

# Handover Document



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Doc version: **0.1**

# A4E Handover Document

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## 1 Document Purpose

The purpose of this document is to summarise the various training and hand-over resources developed and delivered to Essex Police during the A4E programme, acting as a central point of reference.

Further sections are provided containing useful information such as feed schedules, how to request support from Agilisys once our project engagement has completed in September 2024, etc.

Where work was started by Agilisys but a request to pause the work received or where the delivery was not prioritised during the Agilisys engagement useful materials that were completed, or in-progress are provided so this work can be resumed by Essex Police.

A list of useful templates / example documents used throughout the A4E programme is provided to aid with the on-going development of the A4E platform and content by Essex Police.

**Note:** Links used throughout this document point to the Analytics for Everyone (A4E) SharePoint site located on the Essex Police Tenant: [Analytics for Everyone \(A4E\) - Documents - All Documents \(sharepoint.com\)](#).

To access any links provided the reader will need to request access to the above SharePoint site.

## 2 Training Materials

The following section provides links to various training materials and recordings of those sessions, when they were conducted remotely via Team, delivered during the A4E programme.

### 2.1 PowerBI Training Module 1 & 2

**Audience:** PowerBI Developers

Training module provided to the PAU team in Feb 2023, June 2023 and Sept 2023 (mop up session). Topics covered:

- Introduction to PowerBI
- Importing data
- Power query editor
- Data modeling
- Calculated columns vs. Measures
- Visualisations
- DAX and M query language
- Performance and publishing
- PowerBI and A4E

Training materials: [Power BI training deck modules 1 & 2.pdf](#)

Sample A4E PowerBI template: [Training module 2.pbix](#)

Json style sheet: [Essex A4E theme.json](#)

### 2.2 Adding New Data Items

**Audience:** Data Engineers & PowerBI Developers

Two sessions were held in June-2024 covering data engineering aspects with practical examples specific to the A4E platform:

- Adding a new tables and data items from scratch
- How to update pipeline schedules
- Basic initial pipeline / feed troubleshooting tips

Session 1 recording: [Walk-through of Adding Data Elements to A4E-20240612](#)

Session 2 recording: [Walk-through of Adding Data Elements to A4E-20240613](#)

Materials presented: [Essex Police A4E SQL Scripting in SSMS](#)

An additional Q&A session was conducted to follow-up on the above sessions.

Q&A sessions recording: [Q&A For Adding Data Elements to A4E-20240619](#)

## 2.3 SSMS & PowerBI

**Audience:** PowerBI Developers

This practical session was provided to the PAU team to understand how to use SSMS with PowerBI.

Session recording: [A4E PowerBI SMSS Basics Session-20231201](#)

Materials presented: [Essex Police A4E SSMS Access.pptx](#)

## 2.4 A4E Menu and adding new reports

**Audience:** PowerBI Developers

A session was held in June 2023 to explain the use of the A4E app in the Power BI service and how to add reports to the app navigation bar from the production workspace, ensure they are visible in the app and how to arrange the order of reports in the menu. The session was primarily for members of the PAU.

Session recording (June 2023): [Handover meeting-20230627](#)

Session recording (Oct 2023): [A4E Navigation Maintenance Walk-through-20231026](#)

How to guide: [Amending The A4E App Menu.docx](#)

## 3 Hand-over Resources

This section contains a collection of materials for the purpose of handing over the A4E platform to Essex Police to maintain and trouble shoot the platform which were not already covered in section 2.

### 3.1 Low Level Design Document (LLD)

**Audience:** Infrastructure Engineers, Support Engineers

A LLD was created during the implementation of the Development / Test environment. Based on the original HLD produced by KPMG this expands the original documentation to a lower level and includes the latest information for the A4E platform covering the Production and Development / Test environments.

LLD Document: [Essex A4E Data Platform Development environment - LLD 1.0.pdf](#)

In addition to the LLD the A4E platform has an online Wiki. A copy of the materials contained in the Wiki can be found here: [Wiki Documentation](#)

### 3.2 PowerBI Report Development Process

**Audience:** PowerBI Developers, Project Managers

A PowerBI report development process was created and presented to the Essex Police PAU team. This document provides step-by-step best practice for developing reports using PowerBI.

Process documentation: [Essex PAU Power BI Report Development Process.pptx](#)

Additional guidance: [Report Development Process.docx](#)

### 3.3 Amending Existing PowerBI Reports

**Audience:** PowerBI Developers

A how to mini-guide for the process to amend/add/tweak any of the Power BI reports already published in the A4E Production workspace.

How to guide: [Amending reports already in the Power BI service.docx](#)

### 3.4 Connecting PowerBI to a SharePoint Data Source

**Audience:** PowerBI Developers

A how to mini-guide for the process to connect a PowerBI report to a SharePoint data source.

How to guide: [How to connect to a sharepoint datasource.docx](#)

## 3.5 A4E SQL Access

**Audience:** PowerBI Developers, Support Engineers, Infrastructure Engineers

Accessing the A4E SQL database requires specific steps to be followed. Two how to mini-guides were produced to trouble shoot any issues and how to whitelist IP addresses to enable access.

Trouble shooting checklist: [Trouble Shooting Checklist For SQL Access From PowerBI.docx](#)

Whitelisting IP addresses: [Whitelisting an IP Address For SQL SSMS Access.docx](#)

SQL Access Issue Resolution: [SQL database access issue due to IP.msg](#)

## 3.6 Test Process

**Audience:** PowerBI Developers, Project Managers

The test process agreed with Essex for the A4E programme was documented and Agilisys recommend this is followed for future A4E product development.

