



OFFICE OF THE POLICE & CRIME  
COMMISSIONER FOR THAMES VALLEY

**REQUEST FOR DECISION – PCC 2015**

**Title: Revised ICT Capital Schemes: Windows 8.1 and Police Service Network**

**Executive Summary:**

Within the Business Change section the approved capital programme contains provision for the migration of the Desktop Operating System which incorporates the PSN migration. Both the migration to the Windows 8.1 Operating System and the Public Service Network (PSN) have both suffered slippage over the past year and the reasons behind this are summarised in this paper and the attached appendices.

In order to prevent further slippage and meet critical implementation deadlines this paper sets out a number of proposed steps, together with their financial implications, for both the Thames Valley and Hampshire Forces if these essential core systems are to be delivered in the required timescales.

**Recommendation:**

The PCC is asked to:

1. Increase the current capital programme provision for the Windows 8.1 Desktop Operating System by £521,084 and the Public Service Network by £320,686.
2. Within the approved Medium Term Capital Programme to fund the increase in cost of £841,770 by an additional appropriation from the Investment & Performance Reserve

**Police and Crime Commissioner**

I hereby approve the recommendation above.

**Signature**

**Date**

7-6-15

## **PART 1 – NON-CONFIDENTIAL**

### **1. Introduction and Background**

- 1.1 The need to bring our ICT Core Systems up to a more effective and efficient standard has been a central feature of the capital programme for a number of years. The challenges of delivering that programme across two Forces through a joint department, against a background of shrinking Force budgets - which paradoxically, has generated an increased reliance on the business efficiencies offered by ICT solutions - have been significant in both organisational and technical terms.
- 1.2 The PCC will be aware of the historical degree of slippage on ICT schemes which, in itself, is an indicator of the complexities surrounding the design and delivery of major ICT systems. Over the past few months the Force has appointed an Interim Head of ICT and engaged consultants to review the whole ICT programme and our capability to deliver that programme in the required timescales.
- 1.3 The Acting Director of ICT is due to brief the PCC on the findings of that review, including the risks and the implications at a meeting on 1 July 2015. The presentation to the PCC will identify a range of measures to mitigate those risks and measures to ensure the future affordability and deliverability of ICT schemes.
- 1.4 Whilst the review will result in changes around the approach to the planning and delivery of ICT schemes, including the profile of the capital programme, as part of a new five year strategy, the review has also confirmed the need to take prompt action to ensure the timely delivery of two inter-related projects within the existing ICT Core Systems programme. The first relates to the need to upgrade the main desktop operating system and the second relates to connection with the Public Service Network (PSN).

### **2. Issues for Consideration**

- 2.1 One of the pre-requisites to joining the new PSN is the replacement of the "end of life" XP Desktop Operating System. Delivering a new desktop operating system is acknowledged as very resource intensive. During the initial planning stage it was identified that the Joint ICT Department did not have sufficient resources to support this project as well as other key force change programmes. As a result it was agreed to secure the services of a third party to design and rollout out the Windows 8.1 system.
- 2.2 Initial timescales were set because Microsoft XP was approaching end of life and Microsoft were withdrawing further patching and support. In addition, the Home Office had directed Forces to move to a more up to date operating system in order to migrate to the new PSN in October 2015. PSN is due to replace the Police National Network (PNN) from October and all forces must prove readiness against set criteria which includes XP replacement and complete patching of systems (amongst other things).
- 2.3 Computacenter were engaged in April 2014 to design, build and deploy the Windows 8.1 desktop operating system (with Dacol assigned the physical deployment in TVP). There are two distinct phases:

1. Migration off XP onto Windows 8.1 (delivery required in April 2015 ahead of PSN deadline).
  2. Creation of single desktop system across both forces.
- 2.4 The project has hit a number of difficulties causing delays and this has had a financial impact. Very late in the process it was discovered that the versions of Niche RMS used by both Forces were incompatible with Windows 8.1. The actual cause of this error is still being investigated and should there be a contractual failing compensation may be sought. The result, however, was that both Forces need to update to Niche 5.3 and this will not take place until the end of the summer pushing the Windows 8.1 deployment back to January 2016 in TVP and February 2016 in Hampshire. Deployment will continue in the background to non Niche users subject to further testing and validation of Computacenter's work.
- 2.5 There is a lack of confidence in the original application compatibility work undertaken by the contractor. As a result, the work is being re-done but using additional resources to ensure the process is more robust. The complex environment means that almost 5,000 applications and versions need compatibility testing or at least risk assessment. The resources required to properly complete this piece of work are additional to day to day ICT resources.
- 2.6 The result of the review carried out means that the Force will not be PSN compliant by October 2015. The Home Office has written to forces to provide guidance of the requirements going forward. Each force must present a fully costed and resourced plan which shows genuine progress towards compliance. TVP has just received ongoing CJX accreditation until October having reassured the Home Office of activity being undertaken. Our PSN submission is due in July and our plan will show the migration actions with a completion date of January 2016 in TVP. The Home Office have been briefed and the Force is not alone in experiencing difficulties with the October deadline.
- 2.7 In terms of project oversight, PSN compliance is subject to a weekly Gold Group meeting weekly chaired by the ACC Director of Information. This group picks up exceptions from the 8.1 Project Board and drives activity. The Gold Group is clear that there is no room for further slippage. Failure to meet the timeline agreed with the Home Office may result in financial penalties and/or may lead to restricted access to national police systems. XP is unsupported as of April 2015 and Microsoft are no longer providing patches and security. There is no additional mitigation which can be done around this risk and the migration to 8.1 is the chosen solution. A change of direction to a different version of Windows would be time consuming and costly.
- 2.8 The implementation plan will be submitted as part of the PSN accreditation paper in July and both forces will be advising the Home Office that the deployment of their joint Windows 8.1 Desktop Operating System will exceed the 31<sup>st</sup> October deadline. An outline of the main causes behind this delay along with the actions being taken and delivery plan will accompany their PSN submission. Both forces will continue to provide the Home Office with regular updates to demonstrate progress being made in deploying the Windows 8.1 Desktop Operating System.

