| Committees: | Dates: |
|---|---|
| Corporate Projects Board<br>Operational Property & Project Sub Committee<br>Digital Services Committee<br>Resource Allocation Sub Committee | 11 May 2022<br>30 May 2022<br>12 July 2022<br>15 July 2022 |
| **Subject:**<br>IT Member Device Refresh<br><br>**Unique Project Identifier:** 12346 | **Gateway 1-5**<br>**Authority to**<br>**Start Work**<br>Light |
| **Report of:**<br>Choose an item.　　　　Chief Operating Officer<br>**Report Author:**<br>William Roberts | **For Decision** |
| <div align="center"># PUBLIC</div> | |

**Recommendations**

| | |
|---|---|
| **1. Approval track, next steps and requested decisions** | **Project Description:** An end user device refresh (EUDR) programme of works to replace end of life devices for Elected Members to the Court of Common Council, in line with the approved CoL Members IT Provision Policy. To provide new fit for purpose end user devices, and modern management practices to enable Members to perform their role effectively.<br><br>**Funding Source:** In principle funding was approved for this scheme as part of the 2022/23 annual capital bids process, to be met from the reserves of the three main funds. Release of this funding is subject to the further approval of the Resource Allocation Sub-Committee<br><br>**Next Gateway:** Gateway 6 – Outcome report<br><br>**Next Steps:**<br><br>• Requested that earmarked funds are released to procure hardware.<br>• Project team is fully mobilised to replace Members Devices and support transition activities.<br>• End of life devices are recovered.<br><br>**Requested Decisions:**<br><br>1. That the earmarked budget of **£300,000** is approved for these works. The next Gateway will be Gateway 6.<br>2. Note the project budget of **£300,000** (excluding risk);<br>3. Note the total estimated cost of the project at **£300,000** (excluding risk); |

| | | 4. That **Option 1 - Purchase & Deploy new End User Devices is approved** |
|---|---|---|
| **2.** | **Budget** | |

| Item | Reason | Funds/ Source of Funding | Cost (£) |
|---|---|---|---|
| Hardware/ Devices/ peripherals | New devices required to be purchased | City Fund/City's Cash/BHE | £275k |
| Deployment | Delivery and deployment | City Fund/City's Cash/BHE | £25k |
| **Total** | | | £300k |

BHE Board have already approved the release of BHE funding for the project.

**Costed Risk Provision is not requested for this project.**

| | | |
|---|---|---|
| **3.** | **Governance arrangements** | <ul><li>The scheme will be overseen by the Digital Services Committee</li><li>Responsible Officer: Ellen Murphy, Technology Support Manager</li><li>Updates to be provided via DITS Programme Management Office.</li></ul> |
| **4.** | **Progress reporting** | <ul><li>Monthly updates to be provided via Project Vision and any project changes will be sought by exception via Issue Report to Spending and Projects Sub Committees</li></ul> |

## Project Summary

| | | |
|---|---|---|
| **5.** | **Context** | <ul><li>Currently CoL is going through a Device refresh to comply with end-of-life arrangements with current devices. Members were not included within this refresh due to recent elections. The kit currently in use is approaching end of life and will fail if not replaced. (We are seeing a number of X250 laptops and legacy i-phone fail across the user base.)</li></ul> |

| | | |
|---|---|---|
| | | • Now that Elections have concluded this funding is requested to be released to purchase and distribute these new devices.<br>• New devices have the potential to support new ways of working and the reduced need to operate from hard copy papers. The new devices will have touch screen/audio visual capability.<br>• The updated Members IT Provision Policy was approved in November 2021 and set out the intention to replace Members' laptops and Apple iPads with a high-quality Windows device. |
| 6. | **Brief description of project** | • This Project will refresh the current aging hardware estate and deliver modern working devices for Members to assist with their day-to-day role. Newer devices will anticipate a reduction in calls and issues to the service desk. It will also bring members devices up to date with current Hardware Offerings, replacing existing laptops and Apple iPads with a single hybrid Windows device. Allowing a consistent support service to be provided. |
| 7. | **Consequences if project not approved** | • If the funds are not allocated, then new elected members will not be provided with devices upon starting their role.<br>• Old devices will still be in use across the CoL estate meaning legacy support to be provided. |
| 8. | **SMART project objectives** | • Replace aging hardware across estate<br>• Replace existing laptops and Apple iPads with a single hybrid Windows device<br>• Replace aging hardware and accessories within Member's IT Rooms<br>• Modernise Members' end user devices in line with CoL strategy and device offerings. |
| 9. | **Key Benefits** | • This Project will refresh the current aging hardware estate and deliver modern working devices for Members to assist with their day-to-day role.<br>• Newer devices will anticipate a reduction in calls and issues to the service desk.<br>• It will also bring Members' devices up to date with current Hardware Offerings.<br>• Allowing a consistent support service to be provided. |
| 10. | **Project category** | 7a. Asset enhancement/improvement (capital) |
| 11. | **Project priority** | A. Essential |
| 12. | **Notable exclusions** | • This refresh will only provide for end user devices to the Members of the Court of Common Council. |