Process documentation: [Essex A4E Testing Approach](#)

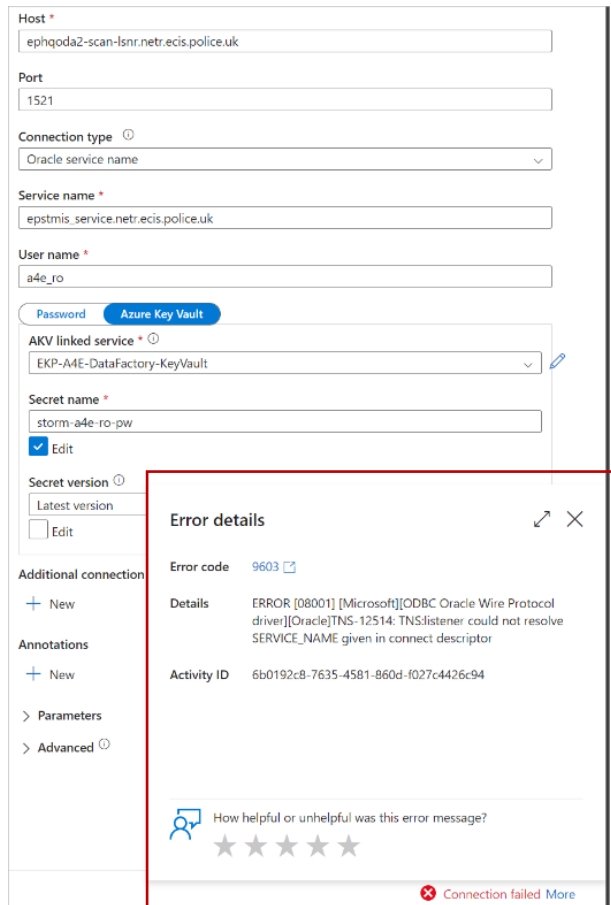
Please see section [9.1](#) for useful templates related to this process.

## 3.7 STORM & Athena Connection Issues

**Audience:** Support Engineers, Network Engineers, Data Engineers, PowerBI Developers

4 times per year the STORM database will switch from ephqoda2-scan-lsnr.netr.ecis.police.uk to kphqoda2-scan-lsnr.netr.ecis.police.uk for one week and then switch back again. If the host name is not updated on the A4E platform during this period the STORM feed will fail each day and some dashboards will not reflect the most up-to-date data.

The following message will be shown when viewing the STORM linked service:



The screenshot shows the configuration page for a linked service in the Azure Data Factory portal. The configuration is as follows:

- Host \***: ephqoda2-scan-lsnr.netr.ecis.police.uk
- Port**: 1521
- Connection type**: Oracle service name
- Service name \***: epstmsi\_service.netr.ecis.police.uk
- User name \***: a4e\_ro
- Password**: (Linked to Azure Key Vault)
- AKV linked service \***: EKP-A4E-DataFactory-KeyVault
- Secret name \***: storm-a4e-ro-pw
- Secret version**: Latest version
- Additional connection**: + New
- Annotations**: + New
- Parameters**: > Parameters
- Advanced**: > Advanced

An error message is displayed in a red-bordered box:

**Error details**

- Error code**: 9603
- Details**: ERROR [08001] [Microsoft][ODBC Oracle Wire Protocol driver][Oracle]TNS-12514: TNS:listener could not resolve SERVICE\_NAME given in connect descriptor
- Activity ID**: 6b0192c8-7635-4581-860d-f027c4426c94

Below the error message is a feedback section: "How helpful or unhelpful was this error message?" with five stars and a "Connection failed" status at the bottom.

To switch the host names, launch Azure Data Factory via Azure Portal > Azure Data Factory > EKP-A4E-DataFactory-prod > Launch Studio. When ADF Studio is shown select Manage from the left of the studio window then Linked services > STORM. Update the host name when instructed then revert back on the day advised.

Apart from the host name all other details will be the same. Agilisys have documented both host names in the Description field of the STORM linked service for reference.

STORM system owners have been advised to inform the A4E team prior to this change so actions can be taken proactively on the A4E platform and service maintained.

**Note:** The same steps would be relevant should other A4E system feeds that require the host name to be updated. The same has occurred in the past for Athena and system owners have been advised to inform the A4E team prior to any change so actions can be taken proactively on the A4E platform and service maintained.



## 4 Reference Materials

This section contains various reference materials developed by Agilisys to support and manage the platform and project.

### 4.1 A4E Programme Backlog

**Audience:** PowerBI Developers, Project Managers

A backlog was developed and maintained by Agilisys throughout the project. The objective of the backlog is to capture any requested new work, ideas, recommendations and / or enhancements to existing products, the platform and / or A4E process / governance.

Agilisys recommend the backlog is maintained by the Essex Police A4E programme team to continue to capture requests for prioritisation and identify where backlog items have been completed and delivered.

Backlog: [Essex Police A4E Backlog and Dashboard Dev Plan.xlsx](#)

A folder is provided where new requests can be placed prior to updating the backlog. Agilisys have added any recent requests to this folder.

Requests folder: [Backlog requests](#)

### 4.2 A4E Data Dictionary

**Audience:** PowerBI Developers, Data Engineers

Data dictionary of the tables and attributes in the A4E database along with descriptions and helpful information when creating reports and data models.

**Important:** To ensure this artifact continues to be a valuable resource, Agilisys recommend that this is kept up to date the PowerBI Developers in partnership with Data Engineers every time a change is made to the A4E database.

Data dictionary: [Essex A4E data dictionary.xlsx](#)

## 4.3 Report Inventory, Feed Schedule & Refresh Schedule

**Audience:** PowerBI Developers, Data Engineers, Support Engineers, Project Managers

An inventory of all A4E PowerBI reports is provided along with helpful information such as sponsor, status, semantic data owner, PAU SME, etc. The inventory also includes a graphical map of A4E report refresh times and feed times.

To ensure this artifact continues to be a valuable resource, Agilisys recommend that this is kept up to date by PowerBI Developers for the inventory and report refresh times and that Data Engineers reflect any feed timing changes made to the A4E platform.

This artifact will be of use to Support Engineers so they know the PAU SME to contact in case of issues being raised.

Inventory & schedules: [Essex Police A4E Dashboard Inventory & Refresh Schedule](#)

## 4.4 Digital Passport Training

**Audience:** LPT Officers, PowerBI Developers

Agilisys developed and delivered materials for LPT officers as part of the Digital Passport initiative in 2024. These materials could be leveraged for any future sessions.

Materials presented: [A4E LPT Training.pptx](#)

## 4.5 A4E Database Backups

**Audience:** Data Engineers, Infrastructure Engineers, Support Engineers

Agilisys documented all aspects of the A4E SQL server / database backups currently in place for Lewis Blackford.

