

Case Study: The C3i Programme.

I was brought in as the Systems Administrator in February 2001 on a six month contract, initially this was supporting a single Windows NT4 box and some 60 users. Within this time the programme had successfully undergone a tender process and awarded the contract to Lockheed Martin. We were scheduled to move out to rented accommodation and I was tasked with analysing our requirements in terms of IT and telephony. I developed a strategy and secured the funding for 13 servers and other Equipment in principle, it was subsequently announced that we would be remaining within the MPS estate.

The Challenge:

Having architected the network from the bits we procured I set up building the system to support 175 users in house and initially 500 in the wider estate. I had to negotiate the interface between our private network and the corporate LAN and once we had connection board approval we deployed the network on a rolling basis refurbishing the office space as we went along. I put in place the support procedures for the users, the hardware and where necessary obtained free vendor installations for their software. The desktops had various builds depending on the role and function of the users and we made Ghost images of these for rapid deployment of assets. Due to the critical nature of the work we were undertaking I deployed monitoring solutions with pagers to alert myself to network failures and responded to these 24/7. The network was eventually split across two main sites and I project managed the de-camp to the DOI building from Cobalt Square and the splitting of the domain into two Subnets routed across the corporate infrastructure. Eventually this became one domain at Edinburgh House with remote users mapping our infrastructure via the Corporate WAN.

I received a personal thank you for my work from the Director of Information, Ailsa Beaton. I continued to proactively manage our network ensuring the users had no unscheduled down time, although there were circumstances where the building suffered from failures, providing support to the end users wherever they were. I was fortunate enough to have also been involved in the acceptance testing of the sites we delivered as well as being called upon by my manager, Deputy Assistant Commissioner McPherson to provide liaison support and trouble shooting expertise where he needed me.

The Outcome:

The C3i Programme concluded in November 2007 having delivered the biggest change programme in the UK and receiving the biggest investment in a police force globally ever to a host of accolades and awards. I am proud to have been a member of the team that architected, transformed and delivered The Metropolitan Police Service the tools to take it forward to the next century of policing.