

**REQUEST FOR DMPC DECISION – PCD 449****Title: ServiceNow to Cloud****Executive Summary:**

ServiceNow is an IT Service Management tool used by the Metropolitan Police Service. Digital Policing will engage Atos to transition the current on premise ServiceNow solution to the cloud based Software as a Service solution to deliver enhanced customer experience for officer and staff, to provide protection against technical obsolescence and enhance resilience consistent with the Digital Policing strategy.

**Recommendation:**

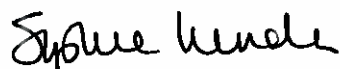
The Deputy Mayor for Policing and Crime is recommended to:

- Approve Transition of the on premise ServiceNow solution to a cloud based Software as a Service (SAAS) solution and align this to customer experience requirements. Atos will deliver this at a revenue cost of £1.2m funded from the MOPAC approved Digital Policing budget.
- Approve signing an extended contract with ServiceNow through Atos to 2022.
- Note that signing the extension now provides the MPS with cost certainty as well as leveraging reduced licence costs due to the global partnership that Atos has with ServiceNow. In the event that the Service Integration and Management (SIAM) contract is not extended in 2020 there is flexibility within the contract that will allow the instance to be transferred to the MPS under a new pricing arrangement.
- Note that the new solution will result in additional running costs from 2019/20; these will be funded from savings in the SIAM tower licence management programme.

**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****Date**

30/08/2018

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

### **Decision required – supporting report**

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

- 1.1. ServiceNow is the MPS' IT Service Management tool that manages incident, problem and change at its core. If exploited it can achieve end to end transformation of IT services through consolidation of fragmented tools and legacy systems while automating service management processes. This will improve the user experience meaning that police officers and staff will minimise the time they waste through dealing with faulty IT and focus on the real job of keeping London safe.

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

- 2.1. Other Central Government agencies utilise the Software as a Service (SAAS) solution and suitable protection and mitigation is in place in relation to security of data.
- 2.2. This fully aligns to the Digital Policing strategy of "cloud first" and investment now will provide "evergreening" savings as the tool will not need to be transitioned between suppliers as well as no future investment in hardware and hosting. This is estimated to be every 4-5 years.

#### **3. Financial Comments**

- 3.1. The cost of transitioning to the cloud based SaaS solution is £1.233m, which is fully funded from the Digital Policing project revenue budget.
- 3.2. Future revenue costs are forecast to be £0.9m per annum, partly offset by cashable savings of £0.1m in hosting charges. This is some £0.3m above the current budget. The additional running costs in year 1 will be met from the Digital Policing approved project revenue budget and subsequent run costs above budget will be contained within Digital Policing's current budget through savings generated from the SIAM tower licence management programme.

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

- 4.1. The MOPAC is a contracting authority as defined in the Regulations. When awarding public contracts for goods and services valued at £181,302 or over, contracting authorities must do so in accordance with the Regulations. This report confirms the proposed contract award will exceed this threshold. Accordingly, the Regulations are engaged.

#### **5. Equality Comments**

- 5.1. As this is an extension of an existing service this work does not change any aspects relating to equality or diversity.

## **6. Background/supporting papers**

### **6.1. 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**

	<i>Tick to confirm statement (✓)</i>
<b>Head of Unit:</b> The Chief Finance Officer has reviewed the request and is satisfied it is correct and consistent with the MOPAC's plans and priorities.	✓
<b>Legal Advice:</b> Legal advice is not required.	✓
<b>Financial Advice:</b> The Strategic Finance and Resource Management Team has been consulted on this proposal.	✓
<b>Equalities Advice:</b> Equality and diversity issues are covered in the body of the report	✓

**OFFICER APPROVAL****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 30/08/2018



## ServiceNow to Cloud

### MOPAC Investment Advisory Meeting 30<sup>th</sup> August 2018

#### Report by Angus McCallum 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***

Digital Policing will engage Atos to transition the current on premise ServiceNow solution to the cloud based SaaS solution to deliver enhanced customer experience for officer and staff, to provide protection against technical obsolescence and enhance resilience consistent with the DP digital strategy.

#### **Recommendations**

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

- Approve Transition of the on premise ServiceNow solution to a cloud based Software as a Service (SAAS) solution and align this to customer experience requirements. Atos will deliver this at a revenue cost of £1.2m funded from the MOPAC approved Digital Policing budget.
- Approve signing an extended contract with ServiceNow through Atos to 2022.
- Note that signing the extension now provides the MPS with cost certainty as well as leveraging reduced licence costs due to the global partnership that Atos has with ServiceNow. In the event that the Service Integration and Management (SIAM) contract is not extended in 2020 there is flexibility within the contract that will allow the instance to be transferred to the MPS under a new pricing arrangement.
- Note that the new solution will result in additional running costs from 2019/20; these will be funded from savings in the SIAM tower licence management programme.

### **Time sensitivity**

1. A decision is required from the Deputy Mayor by 20/08/2018. This is because the quote provided by ServiceNow, through Atos expires on 27/08/2018 and means that the significantly reduced licence costs would no longer be available.

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

### **Introduction and background**

2. ServiceNow is the MPS' IT Service Management tool that manages incident, problem and change at its core. If exploited it can achieve end to end transformation of your IT services through consolidation of fragmented tools and legacy systems while automating service management processes. This will improve the user experience meaning that police officers and staff will minimise the time they waste through dealing with faulty IT and focus on the real job of keeping London safe.
3. It is DP's intention to make a strategic investment now to transition the on premise solution to the cloud based SaaS solution provided by ServiceNow.

### **Issues for consideration**

4. There are no significant risks identified. Other Central Government agencies utilise the SaaS solution (including MOJ and Home Office) and suitable protection and mitigation is in place in relation to security of data.
5. This fully aligns to DP's strategy of "cloud first" and investment now will provide "evergreening" savings as the tool will not need to be transitioned between suppliers as well as no future investment in hardware and hosting. This is estimated to be every 4-5 years.

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

6. By making a strategic investment in with ServiceNow, the MPS will be able to leverage capabilities which will drive efficiencies and savings providing better value for money for the MPS and Londoners.

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

7. As an extension to an existing service this work does not change any aspects relating to responsible procurement.

### **Legal Comments**

8. The MOPAC is a contracting authority as defined in the Regulations. When awarding public contracts for goods and services valued at £181,302 or over, contracting authorities must do so in accordance with the Regulations. This

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

report confirms the proposed contract award will exceed this threshold. Accordingly, the Regulations are engaged.

**Equality Comments**

9. As this is an extension of an existing service this work does not change any aspects relating to equality or diversity.

**Privacy Comments**

10. There are no privacy issues identified.

**Real Estate Implications**

11. There are no real estate implications.

**Environmental Implications**

12. There is no impact to the Mayor's London Environment Strategy.

**Background/supporting papers**

13. Support documents provided in section 2.

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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 Snow to Cloud PIB IAB Part 1 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 November 2022 which is after the completion of the contract.