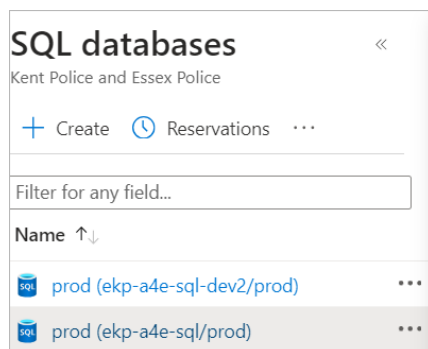
Materials provided: [Data backups](#)

## 4.6 Producing Azure Database Utilisation Graphs

**Audience:** Data Engineers, Infrastructure Engineers, Support Engineers

Utilisation graphs were produced and included in weekly project update reports to monitor key statistics to inform decisions to increase platform capacity. Below are instructions to produce these graphs so that this can continue to be included in governance forums / report by Essex Police:

Go the Azure Portal > search for SQL databases.



# A4E Handover Document

Select the SQL database then Overview page:

SQL

prod (ekp-a4e-sql/prod)

SQL database

Copy

Restore

Export

Set server firewall

Delete

Connect with...

Feedback

Overview

Activity log

Tags

Diagnose and solve problems

Query editor (preview)

Mirror database in Fabric (preview)

Settings

Data management

Integrations

Power Platform

Security

Intelligent performance

Monitoring

Automation

Help

Mirror databases in Microsoft Fabric

Easily replicate your existing databases in Fabric, and help your team achieve streamlined ETL and operational analytics goals. [Learn more](#)

Essentials

Resource group (move) : EKP-A4E-Sql

Status : Online

Location : UK South

Subscription (move) : Essex and Kent Data Prod

Subscription ID : f9bf90d2-2080-46a1-a35d-a496d6d16438

Tags (edit) : Add tags

Getting started

Monitoring

Properties

Features

Notifications (1)

Integrations

Tutorials

Database data storage

Review the below metrics and monitor your applications and infrastructure.

19.22% Used

Used space

153.76 GB

Remaining space

646.24 GB

Allocated space

475.39 GB

Max storage

800 GB

Key metrics

Review the below metrics and monitor your applications and infrastructure or [See all metrics](#)

Show data for last

1 hour

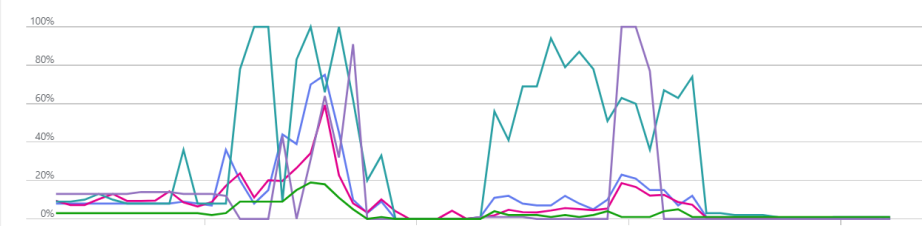
24 hours

7 days

Aggregation type

Max

Compute utilization



CPU percentage (Max) prod 75 %

SQL instance CPU percent... prod 59.2500 %

Data IO percentage (Max) prod 100 %

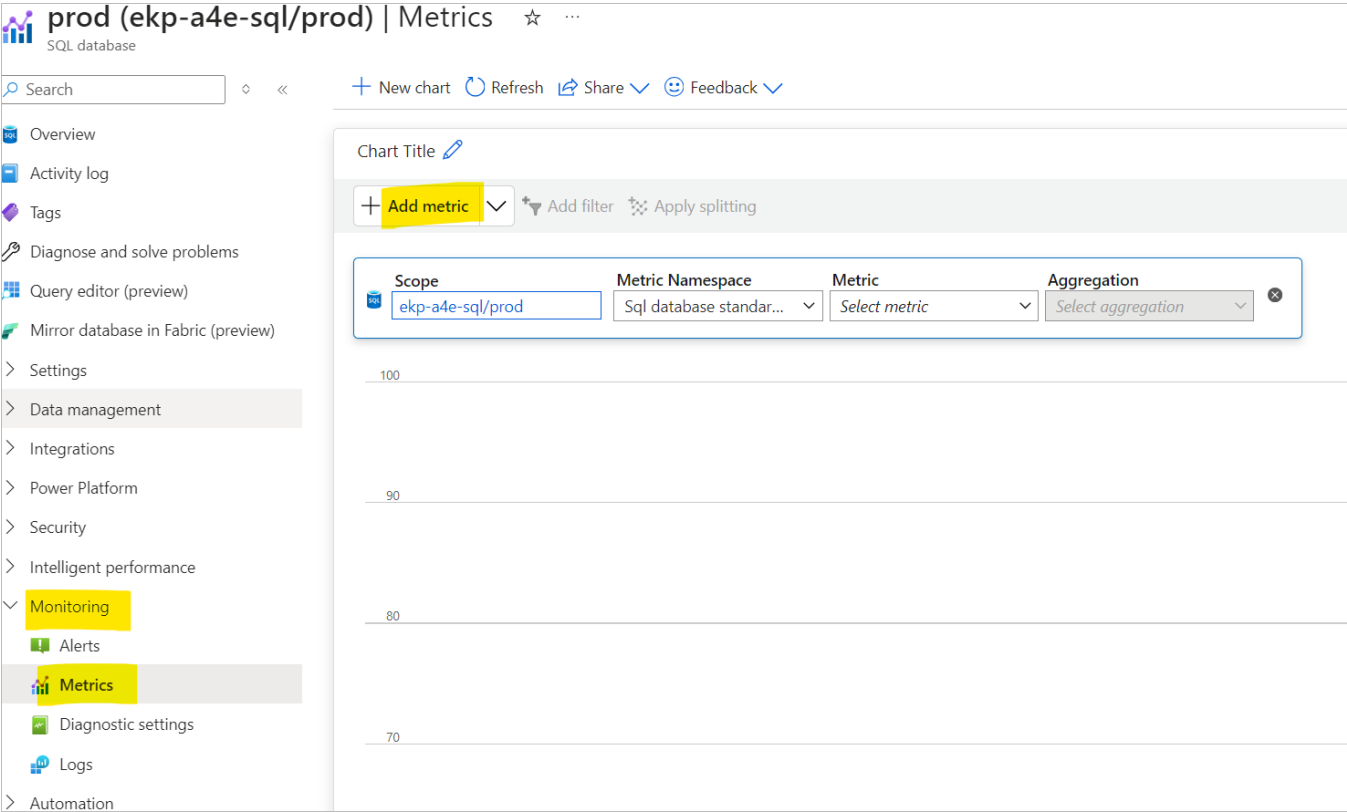
Log IO percentage (Max) prod 100 %

Workers percentage (Max) prod 19 %

Additional monitoring

# A4E Handover Document

If further details are required, click on the graph to show the Metrics page:



Select the metric required.

