

Decision Note – End user device upgrade



STAFFORDSHIRE COMMISSIONER
Police | Fire and Rescue | Crime

REQUEST FOR DECISION BY THE STAFFORDSHIRE COMMISSIONER

	Policing:	Crime:	Fire & Rescue:
This decision relates to: End user device upgrade	X	X	

APPROVAL (for completion by Staffordshire Commissioner only)

Rationale for approval

STAFFORDSHIRE COMMISSIONER

Signature

Date

8/2/21

Date decision required by: ASAP

If an urgent approval is required, please state reasons:

Quotes are only valid until 31/02/2022 10% increases.

For completion by Staffordshire Commissioner's Office only:-

Decision Number: SCPD/202/22/011

Date Received: 31 March 2022

	Yes	No
Has the required decision been considered under the guidance of the Staffordshire Commissioner's Decision Making Policy?	✓	
Has the required decision been deemed to be a Key Decision as defined within the Staffordshire Commissioner's Decision Making Policy?	✓	
Who is empowered to make the required decision? <u>Staffordshire Commissioner</u>		

Title	End User Device Upgrade
Summary:	
<p>This Paper is seeking approval to expand the issue of personal issue laptops to all staff, adopting a position of 'laptop first' where the role allows. This builds on the current role-based issue to allow operational officers and staff the use of a laptop devices. There are certain specialist roles and the special constabulary where a static desktop is required who will be issued with new Windows 10 desktop PC which have already been approved.</p>	
Recommendation:	
<p>This decision note is to confirm the agreed direction of travel to standardise end user device allocation which will deliver improved functionality, support flexible working and ease organisational transformation.</p>	
Chief Executive	
<p>I hereby approve the recommendation for consideration.</p>	
Signature	Date 3/2/2022
	

REPORT AND ADVICE TO THE STAFFORDSHIRE COMMISSIONER

1. Introduction and background

There is a need to replace current end of life devices (both desktop, SPUD and laptops) as a result of the NEP upgrade. Whilst this need was not captured in the NEP business case, this paper, at a most basic level, is an upgrade to device refresh. No strategic direction exists about device refresh/upgrade and this paper aims to close that gap – currently the force has already purchased enough devices (with no plan) for c.40% of staff with

c.15% of staff on windows 10 NEP devices. This paper closes that gap in full and aims to give overall strategic direction,

However, whilst an upgrade is required there is additionality beyond device refresh in moving from desktop devices to laptops as part of the change in the operating model which are explored in this paper. In addition, the recent HMIC child protection inspection was critical of the ability to brief virtually both internally and externally with partners – as all the new laptops are NEP enabled all staff would be able to access full MS Teams functionality to address this.

In addition to this the NEP moves all devices to cloud based hosting. This provides significant benefits around Information Security in line with the proffered national direction on this issue.

Those users currently on upgraded devices (currently c.700 rolled out) experience a faster time from switch on to access time coupled with additional stability. This has resulted in increased user satisfaction and productivity gains – however as part of this no benefits realisation have been tracked due to the current work to establish a corporate core. It is proposed to 'correct' this via docking this into the Operating Model review with a view to reset operational culture around device use at the same time as the POM roll out – in addition this enables the POM around Officer moves as people in future will just take their laptop with them as opposed to current practice of physical IT moves.

This approach will see transformational change on the estate, removing traditional workstations and setting up hot desk environments which consists of 2 x 21 inch monitors, docking station, keyboard and mouse. The hot desk environment gives all staff the option to use their laptop with the full dual screen capability and a network connection but also use their device standalone connecting into the network remotely.

This approach will also see transformation change across working practices, with front line practitioners no longer tied to a physical location to access the full suite of business systems that can be accessed via a desktop device. This will reduce travel time back to stations, thus increasing productivity and visibility. In addition, whilst Samsung mobile devices have improved productivity a significant number of tasks are better performed on a full device (laptop or desktop), however some tasks as well as user preference are better performed on a mobile device. Therefore, we will be issuing all frontline practitioners with both a laptop in addition to their mobile device

A pilot of this approach commenced in December 2021 allowing all users on a windows 10 NEP laptop the ability to dock into a new office space on the first floor of block 8 at HQ. This has been well received and is a step change to the current set up where laptop users can only access the network via either a specific network cable (tied to a physical desk location) or via the Wi-Fi. Below is a snap shot of the new environment.



