



Special points of interest:

- NRE passes 1,000 users landmark, across 209 agencies across the UK
- NRE Standard Operating Procedures manual version 2.1 released
- Folder structure advice
- Recent software update details

Introduction:

This is the sixth 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:

In accordance with the project schedule set out in the NRE Implementation Strategy and the NRE Contract's Service Level Agreement, the service providers were required during Initial Operating Capability (IOC) to provide 3 months consecutive service availability of 99.6% or greater per month. This target was achieved which meant that the CCS project board signed-off the NRE into Full Operating Capability (FOC) from Monday, 2nd August 2010.

On 20th August the service passed the 1,000 users mark across 209 agencies.

Surrey County Council was the organisation that took the user base over the milestone. For helping us achieve this milestone they have been provided with an additional five Atlas Collaborate seats, free of charge, for the next twelve months.

At the two thousand users milestone we will be looking to fund an extra batch of free licences to

the organisation that takes the service over that threshold; further incentives of one day's consultancy services from Ultra Electronics, free of charge, may also be included for when the user base reaches this next milestone.



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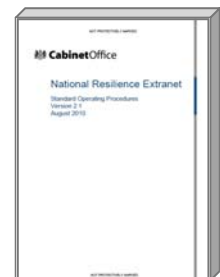
Standard Operating Procedures:

Version 2.1 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 date of the next SOPs workshop has yet to be confirmed.



NRE Governance:

Since the NRE National User Group that took place in July, the NRE Governance Structure document has been redrafted to reflect the discussions that took place during the day and will be issued prior to the next user group. This event will take place on 4th November, in Birmingham.

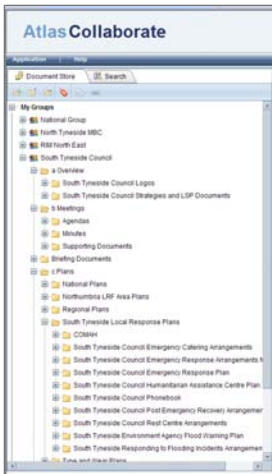
The National User Group is an integral part of this Structure and is a platform for end users to highlight changes that they would like to see introduced in future versions of the Atlas Collaborate application.

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 — South Tyneside Council Shares Document Store Tips:



South Tyneside Council's Top-Level and sub-folder structures within Document Store, Atlas Collaborate

“However, we must consider the wider role of the NRE, which is to quickly enable responders to easily access the right information, at the right level, at the right time.”

James Elliott, Emergency Planning and Response Coordinator, South Tyneside Council, provides an overview of how they have structured their folders within Document Store:

“South Tyneside Council has been an early adopter of the National Resilience Extranet (NRE) since April 2010.

Since then, the Environmental Health and Resilience service has been developing a folder structure for the NRE Collaborate Document Store to share plans, documents, GIS data and other kinds of information. Therefore, it is extremely important that a logical folder structure is developed from the outset so that other responders are easily able to share information and data through Collaborate in other Local Authorities and in the wider Northumbria Local Resilience Forum.

South Tyneside Folder Structure

South Tyneside Council has developed its own Document Store folder structure based on the outline provided by the NRE SOP, with the addition of a ‘Geospatial Datasets’ folder.

Top-Level Structure – Meetings

Three main sub-folders fall under the ‘Meetings’ top level folder: Agendas, Minutes and Supporting Documents. Sub-folders to each of these have

been created for specific areas of work.

Top-Level Structure – Briefings

‘Briefings’ is a standard folder enforced by the NRE. It is used to contain event (incident) briefing documents. Sub-Folders are created for specific events.

Top-Level Structure – Plans

The ‘Plans’ folder has been split into a number of sub-folders:

- *National Plans*
- *Northumbria LRF Area Plans*
- *Regional Plans*
- *South Tyneside Council Local Response Plans*
- *Tyne and Wear Plans*

This structure immediately brings up the key issue of replication of national/regional/LRF etc. plans at the local level.

Replication

Due to the fact that national, regional, LRF, TW and local plans are being stored here, this will lead to a certain amount of replication of higher-level structures in the Document Store.

However, we must consider the wider role of the NRE, which is to quickly enable responders to easily access the right information, at the right level, at the right time.

Storage space on the NRE is not a concern at this time, therefore,

the space implications of replicating plans at the local is not currently an issue.

In the future, it may become necessary to rethink this structure as more and more plans become available through higher level organisations on the Document Store.

Top Level Structure – Documents and Information

‘Documents and Information’ folder holds information and data relating to resilience planning and response. South Tyneside elected to create a sub-folder called ‘Workstreams’. There are a number of sub-folders under Workstreams which contain information relating to each stream area.

Top-Level Structure – Geospatial Datasets

Collaborate is capable of storing a wide range of different data types. GIS datasets can be easily uploaded and stored on the NRE and accessed by other users for use in their resilience planning. This has been demonstrated by the GIS datasets on Reservoir Inundation which are stored on Collaborate.

It is therefore proposed that Collaborate be used as a vessel for sharing GIS datasets and the folder structure developed by South Tyneside Council could be used by other responder organisations.”

NRE Tool Tip: Accessing the NRE From Bookmarks or Links



Loading the NRE from a bookmark or link

Having problems when accessing the NRE via a bookmark or link?

To successfully log on to the NRE using a bookmark or link, check the properties of the shortcut or bookmark. The URL should read <https://resilience-extranet.gov.uk/> or <https://www.resilience-extranet.gse.gov.uk/> (depending on whether you connect via

Internet or GSI). Any text that appears after this should be deleted and the link will work.