Monitoring provides further granular insight and is available on every Azure service/resource:

## 5 On-going Agilisys Support

A support agreement exists once Agilisys have completed the project engagement in early Sep-2024.

Support is provided Monday to Friday, excluding UK bank holidays, from 9:00 to 17:30.

All requests for support must be emailed to [DataOps@agilisys.co.uk](mailto:DataOps@agilisys.co.uk).

Only requests from Essex Police Authorised Individuals will be accepted and logged for resolution. Requests from Non-Authorised Individuals will be referred to the Authorised Individuals and no further action will be taken by Agilisys. This is because requests can commit Essex Police to additional costs when requests are outside of the scope of the support agreement in place at that time. The agreed Essex Police Authorised Individuals are:

Name	Email Address
Rod Hanmer	<a href="mailto:Rod.Hanmer@essex.police.uk">Rod.Hanmer@essex.police.uk</a>
Richard Charnock	<a href="mailto:Richard.Charnock@essex.police.uk">Richard.Charnock@essex.police.uk</a>
Becky Lawrence	<a href="mailto:Rebecca.Lawrence@essex.police.uk">Rebecca.Lawrence@essex.police.uk</a>
Mike George	<a href="mailto:Mike.George@essex.police.uk">Mike.George@essex.police.uk</a>
Dr Natalie Mann	<a href="mailto:Natalie.Mann@essex.police.uk">Natalie.Mann@essex.police.uk</a>
Lewis Blackford	<a href="mailto:Lewis.Blackford@kent.police.uk">Lewis.Blackford@kent.police.uk</a>
Liv Naylor	<a href="mailto:Olivia.Naylor@kent.police.uk">Olivia.Naylor@kent.police.uk</a>

### 5.1 Support Agreements

There are two support agreements in place as detailed below.

#### Present to 30-Nov-2024

This support agreement is fixed price and fixed scope. This agreement provides support for the A4E Azure platform and any products created by Agilisys as part of the project engagement.

**Note:** This agreement does not support any Essex Police products or any changes to the A4E platform or products created by Agilisys if they are changed by Essex Police.

#### 1-Dec-2024 to 20-Nov-25

This support agreement is fixed price with up to a maximum of 20 days within the support period. Essex Police can use these 20 days for any A4E related activity as follows:

- Diagnosis & resolution of any issues relating to the A4E platform\*
- Diagnosis & resolution of non-functioning live PowerBI reports
- Analysis, testing & implementation of minor changes to A4E platform and / or live PowerBI reports\*\*
- Addition / updates of the data available within the A4E platform. Limited to minor additions / updates\*\*
- General end-user support in relation to the A4E platform and / or live PowerBI reports

# A4E Handover Document

- Support and advise Essex Police PAU, Data Engineers and IT professionals in relation to the A4E platform and PowerBI development

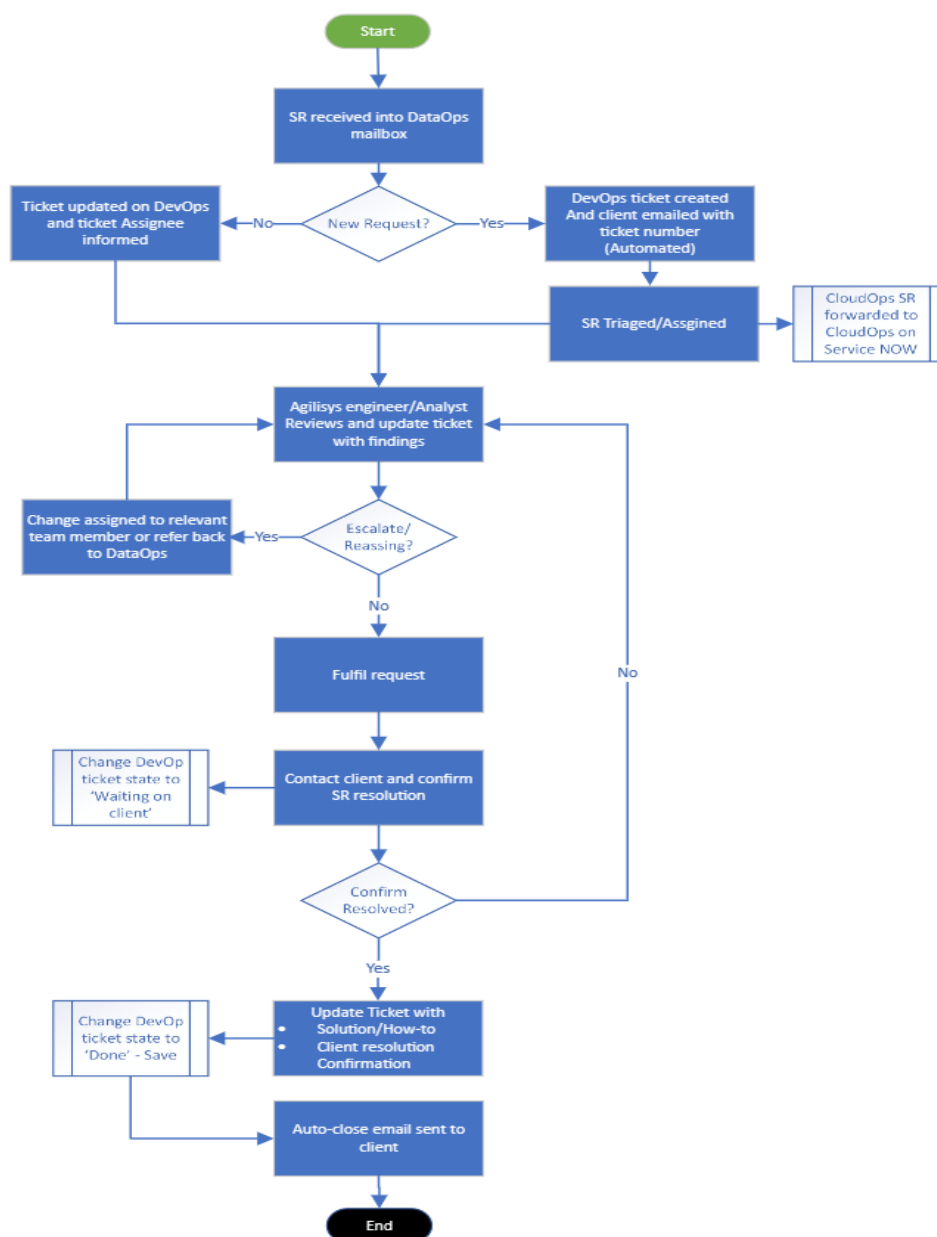
Should the 20 days be exceeded before 30-Nov-2025 additional days can be purchased prior to the expiry of this SoW at a minimum of 5 days per request.

