

**RECORD OF DECISION**

**TITLE: BUSINESS OBJECTS XI UPGRADE - Ref. PCC/D/2018/15**

**EXECUTIVE SUMMARY**

The existing alliance SAP business intelligence tool (BOXI), is used widely to extract system data and create a number of internal and external reports. The system is over a decade old and is now unsupported. It is increasingly unstable, creating increased risk to the Police. An in-depth review of available options was undertaken in 2017, recommending a phased approach to the upgrade of the system.

**PROPOSAL**

It is recommended that BOXI is upgraded to version 4.2. The anticipated cost of this option involves a capital investment and annual revenue costs. These costs are within the available budgets and will ensure that the resilience of the business intelligence capability throughout the alliance is restored, through a supported system that suits current requirements.

**APPROVAL OF**

**West Mercia Commissioner**

I hereby approve the above proposal.

Signed



### SUPPORTING REPORT

#### 1. INTRODUCTION

The current business intelligence solution utilised by the alliance forces is over a decade old, and has had no investment in the intervening years. Consequently, the current business intelligence capability is poor. The system is used by ASI, Finance and Intel teams. The version of BOXI currently used (3.1) has not been supported by SAP since December 2017. The current infrastructure is approximately 10 years old, and is not only running an unsupported server operating system, but is also under performing. If it is not upgraded it will contravene the PSN Code of Connection obligations, and a solution is therefore required.

#### 2. ISSUES FOR CONSIDERATION

- 2.1 A full review of available options was considered throughout 2017. Due to the lack of investment and the existing infrastructure challenges, the alliance is unable at this point in time to move to a final state business intelligence solution. The current system needs stabilising with some urgency to sustain the reporting and business intelligence capability across the alliance.
- 2.2 The BOXI project board reviewed a number of different products from suppliers against the forces' requirements. The recommendation was that BOXI was the most suitable way forward, providing a scalable, enterprise solution best suited to the existing ICT infrastructure and staff skill set. BOXI 4.2 can be developed when the ICT modernisation across the alliance has progressed further. The options appraisal has indicated that this is the preferred option based on current compatibility of source systems and data.
- 2.3 A full tender process was undertaken in 2017. Final bids were submitted and evaluated by a panel, with ACUMA being selected as the primary bidder.
- 2.4 Assuming a positive decision is made swiftly, the BOXI upgrade installation and testing could be complete by December 2018, and some of the identified benefits in the business case should be realised within one month of this completion date.
- 2.5 Risks to the timely and successful implementation of this system upgrade have been assessed and included within the Part 2 full business case. These will be managed throughout the upgrade process.

- 2.6 The BOXI 4.2 system is scalable and future business cases will be prepared to develop and increase business intelligence capability when the alliance infrastructure is in a position to exploit this, to ensure that the solution is future-proofed within the alliance.

### **3. FINANCIAL COMMENTS**

- 3.1 Expected capital costs, annual revenue costs and internal and external resources to implement the change have been calculated. The costs of the purchase and implementation are within the current budget available.
- 3.2 This upgrade is an interim solution based on the existing capabilities of the ICT infrastructure and a need to stabilize and sustain business intelligence capability throughout the alliance. Future costs may therefore be incurred to find a final state business intelligence solution, and will be subject to the completion and evaluation of separate business cases.
- 3.3 The full business case outlines cashable benefits of £20k in 2018/19 and each year ongoing, in addition to providing a number of non-cashable benefits

### **4. LEGAL CONSIDERATIONS**

By virtue of schedule 11, paragraph 14 of the Police Reform and Social Responsibility Act 2011 the Police and Crime Commissioner may do anything which is calculated to facilitate, or is conducive or incidental to, the exercise of the functions of commissioner. That includes: entering into contracts and other agreements (whether legally binding or not) and acquiring and disposing of property (including land).

### **PUBLIC ACCESS TO INFORMATION**

Information in this form is subject to the Freedom of Information Act 2000 (FOI Act) and other legislation. Part 1 of this form will be made available on the West Mercia Police and Crime Commissioner's website. Any facts and advice that should not be made automatically available on request are not included in Part 1 but instead in the separate Part 2 report.

**OFFICER APPROVAL**

**Chief Executive Officer**

Signature 

Date 29<sup>th</sup> June 2018