

National Resilience Extranet Newsletter Number 2 April 2010

1) Introduction:

This is the second in a series of monthly newsletters produced by CCS and the service providers BT and Ultra Electronics, to give all stakeholders, or those with an interest in the NRE, an update on how the project is progressing.

2) Project Update:

After consultation with the Stakeholder Working Group the NRE Project Board agreed to extend the pilot period by a month. This phase of the project will now finish on Friday 30th April, with the service entering Initial Operating Capability the week commencing 3rd May 2010.

As such, an updated NRE Implementation Strategy (V1.1 - 29MAR10) and letter outlining the reasons behind the extension, were issued by Kathy Settle (Deputy Director CCS, Local Response Capability) the NRE Project Sponsor. This information was released via the CCS Resilience Bulletin w/c 29th March.

3) Standard Operating Procedures:

Another workshop is scheduled to take place on 29th April, in London, with members of the NRE end-user community. The aim of this session is to review the work undertaken to bring the Standard Operating Procedures (SOPs) up to Version 1.1, and for users involved in the final month of the pilot to contribute to the development of V1.2 of the SOPs.

The SOPs is a dynamic document and will continue to evolve over the lifecycle of the NRE. It is also intended to be the basis for the forthcoming "End User" training package that CCS and Ultra are developing.

4) NRE in action:

As uptake for the NRE continues nationwide, a number of LRFs have tested the Atlas Collaborate functionality for their multi-agency exercises. All the exercises have been

supported by Ultra Electronics technical support team who have offered advice on the use of the application and gathered feedback for potential improvements in future upgrades.

Next week Cumbria LRF is looking to host another exercise which we will be reporting in the next issue. If you are in the process of planning an event and need application support, please contact Ultra Electronics directly. Why not share your experience in the next newsletter?

5) GCSx to GSE connectivity issues:

After speaking with colleagues in DWP's GovConnect team, the NRE secure URL has been added to the "white list" of approved domains for all Local Authorities who use GCSx. Ultra, liaising with DWP, are undertaking some further testing to confirm that all previous issues have been eradicated, and that the GCSx provides a robust and stable connection to the NRE.

6) Fixes, updates and patches:

Part of BT and Ultra's commitment to delivering the NRE is to ensure that it continually meets the subscribers' needs. Below is a list of items that have been fixed in Atlas Collaborate and the NRE Portal to enhance the subscriber's experience.

Atlas Collaborate V1.0.03 – Implemented 12th April 2010

The following enhancements and fixes have been incorporated into the 1.0.03 release of NRE Collaborate:

- The ability to save draft briefings
- Coloured tabs in populated areas of briefing
- The ability to send out mail to none NRE users
- Briefings can now be attached to notifications
- Documents within Collaborate to open within browser window
- Black list for documents that can not be uploaded.
- Add document ID to search criteria
- Discussion board – topics to now have a maximum idle time of 100 days
- Notification emails will now be marked with their classification
- Start Date field now added to event dialogue

- Workgroup Security Default values and inheritance
- New event confirmation prompt added, for example: “You are about to add an event to group ‘Lancashire LRF’, please confirm this is the correct group for this Event”

NRE Portal V1.1

A number of background fixes have been implemented in this version with some functional updates including the addition of a browser ‘Bookmark’ button that allows the user to bookmark the NRE URL to their Favourites area.

Coming in Atlas Collaborate V1.1.00 – scheduled end April

The following enhancements and fixes are planned for release within the 1.1 release of NRE Collaborate (this list is not exhaustive):

- Briefings will be given a specific title and deadline
- Within Document Store there will be a visible upload progress indicator
- To make sure Contacts are kept up to date, functionality added so that users will receive quarterly emails to update their contact details
- For Calendar events, you will be able to add hyperlinks to external items

7) Feedback on the NRE

All feedback on any aspect of the NRE, the Collaborate application, training or the Standard Operating procedures should be sent direct to Ultra’s support desk.

Contact details:

e-mail: support@ultra-datel.com

telephone: 01772 907 600

By sending feedback here it can be logged and a unique reference assigned. This will allow users to track their call through the system and allow Ultra to provide updates or explain fixes directly to the person who reported the issue.

8) Further Information:

Can be found at the following websites:

www.resilience-extranet.co.uk or
www.cabinetoffice.gov.uk/NRE

Alternatively e-mail:

NREenquiries@cabinet-office.x.gsi.gov.uk or
support@ultra-datel.com

Telephone:

0207 276 5383 – Cabinet Office CCS
01772 907 500 or 600 – Ultra Electronics

9) Call for articles

Do you have any NRE news or experiences that you would like to share with others within the wider community? If so, please contact NREenquiries@cabinet-office.x.gsi.gov.uk or marketing@ultra-datel.com.