\* Depending on the nature of an issue it may be required that Essex Police are involved with the diagnoses and resolution, for example were Agilisys team members do not have sufficient access and / or rights.

\*\* "Minor" is defined as a change, addition and / or update taking no longer than 8 hours effort to complete. Work requiring effort greater than this should be commissioned via its own commercial agreement unless specifically agreed to by Agilisys on an exceptional basis.

## 5.2 Support Process

The below process is followed when a request for support is made to Agilisys by an Authorised Individual as detailed in section 5.



## 6 Partially Progressed Activities

As the project has progressed Agilisys have been asked to reprioritise various activities. In some instances work had started to varying degrees which could be progressed by Essex Police as their priorities change or engage Agilisys should budget allow. This section provides links to artifacts started by Agilisys that would be of use when resuming these activities.

### 6.1 Call handling / FCR Dashboard

Initial discovery was completed by Agilisys prior to the work being put on hold due to the new ICCS call handling system implementation and FCR process / organisational changes.

Materials provided can be found here: [Call Handling & FCR Dashboard](#)

### 6.2 Bail / RUI Report Rebuild

Some initial analysis was performed for the rebuild of the Bail / RUI report prior to this work being de-scoped. The aim of the rebuild was to put this KPMG developed report into the current A4E look & feel and improve with consideration for feedback received since this report originally went live.

Materials provided can be found here: [Bail & RUI Report Rebuild](#)

### 6.3 Advanced Analytics

An initial discovery and more detailed analysis were performed for two candidate opportunities. No Advanced Analytics solutions were put in place for A4E due to other priorities taking precedence.

Backlog of use cases: [A4E advanced analytics - Scoring matrix](#)

High-level evaluation of top 7 candidates: [AA Use Case Appraisal Report](#)

Forecasting use case analysis: [Advanced analytics - Essex A4E - Playback](#)

Forecasting use case effort estimate: [Effort Estimate - Advanced analytics \(Use Case 1 - Improve and automate forecasting\)](#)

Enterprise Search & Summarise use case proposal: [Playback and proposal - ESS A4E](#)

ESS use case proposal playback recording: [Proposal playback - Enterprise search & summarise \(Child Abuse Triage Phase 1\)](#)

## 7 A4E EPPF Reports Go-live

Agilisys were asked to investigate the EPPF reports developed by the PAU Team and identify what is required for them to be completed and deployed to the A4E production environment and included in the A4E Application. A series of workshops were conducted with the EPPF report owners to determine the remaining activities

This section provides the findings of this investigation so that the PAU Team can complete this work.

Please note that the addition of new data items to the A4E database to support EPPF reports is covered in section [8](#). Additionally Agilisys performed Quality Assurance (QA) checks on various PAU developed dashboards including EPPF reports which is covered in section [9](#).

Copies of the documents presented in the section can be found here [Section 7](#) should they need to be updated.



# A4E Handover Document

## 7.1 Go-live Activities & Effort Estimate

The following activities were identified in partnership with each report owner and effort estimates agreed. The Agilisys activities were completed prior the end of our A4E project engagement.