The budget is based on the equipment needed by staff currently in the establishment and the current TOM structure which is particularly important in accounting for specialist roles. The numbers include an additional 200 staff being recruited under uplift.

To support the timely roll out of the hardware, the intention is to use an external supplier to bring in the additional resource to facilitate this change. A similar request has previously been approved with a contract awarded to Stone Computing. The intention is to make the same request for resource at an estimated cost of £30,000.

There are number of reasons for this decision below are some of the benefits:

- Standardise on kit across the forces.
- Make IT office moves a thing of the past, users would move with their Laptop.
- Giving the ability for true flexible working.
- Greater availability of core IT systems to operational staff.

- Time saving for all but if we save 30 mins for all front-line Officers over the work shift would give a return of investment within six months.
- The upgrade on the Samsung Note will give the ability to tether their Laptop and able to use anywhere (with signal).
- The ability to seek further estates rationalisation and collaboration leading to new, as yet not included savings in the MTFs
- The ability to consider not replacing mobile devices for officers at the point of refresh in support functions

It should be noted there are no plans to make officers and staff issues with Samsung note devices preference wither these or a laptop. All staff will be issued with both given feedback that each device has separate benefits and uses dependent upon the circumstance.

2. What other options have been considered:

We have considered a mix of laptop and PC to replace what we have currently.

This would not give the Force the flexibility to fall in line with the Modern Policing Strategy.

An option discounted is remaining on windows 7 platforms (noting that the product is unsupported and replacement devices are unobtainable).

3. Consultation and Engagement undertaken

PFCC, Chief Constable, IT, Finance, POM Team

Report Implications

Monitoring Officer comments:

There are no issues for the MO that arise from this proposal.

Signature



Date 3/2/2022

Section 151 Officer comments:

I am supportive of the investment, with this included in the approved MTFs. Whilst ideally this would have been highlighted at the point of instigating the NEP programme as a required device refresh and work undertaken to stagger the implementation of new devices (to avoid a further 'big bang' wholesale replacement at the point of next refresh) this does welcome a step change in the Forces capabilities to serve its communities.

This investment into front line policing supports the Commissioner and Chief Constable in delivering the Police and Crime Plan, enabling front line staff to more effectively and efficiently do their job on behalf of the people we serve.

The table below sets out the scale of the investment being made and the funding source:

	2021/22 £000's	2022/23 £000's	Total £000's
2021/22 capital programme – uncommitted device refresh			
2021/22 capital programme – IT capital contingency budget			
2021/22 IT revenue development budget			
2022/23 capital programme – device and mobile refresh programme			
Earmarked reserves – uplift cohort			
Total			

Signature *Bleemer* Date 02.02.2022

	Yes	No
Has legal advice (outside of that provided by the Monitoring Officer) been sought on the content of this report?		✓

Legal Comments:

5. Equality Comments – please attach the completed EIA
No issues identified.

6. Background/supporting paper

7. Public access to information
Published on the Commissioner's website, reported as a decision to Police, Fire and Crime Pane

8. Data Protection Impact Assessment - please attach the completed DIA
n/a

9. Is the publication of this form to be deferred?
No

10. If the report is for publication, is redaction required?

	Yes	No
Of the Decision Note?		✓

Of the Appendix?		✓
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ORIGINATING OFFICER DECLARATION:

Author	Stephen Jackson
Signed	<i>Stephen Jackson</i>
Date	26/01/2022

Equality Impact Assessment



The purpose of this EIA is to ensure you consider any equality issues as part of your decision making when developing / reviewing your policy / procedure.

Please complete the sections below and send to the Staffordshire Commissioner's Office to be quality assured. New / revised policies cannot be published on the policy database until the EIA has passed the quality assurance process.

Title of policy/procedure:	End User Device Upgrade
Department:	Strategy & Change
Date:	2.2.2022

1. Identify the aims and purpose of the policy

To expand the issue of personal issue laptops to all staff in Staffordshire Police, adopting a position of 'laptop first' where the role allows. This builds on the current role-based issue to allow operational officers and staff the use of a laptop devices. There are certain specialist roles and the special constabulary where a static desktop is required who will be issued with new Windows 10 desktop PC which have already been approved.

2. Identify the individuals and organisations who are likely to have an interest in, or be affected by the policy.

All police officers and police staff.

3. Data

Summarise the findings of any monitoring data / information which you have considered regarding the impact of this policy on people from all or any of the protected groups. This could include national or local data.

