Data & Digital Strategy
June 2021

Security Industry Authority

Our recent focus

- 'Keeping the Lights on' and continuous service improvement;

- Coming up with a vision for the long-term future of our data and digital services;

- Ensuring we have all necessary approvals for that vision;

- Turning the vision into an executable, costed plan.

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Chief Executive's vision for the SIA

- Smart, slick but robust licensing service.
- Greater emphasis on standards, enforcement, partnership, made possible as a result of resource savings made in licensing and back-office functions.
- A data- and intelligence-driven organisation.
- Proactive compliance and inspections including more disruption activity.
- A robust and strengthened enforcement arm.
- A more modern and digitally aware organisation fit for a post-COVID world.
- 'Best in class' corporate services.

How will the Data & Digital Strategy contribute?

- By ensuring that our digital services are highly reliable.

- Reducing the number of incidents, problems and service requests and resolving those that do arise faster and more efficiently.

- Delivering an enhanced data analysis capability to improve our decision-making and our compliance and enforcement activity.

- Enhancing the integrity and functionality of the licence itself to reduce counterfeiting, enable remote licence checking etc.

- Engaging positively with the private security industry in their use of new technology.

- Completing the SIA's journey to full convergence with Government Strategy.

Priorities for 2021/22

- In 2021/22, we will:

  - Produce a new technology roadmap;
  - Upgrade our ACS/Compliance CRM and move it to the STeP platform
  - Modernise the STeP - HMPO & Post Office interfaces
  - Deliver a new 'single search' capability across STeP, CRM and iBase;
  - Deliver a new remote licence checking capability;
  - Build a new 'common data platform' minimum viable product.

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2022-23

- Further enhancements to SIA Individual Licensing System (STeP) CRM & Portal
- Common Data Platform build & implementation
- Re-implementation of STeP Portal in PaaS
- Re-implementation of ACS/Compliance services in PaaS
- Re-implementation of modernised interfaces/integrations on existing systems.

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2023-24

- Upgrade of STeP and ACS/Compliance CRM to PaaS
- Migration of all interfaces/integrations data to PaaS
- Implementation of SIA common data platform & data warehouse.

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An enabling strategy

- Removing constraints;
- Reducing complexity;
- Creating more flexibility;
- Delivering more useful functionality;
- Delivering greater reliability;
- Benefitting from the innovation of others.

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