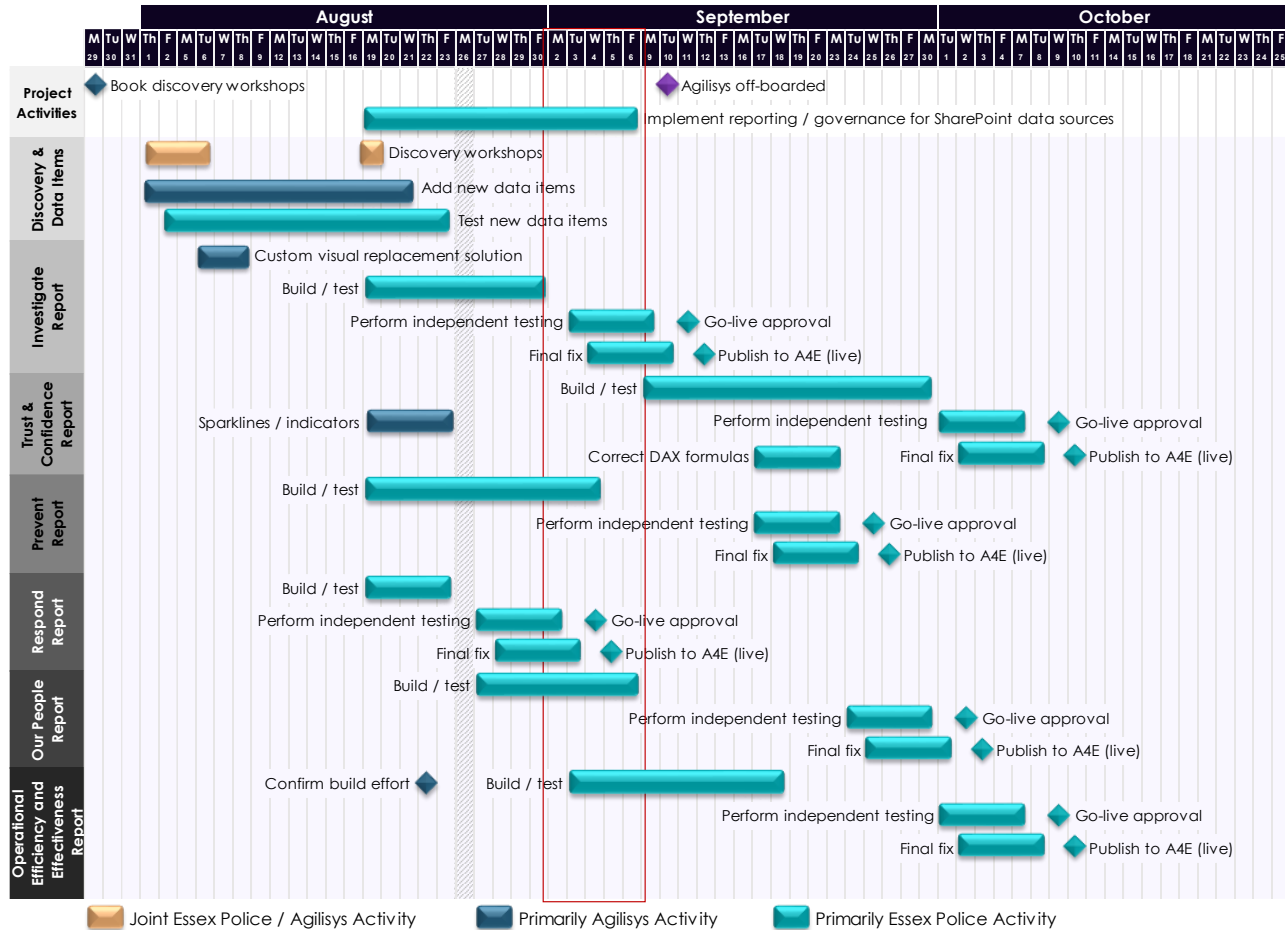
Report	PAU Owner	Action	Effort (Hours)		Owner	Go-live Requirement	Comments / Notes
			Min	Max			
EPPF - Our People	Courtney Marsay	New data items			N/A		RCh confirmed no new data items required 6-Aug
		Q&A feedback	4	8	Courtney		Non-style related
		Standardise style to A4E standard	12	20	Courtney	No	Json theme not applied, using template developed by Rob. Cathy provided other colours used in A4E reports
		"little" kinks	8	16	Courtney		Command filters - check working
		Replace custom visual	8	16	Courtney		Resource intensive and performance is impacted when filters are applied. Should use a table or combination of tables
		Navigation pane is not required on A4E	2	4	Courtney		Automatically added by A4E App
		PAU testing	16	24	Richard		
		Effort (days):		4.1			
		Duration (days):	50%	8.3			
EPPF - Trust and Confidence	Laura Sumer Heidi Tatum	New data items			N/A		Data collected from different departments and collated in a spreadsheet by PAU. From external provider for some. Quarterly update.
		Agree if to use A4E standards	1	1	Richard		Communicate to PAU dashboard owners if to use the agree styles (Json Theme) or not. Had push back about doing so
		Q&A feedback	4	8	Laura / Heidi		Laura / Heidi to confirm effort required to complete any required for go-live. Using standard effort estimate until confirmed
		Standardise style to A4E standard	12	20	Laura / Heidi	No	Json theme not applied, using template developed by Rob
		Replace custom visual	8	16	Laura / Heidi		Resource intensive and performance is impacted when filters are applied. Should use a table or combination of tables. Might be OK for this report as small dataset from a spreadsheet
		Sparklines	4	6	Cathy		Covered as part of the replacement of the custom visual
		Indicators not reflecting direction when data is updated	4	6	Cathy		Next data update is in a couple of weeks. Needs approval which may delay to Sep. Cathy to circle back and use an old file to test and not publish the dashboard and advise Heidi / Laura of findings
		Correct DAX formulas to reflect correct data and implement date tables for SP	16	32	Laura / Heidi		Cathy identified after the discover session and emailed Laura / Heidi findings 2-Aug. Cathy to support Laura / Heidi implementing
		Navigation pane is not required on A4E	2	4	Laura / Heidi		Automatically added by A4E App
		PAU testing	16	24	Richard		
EPPF - Prevent	Dan Youngman	New data items			N/A		SharePoint spreadsheet data which is manually updated is used were data sources are not going to be fed into A4E e.g. Stop and Search, Officer Assaults. Can get Officer Assaults from A4E. Would be part of the update of the Officer Assaults report update. Stop & Search should be a priority to feed A4E
		Date tables	16	32	Dan		DVO's dates are not accurate as connected to the main date table. Balanced score card gives good examples. Point at a table with dates of the SP source feed.
		Replace custom visual	8	16	Dan		Resource intensive and performance is impacted when filters are applied. Should use a table or combination of tables. KPI matrix table.
		Navigation pane is not required on A4E	2	4	Dan		Automatically added by A4E App
		Q&A feedback	4	8	Dan		Non-style related
		Standardise style to A4E standard	12	20	Dan	No	Json theme not applied, using template developed by Rob
		PAU testing	16	24	Richard		
		Effort (days):		5.6			
		Duration (days):	50%	11.3			
EPPF - Investigate	Rob Draper	New data items			N/A		Confirmed
		Q&A feedback	4	8	Rob		Resolved all fails and some recommendations. Only one was font that wasn't addressed. Ariel was a request from OPPC. Rob created the template used for EPPF. Main one is KPI matrix, separate item for this. Added 4-8 hours to address and minor items prior to go-live. Remainder would be backlog items post go-live. Check arrest figures. Data is being limited but could use SQL to limit the columns being brought back to only those needed from large tables e.g. C Crime. Not critical for go-live.
		Standardise style to A4E standard	12	20	Rob	No	Json theme not applied, Rob developed the template to use Ariel at the request from OPPC
		Replace custom visual	16	32	Cathy		Resource intensive and performance is impacted when filters are applied. Should use a table or combination of tables. KPI matrix table. Yearly summary were separate metric is an individual row - need some support to address. Ideal solution is to create a table then show in a single table ?
		Navigation pane is not required on A4E	2	4	Rob		Automatically added by A4E App
		Date tables	2	4	N/A		Excel source data is updated monthly and reports restrict to end of prior month so no updates needed for this report. Data is based on Excel data not the date table. Should reflect data as of date in case some spreadsheet sources are out-of-date
		PAU testing	16	24	Richard		
		Effort (days):		4.1			
		Duration (days):	50%	8.3			
EPPF - Respond	Abbie Swayer	New data items	N/A	N/A	Marjan		2 required, Stolen machinery from vehicles and Stolen GPS/trackers - for other reports. Calls for service Excel SP feed, also used for Balanced Score Card. Rest of data comes from A4E.
		Q&A feedback	1	2	Abbie		Majority addressed or worked-around. Final review and any minor bits.
		Standardise style to A4E standard	12	20	Abbie	No	Json theme not applied, using template developed by Rob
		Attendance Response			Cathy		Abbie to message CC with more details
		Replace custom visual	16	32	Abbie Supported by Cathy		Resource intensive and performance is impacted when filters are applied. Should use a table or combination of tables. KPI matrix table. Yearly summary were separate metric is an individual row - need some support to address. Ideal solution is to create a table then show in a single table ? Abbie would like help with any DAX changes
		PAU testing	16	24	Richard		
		Effort (days):		3.2			
		Duration (days):	50%	6.4			
EPPF - Operational Efficiency and Effectiveness	Antonia D'Souza	New data items	N/A	N/A	Marjan		No new data item required following meeting with Antonia and Cathy 21st August
		Updates to PowerBI report incorporate new data items	N/A	N/A	N/A		
		Q&A feedback	1	2	Antonia		
		Standardise style to A4E standard	12	20	Antonia	No	Json theme not applied, using template developed by Rob
		Replace custom visual	16	32	Antonia		
		PAU testing	16	24	Richard		
		Effort (days):		3.2			
SharePoint Data Sources	Richard Charnock	Governance / reporting of SP updates					Some of the SP source data is very stale (Feb-24). A report should be put in place that tracks the age of all spreadsheet sources used and be reviewed in weekly / monthly governance calls
Hardware	Richard Charnock	Equipment used by PAU are maxing out when designing reports					PAU having to use small models rather than implementing large models which can be reused. This may cause issues when maintaining Agilisys developed reports as some are very large e.g. Workload, Balanced Score Card, etc. AP to provide Agilisys laptop spec.

