



Special points of interest:

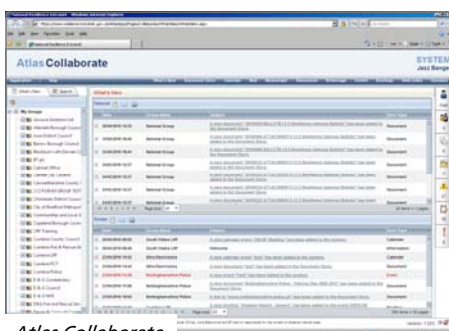
- NRE Standard Operating Procedures manual version 2 released
- Welsh Assembly Government share their NRE experiences
- Sponsor training Q&As
- Recent software update details

Introduction:

This is the fourth in a series of monthly newsletters produced by the Cabinet Office 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.

NRE Project Update:

The NRE system is now bedding down into Initial Operating Capability (IOC) and the user base is gradually increasing.



Atlas Collaborate screen shot

At the time of writing there are approximately 700 users from over 100 different organisations. This number is increasing all the time.

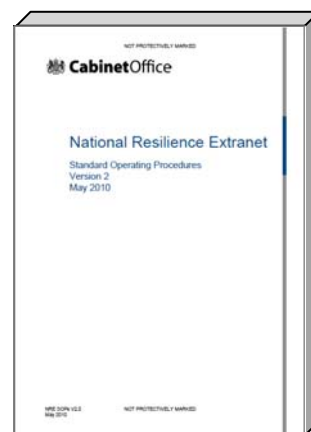
The Atlas Collaborate application has now been "base-lined" at V1.1. This was the version that was released into IOC and will be used as reference for all future versions

Standard Operating Procedures:

Version 2 of the Standard Operating Procedures (SOPs) is now available to view or download from www.cabinetoffice.gov.uk/nre.

Again, we welcome any feedback which should be sent to NREenquiries@cabinet-office.x.gsi.gov.uk.

The next SOPs workshop is on the 6th July, at 35 Great Smith Street.



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NRE Governance Structure:

The NRE Governance Structure document is nearing its final draft and will be issued in time for the NRE National User Group on 7th July at Admiralty Arch.

The National User Group is an integral part of this Structure and

is a platform for end users to highlight changes that they would like to see introduced in future versions of the Atlas Collaborate application.

If you wish to attend the National User Group, please

contact Ultra Electronics on 01772 906 490 or email NRE.marketing@ultra-ccs.com.

Places are limited due to the capacity of the venue so book now to reserve a place.

NRE in Action — Welsh Assembly Government Update:



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

“Our next step is to get our users together to start looking at the NRE as a group – talking about how we are going to use the NRE is a lot easier when you have it in front of you.”

Peter Kellam, Emergencies Branch Welsh Assembly Government, provides an overview of his experience so far of the NRE and offers useful advice for implementation:

“Now that we have our NRE subscriptions our immediate priority is familiarisation of the system. Within the Welsh Assembly Government, the Emergencies Branch has taken the lead working with colleagues in other departments.

Within the Branch we have initially opted for three individual licences to allow different teams routine access and to ensure that we have resilience for our Sponsor role. We have also opted for a further three generic licences to ensure that we can provide a capability for response operations within our emergency co-ordination centre.

Other divisions and departments with emergency response roles in

animal health, human health, flooding and roads have also subscribed. Most have opted for at least one named licence for their Sponsor and a generic licence too.

We opted to get our Sponsor training in early and brought the trainers to Cardiff holding the courses in our co-ordination centre.

One lesson learnt from this experience is not to leave it too long between getting Sponsors trained and securing your licences. Once trained, sponsors will benefit from getting hands on with the NRE straight away and maintain the momentum generated by the training.

We are very much in the early stages here getting a feel for the all the different components of Atlas Collaborate. The release of the user guides and the launch of the training environment both represent significant advances in these early and

experimental stages.

Our next step is to get our users together to start looking at the NRE as a group – talking about how we are going to use the NRE is a lot easier when you have it in front of you.

We are also working with colleagues in the Dyfed Powys, Gwent, North Wales and South Wales LRFs to ensure co-ordination at the pan Wales level. Each of the LRF co-ordinators now has a licence and individual organisations are starting to subscribe.

We’re planning to raise further awareness and work on familiarisation of the NRE in the Autumn, with a view to being in a better position for Exercise Watermark in March 2011. This exercise is important as it will possibly be the first pan Wales test of the NRE in response mode.”

NRE Training:

Sponsor Training is the important final step before your NRE licences are activated. Below we have captured answers to your common training questions.

Q: Do I need training?

Yes. Each organisation subscribing to the NRE must have a Sponsor/administrator. The size of your organization will determine how many Sponsors you need. For resilience purposes we recommend at least 2. Your Sponsor(s) need to attend the mandated Sponsor training course.

Q: What skills does a Sponsor need?

This should ideally be someone from an emergency planning role that is computer literate.

Q: How much does it cost?

A delegate place at one of Ultra Electronics facilities costs £109.50. Courses can be held at your own facilities, for up to 10 delegates, at a cost of £1,095.00 plus our trainer’s expenses, which is dependent on your location. For an exact quote please contact our training team.

Q: Where does training take place?

At Ultra Electronics facilities in Preston and High Wycombe or at a customer’s own site. If you wish to host training at your own site, a facilities questionnaire must be completed and returned to make sure the facilities are suitable to carry out the training.

