

Madrid Municipal Police

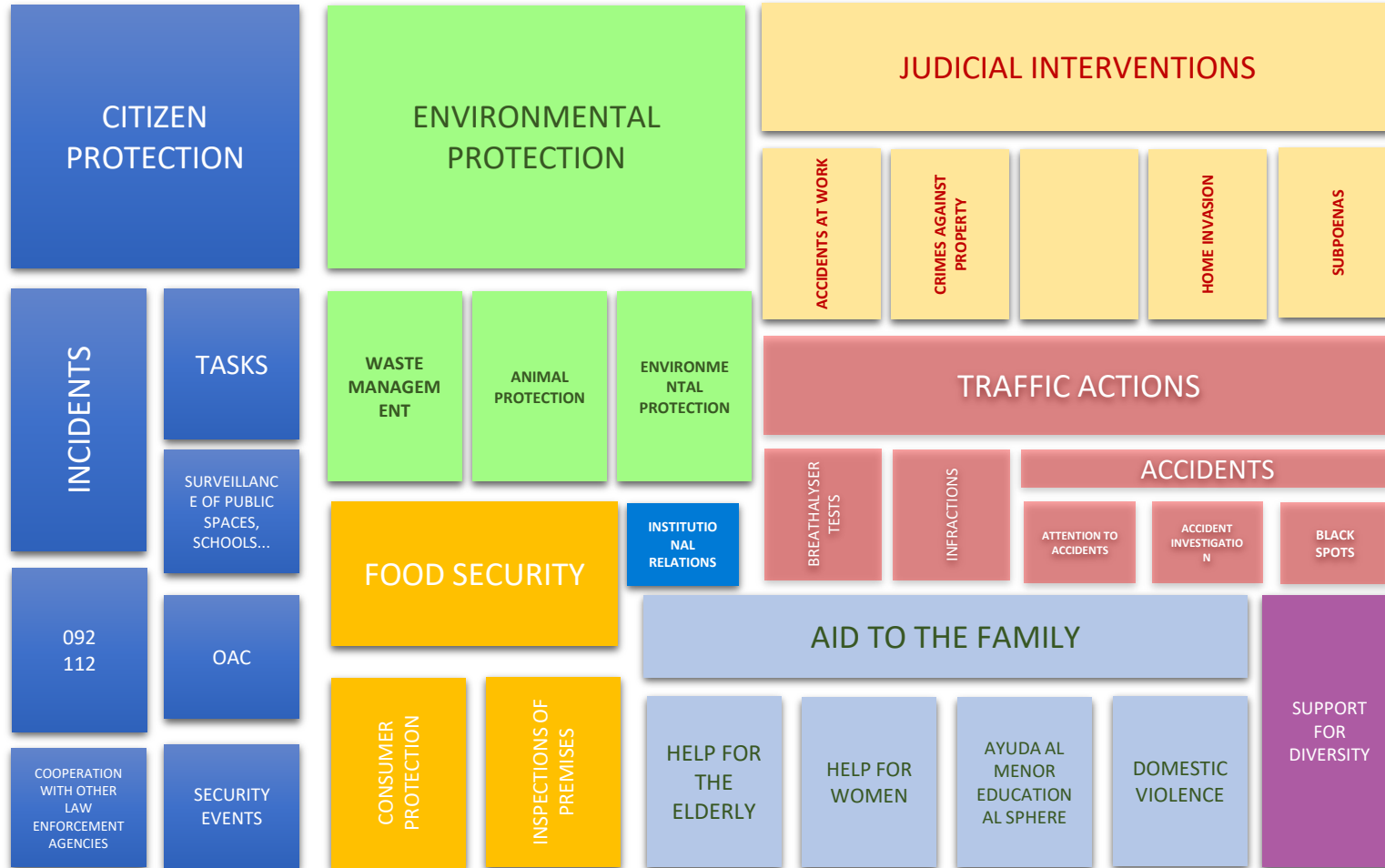
Digital Transformation at the Service of Citizens



Capital
Digital

01.

Charter of services



Charter of services of the municipal police

The municipal police play a vital role in ensuring the safety and well-being of citizens, offering a wide range of services.

Modernisation and digital transformation is one of the keys to strengthening our capabilities and creating a more connected, proactive and efficient police force, capable of responding to the complex and dynamic needs of a city in constant evolution.

02.

