



Response Date: 21/08/2024

2024/778 - ICCS system

In response to your recent request for information regarding;

What is the name and software version of your current ICCS system?

LifeX 3.8

What is the contract end date of the existing ICCS system?

November 2026

Are there any plans to replace it, if so when?

No

What plans (if any) are in place to collaborate with partner Forces/Agencies in terms of sharing the technology, or actual control rooms?

None

What is the name of your Computer Aided Dispatch (CAD), software version, and contract end date?

ICAD - June 2026

What back-office systems is the CAD integrated into?

LifeX 3.8, NICHE RMS, NICE Inform 10

Are there any plans to replace your CAD system and if so when?

Yes, these are underway. Expected 2025/26

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 16/08/2024