## Options Appraisal

| 13. Overview of options | **_Option 1_** Approval to release the allocated funding to purchase new devices and distribute to members. **Option 2** Do nothing. Aged devices sought and redistributed to members. |
|---|---|
| **14. Risk** | **Overall project risk:** Low |

## Resource Implications

| 15. Total estimated cost | For recommended option 1 **Total estimated cost (excluding risk):** _£300k_ **Total estimated cost (including risk):** _£300k_ | |
|---|---|---|
| **16. Funding strategy** | Is the funding confirmed: All funding fully guaranteed | Who is providing funding: Internal - Funded wholly by City's own resource |

In principle funding was agreed as part of the 2022/23 annual capital bids, to be met from the reserves of the three main funds Draw-down of this funding is subject to the further approval of the Resource Allocation Sub-Committee.
_Recommended option_

| Funds/Sources of Funding | Cost (£) |
|---|---|
| City Fund | £192k |
| City's Cash | £87k |
| BHE | £21k |
| **Total** | **£300k** |

## Appendices

| **Appendix 1** | Project Risk Register |
|---|---|
| **Appendix 2** | Gateway 1 – Project briefing |

## Contact

| **Report Author** | William Roberts – PMO Manager |
|---|---|
| **Email Address** | William.Roberts@cityoflondon.gov.uk |

**Options appraisal table.**

|  |  | *Option 1* | *Option 2* |
|---|---|---|---|
| 1. | **Design Summary** | Purchase & Deploy new End User Devices | Re-cycle aged devices |
| 2. | **Scope and exclusions** | • 100x Surface Pro / Go for Members (as required)<br>   o £100k<br>• 35 x Desktops for Member's IT Rooms<br>   o £40k<br>• 70 x Screens, Keyboards and Accessories for Member's IT Rooms<br>   o £70k<br>• 100 x iPhone SE2020 mobile (as required)<br>   o £50k<br>• Build & deployment<br>   o £25k<br>• Peripherals<br>   o £15k<br>The funding will support the electoral term. | • Re-purpose Legacy devices |
| **Project Planning** |  |  |  |
| 3. | **Programme and key dates** | • Initial Device Replacement completed by end August 2022<br>• Ongoing refresh of devices as required for the term of office | • Overall project: 6 weeks<br>• Expected completion date: 01/06/2022 |
| 4. | **Delivery Team** | • Technology Support Team | • Technology Support Team |

| | Option 1 | Option 2 |
|---|---|---|
| **5. Risk implications** | Overall project option risk: Low<br>Key risks:<br>• Issues with supply chain. Global issue and stock being monitored.<br>• Warehouse costs. Storage cost to be mitigated through incremental purchasing<br><br>Further information available within the Risk Register at appendix 1. | Overall project option risk: Medium<br>Key risks:<br>• Risk of device failure due to age<br>• Poor user experience and resulting loss of productivity<br>• Unable to meet user needs |
| **6. Benefits** | • Modern "fit for purpose devices to enable Members to perform their role effectively.<br>• All Members having fully supported and managed Microsoft Devices, delivering a better user experience.<br>• Devices in line with IT Strategy<br>• Devices Supported as part of IT Service Management contract<br>• Updated Hardware for Members IT Room | • Avoids upfront costs |
| **7. Disbenefits** | • Capital cost to purchase devices<br>• Members may require training on new devices | • Poor user experience and resulting loss of productivity<br>• Unable to meet user needs |
| **8. Stakeholders and consultees** | • DITS<br>• Members<br>• Town Clerk's Dept<br>• Chamberlain's Dept<br><br>Equality Impact Assessment will not be required for this project. | • DITS<br>• Members<br>• Town Clerk's Dept<br>• Chamberlain's Dept<br><br>Equality Impact Assessment will not be required for this project. |

