

For Information	
Public	
Report to:	Strategic Resources and Performance Meeting
Date of Meeting:	15th July 2019
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Agenda Item:	7

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Information Technology Transformation Update July 2019

1. Purpose of the Report

1.1 The purpose of this report is to update the Police and Crime Commissioner with regards to the following two national Information Technology (IT) programmes:

- National Enabling Programmes
- Digital Policing Portfolio

2. Recommendations

2.1 It is recommended that the Commissioner notes the updates outlined in this report.

3. Reasons for Recommendations

3.1 To ensure that the Commissioner fulfils his statutory obligations in relation to performance scrutiny in this area of business.

4. Summary of Key Points

4.1 National Enabling Programmes (NEP)

4.1.1 Overview:

The three programmes that comprise the NEP provide an opportunity to shape the future of policing, providing tools and capabilities to assist officers and staff to collaborate, communicate and make efficiencies. The programmes strategically align to the Policing Vision 2025 and provide the foundational elements that will underpin a national digital, secure workplace. Collaboration at a national policing level will be enabled, digital communications and mobile technology will be better utilised, with wider business change possible.

The NEP comprises of 3 dependant programmes:

- **Productivity Services:**
Implementation of Microsoft Office365, which is an upgrade to our current productivity tools, bringing new collaboration technologies, tools and applications. User data will be securely stored in the Microsoft cloud.
- **Identity Access Management (IAM):**
Standardising user identities across systems and policing, reducing the number of user identities officers are required to have and reducing barriers to information sharing.
- **National Management Centre (NMC):**
A national cyber security service which monitors policing systems for threats and attempted breaches helping to keep them safe and secure.

4.1.2 **National update:** The national programme is making good progress and working closely with a large number of forces. The national programme is funded until March 2020, after which forces who want to do the work would have to do it unaided. It is understood that there is a move to extend the national programme subject to additional funding.

4.1.3 **Nottinghamshire update:** The business case for NEP was approved during March 2019, although preparation had been going on for some time prior to this. Following approval of the business case the force have fully engaged with the national programme to move the work forward. The national programme is still developing parts of the programme.

- **Productivity Services (Office365):**
Nottinghamshire Police have made very good progress and are among the first of the non-pilot forces to make the move to Office365. The implementation is through 2 pilot phases, the first being a technical pilot of 50 users and the second being a 250 user business pilot. The first pilot is currently (June 2019) being implemented within Information Services and some other users. Dependent on the result the business pilot will follow later in the year. The national programme assists the required business change through the implementation of 5 use cases during the business pilot. The force is currently defining what the 5 use cases will be to obtain the maximum benefit for the force. Following the success of the business pilot we would be ready to roll out to the rest of the force. In most respects the business change element is the more difficult part and a Business Change manager has been appointed and a business change network is currently being set up.
- **Identity Access Management (IAM):**
We have received a range of information on the requirements of this work and are working through some of the detail. We are required to purchase a tool to assist us with this which has the potential to interface to a national identity access management system in the future. We are currently working with East Midlands Strategic Commercial Unit (EMSCU) to facilitate the purchase of this and the costs were included in the business case. The first kick off workshop with the national team is being held in July where we will learn more about what

is required, there will be some business change required and we envisage this being quite a complex piece of work.

- **National Management Centre (NMC):**

The NMC has only recently come on line. The national programme will be providing software that we will install on our systems that facilitate the monitoring and reporting back to the NMC. There will need to be some process design work as to how the force reacts to information provided by the NMC. We are just at the beginning of the work and are waiting contact from the national programme to set up a number of meetings which we expect to commence during August 2019.

Summary:

Nottinghamshire Police are making excellent progress with the NEP, we are now one of the leading forces in the country. We expect to be rolling out Office365 across the force beginning 2020. A lot of effort is being put into the required business change side so that the force is able to reap the many benefits.

4.2 **Digital Policing Portfolio (DPP)**

Overview:

The DPP is a national delivery organisation set up by the National Police Chiefs Council to deliver the Digital Policing strand of the Policing Vision 2025. The DPP is supporting the evolution of policing, enabling forces to respond and adapt to the increasingly digital world we live in. The portfolio is working to deliver on this through three national programmes: Digital Public Contact, Digital Intelligence & Investigation and Digital First. All of this work is aiming to deliver policing led change, proactively shaping the response to new and changing demands. This will be achieved through the use of technology to deliver nationally consistent services and capabilities to reduce complexity.

The DPP comprises of 4 programmes:

- **Digital Public Contact:**

To transform the police's relationship with the public by introducing a new channel that is as focussed as 999. This will be achieved by the implementation of a new national website, Single Online Home, which give access to national and local content and will replace the need for each force to have their own website. Social media will also become a primary access channel through another element of the programme.

- **Digital Investigation and Intelligence:**

To enable policing to protect the public through preventing and detecting crime in a society that is becoming increasingly digital. This will help equip officers with the skills and knowledge to operate in a digital society. Enhanced capabilities will be provided to help officers effectively access and analyse data for policing purposes.

- **Digital First:**

To provide the mechanisms to enable policing and the Criminal Justice System (CJS) to work together in a more digital way. This is working with partners in Criminal Justice to enable the effective transfer of digital evidence. The Digital Evidence Transfer System (DETS) has been developed as a mechanism for forces to transfer media to CJS. Digital Case Files allows officers to complete forms rather than Word documents, making for better formatted data and easier transmission of documents to CJS. The programme is also looking at options to improve efficiency through the use of virtual/video enabled courts and live links.

