

**RECORD OF DECISION**

**TITLE: Digital Services Assyst Migration**

Ref: PCC/D/2020/20

**EXECUTIVE SUMMARY**

Axios 'assyst' currently provides a Service Desk, IT Service Management and IT Asset Management capability for West Mercia Police.

It is recommended that the existing Digital Services Assyst service is migrated to an alternative provision (MyBOP) already in use within the police force, with the front end service desk moving into the Business Operations Centre.

This would move all of Digital Services to the MyBOP product, enabling organisational efficiencies and service improvements.

**PROPOSAL**

It is proposed that the Police and Crime Commissioner approve the capital expenditure of £53,900 for the migration of Assyst, to be funded from underspends in the capital set aside for the Business Operations Centre programme.

**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 and Warwickshire

A business efficiency review of the Digital Services solution by Axios highlighted that a considerable amount of work was needed to configure and upgrade the current Digital Services (DS) version of Assyst to provide a suitable platform on which the myBOP version could be delivered

As part of the Assyst project, a completely new and separate instance of Assyst was implemented (for both production and non-production environments) and myBOP went live in December 2019. The next stage is for the existing Digital Services instance to be migrated in March 2021 and the front end service desk to move into the Business Operations Centre (BOC) (due to its transactional element), with all of DS then using myBOP. System ownership will be with Digital Services and benefit ownership with the IT shared service

Following liaison on potential options (and associated costs and risks) with the supplier Axios, DS and the Enterprise Architect, it is recommended that the extension of the technology should migrate into myBOP. This provides the following benefits:

- Save support and maintenance costs on Digital Services Assyst reducing from currently paying 2 costs down to 1, creating a saving of £55,770 per annum (5 year savings £202,552).
- Strategic capability improvement that aligns with IT roadmaps and IT strategy
- Create business efficiency for Digital Services as there will be less management overhead
- A Contact & Resolution Service accessed via a single digital gateway
- Move to an all-encompassing Enterprise solution with ITIL functionality for more effective IT Service Management - the right answer in the right way, to consistent standards, will be provided
- Managed workflows enabled between 'Transactional' and 'Professional' staff
- Opportunity to strengthen customer / supplier relationship management

### FINANCIAL COMMENTS

The Digital Services 'Assyst' migration into myBOP project in the first year, with the preferred option will cost a maximum of

Set-up costs. £53,900 (one-off, capital)  
Resource Pay Costs £22,398 (one-off, revenue)  
PROJECT TOTAL COST. £76,298

If the current scenario is maintained with DS using their current version of 'Assyst'

DS Assyst TOTAL COSTS: £55,770 pa 5 year TOTAL: £278,850

However, by continuing with the Digital Services current 'Assyst' instance the organisation will be paying for 2 x maintenance and support per annum costing: 1). £55,770 for Digital Services and 2). £133,290 for myBOP = **TOTAL COST £189,060 pa**

5 Year TOTAL COST. £945,300

This means that by migrating, the force will be achieving financial efficiencies by year two.

Capital costs for the recommended option are £53,900.

### **TREASURER COMMENTS**

The funds are available and can be transferred from the capital programme Revenue costs will be met from existing Force revenue budgets.

### **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 2<sup>nd</sup> November 2020