These reports are likely to influence the PSN accreditors' decision whether to allow both forces to still migrate onto the PSN in October.

- 2.9 The main issues and contributing factors which have increased the projects deployment timeline and costs are outlined in the attached Exception Reports. Based on the additional resources and funding being agreed, the revised delivery timescales have moved to February 2016 for Hampshire and January 2016 for Thames Valley.

**3. Financial Comments**

- 3.1 The existing capital budgets include the following amounts for implementing these schemes:

	Hampshire	Thames Valley
Phase 1	£2.021m	£1.826m
PSN	£0.153m	£0.179m
	£2.174m	£2.005m
Phase 2	£0.369m	£0.433m

- 3.2 The re-baselined deployment plan cannot be delivered with existing staffing resources; these are already fully utilised. The following additional resources are required to support application compatibility reviews, system upgrades and repackaging:

- Project Co-ordinator for application work
- Media - and licensing reviews
- Service Management
- Business Change Support
- Testing Resources
- Project Manager
- Class Consultant
- Network Specialist
- TIA (Infrastructure)

- 3.3 The accompanying DOSR & PSN Exception reports provides additional information regarding the activities these roles will be responsible for, as well as a financial spend summary, (Actual expenditure, committed and forecasted additional spend).

- 3.4 The additional costs arising from the proposals are as follows:

	Windows 8.1	PSN	Total
Hampshire	£730,390	£375,520	£1,105,910
Thames Valley	£521,084	£320,686	£841,770

- 3.5 In view of the criticality of these two systems, it is recommended that the TVP element is funded from the Improvement and Performance Reserve

**4. Legal Comments**

4.1 The shortcomings in the initial application compatibility work may lead to seeking compensation being sought from the lead contractor.

**5. Equality Comments**

5.1 Not applicable.

**6. Conclusion**

6.1 From the TVP perspective, migration to the new Desktop Operating System supports the following Force Policing Priorities and Force Change Programmes :-

- It enables Digital Policing, the efficient use of physical resources, estate and equipment (introduction of Windows 8 Tablet & Phones)
- It modernises the forces ICT infrastructure, replacing duplicate infrastructure with one joint desktop operating system
- It enables the Force to achieve PSN accreditation (greater collaboration and information sharing with partners and other police forces, enabling better policing outcomes)
- It improves digital public services (citizen access and information sharing)

6.2 Given the pressing timescales, particularly in relation to the PSN, it is essential for both Forces that early approval is given to the additional work and funding set out in these papers.

**Background Papers**

Capital Programme

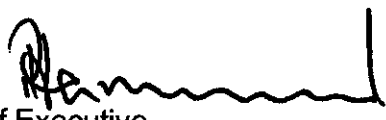
<p><b>Public Access to Information</b> Information in this form is subject to the Freedom of Information Act 2000 (FOIA) and other legislation. Part 1 of this form will be made available on the website within 1 working day of approval. Any facts and advice that should not be automatically available on request should not be included in Part 1 but instead on a separate Part 2 form. Deferment of publication is only applicable where release before that date would compromise the implementation of the decision being approved.</p>
<p><b>Is the publication of this form to be deferred? No</b></p> <p><b>If yes, for what reason?</b></p> <p><b>Until what date?</b></p>
<p><b>Is there a Part 2 form? No</b></p>

ORIGINATING OFFICER DECLARATION (as appropriate):		
	Officer	Date reviewed
Acting ACC	Nichola Ross	3 June 2015
Financial Advice	Linda Waters	2 June 2015

**OFFICER'S APPROVAL**

We have been consulted about the proposal and confirm that financial and legal advice have been taken into account in the preparation of this report.

We are satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.

  
 Chief Executive

Date 5 June 2015

  
 Chief Finance Officer

Date 5/6/15