- **Mobility:**

Enabling the frontline to maximise productivity through a more consistent, joined-up national approach to interoperable mobile working solutions. This will be through providing standards, defining and sharing good practice and delivering technological and commercial innovation.

4.2.1 **National update:** This very large portfolio which appears to be making some real progress, with many of the programmes developing as they go along. The portfolio has recently been added to with the inclusion of the mobility workstream.

4.2.2 **Nottinghamshire update:**

- **Digital Public Contact:** Nottinghamshire Police created a project to implement the Single Online Home solution during March 2019. Unfortunately, the force did not go live as there were several issues including the cost, technical configuration that meant we were unable to. If we had gone live we would have been presenting an inferior product to the public. Therefore, the force decided to delay implementation which is now expected to be March 2020. The Corporate Communications Team are working closely with the national programme on the development social media, the national team has not determined the deliverable and any dates yet.
- **Digital Investigations and Intelligence:** The first stages of the project are for forces to assess their maturity in dealing with digital evidence. In order to do this a Digital Assessment Tool has been developed by the national team. The force has trained 3 officers to be able to carry out the assessments. Fourteen business areas have been identified as suitable for assessment and these will take place June-July 2019. Once the assessments are complete the national programme will carry out an analysis alongside all other force's results and produce a report to include recommendations. We expect the report to be delivered late 2019 and will likely result in the generation of a number of business cases for improvement.
- **Digital First:** The DETS is currently on pilot in a small number of forces. The National Police Chiefs Council is making a decision about its future during July 2019. A Digital Evidence Management Systems (DEMS) is a system to manage digital evidence and can provide DETS functionality but a host of other features as well. The implementation would negate the need for the force to take the DETS and an options paper for DEMS is currently being written that will be

progressed through force governance in the coming months. There was a regional project looking at DEMS but the outcome was there would not be a regional solution and forces would make their own arrangements. The Digital Case File work is being carried out at a national level, the project has had a number of issues and we await information as to when this will be available for forces to implement. There is an impending visit from the national team to discuss the programme progression with senior stakeholders.

- **Mobility:** The mobility programme is relatively new and Notts are at the point of engagement with the national team to baseline the benefits that have already been realised through current mobile technology. The national programme will be working on standards, good practice, commercial leverage and technological innovation which the force will be keen to participate in as we look to how our mobile solutions will develop.

5. Financial Implications and Budget Provision

5.1 National Enabling Programmes

A business case has been approved for the NEP implementation and include the following expenditure:

	Capital	Revenue
Infrastructure upgrades	£61,000	
Identity Access Management tool	£69,538	£54,720
Microsoft support services	£106,500	
TOTAL	£237,038	£54,720

To date the above estimates are accurate. The local programmes are being delivered with current resources.

5.2 Digital Policing Portfolio

- **Digital Public Contact:** A business case for the Single Online Home (SOH) was approved for the project, the force contribution of running the national website was set at £92K pa but this would provide much more functionality than our current website. As we have not gone live this funding will not be required until next year. As the national site continually develops it may integrate to other police systems which may require further funding, but these are not currently known and will require additional business cases.
- **Digital Investigations and Intelligence:** The initial Digital Assessment Tool has been provided with no cost to the force. Any requirements generated by this assessment and other changes suggested by the programme may require funding, but this has not yet been determined and would be subject to business cases.
- **Digital First:** If DETS is approved for deployment nationally and the force decided to take it is estimated that the cost to Nottinghamshire Police would be

in region of £220Kpa. As identified previously, there are options to utilise the functionality of a DEMS and this option is currently being assessed. The other elements of the programme may require budget, but we don't have any further information at the moment.

- **Mobility:** We don't currently know what, if any, funding will be required in the future.

6. Human Resources Implications

6.1 National Enabling Programmes

These programmes are utilising current staff within the IS department for technical change and across the business for business change.

The implementation of Office365 will have a very positive impact on the efficiency of the organisation but initially staff will need to understand how to work differently to exploit the benefits and will need to get used to the new ways of working.

6.1 Digital Policing Portfolio

- **Digital Public Contact:** The project was staffed with internal resources. As the SOH project recommences next year those resource will need to be mobilised again. As the functionality of the SOH product is implemented and thereon develops functionality there will be an impact on internal resources as processes will change. These changes will need to be recognised as we learn more about the new functionality and may be the subject of further business cases.
- **Digital Investigations and Intelligence:** The initial Digital Assessment Tool is being utilised by some nominated assessors. We currently don't know the outcome of the assessment or how any other changes brought about by the DII programme will impact the force so business cases may need to be developed.
- **Digital First:** The implementation DETS may be fairly straightforward but will need resources to implement, however if we move to a DEMS solution that will be a large force project that will require an implementation team, this will be scoped as part of the business case.
- **Mobility:** We wait to see what the output of this programme will be.

7. Equality Implications

7.1 There are no equality implications related to this update.

8. Risk Management

- 8.1 Any local risks associated with these programmes are managed via the Corporate Risk Register, which is governed by the Deputy Chief Constable's Organisational Risk and Learning Board.

9. Policy Implications and links to the Police and Crime Plan Priorities

- 9.1 These areas of business are intrinsically linked to the Police and Crime Plan priority of transforming services and delivering quality policing.

10. Changes in Legislation or other Legal Considerations

- 10.1 There are no changes in legislation or other legal considerations in relation to this update.

11. Details of outcome of consultation

- 11.1 There has been no additional consultation in relation to this update report.

12. Appendices

- 12.1 There are no appendices attached to this report.