

PFCC Decision Report

Report reference number: 062-24

Classification: Not protectively marked

Title of report: Mobile Device Replacement (Technical Refresh) 2.0

Area of county / stakeholders affected: Essex Police (force wide)

Report by: Kelly Shepherd - IT Mobile Communications Manager

Chief Officer: Claire Medhurst - Director of (Kent & Essex) Support Services

Date of report: 14 May 2024

Enquiries to: Kelly Shepherd (IT Mobile Communications Manager) / Fiona Brown (Chief Information Officer / Head of IT)

1. Executive Summary

As part of the IT Technical Refresh Programme, we are seeking to procure replacement mobile phone devices and tablets for officers and staff. To ensure that all officers and staff have a mobile phone device which meets user requirements, is reliable, meets all relevant security standards and is in good working order, the technical refresh programme has typically replaced all mobiles after a three-year period. Due to the toughened case, screen and extended software support package of the new recommended mobile phones, the force strategy for replacement can be extended to four years.

The funding for this replacement programme was approved as part of the IT Technical Refresh Business Case through decision report 207-23 presented at the PFCC's Strategic Board in March 2024.

As part of this replacement programme, IT will migrate mobile phones and tablets from the Blackberry Enterprise Platform (BES) to Microsoft Intune. Microsoft Intune provides critical functionality, particularly around security and asset management, which was unavailable on the BES, and will also provide a license support cost saving of £140k per annum. The majority of the older model phones and tablets are below the minimum specification to run on Intune, are end of life and / or out of

warranty and will no longer receive software security patches and operating software upgrades.

The mobile phones will be replaced with the Samsung X Cover Pro 6+, which has a toughened exterior along with extended software and hardware warranty. This will mean the assets can be deployed for longer and the replacement programme will be extended to reflect this. This new model also has the DeX application software function, allowing the phone to be plugged into a DeX monitor or lapdock device, providing a near laptop / desktop experience without the laptop cost. The tablets will be replaced with the Samsung A9 Pro which meets the specification required to run on Intune.

The financial impact of this recommendation is included in the MTFS 2024/25 to 2028/29.

2. Recommendations

This is a joint Kent Police and Essex Police contract.

It is recommended that the Essex Police, Fire and Crime Commissioner agrees to sign a contract to provide 2,068 mobile phones and 100 Samsung tablets at a cost of up to £870,400 to Essex, subject to the satisfactory review of the Monitoring Officer. The contract and regulation 84 report will be passed to the Monitoring Officer on Monday 29th July, and it is requested that the contract be signed on or before Friday 9th August.

This proposal is a continuation of the mobile phone refresh programme that commenced during 2023/24 and covers Mobile First and general users. The tablets are a vital piece of equipment for the Serious Crime Directorate and Airbox users and to facilitate reasonable adjustments. Funding for this contract was approved as part of the IT Technical Refresh Business Case (decision report 207-23) via the Strategic Board in March 2024.

The impact of not signing the contract on or before 9th August could create a security risk as our older phones will not have the latest security patches. The impact will be for both Kent and Essex Police as this is a joint procurement for IT technical refresh.

3. Background to the Proposal

This replacement programme is to replace the remainder of our police officer and staff mobile phones (2,068) and tablets (100). These were last replaced in 2020/21.

The mobiles / tablets are all out of warranty with an increasing failure rate which is to be expected for the age and model. The forces' strategy is to replace mobile devices every three years (to be extended to four years following this procurement) and the funding to enable replacement in 2024/25 was approved by the PFCC in March 2024 as part of the IT Technical Refresh Business Case.

With the move to the Microsoft Intune platform, which was funded and implemented during 2023/24, the current devices are below the recommended specification, perform poorly and are unreliable. All these mobiles are now out of warranty and end of life and will no longer have the latest security patches or operating software version. This will leave our mobile applications and data vulnerable to a potential security breach.

Mobile devices form a large part of the user devices in the hands of officers and staff, enabling them to communicate and access systems and data vital to serving the public of Essex. Research has been undertaken to identify suitable mobiles and the XCover model has been tested and selected due to specification, extended support / warranty and expected longevity, allowing the mobile replacement programme to be extended to four years.

4. Proposal and Associated Benefits

This proposal is to replace 2,068 mobile devices, which is a continuation of the mobile phone refresh programme that commenced during 2023/24 and covers Mobile First and general users. This proposal is also to replace 100 tablets, used by the Serious Crime Directorate and Airbox users and to facilitate reasonable adjustments. This forms part of our IT Technical Refresh rolling replacement programme.

The operational benefits are that police staff and officers can continue to use mobile devices that are reliable, secure and fully supported. The XCover model also enables the future use of the DeX functionality and extended life due to its ruggedized device build and ability to replace the battery, if required.

5. Options Analysis

There are three options:

Option 1

The recommended option is to continue to replace the remaining tranche of mobile devices for 2,068 police officers and staff and 100 tablets with the Samsung XCover Pro 6 and Tab A9 Pro. These mobiles have ruggedized cases and screens, 4+ years' software, security support and allow the recommended replacement cycle to be extended from three years to four years.

