

**RECORD OF DECISION**

**TITLE: Assyst IT system**  
Ref: PCC/D/2019/18

**EXECUTIVE SUMMARY**

A series of service reviews have identified the potential for increasing service efficiency and effectiveness within West Mercia's support services.

Doing so would require extending the force's use of the Axios Assyst platform, beyond its current usage as a service desk, IT service management and IT asset management tool within the alliance.

It is proposed that the extended use of Assyst would enable the delivery of a number of benefits for West Mercia Police. These include bringing together systems that are currently disparate and disconnected.

**PROPOSAL**

It is proposed that the Police and Crime Commissioner approves the expansion of the Assyst platform within West Mercia Police, in order to deliver service improvements.

**APPROVAL OF  
West Mercia Police and Crime Commissioner**

I hereby approve the above proposal.

Signed



## PART 1 – NON-CONFIDENTIAL/EXEMPT FACTS AND FIGURES

### SUPPORTING REPORT

Axios Assyst currently provides a Service Desk, IT Service Management and IT Asset Management capability for both West Mercia Police and Warwickshire Police.

Extending the use of Assyst will underpin the new Business Operations Centre when it opens in October 2019.

The Services to Policing (StP) programme identified that service desk support is currently delivered in a disparate way across supporting disciplines, and do not operate using simple, efficient and consistent processes. The extension of the existing technology will enable an effective and efficient service desk capability within the Business Operations Centre.

The Assyst project, supported by the ICT department identified a variety of options. Arising out of this work, West Mercia Chief Officers support the proposal that the Assyst technology should be extended. This is anticipated to enable the following benefits:

- Contact and Resolution Service accessed via a single digital gateway across multiple disciplines
- Launch of a federated support service across various service areas comprising of Human Resources (HR Service Centre, Recruitment and HR Systems), Duties, Learning Support, Payroll (including Pensions for Police Staff), Purchasing, Site Administration and Transport
- Customers will be signposted to the relevant information
- Resolution of the majority of enquiries via the portal or service desk front line support
- Customers will have the ability to track requests and any handoffs to other departments
- The right answer in the right way, to consistent standards, will be provided
- Better understanding of demand across the supporting services to allow Business Services to manage demand more effectively in the future
- 24/7 self-service functionality, automation and improved workflow (ensuring requests are directed to the appropriate team) for efficient and effective resolution
- Managed workflows enabled between 'Transactional' and 'Professional' staff
- Robust demand analysis / performance metrics and management information will be available to support decision making
- Catalogue and knowledge base functionality available to officers and staff
- Move to an Enterprise solution
- Opportunity to strengthen commercial arrangements
- Opportunity to strengthen customer / supplier relationship management

The proposed expansion of Assyst is currently only relevant to the West Mercia force, incorporating around 4,000 users. An offer for future collaboration has been

made to Warwickshire Police, who have expressed interest in that. The project has been designed in such a way that Warwickshire Police may join it and be integrated into it at any point in the future.

### **FINANCIAL COMMENTS**

The capital costs of £308,000 will require additional funding to be included in the 2019/20 capital programme.

Additional ongoing revenue costs of £134,000 per annum in future years (from 2020/21 onwards) will require additional savings to be found from within the Force's existing revenue budgets. There may be the potential for further savings to arise by migrating from the existing Assyst system.

The potential for further future collaboration with Warwickshire Police could impact financial commitments to an extent, but the likelihood of this is currently unknown.

### **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 ...24<sup>th</sup> May 2019...

