

DMPC Decision – PCD 655**Title: ServiceNow: Licences for Further ServiceNow Capabilities****Executive Summary:**

ServiceNow is the core IT Service Management tool that manages IT incidents, requests, problems and changes. The initial upgrade project moved ServiceNow from a legacy, on-premise version to the Cloud, delivering the core platform. Now the core platform is in place, there are additional capabilities/modules the MPS can get value from. Digital Policing are seeking approval to implement the additional modules by mid-2020.

Recommendation:

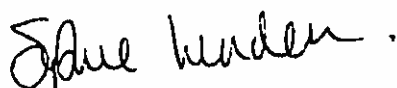
The Deputy Mayor for Policing and Crime is recommended to approve:

- (1) Award of a procurement for ServiceNow licences of three years, funded from the MOPAC approved Digital Policing Revenue budget
- (2) Approval of project costs to deliver the five additional modules, to be funded from MOPAC approved Digital Policing Project Revenue budget
- (3) Approval to incur annual licence costs for five additional ServiceNow modules, to be funded from MOPAC approved Digital Policing Revenue budget.

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**

23/10/2019

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

1. Introduction and background

- 1.1. ServiceNow is the core IT Service Management tool that manages IT incidents, requests, problems and changes.
- 1.2. An upgrade project was completed in 2018/19 which moved ServiceNow from a legacy, on-premise version to the Cloud, delivering the core platform.
- 1.3. Now the core platform is in place, there are five additional capabilities/modules the MPS can get value from: Event Management, Orchestration, End User Mobile App, Walk-Up Experience and Virtual Agent.

2. Issues for consideration

- 2.1. Additional ServiceNow modules are required to deliver Digital Policing's vision of quick and easy IT support and proactive IT issue avoidance.
- 2.2. The other key issues are contained in the restricted section of the report.

3. Financial and Commercial Comments

- 3.1. This information is contained in the restricted section of the report, but the MOPAC Finance Team has reviewed the details and is assured that the licences have been procured correctly and that the sum to be committed is within budget.

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

7. Background/supporting papers

- 7.1. 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

Tick to confirm statement (✓)

Financial Advice

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

✓

Legal Advice

Legal advice is not required.

✓

Equalities Advice:

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

✓

Commercial Issues

Commercial issues are not applicable

✓

GDPR/Data Privacy

- GDPR compliance issues are covered in the body of the report
- A DPIA already exists

✓

Director/Head of Service

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

✓

Interim 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



Date 22/10/19



ServiceNow: Licenses for further ServiceNow Capabilities

MOPAC Investment Advisory & Monitoring meeting 31st October 2019

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

This paper seeks approval to proceed with improving the ServiceNow capabilities by procuring further modules to deliver additional functionality.

ServiceNow is the core IT Service Management tool that manages IT incidents, requests, problems and changes. The initial upgrade project moved ServiceNow from a legacy, on-premise version to the Cloud, delivering the core platform. Now the core platform is in place, there are additional capabilities/modules the MPS can get value from.

Digital Policing are seeking approval from PIB and IAM to implement the additional modules by the mid-2020.

Recommendations

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

1. Award of a procurement for ServiceNow licences of three years, funded from the MOPAC approved Digital Policing (DP) Revenue budget
2. Approval of project costs to deliver the five additional modules, to be funded from MOPAC approved DP Project Revenue budget
3. Approval to incur annual licence costs for five additional ServiceNow modules, to be funded from MOPAC approved DP Revenue budget

Time sensitivity

A decision is required from the Deputy Mayor by 31st October 2019. This is because a commercial discount has been secured which expires at the end of October 2019.

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

Introduction and background

1. ServiceNow is the core IT Service Management tool that manages IT incidents, requests, problems and changes.
2. An upgrade project was completed in 2018/19 which moved ServiceNow from a legacy, on-premise version to the Cloud, delivering the core platform.
3. Now the core platform is in place, there are five additional capabilities/modules the MPS can get value from: Event Management, Orchestration, End User Mobile App, Walk-Up Experience and Virtual Agent.

Issues for consideration

4. Additional ServiceNow modules are required to deliver Digital Policing's vision of quick and easy IT support and proactive IT issue avoidance.
5. The other key issues are contained in the restricted section of the report.

Contributes to the MOPAC Police & Crime Plan 2017-2021¹

6. One of the priorities within the MPS Direction 2018-2025 is to "seize the opportunities of data and digital technology to become a world leader in policing". As technology becomes an increasingly important part of policing, quick and straightforward IT and IT support is critical and these modules contribute to delivering this.

Financial, Commercial and Procurement Comments

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

Legal Comments

8. 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 ServiceNow contracts for goods and services will be procured in accordance with the Public Contracts Regulations 2015.
9. 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.
10. 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.
11. 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.

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

Equality Comments

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

Privacy Comments

13. There are no new privacy issues created by the ServiceNow 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).
14. If the project creates bespoke systems in the future, which uses personally identifiable data, a DPIA will be completed as needed.

Real Estate Implications

15. There will be no changes associated to the estate.

Environmental Implications

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

Background/supporting papers

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

Report author: 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 ServiceNow Phase 3 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.

