3 Event at Solihull (prototype) 	<ul style="list-style-type: none"> - Oracle Central 	<ul style="list-style-type: none"> - Multi-reg Searching - MIS/Audit/BI - Central Arch 2 - PNC Warning Flags 	<ul style="list-style-type: none"> - Final Bureau Arch & HCI - Web Portal - Integ Desktop - CBT - Other Ext I/F - Identity Management
		<ul style="list-style-type: none"> - R18 Patch - Lantern 					

Scotland CHS

Mar 06

Jul 07

 Base IDENT1 capability
 Completed

IDENT1 Glossary of Acronyms

This glossary has been produced by the IDENT1 Joint Communications Group (comprised of representatives from PITO, NG and the User community). We hope you find this a useful reference.

October 2006

Abbreviation	Description	Abbreviation	Description
AFIS	Automated Fingerprint Identification System	EOC	Enhanced Operational Capability (contract milestone)
AFR	Automated Fingerprint Recognition	EOS	Enhanced Operational Services (contract milestone)
API	Application Programming Interface	EOS1	(first) Enhanced Operational Services (contract milestone)
ARRNOT	Arrest Notification	ETS	External Transaction Server
ATB	Acceptance Test Bed	FAC	A background process running continuously on each workstation
BIA	Bureau Image Archive	FAT	Factory Acceptance Test
BLAN	Bureau Local Area Network	FIA	Fingerprint Image Archive
BOM	Bill of Materials	FIN	Form Identification Number
BOS	Baseline Operational Services (contract milestone)	FMA	Fingerprint Matching Accelerators (to be discontinued)
BRC	Back Record Conversion	FOC	Full Operational Capability (former contract milestone)
BRE	Back Record Encoding	FPO	Fingerprint Officer
BRR	Build Readiness Review	FQC	Fingerprint scan and Quality Check
BWIP	Bureau Work In Progress	GMCI	Generic Mark Camera Interface
CAD	Central AFR Data	GUI	Graphical User Interface
CBT	Computer Based Training	HCI	Human Computer Interface
CCN	Change Control Notice (ie, change to the IDENT1 contract)	HDC	Hendon Data Centre
CDR	Critical Design Review	HOB	Head of Bureau
Central STP	Central Transaction Control	IAFS	Immigration Automated Fingerprint System
CJ Act	Criminal Justice Act	ICD	Interface Control Document
CJX	Criminal Justice Extranet	IFB	Immigration Fingerprint Bureau
CM	Configuration Management	IND	Immigration and Nationality Directorate (Home Office)
CONOPS	Concept of Operations	IRS	Interface Requirements Specification
COTS	Commercial Off-The-Shelf (hardware/software)	ISDN	Integrated Services Digital Network
CPU	Central Processing Unit	ISRS	Image Storage and Retrieval Subsystem
CRO	Criminal Records Office Number (PNC & IDENT1 records)	ISS4PS	Information Systems Strategy for the Police Service
CSN	Case Submission Number	ITT	Invitation to Tender
CT	Counter Terrorism	JPEG	Joint Photographic Experts Group
CWIP	Central Work In Progress	KBM	Knowledge Based Matcher
DITL	Day in the Life (testing imitating a daily workload)	KPI	Key Performance Indicator
DLT	Digital Linear Tape		
DMX	External Transaction Server		
DOR	Detailed Operational Requirements		
dpi (DPI)	Dots Per Inch		
DRS	Disaster Recovery System		
ECP	Engineering Change Proposal		

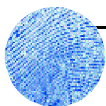
Continued next page

IDENT1 Glossary of Acronyms (continued)

October 2006

Abbreviation	Description	Abbreviation	Description
LAN	Local Area Network	SCORD	Specialist Crimes Operational Response Database
LDAP	Lightweight Directory Application Protocol	SCSI	Small Computer System Interface
LDs	Liquidated Damages (penalty under contract)	SDLT	Super Digital Linear Tape
MIS	Management Information System	SGG	SGG is the name of a software component within the system. It is the guaranteed delivery software component that sits under the XIPC
MOU	Memorandum of Understanding	Shadow Metric	A provisional SLR measure to be monitored and assessed pending potential introduction as a formally scored SLR measure
MPLS	Multi-Protocol Label Switching	SISP	Strategic Identification Services Platform
MRC	Repository Management	SLR	Service Level Requirements
MSN	Mark Submission Number	SQL	Structured Query Language
NFB	National Fingerprint Board	TIM	Technical Interchange Meeting
NFO	National Fingerprint Office	TNA	Training Needs Analysis
NG	Northrop Grumman	TOR	Transfer of Operational Responsibility (contract milestone at which the IDENT1 service superseded the NAFIS service)
NIST	National Institute of Standards and Technology	TOR-SAFR	Transfer of Operational Responsibility for Scottish Automated Fingerprint Recognition system (former contract milestone)
OGC	Office of Government Commerce	TRR	Test Readiness Review
ORD	Operational Response Database	UDT	User Design Team
ORR	Operational Readiness Review	UIDB	Unidentified Database
ORV	Operational Readiness Validation	UIE	User Input Evaluation
PDR	Preliminary Design Review	UPS	Uninterrupted Power Supply
PEDB	Police Elimination Database	URN	Unique Reference Number
PIFE	Police Information Fingerprint Exchange	UTB	User Test Bed
PITO	Police Information Technology Organisation	VDD	Version Description Document
PM-PP	Palm Mark to Palm Print	WAN	Wide Area Network
PNC	Police National Computer	WSQ	Wavelet Scalar Quantisation
PSNI	Police Service of Northern Ireland	XIPC	XIPC is a piece of software. Its role is to act as a guaranteed messaging system, in that it will inform the user if the request for central services has not reached the appropriate part of the central architecture
QA	Quality Assurance		
RAID	Redundant Array of Independent Disks		
RAM	Random Access Memory		
RM	Requirements Management		
ROM	Rough Order of Magnitude		
RVTM	Requirements Verification Traceability Matrix		
SAFR	Scottish Automated Fingerprint Recognition system		
SAT	Site Acceptance Test		
SCC	Serious Crime Cache		

Visit the Identification micro-site www.pito.pnn.police.uk/microsite/identification



Contact the project team

Send us your feedback on this IDENT1 Technical bulletin, including subjects you would like us to cover in the future. To receive the IDENT1 Technical bulletin regularly, either by e-mail or post, send your address to ident1@pito.pnn.police.uk or IDENT1 News, 8th floor, New King's Beam House, 22 Upper Ground, London SE1 9QY.

