

## DMPC Decision – PCD 608

### Title: Tech Bar Project Final Business Case

#### Executive Summary:

The purpose of this project is to provide a walk-in Tech Bar service that will improve the customer experience for police officers and staff by providing face-to-face, onsite IT support for all IT related queries.

The service aligns with the BCU structure and will become an integral part of the BCU function. Its primary focus is to support the five local policing functions, although all Police Officers and staff can use the 'walk in' service, regardless of base location. The key outcome will be to support mobility and smarter working by reducing the downtime of Police Officers and staff.

Digital Policing are seeking approval to rollout the Tech Bars across the BCU structure by the end of 2019.

#### Recommendation:

The Deputy Mayor for Policing and Crime is recommended to approve:

- (1) The project to provide a walk-in Tech Bar service that will improve the customer experience for all police officers and staff by providing face-to-face onsite IT support and to proceed to Gate 4 and 5 (Build/ Test and Transition/ rollout).
- (2) The first year 2019/20 funding to complete the project is covered in the DP approved budget.
- (3) The annual revenue running costs to be covered by the existing DP revenue budget. This situation will be monitored throughout the year and built into the 2020/21 Medium Term Financial Plan (MTFP) business planning. Should the Digital Policing budget not be able to contain these costs then the intention is to manage these costs from within the overall MPS budget.
- (4) All commercial arrangement to deliver the new Tech Bar service are covered in existing MOPAC approved construal and framework agreements.

#### Deputy Mayor for Policing and Crime

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct. Any such interests are recorded below.

The above request has my approval.

Signature

*Sybil Under*

Date

19/7/19

## **PART I - NON-CONFIDENTIAL FACTS AND ADVICE TO THE DMPC**

### **1. Introduction and background**

- 1.1. The Tech Bar trial project was initiated to 'test' the Tech Bar service in two sites. The key outputs from this trial project are a refined service-operating model for the full rollout and this Final Business Case. Both documents are based on the lessons learned and statistics from the trials.
- 1.2. The first Tech Bar trial was launched at Fresh Wharf Patrol Base within East Area Basic Command Unit (BCU) on 5th November 2018. The second Tech Bar trial was launched at Kentish Town Police Station within Central North Basic Command Unit (BCU) on 28th January 2019.
- 1.3. These 'trials' were initiated to address the following key challenges:
  - Users who have a damaged or faulty device experience wasted time while waiting for resolution
  - Concern that some users don't engage with DP when IT issues arise
  - DP are not fully and formally aware of all IT issues faced by users
  - Support technology adoption to exploit its full capabilities
- 1.4. Users will walk into the Tech Bar and the engineers will provide level 1, 2 and 3 support simultaneously. In both trial sites, the users have found that the personal interface with the Tech Bar staff has been a far superior experience compared to using the telephone service. As a result, users are asking questions that typically they do not feel comfortable approaching the service desk for. Tech Bar is helping to increase the adoption of new technologies and improving utilisation of existing technologies, as well as being able to resolve their technical issues and problems.
- 1.5. From the trial statistics, average resolution time has reduced by 1.9 days per ticket when comparing the Tech Bar service with the Service Desk. Similarly, laptops are fixed 2.3 days quicker, tablets 3.41 days quicker and first time fixes have increased by 10%. In addition, 28% of users completed the Tech Bar survey, which is a high return rate for surveys of this type. Of those users, 91% rated the service as excellent, 9% rated it as good and 100% would recommend the service to their colleagues. They believe that other BCUs would benefit from their own Tech Bar and strongly believe their customer experience has improved and would like to see the Tech Bar as a permanent service offered.

### **2. Issues for consideration**

- 2.1. The project will work with the Property Services Directorate (PSD) to determine the exact locations for Tech Bar deployment, which may influence cost and time. Contingency has been built in to cover this.
- 2.2. The other key issues are contained in the restricted section of the report.

### **3. Financial Comments**

- 3.1. This information is contained in the restricted section of the report.

#### **4. Legal Comments**

- 4.1. The Mayor's Office for Policing and Crime (MOPAC) is a contracting authority as defined in the Public Contracts Regulations 2015 (the Regulations). Awards of public contracts for goods and/or services valued at £181,302 or above must be procured in accordance with the Regulations. The Tech Bar contracts for goods and services will be procured in accordance with the Public Contracts Regulations 2015.
- 4.2. Section 4 of the restricted report identifies a number of different procurement routes to source the various components of the project. Each are confirmed to utilise existing MOPAC contracts as being compliant routes to market.
- 4.3. Paragraph 4.13 of the MOPAC Scheme of Delegation and Consent provides that the Deputy Mayor for Policing and Crime (DMPC) has delegated authority to approve the procurement strategy for all revenue and capital contracts of a total value of £500,000 or above.
- 4.4. Paragraph 7.23 of the MOPAC Scheme of Delegation and Consent provides that the Director of Strategic Procurement has consent to approve the award of all contracts, except for those called in through the agreed call in procedure. Paragraph 4.14 provides that the Deputy Mayor for Policing and Crime reserves the right to call in proposals to award contracts valued at £500,000 or above.