Q: My LRF is booking training for us, what happens now?

Contact Ultra Electronics for your NRE licences application. Ultra Electronics will issue you with a connection agreement that you need to sign and return with a purchase order.

Q: What does the course cover?

The 1 day course covers the security and functional responsibilities that the Sponsor must carry out.

Q: How do I go about booking my training?

Indicate this on your NRE expression of interest form or contact our training team. Once booked, you will be sent joining instructions containing the course details.



Sponsor Training Course at Ultra Electronics facilities, Preston

GCSx and PNN to GSE Connectivity Issues:

We are still working on establishing connectivity across the entire PNN community. We have established connections with NPIA and several other police forces but Ultra Electronics are continuing to working with C&W

and NPIA to rectify the connectivity issue across all forces participating in the NRE PNN testing group.

Once this has been completed satisfactorily, CCS and NPIA will

release a communication to all police forces in England and Wales to inform them of any local settings that may be required to support this connectivity.



Fixes, Updates and Patches:

The following significant updates have been made to the NRE since last month.

Training Mode

Following feedback gained from the User Community a Training Mode has been created and added to the services menu on the NRE Portal.

This now allows all Users to enter Atlas Collaborate and utilise functionality in an environment away from the live system. It is simple to use and unlike the previous Training System is accessible via your live login.

Guidance on the Training Mode and how to gain access to it can be found on the NRE Services page (front page).

NRE Connectivity Test Site

As each Organisation has its own unique network restrictions and IT protocols it is difficult to predict how the NRE will perform. As well as defining the network and browser settings in the NRE Service Specification, a NRE Connectivity Test Site has been created to allow users that will

access the NRE via the Internet to check that they are able to connect to the login page. Once users successfully get to this page they are asked to follow the instructions, download and install a digital certificate.

Completion of both of these tests indicates that the Organisation will be able to connect to the NRE once they have their account details.

To test your connectivity to the NRE, click on the following site: <https://cts.resilience-extranet.gov.uk>

User Guides

Following some feedback from a number of Stakeholder Users the User Guides have now been published on the NRE.

There are four documents:

- *NRE Logon and Portal User Guide – UG 519*

This document describes the basics of the system; how to connect, installing digital certificates, changing and resetting passwords, navigation and the main features of the NRE Portal.

- *NRE Portal Sponsor Guide – UG 520*

This document focuses on the role of the Sponsor and provides guidance on all User Account Tasks (including, creation of Users, edit Users, delete Users, Certificate Administration and password resets)

- *NRE Collaborate User Guide – UG 521*

This document takes the User through each of the NRE modules from a functional perspective and provides details on the core concepts (including Security model) of Atlas Collaborate.

- *NRE Atlas Admin Guide – UG 522*

This document focuses on the role of the Administrator within Collaborate and provides guidance on the Security Model including setting up of Functional Access Levels (FALs), Workgroups as well as general set up of Calendars, Event Types/ Levels, Briefing templates and Contacts.

Guidance on where to locate these Guides can be found on the NRE Services page.

“BT and Ultra Electronics are committed to delivering the NRE, and will provide both the ongoing day-to-day support and the enhancements agreed by a change control process in order to evolve the system so that it continues to meet the subscribers’ needs.”

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
- NRE.marketing@ultra-ccs.com.



NATIONAL RESILIENCE EXTRANET



NRE Newbies:

A warm welcome to the following organisations that have signed up or bought additional licences on the NRE this month:

- Mid and West Wales Fire & Rescue Service
- Department for Environment Food and Rural Affairs
- West Yorkshire Fire & Rescue Service
- North Yorkshire Police
- North Yorkshire County Council
- NHS Swindon
- Government Office for the East Midlands
- Telefónica O2 UK Limited
- Great Western Ambulance Service NHS Trust
- Welsh Assembly Government
- Blaenau Gwent County Borough Council
- Selby District Council
- Hampshire Constabulary
- Hywel Dda Health Board
- Portsmouth City Council
- Kirklees Metropolitan Borough Council
- Devon & Somerset Fire & Rescue Service
- Cornwall Council
- Barrow Borough Council
- Essex County Council
- Wyre Borough Council
- NHS London
- NHS East Riding of Yorkshire
- Humber Emergency Planning Service (East Riding of Yorkshire Council)
- Humberside Fire and Rescue Service
- South Western Ambulance Service NHS Trust
- Swindon Borough Council
- NHS Hull
- Ceredigion County Council
- Hastings Borough Council
- Wirral Council
- Bury Metropolitan Borough Council
- Torfaen County Borough Council
- Gwent Police
- Adur District Council


CabinetOffice


Working together to deliver the NRE

Further information:

Websites

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

Telephone

- 0207 276 538 – CCS
- 01772 907 600 – Ultra Electronics

E-mail

- NREenquiries@cabinet-office.x.gsi.gov.uk
- NRE.marketing@ultra-ccs.com

Feedback on the NRE:

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

Contact details:

e-mail: service.desk@ultra-ccs.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 Electronics to provide updates or explain fixes directly to the person who reported the issue.

IMPORTANT: dates for the calendar...

**21-23 June —
Emergency Planning
Society Annual
Conference, Glasgow**
Visit Ultra Electronics on Stand 34.



**7 July — NRE National User Group,
London**

Register your interest by email to
NRE.marketing@ultra-ccs.com or
NREenquiries@cabinet-office.x.gsi.gov.uk