3.1 Age

No issues identified. All officers and staff will be issued with the same level of equipment and training/support is available to all on request.

3.2 Disability

No issues identified. All officers and staff will be issued with the same level of equipment. The existing arrangements will continue in that any specialist equipment required can be requested via Hornbill and any support in the use of equipment and the application of the Display Screen Equipment Regulations can be obtained via Health and Safety professionals.

3.3 Race

No issues identified. All officers and staff will be issued with the same level of equipment.

3.4 Religion or Belief

No issues identified. All officers and staff will be issued with the same level of equipment.

3.5 Sex

No issues identified. All officers and staff will be issued with the same level of equipment.

3.6 Sexual Orientation

No issues identified. All officers and staff will be issued with the same level of equipment.

3.7 Transgender

No issues identified. All officers and staff will be issued with the same level of equipment.

4. Research

Summarise the findings of any research you have considered regarding this policy for all or any of the protected groups. This could include information you have obtained from other sources e.g. Home Office.

4.1 Age

No issues identified.
4.2 Disability No issues identified.
4.3 Race No issues identified.
4.4 Religion or Belief No issues identified.
4.5 Sex No issues identified.
4.6 Sexual Orientation No issues identified.
4.7 Transgender No issues identified.

5. Consultation Summarise the opinions of any consultation for all or any of the protected groups. Who was consulted and how e.g. survey, discussion, forum. If there was no consultation please justify why.
5.1 Age A pilot of this approach commenced in December 2021 allowing all users on a windows 10 NEP laptop the ability to dock into a new office space on the first floor of block 8 at HQ. This has been well received and is a step change to the current set up where laptop users can only access the network via either a specific network cable (tied to a physical desk location) or via the Wi-Fi.
5.2 Disability See above
5.3 Race See above
5.4 Religion or Belief See above
5.5 Sex

See above

5.6 Sexual Orientation

See above

5.7 Transgender

See above

6. Conclusions

Taking into account the results of the monitoring, research and consultation, set out how the policy impacts or could impact on people from the following protected groups? (Include positive and/or negative impacts)

6.1 Age

No issues identified. Staff will have more options to suit their needs. All staff will be issued with the same standard equipment and where previously issued with mobile data devices will have the flexibility to use either device. Training/support is available to all on request.

6.2 Disability

No issues identified. Staff will have more options to suit their needs. All staff will be issued with the same standard equipment and where previously issued with mobile data devices will have the flexibility to use either device. The existing arrangements will continue in that any specialist equipment required can be requested via Hornbill and any support in the use of equipment and the application of the Display Screen Equipment Regulations can be obtained via Health and Safety professionals.

6.3 Race

No issues identified. Staff will have more options to suit their needs. All staff will be issued with the same standard equipment and where previously issued with mobile data devices will have the flexibility to use either device.

6.4 Religion or Belief

No issues identified. Staff will have more options to suit their needs. All staff will be issued with the same standard equipment and where previously issued with mobile data devices will have the flexibility to use either device.

6.5 Sex

No issues identified. Staff will have more options to suit their needs. All staff will be issued with the same standard equipment and where previously issued with mobile data devices will have the flexibility to use either device.

Not Protectively Marked

6.6 Sexual Orientation

No issues identified. Staff will have more options to suit their needs. All staff will be issued with the same standard equipment and where previously issued with mobile data devices will have the flexibility to use either device.

6.7 Transgender

No issues identified. Staff will have more options to suit their needs. All staff will be issued with the same standard equipment and where previously issued with mobile data devices will have the flexibility to use either device.

7. Decisions

If the policy will have a negative impact on members of one or more of the protected groups, explain how the policy will change or why it is to continue in the same way.

If no changes are proposed, the policy needs to be objectively justified.

This policy will not have a negative impact in any way. Conversely, it puts all staff on a level footing in terms of access to the technology they need to carry out their roles.

8. Monitoring arrangements

If the policy is new what consideration has been given to piloting the policy?

If monitoring is not already in place what arrangements have been made to monitor the effects of the policy on equality and diversity?

A pilot of this approach commenced in December 2021 allowing all users on a windows 10 NEP laptop the ability to dock into a new office space on the first floor of block 8 at HQ. This has been well received and is a step change to the current set up where laptop users can only access the network via either a specific network cable (tied to a physical desk location) or via the Wi-Fi.

This equality impact assessment will be published on the SC website.

EIA Form Dated
01/08/2018