Digital Strategy Madrid Municipal Police



Transformation Digital

As a fundamental pillar of the digital transformation of the Madrid Municipal Police, the CORE project aims at **the technological modernisation of the core applications or CORE (CISEM- SIGIR-IRIS), which cover almost 90% of police activity in the city of Madrid.**

Through the CORE project, which is part of the Data Governance pillar within the strategic plan of the Municipal Police, the aim is to lay the foundations for the entire digital transformation of the Police through the unification, standardisation and standardisation of the core data of police activity.



Functional

Implementation of processes to guarantee the accuracy, consistency and updating of data, ensuring data protection and regulatory compliance.

Repetitive tasks are identified and automated to reduce errors and increase operational speed, while adapting interfaces and functionalities to the real needs of users.

Data Governance



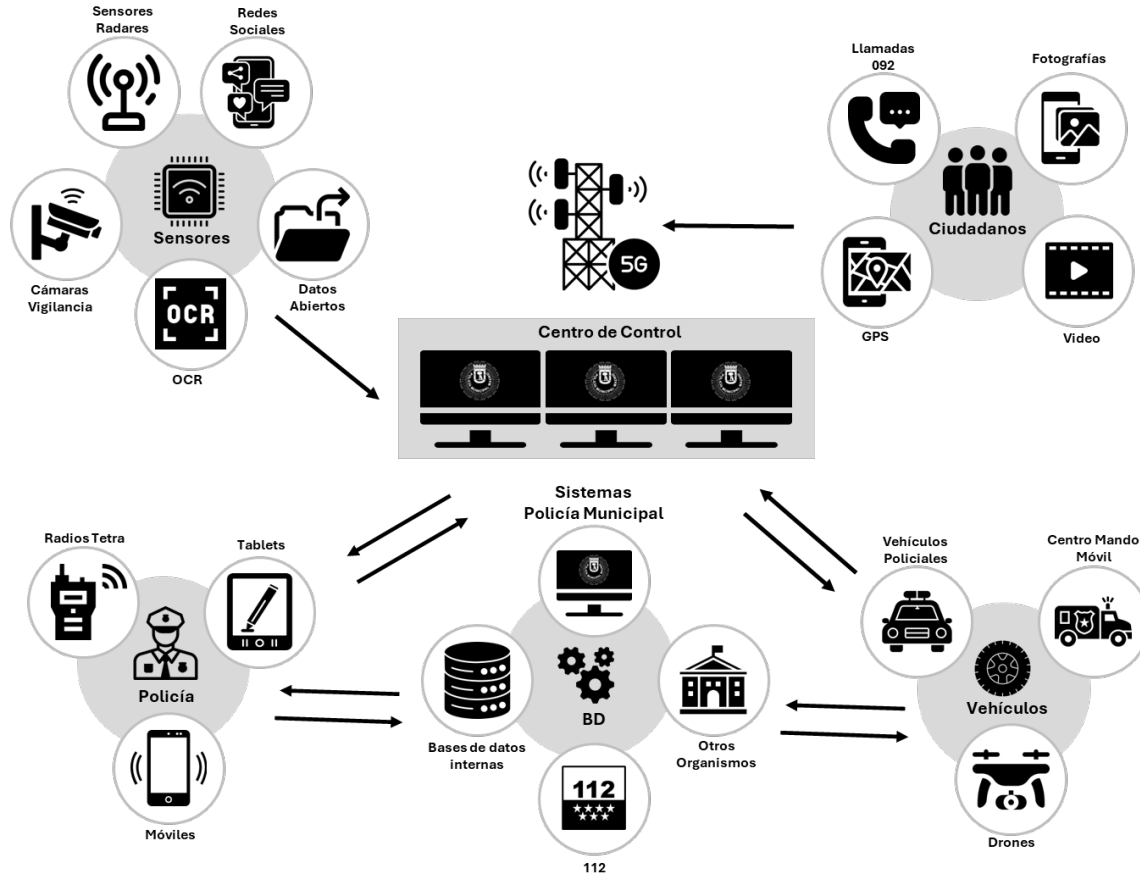
Services

Incorporating a new CORE technological architecture on which the different services will be built, as well as the necessary HW/SW infrastructure. Allowing components to be added or modified without affecting the complete system.

Prioritisation of essential services with a user-centric approach, ensuring scalability and flexibility in CORE usage.

Architecture





Integrating Unstructured Information Sources in Digital Transformation

The management of unstructured information, such as **video, images, and sensor data**, has become an **essential pillar of the digital transformation of the municipal police**.

