



NEIGHBOURHOOD ALERT DEV BOARD UPDATE: 38: CHRISTMAS UPDATE

Date: 20th December 2018

What! How did Christmas arrive so early this year?! As 2018 draws to a close, we hope it has been a successful one for you. We have been busy working on Alert and getting ready to start working on building **v4 in the new year**. The new version will be constructed differently from the existing Alert system and you should see many benefits, such as increased running speed, better mobile access, and the ability to integrate more easily with your systems.

In the meantime, we'd like to update you on recent activity and developments:

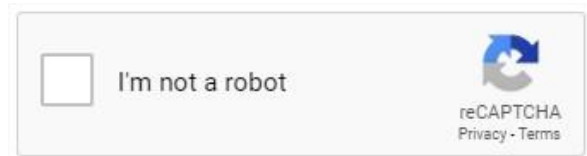
Update to Main admin login security

In light of recent attacks on other organisations, we are implementing some further preventative measures against a "bulk force attack".

Your administrators will notice a new "I am not a robot" tick box when logging in to the main admin. This is not the horrible one that asks further questions (tick the shop fronts etc). We hope it won't be too much of a pain, but it is worth it for the added layer of security.

At this stage we do not intend to add this to the Rapport login as we always aim to keep that as simple as possible, but we will, as ever, closely monitor attempted attacks and may need to review this in the future.

Action: Let your admins know that this tick box will appear in January and let us know if it causes any access issues (it has not in our tests)



Internal critical messaging & security tightening

We are now ready to launch our first dedicated solution to enable Alert to be used as a secure critical messaging system for internal officers (Firearms etc).

This system will store officer details and addresses and the levels of data segregation, resilience and security



are a step above those required for standard messaging, so we have been working closely with the superb security risk analysts within the Digital Policing Risk team at West Yorkshire Police under our Framework agreement.

This has led to us adopting a new, cutting edge, penetration test software scanner that interrogates the Alert system to much higher level than even our current Cyber Essentials Plus accreditation demands. I am delighted to say that after several weeks of collaborative work the Neighbourhood Alert system has passed this audit and trials of the Critical messaging system will commence early in January with West Yorkshire Police.

I will update you regarding the outcomes of these tests but thought we should share the good news about the even tighter security

Rapport App ready for BETA test

Yay, it is finally ready for some willing volunteers to test the Rapport app. We would be grateful if you could do some testing of the App yourself or find a volunteer or two to have a go. It is ready to test on ANDROID and we will be adding iOS later.



It is a faff to download and test because we cannot put it in the Play Store for the public to find. You need to go to this domain on your android phone to download it:

<http://neighbourhoodalert.co.uk/rapport.apk>

Please note three important things before you get started:

- 1) In order to use the App each, please ensure that you have your mobile number stored in your Alert admin account settings
- 2) Due to the data size of the onboard database, it is recommended that you use an account that has access to a **maximum of around 5,000 users**, ie, set up a new account with access to a local area, not the entire Force area or it will take a long time to initially load.
- 3) Use your Alert Login and Password to access the App.

Action: Please let us know how you get on and let me know the email addresses of anyone you have asked to test the App. I will be sending a feedback survey to them and will arrange a Practitioner Group session in the new year to gather feedback

Data clean up (Suspended accounts)

As you know, much work was done on the system to clear up data prior to the implementation of GDPR. In order to ensure the data stays as clean as possible we propose the removal of any accounts which have been suspended for 3 months or more.

The accounts are typically suspended due to the associated email addresses not having being verified by the user, meaning the accounts aren't active. We propose to do this at the end of January

and every month thereafter, so if you have any suspended user accounts which you think haven't been sent enough verification emails, you have the opportunity to send them another.

Action: Let me know if you think this is a really bad idea and any reasons we should not do it or exceptions etc. Unless I hear any objections, we will proceed as planned.

It's going to be a busy 2019 for the Alert system

As well as the build of Alert V4, we have invested in new hardware and associated software, and we are arranging a move to a recently built ISO27001 Data Centre near our Nottingham Head Office.

The new ESAs (email sending devices) are being delivered this week, ready for configuration and installation in our Manchester Data Centre in January. The next stage of work will be the purchase of new servers in March. These will be installed in Manchester for live testing in April.

In April, following testing, the new servers will be installed in our rack in the Nottingham Data Centre, where we will carry out further production testing. Subject to all going to plan, we will towards the end of April transfer some of our existing hardware from Manchester to Nottingham. If we experience any issues with the transfer to Nottingham, we will be able to switch back to our Manchester kit.

Once all is up and running as expected, the remaining hardware will be transferred from Manchester to Nottingham. We will of course keep you updated on all this work and, if required, will be happy to provide additional detail.

West Yorkshire Police have kindly agreed to undertake a Police Approved Secure Facility (PASF) Audit on the new Data Centre in Nottingham as part of the ongoing and thorough security checks required for the Critical messaging solution. I will let you know the outcome of this.

Action: If you or your ISO would like a tour of the new Nottingham Data centre, please let us know and we will be happy to arrange it

System Maintenance Schedule

In addition to the work involved with installing new equipment our schedule of maintenance works affecting Neighbourhood Alert can be downloaded from the help centre at

<https://visavtld.zendesk.com/hc/en-us/articles/211730809-Alert-Maintenance-Schedule>

Holiday Office Hours

During the festive period our offices will close at 5.30pm on Friday the 21st December and reopen at 8.30am on Wednesday the 2nd January 2019.

If you need assistance during this time, please send an email with full details of your issue / request to support@neighbourhoodalert.co.uk

If you need urgent help, please call us on 0115 9245517 option 1. (If you need urgent help and don't get it, remember you can always call my mobile, I may be merry but I will be contactable).

The team at VISAV Limited would like to thank you for what you do for the community and for using Neighbourhood Alert to help you do it. We wish you and your staff a very Merry Christmas and a happy, successful 2019.

Mike Douglas

Founder, Owner and Product Director: Neighbourhood Alert