



Service Now Fit for Future Build and Configuration

MOPAC Investment Advisory & Monitoring meeting 10th March 2025

Report by Saghir Akbar on behalf of the Chief of Corporate Services

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

EXECUTIVE SUMMARY

ServiceNow, the core MPS business application for Information Technology, more commonly known as 'My IT Service Desk' is increasingly difficult and costly to run due to historical customisation of the application.

The ServiceNow Fit for Future programme has been set up to re-implement the ServiceNow in a standard configuration which allows MPS to leverage improved features and simplifies future upgrades.

This paper seeks approval for funding to carry out the re-implementation and appoint a Supplier to carry out the works

Recommendations

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

- 1. Approve funding for the Build and Implementation of the new ServiceNow platform and carry out required business change. The associated capital cost of £3.049m is fully funded in the draft capital plan to be approved by MOPAC with the MPS 2025/26 budget**
- 2. Approve award of Project Work Orders to the Supplier under the Pegasus Infrastructure Services contract for £1.810m**

Time sensitivity

A decision is required from the Deputy Mayor by 31/03/25. This is to enable the project to implement the latest version of the application whilst maintaining compliance with terms of use and avoiding the need to upgrade the current platform.

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

Introduction and background

1. ServiceNow is the core business application used by DDaT to manage IT services. The platform, more commonly known as 'My IT Service Desk' can be

accessed by any member of staff in the MPS for raising IT Incidents and Requests. The platform is also utilised by a combination of service providers from MPS, Connect (NEC), Capgemini, Eviden (Atos) and BT to provide support and provides visibility of live service, trending, dashboards and retrospective performance.

2. It is used for managing our Information Technology infrastructure and day to day operations including implementation of technology changes, management of IT and Cyber risks and management of IT service availability. The platform is integrated with a number of core technologies providing digital IT support channels such as Teams and Virtual Agent, monitoring of IT services, network and infrastructure availability and self service provisioning of equipment to MPS Officers and staff via Smartlockers.
3. ServiceNow was deployed in 2016, and subsequently migrated to SaaS in 2019. The platform has become highly customised due to bespoke origins resulting in an overly complex architecture. This complexity limits the exploitation of the full potential of the ever-evolving platform and results in increasing cost and risk over time with limited return or value add.
4. As a consequence, to remain compliant with the contract, annual upgrades are high cost, high effort with no benefit other than providing ongoing supplier support, currently costing around £320K per year and rising.

Issues for consideration

5. The key objective is to use standard platform capabilities and transform IT Service Management processes, which will improve customer experience, reduce risk, remove technical debt and mature the operating model. It will enable future benefits by unlocking functionality which cannot currently be used.
6. The key financial benefit will come from moving platform upgrades into BAU. In addition, ServiceNow has agreed to delay the current contractual upgrade to enable MPS to re-platform. This gives a significant cost avoidance of £1.9m over the next five years. In addition, a reduction in annual service support charges has been agreed due to efficiencies from improved tooling.
7. Seed funding of £0.498m (included in the £3.049m request above) from the MOPAC approved Digital Data & Technology (DDaT) 2024/25 capital plan has been approved by DDaT Board for Design and discovery work to validate the strategic approach to re-platform. This has now been progressed sufficiently to ensure the standard functionality can meet the MPS needs.

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

Crime Plan 2022-25¹

8. The MOPAC Police and Crime Plan 2022-25 allocates capital for “implementing new technology and maintaining existing systems”. More specifically, the ServiceNow Fit for Future programme aligns with the Fixing our Foundations element of the NMfL plan by standardizing our IT service management tool and processes. These improvements will ultimately lead to reduced front-line time being lost to IT service issues.

Financial, Commercial and Procurement Comments

9. It has been confirmed that the requirement is not within the scope of the core service charges of the Infrastructure Services Agreement and is not available as a catalogue service offering.
10. The services required to deliver this shall be procured as a Project Work Order on the Infrastructure Services Agreement.
11. Financial and Commercial information is contained in the restricted section of the report
12. ServiceNow will support the management and distribution of Information services and tools for frontline policing to better enable them to meet the London Anchor Institutions' Charter².

Legal Comments

13. There are no legal issues arising from buying services under a valid contract which has already been approved.

Equality Comments

14. This is an upgrade to an existing service, this work does not change any aspects relating to equality or diversity’.
15. As part of the implementation we will comply with all Met equality and diversity policies as identified by the Strategic Diversity and inclusion team, and seek advice where appropriate.

Privacy Comments

16. 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.
17. Under Article 35 of the General Data Protection Regulation (GDPR) and Section 57 of the DPA 2018, Data Protection Impact Assessments (DPIA) become

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

² <https://www.london.gov.uk/coronavirus/londons-recovery-coronavirus-crisis/anchor-institutions-charter>

mandatory for organisations with technologies and processes that are likely to result in a high risk to the rights of the data subjects.

18. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the programme meets its compliance requirements.
19. 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

20. There are no real estate implications as a result of this programme.

Environmental Implications

21. There are no environmental implications as a result of this programme

Background/supporting papers

22. None

Report author: Dave Rodger, Service Now Fit for Future Programme Lead, +44 7414 707 886

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 Service Now Fit for Future is exempt from publication for the following reasons:

- 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:
 - Commercial Interest Section 43

The paper will cease to be exempt until July 2027 when the current Supplier Agreement ends