Unlike structured information, which has traditionally been the basis of information, these new sources give us a more complete and dynamic view of the city. By integrating and analysing this data, we can anticipate incidents, optimise response and improve safety, adapting to the complexities of an evolving smart city.

03.

CORe Project

Initial Status

SIGIR



CISEM



IRIS



Future developments: Map of services

NOTIFICACIONES	MENSAJERIA	LOGIN	AGENDA	SEGURIDAD ROLES	GESTOR DE PETICIONES	FIRMA ELECTRONICA	GESTOR DOCUMENTAL	VISOR GIS
RRHH	GESTIÓN DE CUADRANTES Y CONTADORES	ORGANIGRAMA	FICHA BIOGRAFICA	CONFIRMACION DE SANCIONES	ORDENES DE SERVICIO	PLANES TERRITORIALES	CARTA DE COMUNICACIÓN	GESTION DE INCIDENTES
VACACIONES	SALUD LABORAL	HORAS Y DIETAS RRHH	ALTA DE BAJAS MEDICAS UNIDADES	PETICIÓN DE VACACIONES	PLANAES ESPECIFICOS	TAREAS ESPECIFICAS	INDICATIVOS	DESPACHO DE INCIDENTE
JUICIOS	ARMAS	VEHICULOS	ENTREGA DE VESTUARIO	CONSULTA DE CUADRANTES Y CONTADORES	PLANIFICACIÓN	PARTES DE INTERVENCIÓN	DESPACHO DE TAREAS PROGRAMADAS	GESTION DE INCIDENTES 112
DISCIPLINAS	TIRO	TRANSMISIONES	PETICIÓN JORNADAS VOLUNTARIAS	CAMBIO DE FESTIVOS	HORAS UNIDADES	INCIDENTE UNICO		
	VESTUARIO	RESPOSTAJE Y KILOMETRAJE	DIETAS UNIDADES	PARTE SERVICIOS	CONFORMACIÓN DE PATRULLAS			

Cross-cutting tools

Common tool-oriented services.

Administrative services Specific units

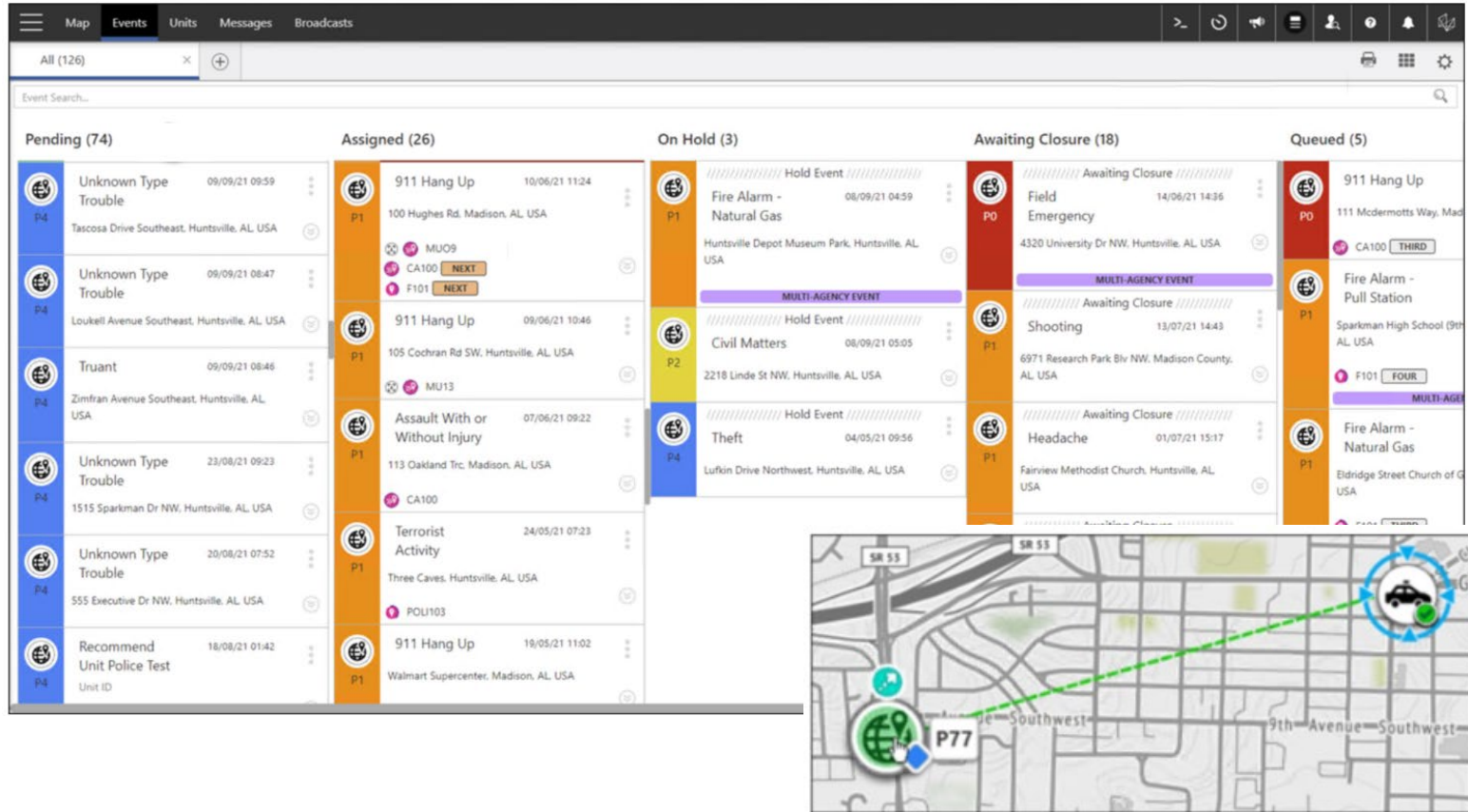
Services oriented to support functionalities for specific non-operational units (HR, internal affairs, occupational health, etc.) which require more concrete actions, oriented to the administrative management of resources at corps-wide level.