For more handy tips like the one above, look through the *Hints and Tips* document on the Policy Documents page of the NRE Portal. This is updated regularly and any suggestions to add to this are welcome.

Further support is available via:

- the Help files (on the Portal and within Atlas Collaborate)
- User Guides (National Group Document Store)
- various other documents and articles on the NRE
- your Sponsor
- the NRE Service Desk

Performance of the NRE:

Whilst most users find the NRE very responsive, sometimes users can find it slow to load pages. *Why is that and what is being done about it?*

Unfortunately the answer is not simple, as there are many factors that affect the performance of a web based application.

It is important to note that the NRE is a feature rich web based 'application' whereas websites like the BBC, MSN or Facebook are much simpler. In instances where a user may experience a slower response than expected from the NRE, a quick comparison with a well known website might

serve to test whether or not it is a local problem or one within the NRE. This is a very logical approach and one that if there is no response it allows you to identify whether there are local or wider issues.

Fundamentally we need to recognise that the NRE is an 'application' and not a 'website'. Therefore there is a greater overhead on delivering the application to your desktop. This does take more bandwidth and as the data arrives at your desktop there is a lot more to process. The speed of the desktop's processor, the bandwidth directly available to you, the amount of memory and the

browser you are using all contribute to how quick the User experience will be. A major part of this process is the work that your computer needs to do in order to create the screen's view and this is called 'rendering'.

The efficiency of how rendering is handled is mainly governed by your browser. In most instances the newer the browser the more efficiently it handles rendering.

All the above are factors outside the control of the service provider but there are some improvements Ultra Electronics can and are making. In the recent software update, more use was made of compression to speed up the downloading of



files used within the application and the use of database indexing was extended. The latter is ongoing, as Ultra Electronics will analyse NRE database usage so as to identify where performance improvements will have the most effect. Optimisation of the software code and changes to the user interface are also being investigated.

Fixes, Updates and Patches:

The following updates have been made to the NRE to improve performance and provide updates to functionality.

Atlas Collaborate v1.100 – (16/08/2010)

- New briefings inherit Workgroup Security from the parent event or previous briefing
- Users can start a conversation after any period of time after notification in Messenger
- If you click on a folder in the Document Store, this will now automatically expand the folder, expand the folder icons and display any items in that folder in the main page

- A distinction is now made in What's New between items that you have viewed, which now appear as standard text (unbold), opposed to those that you have not clicked on which remain bold
- For Microsoft Internet Explorer 7 Users, Calendar now displays an attached document correctly within bookable events
- Briefing document templates now show the correct document ID
- When you add a new briefing with the same template, this now updates the correct briefing

- Calendars are now displayed in alphabetical order

Please note as part of this patch Ultra Electronics has carried out some fine tuning in the compression of the data and code efficiency.

The feedback received so far is that the system is more responsive and we hope that everyone has seen an improvement.

NRE Service Specification v2.0

Version 2 of the NRE Service Specification contains further details about browsers and operating systems. For your copy contact Ultra Electronics or look in the Policy Documents area of the NRE Portal.

"BT and Ultra Electronics are committed to delivering the NRE, and will provide both the ongoing day-to-day support and agreed enhancements 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:

- Manchester City Council
- Oxfordshire County Council
- City of York Council
- South Wales Police
- Bracknell Forest Borough Council
- Powys County Council
- West Lancashire Borough Council
- NHS North Lancashire Teaching PCT
- NHS Blackpool
- Food Standards Agency
- Tyne & Wear Fire & Rescue Service
- North Cumbria University Hospitals NHS Trust
- Telford and Wrekin Borough Council
- Cumbria PCT
- Wiltshire County Council
- Gwent Police
- Animal Health - North East Regional Office
- NHS South of Tyne & Wear
- Tyne & Wear Emergency Planning Unit
- Lancashire Care NHS Foundation Trust
- University Hospitals of Morecambe Bay NHS Trust
- NHS East Lancashire
- Avon & Somerset Constabulary
- Bristol Water
- NHS Hampshire
- Devon County Council
- Bolton Metropolitan Borough Council
- Lancashire Teaching Hospitals NHS Foundation Trust
- NHS East Lancashire (Lead PCT)
- Blackpool, Fylde and Wyre Hospitals NHS Trust
- East Lancashire Hospitals NHS Trust
- Lancashire Fire & Rescue Service
- Newcastle upon Tyne City Council
- Pembrokeshire County Council
- NHS North of Tyne
- Sunderland City Council
- Central Surrey Health Ltd
- Cheltenham Borough Council
- Cotswold District Council
- Forest of Dean District Council
- Gloucester City Council
- Gloucestershire County Council
- Stroud District Council
- Tewkesbury Borough Council
- Gloucestershire Constabulary
- Gloucestershire Fire & Rescue Service
- Gloucestershire Hospitals NHS Foundation Trust
- Waverley Borough Council
- Merseyside Fire & Rescue Service
- North Yorkshire Police
- Mendip District Council
- Sedgemoor District Council
- Somerset County Council
- Taunton Deane District Council
- 2gether NHS Foundation Trust



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.



Working together to deliver the NRE

Further information:

Websites

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

Telephone

- 0207 276 5383 – CCS
- 01772 907 600 – Ultra Electronics

E-mail

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

IMPORTANT: date for the calendar...

4 Nov. — NRE National User Group,
Brindley Place, Birmingham

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