

GREATER LONDON AUTHORITY

REQUEST FOR DIRECTOR DECISION – DD1324

Title: Mobile Device Management

Executive Summary:

In order to provide secure access to corporate information on smartphone and tablet devices, both corporately provided and personally owned, specialist software is required. This decision seeks approval for the procurement of software and related services from a framework contract such as the TfL internal resellers framework, Crown Commercial Services framework or open competition for the management of corporately provided smartphone and tablet devices and the secure provision of information on personally owned smartphone and tablet devices.

Decision:

The Executive Director approves expenditure of up to £96,400 over five years (2015 to 2020) to procure software and related services to manage the secure delivery of corporate information to mobile devices.

AUTHORISING DIRECTOR

I have reviewed the request and am satisfied it is correct and consistent with the Mayor's plans and priorities.
It has my approval.

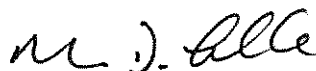
Name:

Martin Clarke

Position:

Executive Director – Resources

Signature:



Date:

26.5.15

PART I – NON-CONFIDENTIAL FACTS AND ADVICE

Decision required – supporting report

1. Introduction and background

- 1.1 The technology marketplace has changed such that smartphone and tablet devices with substantial processing power and software functionality are available to businesses and consumers at a fraction of the cost of equivalent PC and laptop devices. In addition, mobile device usage has increased substantially in the UK with research indicating that over 70% of the UK population now owns a smartphone or tablet device. Sales of such devices are also outstripping the sale of PCs and laptops. The availability and usage of mobile devices represents considerable opportunities for changes in working practices and customer engagement. The proposals outlined in this report will enable the delivery of software that allows GLA provided mobile devices to be securely managed and allow for the secure delivery of email and other services to personally owned devices.
- 1.2 During 2014 all Mobile Device Management (MDM) solutions within the top quadrant of the Gartner report “Magic Quadrant for Enterprise Mobility Management Suites” were assessed (using desk based research and hands on trials where available) by the GLA Technology Group. Further trials are to be completed during 2015 following an open product selection process to select the preferred software provider. A competition between suppliers of the selected software will be undertaken in accordance with the GLA’s Contracts and Funding Code and using a framework contract such as the TfL internal resellers framework, Crown Commercial Services framework or open competition.
- 1.3 In addition, the GLA has taken advantage of Blackberry’s “EZ Pass Scheme” which entitles organisations with existing BlackBerry licences to trade them up free of charge to their latest system for managing native BlackBerry devices. This system provides functionality (at extra cost) for managing non-BlackBerry devices and this functionality will be assessed as part of the process outlined in section 1.2 above.
- 1.4 The total value over a five year period for the delivery of software to securely manage GLA provided smartphone and tablet devices and securely manage the provision of mobile data services to personally owned smartphone and tablet devices is expected to be £96,400. This cost is based upon an assumed uptake of 600 by the end of year 3. Provision has been made for up to £10,000 capital expenditure in year 1 for installation and configuration. Cost estimates are based upon a sliding scale uptake as outlined in the below tables.

Licencing Costs			
	Estimated uptake (BlackBerry)	Cost per CAL	Total
Year 1	100	£24	£2,400
Year 2	200	£24	£4,800
Year 3	300	£24	£7,200
Year 4	300	£24	£7,200
Year 5	300	£24	£7,200
	Estimated uptake (non-BlackBerry)	Cost per CAL	
Year 1	100	£48	£4,800
Year 2	200	£48	£9,600
Year 3	300	£48	£14,400
Year 4	300	£48	£14,400
Year 5	300	£48	£14,400
			£86,400

Total Costs				
	Capital	BlackBerry Licences	Non-BlackBerry Licences	Total
Year 1	£10,000	£2,400	£4,800	
Year 2	£0	£4,800	£9,600	
Year 3	£0	£7,200	£14,400	
Year 4	£0	£7,200	£14,400	
Year 5	£0	£7,200	£14,400	
	£10,000	£28,800	£57,600	£96,400

- 1.5 Corporately provided devices (smartphone and tablets) will be procured using the organisation's existing mobile phone contract. This report relates to the software used to manage devices procured using the organisation's existing mobile phone contract and provide secure access to corporate information from personally owned mobile devices.