Management services (operational units)

Services oriented to support the functionalities executed by the operational units, being operations more intended to manage and plan the work of the units themselves and with different requirements to the management performed by the specific units in their own modules.

Operators 092

Services oriented to the management carried out by operators (092, room and units) for the management of incidents and calls.



84,000 calls per month


The police have a dispatching system that allows them to manage a large volume of calls and coordinate callsigns efficiently, improving their capacity to respond to citizens.

The Municipal Police is currently upgrading its dispatching system to a new version based on new technologies, which will not only improve the service during incidents but also allow it to be more connected with citizens.



Un sistema unificado bajo una arquitectura de futuro

Proporcionado un aumento de la agilidad, mejora en la disponibilidad de sistemas, reducción de tiempos de respuesta, y mayor capacidad para adaptarse a las necesidades cambiantes.



+ 100
Microservicios

Construcción de una nueva **arquitectura base de microservicios** alineada con las nuevas tendencias y tecnologías, que permite simplificar la complejidad, mejorar la escalabilidad y unificar eficientemente el núcleo del negocio de **Policía Municipal de Madrid**.



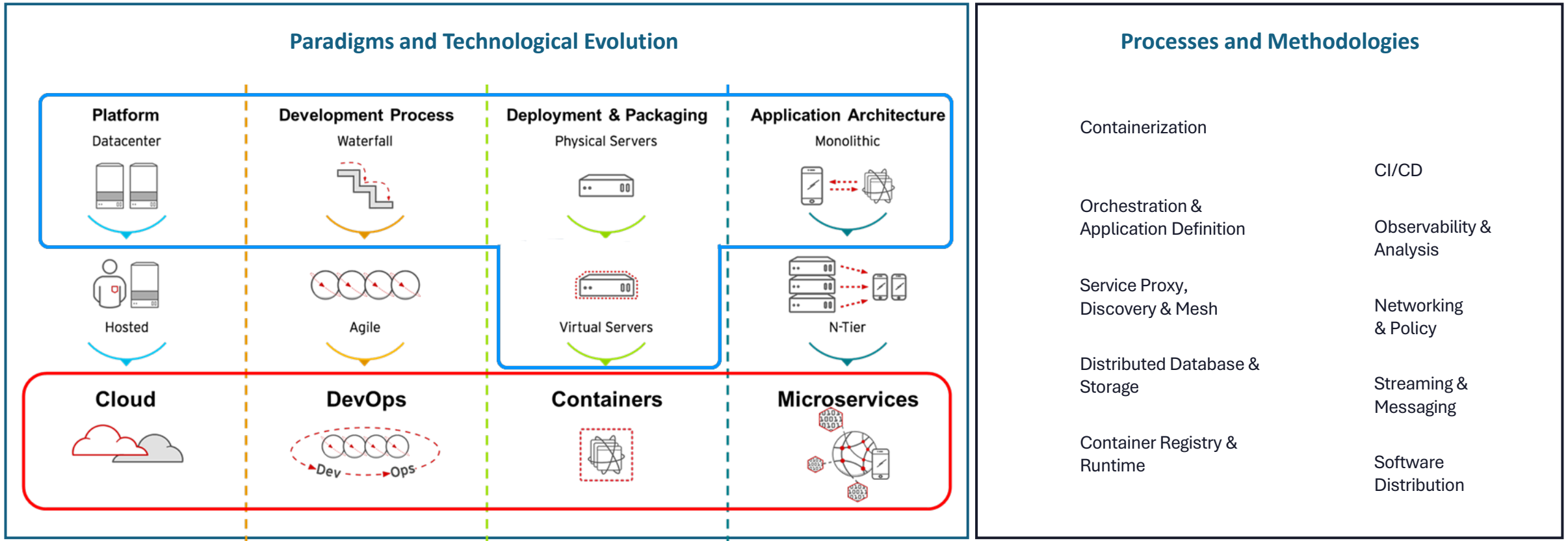
+ 50
Formularios y componentes

Rediseño del interfaz de la Policía Municipal, mediante un frontal en Angular, permitiendo ofrecer una **experiencia de usuario unificada**.



Industrialización de toda la fase desarrollo del software mediante la integración continua, reduciendo el riesgo humano y mejorando la seguridad y escalabilidad del sistema al contenerizar toda la aplicación mediante contenedores.

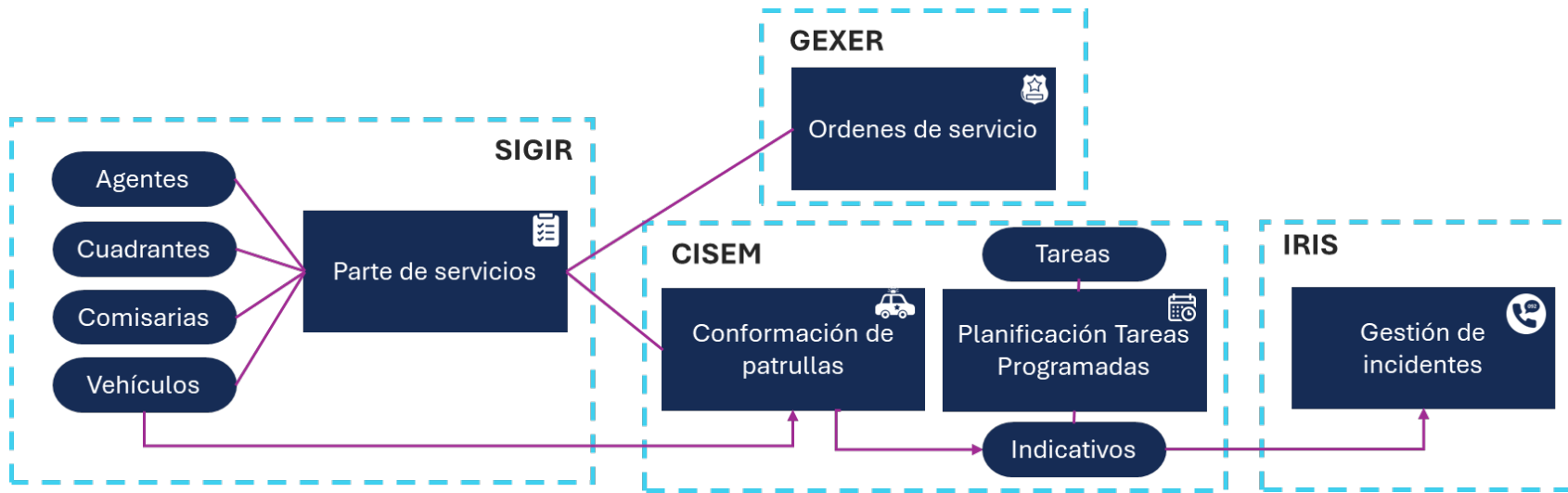
Transformational vision: new paradigms, methodologies and technologies



04.

Use case

Use case Planning



Currently, in order to carry out police service planning it is necessary for different users to access **different systems and applications** with their own logins, different user experiences, and this can lead to **duplication of information and scattering of information** between different systems.

With the new **CORe** process and the **modernisation process**, users will have all information unified and centralised. This will not only make them easier to use and **more agile**, but will also provide access to all the necessary information in one place to **plan the service more effectively**.

Modernisation