# A4E Handover Document

## 7.2 Go-live Plan

Based on the activities and effort estimates a plan was prepared to demonstrate what was achievable given certain assumptions and factoring in time EPPF report owners were out-of-office:

- Availability for PAU report owners to action identified activities 50%
- Work commenced week beginning 19-Aug after the report was provided to the PAU team



## 8 Addition of New Data Items

A number of new data items / tables not available in the A4E database were identified as required to support dashboards / reports developed by the PAU Team through a series of workshops conducted in Jun-2024. Priority was given to data items required for EPPF report go-live as detailed in section [7](#).

As at the completion of the project engagement the status of these items identified can be found here: [Essex Police A4E PAU Data Requirements Tracker v0.0.xlsx](#). This document contains useful information for data items identified which can be used by Essex Data Engineers to progress those that are remaining.

A total of 30 new data items were identified, 9 relating to EPPF reports.

### **EPPF report related:**

- 7 completed
- Incidents priority 4 response flag will be completed under the DataOps agreement
- Court order table was not completed

### **Non-EPPF report related:**

- 6 completed
- 2 remain with queries to be addressed by PAU before progressing

## 9 PAU Dashboard / Report QA

Agilisys performed a series of Quality Assurance (QA) checks on dashboards developed by the PAU Team, focusing primarily on Look & Feel and how the dashboards were developed against Agilisys standards. Agilisys agreed to focus on reports marked as High priority but also completed other QA's for Medium and Standard reports as per the below:

Report / Dashboard	Priority	Status	Available in A4E	Using A4E Data	SP Data Source(s)	PAU Owner	Progress		
							Status	Review Date	Feedback Date
EPPF - Prevent	High	Live	No	Yes	Yes	Dan Youngman (PAU)	Completed	22-May	24-May
EPPF - Respond	High	Live	No	Yes	Yes	Abbie Sawyer (PAU)	Completed	22-May	24-May
EPPF - Investigate	High	Live	No	Yes	Yes	Robert Draper (PAU)	Completed	24-May	24-May
EPPF - Trust and Confidence	High	Live	No	Yes		Heidi Tatum, Laura Sumer (PAU)	Completed	11-Jun	11-Jun
EPPF - Our People	High	Live	No		Yes	Courtney Marsay (PAU)	Completed	12-Jun	12-Jun
EPPF - Operational Efficiency and Effectiveness	High	Live	No	Yes	Yes	Antonia D'Souza (PAU)	Completed	12-Jun	12-Jun
Right Care Right Person	Medium	Live	No	Yes		Courtney Marsay (PAU)	Completed	08-Jul	09-Jul
Rural Crime	Standard	Live	No	Yes		Abbie Sawyer (PAU)	Completed	Nov-23	Nov-23
Hate Crime	Standard	Live	No	No	Yes	Dan Youngman (PAU)	Not Started		
Knife Crime	Standard	Live	Yes	No	Yes	Dan Youngman (PAU)	Completed	Jan-24	Jan-24
Officer Assaults / Op Hampshire	Standard	Live	No	No	Yes	Dan Youngman (PAU)	Not Started		
NTE	Standard	Live	No	No	Yes	Courtney Marsay (PAU)	Not Started		

Results of each completed QA (a test log) were provided to the relevant PAU report owner(s) as indicated in the Feedback Date column along with a walk-through of the content of the test log provided. A copy of all test logs can be found here [Section 9](#) along with other detailed communications with guidance on resolving some of the points raised.

QA's relating to EPPF reports were reviewed as part of the work outlined in section [7](#) and remaining effort to complete the recommendations of each QA was included in the EPPF go-live plan.

## 10 Templates

Agilisys have used templates aligned with our in-house delivery methodology that has been used on the A4E project. Essex Police are welcome to repurpose these templates for their own use to continue the development of the A4E platform and products. In this section completed examples are provided which better illustrate their use. Please note templates already provided in previous sections will not be repeated here e.g. Backlog template, section [4.1](#) and the A4E Report template, section [2.1](#).