2. Objectives and expected outcomes

- 2.1 Software to support the secure management of all smartphone and tablet devices provided by the GLA and allow a range of corporate services to be securely made available to personally owned smartphone and tablet devices (for services such as corporate email and calendar access and document editing) will be implemented in order to achieve the following outcomes:
- Supporting flexible working - people need to be able to access services from anywhere and at any time (and from a growing number and range of devices).
 - Controlling costs – IT costs at the GLA have been falling (through the innovative use of technology and the use of shared services) despite increased demand for services.
 - Innovating to provide responsive / cost-effective solutions - continuing to emphasise the use of Open Source / Virtualisation / Cloud Services.

- d) Ensuring Sustainability of the IT Infrastructure - reducing energy, paper use, extending the lifespan of existing equipment.
- e) Providing a secure and stable environment for a new organisation – ensure that the equipment and the network remain robust and resilient while ensuring it is capable of expansion and contraction to reflect the changing nature of the organisation.
- f) Continuing to assimilate and share services – completing the assimilation of transferred services, dealing with the transfer of new services (including MOPAC) and continuing to look for innovative ways of sharing services.
- g) Continuing to support the priorities of the Mayor and London Assembly - including increasing the transparency of services.

2.2 The proposals outlined in this report are facilitative of and conducive to the GLA's functions to discharge its general functions.

3. Equality comments

- 3.1 An equality impact assessment has been carried out. The proposals outlined in this report will result in the delivery of software that allows the access and processing of information on mobile devices. People with the protected characteristic of "Disability" require consideration with proposals outlined in this report. As a result the accessibility options offered by the products considered form part of the product selection process.
- 3.2 No impact on any individuals with any protected characteristics other than "Disability" (outlined above) has been identified as a result of the proposals outlined in this report.

4. Other considerations

- 4.1 The solution provided must meet defined security requirements, for example some end users will require CESC security approved delivery for data up to impact level 3.
- 4.2 The decision as to who will be entitled to the software services outlined in this report is the responsibility of the business units. With regard to providing devices that software outlined in this report will run on or enabling access from personally owned devices, the budget holder needs to satisfy themselves that the officer has a requirement to access email or phone services out of working hours or while on the move and that the benefit the GLA gains is worth the cost of procuring and running the smartphone or tablet device. All end users will be encouraged to only have one type of device and therefore, if a smartphone is procured for an officer who currently has a mobile telephone, it is expected that the mobile telephone device will be surrendered.
- 4.3 We have noted the following key risks associated with this decision:
 - 4.3.1 Risk of data leak / security breach. The technology being proposed in this report allows corporate data to be made available on mobile devices and therefore there is a potential increased risk of corporate data leakage. This risk is a key consideration during the market engagement selection process and will be accounted for both with regard to the technology selected and the policies for usage.
 - 4.3.2 Risk of increased demand for related services, such as the ability to build mobile applications not currently available in order to meet business needs. These options will be accounted for in the pre-market engagement selection process. The solutions being considered allow for custom third party applications to be rewritten for mobile devices.

- 4.3.3 Higher than expected uptake due to organisational change. The number of system users may increase due to organisational change and changes in working practice. This risk will be mitigated by procuring the services using a framework or the procurement of unlimited licence option.
- 4.3.4 Risk of insufficient funds to cover the ongoing licensing costs. This risk is mitigated through the Technology Group budget planning process and the budgeting process for individual business units.
- 4.4 The proposals outlined in this report will enable flexible working and increased productivity thereby allowing GLA staff to deliver the Mayor's objectives.
- 4.5 The procurement and implementation of this will be carried out in partnership with Transport for London (TfL) and will allow future partnership working opportunities by allowing potential collaborative working through standardised use of technology and reduced procurement costs through use of the TfL re-sellers framework.
- 4.6 The proposed solution allows for partnership working for projects such as the secure sharing committee papers to Assembly Members and other staff across functional bodies. All of the proposed solutions being investigated by the GLA for this project comply with the necessary security standards to allow for partnership working of this type.