#### **5. GDPR and Data Privacy**

- 5.1. There are no new privacy issues created by the Tech Bar project as the service will use existing systems which have already had a Data Protection Impact Assessment (DPIA) as part of the General Data Protection Regulation (GDPR).
- 5.2. If the project creates bespoke systems in the future, which uses personally identifiable data, a DPIA will be completed as needed.

#### **6. Equality Comments**

- 6.1. The project has carried out site surveys of the seven potential Tech Bar sites. As a result, the project has been assessed as an equality and diversity neutral project neither promoting new equality and diversity issues nor reducing any existing equality and diversity issues. This relates to internal and external staff and/ or working practices.

#### **7. Background/supporting papers**

- 7.1. Supporting material is contained in the restricted section of the report.

**Public access to information**

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOIA) and will be made available on the MOPAC website following approval.

If immediate publication risks compromising the implementation of the decision it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

**Part 1 Deferral:**

Is the publication of Part 1 of this approval to be deferred? NO

If yes, for what reason:

Until what date:

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

Is there a **Part 2** form – YES

**ORIGINATING OFFICER DECLARATION**

*Tick to confirm statement (✓)*

**Financial Advice**

The Strategic Finance and Resource Management Team has been consulted on this proposal.

✓

**Legal Advice**

The MPS legal team has been consulted on the proposal.

✓

**Equalities Advice:**

Equality and diversity issues are covered in the body of the report.

✓

**Commercial Issues**

The proposal is in keeping with the GLA Group Responsible Procurement Policy.

✓

**GDPR/Data Privacy**

- GDPR compliance issues are covered in the body of the report.
- A DPIA is not required.

✓

**Director/Head of Service**

The Chief Finance Officer has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.

✓

**Chief Executive Officer**

I have been consulted about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Deputy Mayor for Policing and Crime.

**Signature**

R. Lawrence

**Date**

18/7/19



## Tech Bar Project Final Business Case (FBC)

### MOPAC Investment Advisory & Monitoring meeting 27/06/19

#### Report by Angus M on behalf of the Deputy Commissioner

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

#### *EXECUTIVE SUMMARY*

The purpose of this project is to provide a walk-in Tech Bar service that will improve the customer experience for police officers and staff by providing face-to-face, onsite IT support for all IT related queries.

The service aligns with the BCU structure and will become an integral part of the BCU function. Its primary focus is to support the five local policing functions, although all Police Officers and staff can use the 'walk in' service, regardless of base location. The key outcome will be to support mobility and smarter working by reducing the downtime of Police Officers and staff.

Digital Policing are seeking approval from PIB and IAM to rollout the Tech Bars across the BCU structure by the end of 2019.

#### **Recommendations**

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

#### **Approve:**

1. The project to provide a walk-in Tech Bar service that will improve the customer experience for all police officers and staff by providing face-to-face onsite IT support and to proceed to Gate 4 and 5 (Build/ Test and Transition/ rollout).
2. The first year 2019/20 funding to complete the project is covered in the DP approved budget.
3. The annual revenue running costs to be covered by the existing DP revenue budget. This situation will be monitored throughout the year and built into the 2020/21 MTFP business planning. Should the DP budget not be able to contain these costs then we will look to manage from within the overall MPS budget.
4. All commercial arrangement to deliver the new Tech Bar service are covered in existing MOPAC approved contracts and framework agreements.

### **Time sensitivity**

A decision is required from the Deputy Mayor by 11<sup>th</sup> July 2019 so the project can start the rollout in August. This will enable the project to complete the rollout in 2019 and accelerate the primary outcome, which is to improve DP's customer experience.

