



DELIVERY OF MODERN MANAGEMENT OF END USER DEVICES

MOPAC Investment Advisory & Monitoring meeting [Date]

Report by Jamie Hewitt on behalf of the Darren Scates, CDDTO

Part 1 – This section of the report will be published by MOPAC. It is classified as OFFICIAL – PUBLIC

EXECUTIVE SUMMARY

This paper requests approval to implement a more user friendly, simpler and more efficient cost-effective cloud-based approach, known as 'Modern Management', for the deployment and ongoing management of laptop and desktops Windows based user devices.

Recommendations

The Deputy Mayor for Policing and Crime, via the Investment Advisory and Monitoring meeting (IAM), is asked to:

1. **Approve the implementation of modern management approach to build, deploy and manage Windows laptop and desktop user devices at a capital cost of £9.622m fully funded from the MOPAC approved DDaT Capital plan.**

Time sensitivity

A decision is required from the Deputy Mayor by the end of January 2025. This is because we want to avoid delaying the project and ensure timely completion.

Non-confidential facts and advice to the Deputy Mayor for Policing and Crime

Introduction and background

1. The Met currently build and configure our devices in a traditional way requiring a 'build centre' and additional infrastructure. A move to a modern management approach will reduce costs, enable quicker deployment and introduce new capabilities such as biometric access that make it easier to log-on and improves security.
2. Our current software stack including our connectivity solution, desktop operating system and a number of components require replacement. Rather than replace on a like for like basis we have identified an approach that provides business benefit and a better value offer with running cost savings that offset much of the investment required over time.

3. The approach uses Microsoft cloud-based capabilities and is aligned to the Police Digital Service national blueprints.

Issues for consideration

4. A minimum viable product (MVP) solution has been proven to work in the Met environment.

Contributes to the New Met for London (NMfL) Plan and / or MOPAC Police & Crime Plan 2022-25¹

5. Moving to a Windows modern management approach offers numerous benefits, particularly in alignment with the New Met for London strategy. One of the primary advantages is the reduction in build and service costs over the medium term. By transitioning from legacy hardware and software management platforms to modern cloud solutions like Autopilot and Intune, DDaT can streamline processes and reduce the need for more expensive and inefficient build and deployment services.

Financial, Commercial and Procurement Comments

6. Commercially sensitive finance, commercial and legal detail has been redacted. This information is contained in the restricted section of the report. This is to ensure a compliant procurement process.
7. The implementation of modern management approach to build, deploy and manage Windows laptop and desktop user devices at a capital cost of £9.622m fully funded from the MOPAC approved DDaT Capital plan.
8. This paper recommends to utilise the MPS existing managed service provider contracts to fulfil the requirements of this project.
9. It has been confirmed that the requirement is not within the scope of the core service charges of the managed service provider contract and is not available as a catalogue service offering but an amendment of those contracts is permitted.
10. To determine that best value for money is achieved a benchmarking activity against market options has been completed as well as reviews against previous projects of similar scale and complexity. Further information is contained in the restricted section of the report.

Legal Comments

1. The Mayor's Office for Policing and Crime ("MOPAC") is a contracting authority as defined in the Public Contracts Regulations 2015 ("the Regulations"). All awards of public contracts for goods and/or services valued at £214,904 or above shall be procured in accordance with the Regulations. This report

¹ [Police and crime plan: a safer city for all Londoners | London City Hall](#)

confirms the value of the proposed contract exceeds this threshold.

2. The routes to market are compliant with the Regulations and the proposed services are within the financial and technical scopes.

Equality Comments

3. There are considered to be no negative equality or diversity implications arising from the award of contracts.

Privacy Comments

9. The MPS is subject to the requirements and conditions placed on it as a 'State' body to comply with the European Convention of Human Rights and the Data Protection Act (DPA) 2018. Both legislative requirements place an obligation on the MPS to process personal data fairly and lawfully in order to safeguard the rights and freedoms of individuals.
10. Under Article 35 of the General Data Protection Regulation (GDPR) and Section 57 of the DPA 2018, Data Protection Impact Assessments (DPIA) become mandatory for organisations with technologies and processes that are likely to result in a high risk to the rights of the data subjects.
11. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the programme meets its compliance requirements.
12. The programme does not use personally identifiable data of members of the public, so there are no GDPR issues to be considered.

Real Estate Implications

13. As this is a project for delivery of modern management of end user devices this work does not change any aspects relating to real estate.

Environmental Implications

14. The MPS Environment and Sustainability Policy and relevant Environmental legislation will be taken into consideration. A reduction in environmental impact is anticipated due to a reduction in delivery logistics.

Background/supporting papers

15. Not applicable

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Part 2 – This section refers to the details of the Part 2 business case which is NOT SUITABLE for MOPAC Publication.

The Government Security Classification marking for Part 2 is:
OFFICIAL-SENSITIVE [COMMERCIAL]

Part 2 of Delivery of Modern Management of End User Devices is exempt from publication for the following reasons:

- It contains information on the value of individual contracts which, if published, may negatively impact the organisations ability to obtain best value in future sourcing work.

The exemption is covered under Article 2(2)(a) of the Elected Local Policing Bodies (Specified Information) Order 2011 (Data Protection Section 43 – Commercial Interests). The paper will cease to be exempt once the information is no longer commercially sensitive.

Exempt under Article 2(2)(a) of the Elected Local Policing Bodies (Specified Information) Order 2011 (Data Protection Section 43 – Commercial Interests).

The relevant sections under the FOIA that would exempt this information from disclosure, for example:

- Data Protection Section 40,
- Commercial Interest Section 43
- Legal Professional Privilege Section 42

For advice, please contact the FoIA team.

The paper will cease to be exempt until the completion of the managed service provider contract which is February 2024 with the potential to February 2028.

Any request for information under FoIA would need to be assessed on a case by case basis, no matter what or when the original decision was made, as the circumstances may have changed eg information no longer commercially sensitive. Use a suitable timescale (month and year) that has a reasonable justification, ie after the contract has been awarded or at the completion of the contract, or retain for a minimum of 6 years according to the MPS Records Management Policy.