

## **APPLICATION MANAGEMENT POLICY**

### **1. POLICY STATEMENT**

- 1.1 IT applications in use at BTP will be actively managed in accordance with this over-arching policy, which recognises both bespoke business systems and standard package solutions provided by third-party suppliers. These may be hosted either internally or externally to the organisation.
- 1.2 Each of the business portfolios are represented by a COG member (namely DCC, ACC Crime, ACC Operations, Director of Finance & Corporate Services, Director of HR) and each of the incumbents are Senior Responsible Owners (SROs) for all applications falling under their jurisdiction.
- 1.3 Every IT application will be represented by a business Application Manager (AM), who will be appointed by the associated Senior Responsible Owner. An Application Manager may be responsible for one or more applications and will oversee the day-to-day management of these systems. It is expected that system risks identified and compliance status will be reflected within the Area or Portfolio risk register. Wherever possible a deputy should be appointed to fulfill the responsibilities of the Application Manager in their absence or unavailability.
- 1.4 Whilst strategic responsibility rests with the Senior Responsible Owners, operational compliance with this policy is the responsibility of the business Application Managers. Their conformity and diligence will be supervised and reported on by the Force Applications Manager (FAM), who reports to the Chief Information Officer (CIO).

### **2. OVERVIEW**

- 2.1 In the aftermath of some high profile national incidents, commissioned reports (such as the Bichard Inquiry) called for police forces to adopt a joined-up approach to IT and the exchange of information. This brought about Government reforms which exerted pressure on ACPO and NPIA to invoke change.

- 2.2 In turn the National Policing Plan and Code of Practice advocated the standardised and consistent use of IT, improved co-ordination among Police Forces, reduction in the cost of interoperability and promotion of intelligence sharing. The Information Systems Strategy For Police Services (ISS4PS) was initiated, endorsing adoption of the accredited governance framework known as ITIL (Information Technology Infrastructure Library).
- 2.3 ITIL's service methodology contains a number of vertical disciplines and horizontal processes, with the latter including Application Management. Establishment of this function at BTP will render cohesion and governance to business applications, whilst ensuring that tangible benefits to the organisation are derived by exploiting the software.
- 2.4 A new Application Management portfolio has been created within the Technology department led by the Force Applications Manager, reporting directly to the Chief Information Officer. The Force Applications Manager has a brief to draft documentation, implement procedures, apply metrics and ensure compliance to operational standards. The Force Applications Manager will also offer guidance on implementing processes and managing risks to applications.

### **3. APPLICABLE DATE, MONITORING AND REVIEW**

- 3.1 This policy is applicable from 14 October 2008. It will be reviewed on a periodical basis (but not less than every 3 years) to ensure that BTP observes best practice and demonstrates continuous improvement.

### **4. OWNERSHIP**

- 4.1 This policy is owned by the Chief Information Officer. Any questions and comments related to this policy should be directed to the Force Applications Manager at BTP Force Headquarters (48847).

### **5. ASSOCIATED DOCUMENTS**

- 5.1 This policy statement should be read in conjunction with the Application Management Standard Operating Procedure.