

# Finance, Change and People Oversight Board 30 June 2023

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## CONNECT Update

Report by: The Director of Strategy and Transformation

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### 1. Purpose of this Paper

The purpose of this paper is to provide an update on the adoption of CONNECT to date as well as outline the delivery confidence for the second drop of CONNECT (Drop 2, consisting of Investigation, Intelligence and Proactive Management Plans) currently scheduled to Go Live in November 2023.

### 2. Recommendations – that the Oversight Board:

- a) Note that issues regarding the stability of the solution continue to cause challenges for the frontline. This issue is being actively addressed with NEC through various means.
- b) Note that users continue to struggle on with the Case Management element of the solution. A dedicated Taskforce has been established and bolstered by continual upskilling and awareness sessions as well as hands on operational support to those cases that require it.
- c) Note that there remains a number of challenges to the Drop 2 delivery plan, notably the stability issues with the live service as well as the preparatory work required to transition from digital training to classroom based training for the majority of the workforce.
- d) Note that an updated business case to secure additional approved funding is required and will be submitted to PIB / MOPAC late summer 2023.

### 3. Information for Consideration

- 3.1. The CONNECT Programme is one of the most complex in policing history drawing together 8 systems into one and involving hundreds of business processes. It is adopted in some form in 14 other forces. The Project is 5 years old.

- 3.2. The current Delivery Confidence Assessment (DCA) for the programme has worsened to Amber/Red. This is primarily due to two factors, the instability of the core application and the revised training delivery approach to Drop 2 Go Live.
- 3.3. The current Go Live plan for November 2023 continues to hold, but this next reporting period will determine whether the plan will require adjustment or not.
- 3.4. CONNECT was launched across the MPS for Case, Custody and Property, known as Drop 1, on 29 November 2022.
- 3.5. The Custody and Property modules have been generally well received by the organisation. However, the Case module has been more challenging impacting business adoption and some elements of performance within Criminal Justice.
- 3.6. The Drop 1 Operational Taskforce remains in place continuing to support users and teams with a series of online and in person upskilling workshops being run weekly to support the adoption of the case module and address user issues. Steps have been taken to address the issues through formal and informal mechanisms. A recent investment board deep dive agreed steps to strength leadership, non-executive areas and external assurances.
- 3.7. During the last 4 weeks CONNECT has experienced 4 x Priority 1 and 1 x Priority 2 issues, with a current Priority 2 issue within Live Service undergoing root cause analysis. Issues have also been encountered with the most recent patch (6.11.3.22) deployed on 10th May, which are being worked through by NEC supported by MPS wherever possible.
- 3.8. To support the delivery of Drop 2 (Investigation, Intelligence and Proactive Management Plans) Go Live, a revised Drop 2 Training Delivery Approach was approved by Portfolio Investment Board, which will result in between 2-3 days (depending on respective learner journey) classroom based training for c.24,000 end users. This is intended to strengthen and support adoption at Go Live.
- 3.9. Additionally, enhancement in key areas e.g. Search and the introduction of new tooling have been progressed to close capability gaps in the core product. These have been incorporated within the revised November Go Live date. A formal Drop 2 Go / No Go decision will need to be taken on 11<sup>th</sup> July (Readiness Gate 1 below).
- 3.10. The next phase of key activities are illustrated below;

