Europris event
April 2013

Prison-NOMIS Implementation
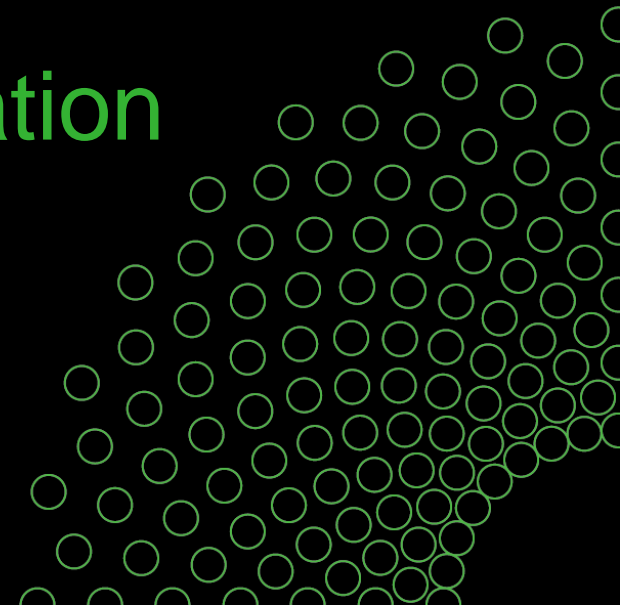
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Background

The Carter Report

- The Carter Report and CJA2003 related directly to the need for an effective NOMS wide information management tool and a National Offender Management Information System (NOMIS) programme was created.

- In addition to the above, it was recognised that some of the legacy operational systems used across both HMPS and NPS were becoming increasingly unreliable and in danger of becoming unsupportable.

Timescales

- **June 2004 -** HM Prison Service and National Probation Service were intending to replace their legacy systems.

- **July 2005 –** Following on from The Carter Report, a decision was taken for Prisons and Probation to adopt a software application developed by the Canadian firm **Syscon Justice Systems Ltd**

- **Deployment** of the newly named Prison-NOMIS to all public prisons and Headquarters was completed in May 2010, and to privately operated prisons by 2012.

Implementation

All prisons and all categories of prisoner

130 prisons, approximately 50,000 users

Average prison population: 80,000

Supported by Prison Service Instruction

Private prisons also use their own applications

Functionality

Prisoner activities

Prisoner pay/finance

Incentives and earned privileges

Image display

Mandatory Drug Testing

Incident management

Admission and release

Movements

Sentence calculation

Integrated word processing

Case administration

Visits management

Licence production

Interfaces

These are many and varied:

Police National Computer

Prison shops

Probation systems

OASys – risk assessment tool

Prison security application

Prison NOMIS business benefits

- Single centralised offender database

- Management Information

- KPI's and KPT's

- Enhanced Resilience

- Efficiency Gains

- Performance

- Data Sharing

Implementing Prison-NOMIS

- Site Preparation
  - Senior Manager on site to lead local team
  - Collect reference data
  - Attend Training (5 to10 hours on average per person)
  - Business Process Mapping
  - 7 to 9 month local implementation plan (MS Project)

- Support to establishments
  - Tools & templates
  - Local point of reference for each establishment (Support Manager)
  - Training provision
  - Reference data checks
  - Go-live Saturday night/Sunday morning

Deployment Issues

- Deployment schedule was aggressive with limited time to fix and/or change the system

- Deployment activity was significant and required more than the 8.30 – 5.30 support provided by the team

- Poor quality of reference data supplied by establishments

- Associated Business Change not fully understood

- Training was not granular or function specific

- Support resources within the team were limited

Post deployment Issues

- Use of Prison-NOMIS and data quality was inconsistent leading to significant post-deployment business repairs provided by Live Services and a Business Transition team

- Reporting (MIS and OR) performance issues

- Backlog of operational and functional change

- Outstanding defects requiring a review

- The need to review and improve all Prison-NOMIS extracts and interfaces

- Ongoing resource and scheduling conflicts

- 'End-to-end' service management processes needed to be more robust

Business Transition Team

The team focused on those prisons which need help, this has been informed by, data on system usage and the Prisons' own surveys post cutover

The purpose of the team was to:

provide tailored support and advice to establishments

provide business advice to Live Services in relation to changes and requirements

support establishments in realising benefits and publish a "good practice" user guide.

Prison-NOMIS support lessons learned

- Support to business processes needed to be managed closely. Business Process Mapping as part of deployment activity is key

- Comprehensive data cleansing of legacy applications locally is essential (good 'housekeeping' and management of data should already take place)

- Ensure processes locally are audit compliant. Prison NOMIS does not allow you to cut corners

- There were significant post-deployment business repairs provided by Live Services and a Business Transition team

Prison-NOMIS Support Lessons Learned

- The need for appropriate local champions/key staff in crucial areas:- Finance, Custody, Offender Management, Visits, Reception, Industries/Workshops (Prisoner Pay)

- Make sure that the right staff with the right skills are selected to be local administrators

- The need for a forum for the above staff to meet regularly to share knowledge, lessons learned and best practice.

- Reporting (MIS and OR) support was significant

- Outstanding Defects requiring a review and prioritisation – how do we do this?

Prison-NOMIS future changes and outstanding issues

Balance between technology and functionality changes

 Functionality changes include sentence calculation, probation licence amendments

 Infrastructure upgrades to ensure application's supportability

Engagement of policy leads in prioritisation

Consistent use of the application, driving up accuracy and timeliness of the data

Consistent and reliable identification of prisoner – on every visit

Information governance issues and data sharing

Ability to change the application quickly and easily

Provide interfaces to and from Prison NOMIS with kiosks, other applications and other CJS partners.

End