5. Financial comments

- 5.1 Installation and configuration of software estimated at £10,000 is capital expenditure and will be met from the existing Technology Group capital budget.
- 5.2 Licences for delivery of software to securely manage GLA provided smartphone and tablet devices and securely manage the provision of mobile data services to personally owned smartphone and tablet devices is estimated at £86,400 over a period of five years and will be met from the existing Technology Group revenue budget.
- 5.3 Any changes to this proposal including budgetary implications will be subject to further approval via the Authority's decision making process.
- 5.4 Technology Group Unit within Resources directorate will be responsible for managing this contract and ensuring compliance with the Authority's Financial Regulations and Contracts and Funding code where applicable.

6. Legal comments

- 6.1 The foregoing sections of this report indicate that:
 - 6.1.1 The proposals in respect of which the Executive Director's approval is sought may be considered to fall within the GLA's powers to do such things as are facilitative of or conducive to the discharge of its general functions;
 - 6.1.2 In formulating the proposals in respect of which a decision is sought officers have complied with the GLA's related statutory duties to:
 - 6.1.2.1 Pay due regard to the principle that there should be equality of opportunity for all people;
 - 6.1.2.2 Consider how the proposals will promote the health of persons, health inequalities between persons and contribute towards achievement of sustainable development in the United Kingdom; and

6.1.2.3 Consult with the appropriate bodies.

6.2 Section 1.2 indicates that:

- 6.2.1 The TfL internal resellers framework under which it is proposed the services and supplies may be “called-off” was procured in accordance with the GLA’s Contracts and Funding Code on behalf of TfL and all other GLA group entities in accordance with relevant procurement law; and
- 6.2.2 The Crown Commercial Services framework under which it is proposed the services and supplies may be “called off” can be used by the GLA by virtue of its procurement by Crown Commercial Services on behalf of the GLA and bodies such as the GLA in accordance with relevant procurement law.

6.3 Officers must ensure that the services and supplies required are procured fully in accordance with the requirements of the selected framework; and that appropriate “call-off” documentation is put in place and executed by the successful bidder and the GLA before the commencement of the services and supplies.

6.4 Section 1.2 indicates that the services and supplies may be procured by open competition, so if that is the preferred option over calling off one of the frameworks, the services and supplies must be procured by Transport for London who will determine the detail of the procurement strategy to be adopted in accordance with the GLA’s Contracts and Funding Code. Officers must ensure that appropriate contract documentation is put in place and executed by the successful bidder and the GLA before the commencement of the services and supplies.

7. Planned delivery approach and next steps

Activity	Timeline
Evaluate all MDM providers within the in the top quadrant of the Gartner report ‘Magic Quadrant for Enterprise Mobility Management Suites’ (desk based research and hands on trials where available).	May – December 2014
Of the four top products identified conduct further evaluation including end user testing.	January – March 2015
Complete competition using the TfL internal resellers or Crown Commercial Services framework or open competition for procurement of the necessary Client Access Licences (CALs) and associated technical services.	April 2015
Project Closure.	May 2015

Appendices and supporting papers: None.

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOI Act) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

Note: This form (Part 1) will either be published within one working day after approval or on the defer date.

Part 1 Deferral:**Is the publication of Part 1 of this approval to be deferred? YES**

If YES, for what reason:

Deferred until completion of the procurement of the required software and associated services in order to avoid commercial disadvantage.

Until what date: 1 September 2015

Part 2 Confidentiality: Only the facts or advice considered to be exempt from disclosure under the FOI Act should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form – NO

ORIGINATING OFFICER DECLARATION:

Drafting officer to confirm the following (✓)

Drafting officer:

Tom Jackson has drafted this report in accordance with GLA procedures and confirms that:

✓

Assistant Director/Head of Service:

David Munn has reviewed the documentation and is satisfied for it to be referred to the Sponsoring Director for approval.

✓

Financial and Legal advice:

The Finance and Legal teams have commented on this proposal, and this decision reflects their comments.

✓

EXECUTIVE DIRECTOR, RESOURCES:

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

Signature

M. J. Allen

Date

26.5.15

