



NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 54

Date: 30th March 2020



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View an archive of previous updates [here](#)

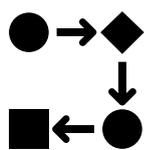
Welcome to this week's Dev Board update bulletin. After another challenging week, with many more to come I'm sure, this week's bulletin will provide you with an update regarding V4 development, as well as lots of positivity concerning message volumes, domain up-times and a press release we are working on.

Many thanks
Mike

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Version 4 (V4) Progress Update



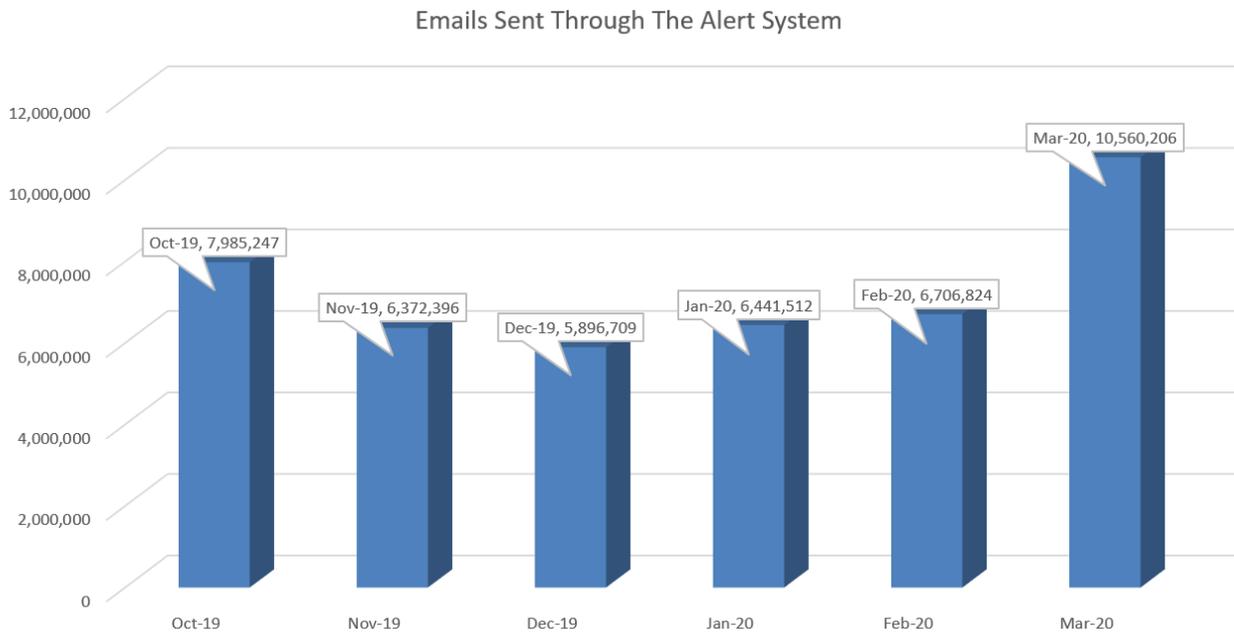
After a concerted effort from Jon and the team over the past couple of weeks, I am delighted to announce that V4.0 will be **released to the practitioner group on Wednesday** for testing to begin! The 37,000+ end-user testers recruited via the recent national survey provide a good geographical spread for all the practitioner group to carry out an effective testing process. All end-user tester data has been copied to the new system and the users have been contacted to advise that they can expect to start receiving test alert messages via the new system. They have been encouraged to interact with the messages by replying, rating, forwarding etc to enable full testing of all the system functionality. We look forward to receiving feedback from the group in due course.

Surge in Messages Sent



We have experienced a huge surge in emails sent through the Alert system in March as our police partners and Action Fraud continue to communicate with the public to tackle the Coronavirus pandemic. As of midnight last night, a total of **10,560,206 emails** had been sent through the system in March, representing the highest traffic in a single month ever!

The graph highlights the number of emails sent on a monthly basis for the past 6 months



I am pleased to advise that all our IT systems are coping well with the upturn in demand. We have however noticed increased “retry” requests from email providers (especially BT Internet & Live.com) which are clearly experiencing increased load themselves.

Reminder: Action Fraud are sending out a series of #Covid19 messages at the moment so please avoid duplication and excess email traffic where possible.

Tip: Please encourage all end users to add alert@neighbourhoodalert.co.uk to their contact lists or safe sender lists. This always helps to ensure that Alert emails get through the vigorous and time delaying spam filters.

Domain “Uptime” Statistics



During these unprecedented times, electronic contact is even more important for our partners to ensure that citizens are kept up to date and informed. As a little added reassurance, I wanted to share with you some statistics from one of the monitoring tools we use. The data following shows live information relating to the ‘uptime’ of many of the sites that we host. You can [click here](#) to access the tool or copy the following link to your browser:

<https://www.serviceuptime.com/users/monitoring.php?S=5eee7dc32c86087045ceab5ed1484259/>

If you then click on your respective domain you will be able to see more detailed and historical information. This data is from a third party system that we pay to check your site is operational every few minutes. The figures, good or bad, are an accurate reflection of the service we provide. I am very aware that behind various internet systems and especially from behind police firewalls and internet, the perception regarding third party systems can be a little skewed. I hope the statistics will give you piece of mind that the Alert system is always there to support your engagement efforts and can cope comfortable with spikes in usage and demand.

Press Release



We are currently working on a press release aimed at the highest level to promote the Alert system and how we at VISAV have up-scaled our IT infrastructure in line with V4 development. The release will also cover points including how we as a business have adapted our working methods in light of Coronavirus, our relationships with our partner organisations and some headline statistics from the national survey. If you have a spare moment and would like to **share a quotable comment** (a nice one that is), please email me directly. I will of course share the release with you when it’s finalised.

Keep Smiling



We’re all undoubtedly feeling the strain at the moment, so I want to continue sharing little glimmers of light and positivity where possible. Here are some responses that have been received following recent alert messages sent in Lancashire:

“Thank you for the ongoing advice and information. Please all stay safe during this terrible time. You have our gratitude.”

“I can get more information about what is going on in the world on here, keep up the good work.”

“I thought I'd just signed up for Police but it's much more (and I'm happy with that).”

It’s great to see the messages you are sending having such a positive effect.



I would personally like to thank all of our partners for all the extra efforts you are making at the moment to keep the nation safe. We will get through this!

Best regards

Mike Douglas

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