

GREATER LONDON AUTHORITY

REQUEST FOR DIRECTOR DECISION – DD2103

Title: JAMF Casper suite

Executive Summary:

The majority of GLA staff and Members use Windows PCs for their day to day work. However, the use of Apple laptops, tablets, mobile devices and desktops have steadily increased. The GLA Technology Group has software systems (mainly a software called System Centre Configuration Manager or SCCM) that can centrally manage the Windows operating system and software that runs on Windows. SCCM can, amongst other things, install software, security updates etc remotely and ensure that all PCs at the GLA are the same. No such capability exists for Apple devices. Through a competitive evaluation, a software system called Casper has been chosen as the Apple device management software.

Decision:

That the Executive Director of Resources approves:

1. the appointment of JAMF Software following a competitive procurement carried out by TfL Procurement.
2. the expenditure of up to £80,051 over three years for the following:
 - a. 100 Casper licences;
 - b. initial installation;
 - c. technical support and maintenance services;
 - d. training GLA's Technology Group on the use and management of the Casper software; and
 - e. 9 additional days of onsite service

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 of Resources

Signature:



Date:

12.4.17

PART I - NON-CONFIDENTIAL FACTS AND ADVICE

Decision required – supporting report

1. Introduction and background

1.1 The GLA has used Microsoft Windows based software and PCs since its inception. However, the use of Apple desktop, laptop, tablet and mobile devices has steadily increased in the past few years and is set to continue. Whilst Windows devices are fully capable of being managed remotely by the Technology Group using an administration software called SCCM, the GLA does not have the same capability with respect to Apple devices and requires each device to be individually and directly managed (e.g. installation of software, operating system updates etc). Given the growth in Apple devices, the Technology Group needs to procure an Apple device management system to provide the same level of services as is the case for Windows devices.

1.2 A desktop based study was used to compare products on the market. The Technology Group identified the following requirements:

1. Apple operating system (OS) security patching (Install software updates including security patches)
2. Apple OS software upgrades (ability to upgrade Apple devices to latest supported version – e.g. El Capitan, Sierra).
3. Apple OS builds (ability for the Technology Group to compile and roll out standard Apple builds including Office 2016, Anti-virus software, Fonts, etc).
4. Apple OS Packaging of Software (e.g. Microsoft Office 2016 & Kaspersky).
5. Remote device management (ability to manage GLA Apple devices that are not connected to the internal network).
6. Apple software reporting (to remotely identify software and versions, performance etc.).
7. Apple hardware reporting (to identify what Apple hardware the GLA has and the technical attributes of each – memory, hard drive capacity, processor type, age etc).

These requirements were used to evaluate the range of market leading software products currently available. The products evaluated included: AssetStudio, Casper, Jira, Touchdown and Snow. This evaluation led to Casper being chosen as the most appropriate Apple computer management software for the GLA.

1.3 The vendor for the Casper software suite is JAMF Software., based in the US. There are a number of UK resellers of the product, all of whom were requested to quote against a standard requirements specification (as summarised below):

Licensing

Licensing for 100 devices for three years.

Licensing includes:

- One perpetual or subscription software license for each managed device.
- Casper software Server licence
- administrator licences
- documentation

Installation

- Installation of Casper software
- System Administration overview of the Casper suite
- Creation of common policies and software permissions
- Inventory management and workflows

- Packaging and imaging
- Software and OS updates and deployment
- Documentation and access to knowledge base materials.

Support

- Account management
- training for administrators
- 6 service days per year
- 24/7 technical support

2. Objectives and expected outcomes

2.1

- To procure the CASPER suite through a competitive exercise between UK based resellers;
- To enable the Technology Group to fully manage the growing number of corporate Apple devices;
- To train Technology Group engineer staff to a sufficient level of competency in the use and management of the Casper software.

3. Equality comments

This procurement has no impact on groups with protected characteristics.

