

File 20110705.2000: Quotations from the FiReControl articles:

- ‘One fatal flaw was that the project was not generally supported by the fire and rescue service, leading to “mistrust and some antagonism”, the report says.’ [2].
- ‘the project lacked consistent leadership and was overly reliant on consultants’ [1].
- → **‘Only two senior managers worked on the project for its duration, one of whom was a project manager on contract from a consultancy’** [1].
- ‘...slow decision-making’ [1].
- ‘...cultural failing to share bad news’ [1].
- ‘Initial delivery problems with European Air and Defence Systems (EADS), the project’s IT system contractor, were not resolved soon enough’ [1].
- ‘The project was flawed from the outset because the local fire and services did not support it. The department attempted to impose a national control system without sufficient consultation’ [1].
- ‘The report says the department under-appreciated the project’s complexity, and then mismanaged the IT contractor’s performance and delivery. It relied too much on poorly managed consultants and failed to sort out early problems with delivery by the contractor [4].

The report, *The failure of the FiReControl project*, is [3].

References

- [1] Anna Condrea-Rado. Contractor mismanagement to blame for FiReControl failure, says watchdog. *The Guardian*, 1st July 2011. URI: <http://www.guardian.co.uk/public-leaders-network/2011/jul/01/nao-report-rescue-reform-failure/print> retrieved 5th July 2011.
- [2] Caroline Davies. Failed fire services shakeup send £469m up in smoke. *The Guardian*, 1st July 2011. URI: <http://www.guardian.co.uk/uk/2011/jul/01/failed-fire-service-shakeup/print> retrieved 5th July 2011.
- [3] National Audit Office. The failure of the FiReControl project, 1st July 2011. Report by the Comptroller and Auditor General, HC 1272, Session 2010–2012.
- [4] Mark Say. Auditor declares FiReControl a disaster. *The Guardian*, 1st July 2011. URI: <http://www.guardian.co.uk/government-computing-network/2011/jul/01/auditor-declares-firecontrol-a-disaster/print> retrieved 5th July 2011.