### 10.1 User Acceptance Testing

Various standard templates are used during the UAT process which are provided here for Essex Police to repurpose as necessary. UAT is a critical stage in the development of a product and ensuring a defined structured approach is taken provides for the efficient creation of high-quality products.

#### Test Script & UAT Log

The following template has been used by Agilisys during the A4E programme to capture the tests to be performed (script) for a new / updated dashboard. In addition this template captures the results UAT and progress of any fixes / enhancements. Lastly a summary provides a useful artifact to provide daily updates during the UAT period and as an input to the UAT sign-off report.

[Test Log - Staffing Report.xlsx](#)

#### UAT Ceremonies

Three ceremonies are conducted in preparation for UAT:

Sponsor UAT Preparation: A 15-30 minute call conducted 3-6 weeks before UAT is scheduled to commence with the dashboard sponsor. The objective is to confirm timelines, roles and responsibilities and critically who the UAT testers are with the dashboard sponsor. The following deck is used during this ceremony and updated after with what was agreed with the dashboard sponsor:

[Staffing Report Dashboard Sponsor UAT Preparation v0.1.pptx](#)

Pre-UAT Preparation: A 30 minute call conducted 7-10 days before UAT is scheduled to commence with all UAT testers. Agilisys recommend recording this session and provide a copy of the recording to any UAT testers that could not attend. The objective is to communicate timelines, roles and responsibilities and is used to identify and agree who will be performing each test, or groups of tests. The following deck is used during this ceremony and updated after with what was agreed with the participants:

[Staffing Report Pre-UAT Preparation v0.0.pptx](#)

The Test log will be updated after this call to identify which tester is performing each test.

UAT Kick-off: A 30 minute call conducted the day before UAT is scheduled to commence with all UAT testers. Agilisys recommend recording this session and provide a copy of the recording to all UAT testers. The objective is to reiterate timelines, roles and responsibilities and is used to provide a walk-through of the report being tested and how to update the test log. The following deck is used during this ceremony and provided to all UAT testers:

[Staffing Report UAT Kick-off v0.0.pptx](#)

## Test Exit Report

At the completion of UAT a test exit report is issued to the dashboard sponsor to facilitate go-live sign-off. This report provides a history of the UAT, progress, items moved to the backlog and any risks identified:

[Essex Police A4E Test Exit Report Workload Dashboard.docx](#)

## 10.2 Project kick-off

It is always recommended to conduct a formal project / product kick-off with key stakeholders for the work included in each specific project / product. A kick-off can be included in initial workshops with SMEs and dashboard owners. For a project level kick-off, a lessons learned from the previous project should be included. Various examples are provided below:

Project-level kick-off, including lessons learned: [A4E Work Package 4 Kick-off v0.0.pptx](#)

New product workshop kick-off: [Officer Workload Workshop.pptx](#)

Update existing product workshop kick-off: [Essex Police A4E VCC Dashboard Enhancement Workshop v0.1.pptx](#)

## 10.3 Weekly Project Update Report

Weekly project updates accompanied by a formal written report are a key element of good governance. Whilst some elements of the Agilisys weekly report format may not be relevant when A4E is taken in-house, such as invoicing, much will be. An example is provided in Word format for the A4E programme to adapt as needed.

[ECC-EMD-D13 & ECC-EMD-D14 Essex Police A4E Weekly Highlight Report 20240819.docx](#)

## 10.4 Formal Product Sign-offs

Two key formal sign-offs are included in the A4E product delivery approach adopted by Agilisys throughout the programme; Design / wireframe sign-off and Go-live sign-off. These are important governance gateways and are recommended for future product delivery conducted by Essex Police.

As Agilisys use Microsoft Forms for these sign-offs it is not possible to provide the actual template. An example of each is provided below which can easily be replicated in Microsoft Forms.

Design / wireframe sign-off form: [A4E Wireframe Sign-off - Staffing Report- Form.pdf](#)

UAT / Go-live sign-off form: [A4E Response Dashboard Refresh UAT sign-off & Go-live Approval - Form.pdf](#)

It is also good governance to have a formal sign-off of the scope of a project / product prior to starting, referred to as a Project / Product Initiation Document (PID) in most project disciplines. As Agilisys is an external party this was achieved through the Statement of Work and its sign-off. Agilisys recommend that Essex adopt a standard PID document format to articulate the scope of any project / product and gain formal sign-off prior to commencement.

Whilst a SoW format is unlikely to be suitable as an internal document it does cover key aspects that would be expected in a PID e.g. scope (in and out), timelines, deliverables, risks, assumptions, etc. A SoW example is included below:

[Essex Police A4E Athena v6 SOW v0.0.docx](#)

## 10.5 Project Closure

Another element of good governance is a formal project closure report and sign-off when a project includes multiple products. When a single product is developed the test exit report and go-live sign-off are sufficient. An example of a project closure report and Microsoft Forms sign-off are provided below:

Project closure report: [ECC-EMD-D12 Essex Police A4E WP3c Project Closure Report v0.0.docx](#)

Project closure sign-off form: [ECC-EMD-D12 Essex Police A4E WP3c Project Closure Approval - Form.pdf](#)

## 11 Document Control

### 11.1 Revision History

Version	Date	Amended By	Summary of changes
0.0	5-Aug-24	Adam Potter	Initial version for internal review / update
0.1	30-Sep-24	Adam Potter	Version provided to Essex Police at completion of Agilisys project engagement

### 11.2 Document Approval

Version	Date	Name	Title / Role	Approval Status (Pending/Approved)
No formal approval required				



# Agilisys

With 20+ years of experience and a team of over 1,000 skilled professionals across the UK, we are a trusted leader in delivering data-driven solutions tailored to the needs of healthcare, local government, and other public sector organisations. Through our extensive knowledge in decision intelligence, advanced analytics, automation, and Artificial Intelligence (AI) solutions, we enable our clients to empower citizens and enrich their lives.

As part of Blenheim Chalcot, a renowned digital venture builder, our ambition is to be the preferred digital transformation partner for the public sector by driving efficiency, cost savings, and improved services with innovation, passion, and integrity at the core of our operations.

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