



BAILIWICK OF GUERNSEY LAW ENFORCEMENT

5th August 2019

Bailiwick Law Enforcement computer systems underwent a series of planned upgrades which have caused some performance issues within Guernsey Police headquarters.

This has not affected the Joint Emergency Services Control Centre and 999 calls, including police responses, are unaffected. Public safety has not been compromised.

Information Systems and Services (ISS) have identified these performance issues as a top priority and later in the month the servers will undergo significant upgrades, which will take place over a number of days, to rectify these performance issues. At the same time this will allow work to take place toward accreditation and address issues identified in the HMIC report.

Rebuild dates will not be revealed to the general public for security reasons.

Deputy Chief of Police, Nigel Taylor, has been leading the Gold Command Group response to the I.T. issues and said the rebuild would not compromise public safety:

“An upgrade caused unexpected issues within the police computer systems.

“Our ability to investigate crime and respond to calls for service has not and will not be affected. The Joint Emergency Services Control Centre is on a separate command and control system and still operational. I want to emphasise these points – if you call 999 and need the police, your call will be answered and our officers will be dispatched, as per usual. Public safety has not been compromised.

“We are working alongside ISS to restore system to normal performance – clearly, it would be inappropriate to disclose precise details of systems affected but we have been reassured that the cause of the drop in performance was an application update rather than a result of any external action.”

States of Guernsey Chief Information Officer Colin Vaudin said:

“All parties, both internal to the States and external providers have this as a top priority and the resources necessary have been mobilised to resolve these issues – which for obvious security reasons, I cannot comment on further.

“This is the top priority for ISS who are devoting considerable resources to restoring the systems to an acceptable level of performance. From everything we have seen and the data we have reviewed, there is no evidence this is the result of any external threat

Committee for Home Affairs President Mary Lowe said:

“I have been fully briefed on the I.T. issues and have been assured by ISS this is their number one priority, and all possible resources to resolve the issues are being dedicated.

“I have spoken directly with the Head of Law Enforcement, who has fully outlined the situation and assures me frontline policing remains functional.”