| | Option 1 | Option 2 |
|---|---|---|
| **Resource Implications** | | |
| **9. Total estimated cost** | • Total estimated cost (excluding risk): Anticipated lifetime cost to deliver this project. **£300k**<br>• High confidence to meet this cost due to relationship with XMA and quotes received for devices. | • Meet within existing budget in year one.<br>• Likely to need investment in subsequent years as more devices fail. |
| **10. Funding strategy** | City Fund £192k<br><br>City's Cash £87k<br><br>BHE £21k<br><br>Central funding was approved in principle as part of the 2022/23 annual capital bids , to be met from the reserves of the three main funds.  Drawdown of this funding is subject to the further approval of the Resource Allocation Sub-Committee. | N/a |
| **11. Estimated capital value/return** | N/A | N/A |
| **12. Ongoing revenue implications** | No additional licence costs. Support model covered within existing revenue budget envelope. | N/A |

|  | *Option 1* | *Option 2* |
|---|---|---|
| **13. Investment appraisal** | This option represents best value for the organisation. | This option defers investment to subsequent years. |
| **14. Affordability** | This option is affordable and is within the budget envelope. It will provide new fit for purpose devices which will result in less maintenance and downtime as opposed to the current end of life devices. | Can be meet in year 1 within existing revenue. |
| **15. Procurement strategy/route to market** | A compliant route to market is available through an existing agreement, which has been used recently for the wider roll-out of devices to Corporation staff. | None required. |
| **16. Legal implications** | None. | None. |
| **17. Corporate property implications** | New devices will be light and portable allowing for agile working practices. | None. |
| **18. Traffic implications** | None | None |
| **19. Sustainability and energy implications** | • New devices where the standard applies, will be compliant to STAR Computer Specification Version 6.1 and EU Commission Regulation for Standby and Off Mode Power Consumption for Electronic Household and Office Equipment 1275/2008. | None |
| **20. IS implications** | • This option is aligned to the Digital Services Strategic Roadmap. | Not consistent with IT strategy |

|  | *Option 1* | *Option 2* |
|---|---|---|
| **21. Equality Impact Assessment** | • An equality impact assessment will not be undertaken | • An equality impact assessment will not be undertaken |
| **22. Data Protection Impact Assessment** | • The risk to personal data is less than high or non-applicable and a data protection impact assessment will not be undertaken | • The risk to personal data is less than high or non-applicable and a data protection impact assessment will not be undertaken |
| **23. Recommendation** | Recommended | Not recommended |

**Appendix 1 – Risk Register**

# Project Coversheet

<table>
<tr><td>

**[1] Ownership & Status**
</td></tr>
<tr><td>

**UPI:**
**Core Project Name:** Member Device Refresh

**Programme Affiliation** (if applicable): N/a

**Project Manager:** Ellen Murphy - Technology Support Manager

**Definition of need**

- Currently CoL is going through a Device refresh to comply with end-of-life arrangements with current devices. Members were not included within this refresh due to recent elections. The kit currently in use is approaching end of life and will fail if not replaced.
- New devices have the potential to support new ways of working and the reduced need to operate from hard copy papers. The new devices will have touch screen/audio visual capability.
- The updated Members IT Provision Policy was approved in November 2021 and set out the intention to replace Members' laptops and Apple iPads with a single high-quality Windows device.

**Key measures of success:** Improved end user experience

**Expected timeframe for the project delivery:** June 2022- Current term of office
**Key Milestones:**
**Are we on track for completing the project against the expected timeframe for project delivery?** Yes
**Has this project generated public or media impact and response which the City of London has needed to manage or is managing?**
No
</td></tr>
</table>

<table>
<tr><td>

**[2] Finance and Costed Risk**
</td></tr>
<tr><td>

**Financial**

- The budget of £300k reflects the cost model for replacing and deploying personal issue Member end user devices (laptops, mobile phones, iPads,) and other Member IT assets (fixed desktops, authorised peripherals).

**Scope**

- Surface Pro / Go for Members (as required)
- Desktops for Member's IT Rooms
- Screens, Keyboards and Accessories for Member's IT Rooms
- iPhone SE2020 mobile (as required)

**Design Changes:**

- Replace end of life devices for Elected Members to the Court of Common Council, in line with the approved CoL Members IT Provision Policy.
- To provide new fit for purpose end user devices, and modern management practices to enable Members to perform their role effectively
</td></tr>
</table>

**'Authority to start Work' G5 report (as approved by PSC TBA):**
- Total Estimated Cost (excluding risk): £300k
- Resources to reach next Gateway (excluding risk
- Spend to date: Nil
- Costed Risk Against the Project: Nil
- Estimated Programme Dates: June to end of elected term

*Scope/Design Change and Impact:* Unchanged

**Total anticipated on-going commitment post-delivery:** No additional costs. Support arrangements with service local risk budget.
**Programme Affiliation** N/a