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

### **Introduction and background**

5. The Tech Bar trial project was initiated to 'test' the Tech Bar service in two sites. The key outputs from this trial project are a refined service-operating model for the full rollout and this Final Business Case. Both documents are based on the lessons learned and statistics from the trials.
6. The first Tech Bar trial was launched at Fresh Wharf Patrol Base within East Area Basic Command Unit (BCU) on 5th November 2018. The second Tech Bar trial was launched at Kentish Town Police Station within Central North Basic Command Unit (BCU) on 28th January 2019.
7. These 'trials' were initiated to address the following key challenges:
  - 7.1. Users who have a damaged or faulty device experience wasted time while waiting for resolution
  - 7.2. Concern that some users don't engage with DP when IT issues arise
  - 7.3. DP are not fully and formally aware of all IT issues faced by users
8. Users will walk into the Tech Bar and the engineers will provide level 1, 2 and 3 support simultaneously. In both trial sites, the users have found that the personal interface with the Tech Bar staff has been a far superior experience compared to using the telephone service. As a result, users are asking questions that typically they do not feel comfortable approaching the service desk for. Tech Bar is helping to increase the adoption of new technologies and improving utilisation of existing technologies, as well as being able to resolve their technical issues and problems.
9. From the trial statistics, average resolution time has reduced by 1.9 days per ticket when comparing the Tech Bar service with the Service Desk. Similarly, laptops are fixed 2.3 days quicker, tablets 3.41 days quicker and first time fixes have increased by 10%. In addition, 28% of users completed the Tech Bar survey, which is a high return rate for surveys of this type. Of those users, 91% rated the service as excellent, 9% rated it as good and 100% would recommend the service to their colleagues. They believe that other BCUs would benefit from their own Tech Bar and strongly believe their customer experience has improved and would like to see the Tech Bar as a permanent service offered.

### **Issues for consideration**

10. The project will work with the Property Services Directorate (PSD) to determine the exact locations for Tech Bar deployment, which may influence cost and time. Contingency has been built in to cover this.
11. The other key issues are contained in the restricted section of the report.

### **Contributes to the MOPAC Police & Crime Plan 2017-2021<sup>1</sup>**

12. A key strategic objective for the Met as detailed in 'Met's direction' is to continue to develop its internal capabilities. In response to this, Digital Policing has listened to its customers and designed a Tech Bar service to improve customer experience.

### **Financial, Commercial and Procurement Comments**

13. This information is contained in the restricted section of the report.

### **Legal Comments**

14. The Mayor's Office for Policing and Crime (MOPAC) is a contracting authority as defined in the Public Contracts Regulations 2015 (the Regulations). Awards of public contracts for goods and/or services valued at £181,302 or above must be procured in accordance with the Regulations. The Tech Bar contracts for goods and services will be procured in accordance with the Public Contracts Regulations 2015.
15. Section 4 of the restricted report identifies a number of different procurement routes to source the various components of the project. Each are confirmed to utilise existing MOPAC contracts as being compliant routes to market.
16. Paragraph 4.13 of the MOPAC Scheme of Delegation and Consent provides that the Deputy Mayor for Policing and Crime (DMPC) has delegated authority to approve the procurement strategy for all revenue and capital contracts of a total value of £500,000 or above.
17. Paragraph 7.23 of the MOPAC Scheme of Delegation and Consent provides that the Director of Strategic Procurement has consent to approve the award of all contracts, except for those called in through the agreed call in procedure. Paragraph 4.14 provides that the Deputy Mayor for Policing and Crime reserves the right to call in proposals to award contracts valued at £500,000 or above.

### **Equality Comments**

18. The project has carried out site surveys of the seven potential Tech Bar sites. As a result, the project has been assessed as an equality and diversity neutral project neither promoting new equality and diversity issues nor reducing any existing equality and diversity issues. This relates to internal and external staff and/ or working practices.

### **Privacy Comments**

19. There are no new privacy issues created by the Tech Bar project as the service will use existing systems which have already had a Data Protection Impact Assessment (DPIA) as part of the General Data Protection Regulation (GDPR).
20. If the project creates bespoke systems in the future, which uses personally identifiable data, a DPIA will be completed as needed.

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<sup>1</sup> Police and crime plan: a safer city for all Londoners | London City Hall

### **Real Estate Implications**

21. The seven Tech Bars will be set up in the locations that will be agreed with the Property Services Directorate and will align with their BCU transformation programme. The project has built budget into its estimates to pay for the minimal changes in those locations.

### **Environmental Implications**

22. There will be no impact on the Mayor's Environment Strategy.

### **Background/supporting papers**

23. Supporting material is contained in the restricted section of the report.

Report author: Mick Skelt Tech Bar Project Manager and Hannah Smith, Infrastructure Programme Delivery Lead, Digital Policing.

### **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 Tech Bar project Final Business Case 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:
  - Commercial Interest Section 43

The paper will cease to be exempt until 2021 or when a release of information does not affect the commercial interests.