4. Other considerations

4.1 Mayoral strategies

The integration of an Apple device management system fully supports the work of the Mayor and the Assembly in utilising the latest in new technologies to maximise modern capabilities that provide increased flexibility for GLA staff.

4.2 Risks

There is a risk of delay in covering the entire Apple estate at the GLA owing to staff (and therefore device) availability. This risk will be mitigated by the Technology Group Service desk being given the capability to liaise with customers directly to get their device covered by Casper. The Technology Group will also maintain a list of users and devices to manage the rollout of the coverage.

There is a risk of disruption on devices as a result of incorporating them into the Casper management regime. This risk will be mitigated by through testing of a sample of all Apple devices and models currently in use.

5. Financial comments

Approval is being sought for expenditure of £80,051 and this will be fully funded from the TG budget for 2017-18. The services are covering 3 financial years up until 2019-20. These costs are broken down in the table below;

Financial year	£
2017/18	34,874
2018/19	22,589
2019/20	22,589
Total	80,051

6. Legal comments

6.1 The foregoing sections of this report indicate that the decisions requested of the director (in accordance with the GLA's Contracts and Funding Code concern the exercise of the GLA's general powers, falling within the GLA's statutory powers to do such things considered to further or which are facilitative of, conducive or incidental to the promotion of economic development and wealth creation, social development or the promotion of the improvement of the environment in Greater London; and in formulating the proposals in respect of which a decision is sought officers have complied with the GLA's related statutory duties to:

- pay due regard to the principle that there should be equality of opportunity for all people;
- consider how the proposals will promote the improvement of health of persons, health inequalities between persons and to contribute towards the achievement of sustainable development in the United Kingdom; and
- consult with appropriate bodies.

In taking the decisions requested, the director must have due regard to the Public Sector Equality Duty; namely the need to eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010, and to advance equality of opportunity between persons who share a relevant protected characteristic (race, disability, gender, age, sexual orientation, religion or belief, pregnancy and maternity and gender reassignment) and persons who do not share it and foster good relations between persons who share a relevant protected characteristic and persons who do not share it (section 149 of the Equality Act 2010). To this end, the director should have particular regard to section 3 (above) of this report.

6.2 Officers have indicated in sections 1 and 2 of this report that the services in respect of which it is proposed that a contract is to be awarded have been procured in accordance with the Public Contracts Regulations 2016 in accordance with the GLA's Contracts and Funding Code.

7. Planned delivery approach and next steps

Activity	Timeline
Procurement of contract [for externally delivered projects]	February 2017
Delivery Start Date [for project proposals]	April 2017
Delivery End Date [for project proposals]	April 2017
Project Closure: [for project proposals]	April 2017

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? NO

If YES, for what reason:

Until what date: (a date is required if deferring)

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 (✓)

Calum West: 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.

✓

Corporate Investment Board:

The Corporate Investment Board reviewed this proposal on 10 April 2017.

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

12.4.17

Diane Lydia Arter

From: Lisa Price
Sent: 31 March 2017 17:17
To: Calum West
Subject: RE: DD2103 CASPER

Hi Calum

Martin has reviewed and cleared this DD.

Many thanks
Lisa

From: Calum West
Sent: 31 March 2017 16:28
To: Lisa Price
Subject: FW: DD2103 CASPER

Hi Lisa,

As per email below would you be able to get a clearance email from Martin to support the above approval so that the DD can be processed.

Many thanks,
Calum

From: Diane Lydia Arter
Sent: 31 March 2017 16:09
To: Calum West <Calum.West@london.gov.uk>
Cc: Azadur Rahman <azadur.rahman@london.gov.uk>
Subject: DD2103 CASPER

Thanks for sending the DD to the decisions in box.

Before we can process this DD we need an e-mail from Martin Clarke to say he is happy with it. This e-mail can be obtained from Lisa Price's team. If you send the DD to Lisa Price and ask her to get an e-mail from Martin Clarke.

Regards
Diane

**Diane Arter, Performance Officer, Greater London Authority, Governance and Performance Team
020 7983 4642**