Option 2

Option 2 is to not replace. This will result in police officers and staff not having a secure and reliable mobile device. This will impact operational policing as the mobile device is a vital tool to access systems, input data, search, contact and be contacted by the force, other agencies and members of the public.

Option 3

Replace the mobile devices but with a lower specification / costed option. This option has been thoroughly reviewed but, due to the high specification required to run the force applications, migration to the Microsoft Intune platform and the security requirements, this is not viable and therefore has not been costed.

6. Consultation and Engagement

The options and recommendations listed are based on consultation and engagement with the supplier and IT technical support teams and the results of the testing and phone trials undertaken by Specials Policing, the Dogs Section, Roads Policing and the Mobile First team. No major issues were identified.

7. Strategic Links

Replacing our mobile devices will ensure that police officers and staff have a reliable, secure piece of essential equipment and can continue to provide operational policing and support for the county, maintaining a force that is skilled, equipped and enabled in line with the Police and Crime Plan.

8. Police operational implications

Replacing our mobile devices will ensure that police staff have a reliable, secure piece of essential equipment and can continue to provide operational policing and support for the county. There are no other operational implications associated with the rollout of the new devices.

9. Financial implications

Capital funding of £870,400 for the 2024/25 Mobile Device Replacement Programme is available and incorporated within the 2024/25 IT Technical Refresh Business Case, approved via decision report 207-23 at the PFCC's Strategic Board in March 2024. The figures were included in the related Stage C business case (Infrastructure Tech Refresh) when the funding was originally approved and should be referred to in respect of understanding any related financing impact including the MRP.

Device no	Model	Unit Price	Total
2,068	Samsung XCover 6 Pro	£410	£848,100
100	Samsung Galaxy Tab A9 Pro Tablet	£223	£ 22,300

The funding available is the maximum expected cost for the devices. The final contract and regulation 84 report to be submitted on 29th July for review by the Monitoring Officer will not exceed this amount and is expected to be lower.

The financing costs (MRP and interest costs) related to this capital expenditure are not included in the table above. The interest cost at 5.75% on £870,400 would be £50,048 per year.

10. Legal implications

There are no direct legal implications arising from this purchase.

11. Staffing implications

These devices will be deployed as part of the IT Mobile Communications rolling replacement programme. No additional resources are required.

12. Equality, Diversity, and Inclusion implications

The mobile phone devices allow user choice and functionality as seen in personal devices. The tablets provide technical reasonable adjustments for police officers and staff as well as providing force wide platforms to share, engage with and present equality, diversity and inclusion awareness and training.

13. Risks and Mitigations

The risk refers to the force not proceeding with the recommendation. In this instance, it is highly likely that police staff will no longer have a reliable mobile device with which to conduct their duties. Any devices not replaced will not have the latest security patches or operating software, causing a potential security risk to Essex Police.

There are no known risks to proceeding with the recommendation.

14. Governance Boards

- The IT Technical Refresh Business Case was previously approved via the March PFCC's Strategic Board (decision report 203-23)
- COG – 1st May 2024
- Commercial Executive Board – 28th May 2024
- PFCC's Strategic Board – 10th June 2024

15. Links to Future Plans

This will ensure that police staff have reliable and secure mobile functionality and mobile communications for the next four years. It is likely that the replacement strategy can be extended beyond four years.

IT Services work closely with the Mobile First team and suppliers to ensure models are fit for purpose.

16. Background Papers and Appendices

IT Technical Refresh Business Case (decision report 203–23)

Report Approval

The report will be signed off by the PFCC's Chief Executive and Chief Finance Officer prior to review and sign off by the PFCC / DPFCC.



Chief Executive / M.O.

Sign:

Print: P. Brent-Isherwood

Date: 28 May 2024



Chief Finance Officer

Sign:

Print: Janet Perry

Date: 29 May 2024

Publication

Is the report for publication?

YES

NO

If 'NO', please give reasons for non-publication (Where relevant, cite the security classification of the document(s). State 'None' if applicable)

None

If the report is not for publication, the Chief Executive will decide if and how the public can be informed of the decision.

Redaction

If the report is for publication, is redaction required:

1. Of Decision Sheet?

YES

2. Of Appendix?

YES

NO

NO

If 'YES', please provide details of required redaction:

N/A

Date redaction carried out:

Chief Finance Officer / Chief Executive Sign Off – for Redactions only

If redaction is required, the Treasurer or Chief Executive is to sign off that redaction has been completed.

Sign:

Print:

Chief Executive / Chief Finance Officer

Date signed:

Decision and Final Sign Off

I agree the recommendations to this report:

Sign: 

Print: Roger Hirst

PFCC

Date signed: 25/06/2024

I do not agree the recommendations to this report because:

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Sign:

Print:

PFCC/Deputy PFCC

Date signed: