

DMPC Decision – PCD 822

Title: Robotics Infrastructure

Executive Summary:

This paper refers to the development of robotics. Robotic Process Automation (RPA) involves the use of software that can be programmed to automate basic tasks across applications. Robotics is designed to reduce the burden of repetitive, admin-heavy, manual tasks on staff, freeing them up to focus on more productive tasks. This decision details a recommendation to approve funding for the creation of scalable Robotics infrastructure in MOPAC's cloud tenancy (Microsoft Azure) and migration of MOPAC's existing Robotics pilots from on premise to Azure.

Recommendation:

The Deputy Mayor for Policing and Crime is recommended to:

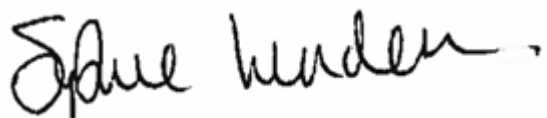
1. Approve capital funding of £883k for the creation and deployment of scalable Robotics infrastructure to host Robotics in Azure and migrate the existing Robotics pilots from on premise to Azure. This will be fully funded from the MOPAC approved Digital Policing (DP) budget 2020/21
2. Approve additional revenue costs of £336k per annum for the infrastructure to host Robotics in Azure and support the existing Robotics pilots. This will be fully funded from the MOPAC approved Digital Policing (DP) revenue budget with effect from 2021/22

Deputy Mayor for Policing and Crime

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct. Any such interests are recorded below.

The above request has my approval.

Signature



Date

14/09/2020

PART I - NON-CONFIDENTIAL FACTS AND ADVICE TO THE DMPC

1. Introduction and background

- 1.1. Robotic Process Automation (RPA) involves the use of software that can be programmed to automate basic tasks across applications and complete them just as human workers do. Robotics is designed to reduce the burden of repetitive, admin-heavy, manual tasks on staff, freeing them up to focus on more productive tasks.
- 1.2. Robotics is most efficiently hosted in MOPAC's cloud platform.
- 1.3. This proposal requests funding for the following:
 1. Creation and deployment of scalable robotics infrastructure to host Robotics in Azure
 2. Migration of the existing Robotics Pilot from physical machines on premise to Azure, moving them into sustainable cloud support
- 1.4. This proposal follows the successful completion of the Robotics pilot. Completing this new work will create a strategic capability to scale Robotics at MOPAC.

2. Issues for consideration

- 2.1. The benefits of Robotics have been demonstrated by the automation of the CHS robotics process in the pilot, which removed the need for two stages of rekeying. Benefits delivered include:
 - Reduction of 500 hours of Digital 101 effort per month
 - 47% reduction in Telephone & Digital Investigation Unit (TDIU) processing time, from 19 minutes to 10 minutes per form
 - Improved public service as the time taken to receive a crime number has been reduced from 24 hours to 45 minutes on average
- 2.2. Creation of Robotics Infrastructure in Azure provides MOPAC with a range of benefits compared to on-premise hosting:
 - Increased pace of Robotics delivery
 - Improved scalability and flexibility of Robotic processes
 - Reduced cost of future Robotics delivery and hosting
 - Improved maintainability
 - Removal of license compliance risks
 - More efficient utilisation of Robotic licenses
- 2.3. The expansion of Robotics provides MOPAC with a range of benefits. The exact benefits will vary depending on the process being automated:
 - Reduction of costs through time saving

- Improved data quality by eliminating user input errors
- Improved auditing of process activity
- Improved service provided to the public (officers can focus more time on public facing roles)
- Improved service delivery timescales i.e. can use robotics instead of building complex interfaces between legacy systems
- Improved RPA delivery timescales i.e. no need to acquire physical machines, no constraints on development environment access

3. Financial Comments

- 3.1. Approval for £883k of capital spend is required for the creation and deployment of scalable robotics infrastructure to host Robotics in Azure. This will be fully funded from the MOPAC approved Digital Policing (DP) budget 2020/21.
- 3.2. £336k per annum of additional revenue costs is required for the infrastructure to host Robotics in Azure. This will be fully funded from the MOPAC approved Digital Policing (DP) revenue budget with effect from 2021/22.

4. Legal Comments

- 4.1. The Mayor's Office for Policing and Crime (MOPAC) is a contracting authority as defined in the Public Contracts Regulations 2015 (the Regulations). All awards of public contracts for goods and/or services valued at £189,330 or above shall be procured in accordance with the Regulations and MOPAC governance.
- 4.2. Paragraph 4.8 of the Scheme provides the Deputy Mayor for Policing and Crime (DMPC) reserves the right to approve business cases for revenue or capital expenditure of £500,000 and above.
- 4.3. Paragraph 4.15 of the Scheme provides the Deputy Mayor for Policing and Crime (DMPC) reserves the right to award MOPAC contracts with a total value of £500,000 or above.
- 4.4. Commercial services have obtained legal advice with regard to an acceptable and Regulatory Compliant route to market which has confirmed that the chosen route of Direct Award through the Digital Applications Services (DAS) Framework Lot 1 is compliant.

5. Commercial Issues

- 5.1. The Robotics Infrastructure work would be contracted through Project Works Orders under the existing Tower contract for AMS, BT, and SIAM. New Signature would be responsible for infrastructure support.

6. GDPR and Data Privacy

- 6.1. The MPS is subject to the requirements and conditions placed on it as a 'State' body to comply with the European Convention of Human Rights and the Data Protection Act (DPA) 2018. Both legislative requirements place an obligation on the MPS to process personal data fairly and lawfully in order to safeguard the rights and freedoms of individuals.
- 6.2. Under Article 35 of the General Data Protection Regulation (GDPR) and Section 57 of the DPA 2018, Data Protection Impact Assessments (DPIA) become mandatory for organisations with technologies and processes that are likely to result in a high risk to the rights of the data subjects.
- 6.3. The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the project.
- 6.4. The project does not use currently personally identifiable data of members of the public, so there are no current GDPR issues to be considered. If the project uses personally identifiable data of members of the public at a later date DPIAs will be completed as needed.

7. Equality Comments

- 7.1. As this is an extension of the existing Robotics pilot, this work does not change any aspects relating to equality or diversity.

8. Background/supporting papers

- 8.1. Report.

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOIA) and will be made available on the MOPAC website following approval.

If immediate publication risks compromising the implementation of the decision it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

Part 1 Deferral:

Is the publication of Part 1 of this approval to be deferred? NO

If yes, for what reason:

Until what date: n/a

Part 2 Confidentiality: Only the facts or advice considered as likely to be exempt from disclosure under the FOIA should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a **Part 2** form – YES

ORIGINATING OFFICER DECLARATION	<i>Tick to confirm statement (✓)</i>
Financial Advice: The Strategic Finance and Resource Management Team has been consulted on this proposal.	✓
Legal Advice: Legal advice is not required.	✓
Equalities Advice: Equality and diversity issues are covered in the body of the report.	✓
Commercial Issues The proposal is in keeping with the GLA Group Responsible Procurement Policy.	✓
GDPR/Data Privacy <ul style="list-style-type: none"> GDPR compliance issues are covered in the body of the report. A DPIA is not required. 	✓
Director/Head of Service: The Chief Finance Officer has reviewed the request and is satisfied it is correct and consistent with the MOPAC’s plans and priorities.	✓

Chief Executive Officer

I have been consulted about the proposal and confirm that financial, legal and equalities advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Deputy Mayor for Policing and Crime.

Signature

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Date 9/9/2020



MOPAC

MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME

Robotics Infrastructure BJP

MOPAC Investment Advisory & Monitoring meeting 23/07/2020

Report by Angus McCallum on behalf of the Chief of Corporate Services

Part 1 – This section of the report will be published by MOPAC. It is classified as OFFICIAL – PUBLIC

EXECUTIVE SUMMARY

This paper details a recommendation to approve funding for the creation of scalable Robotics infrastructure in the Authority's cloud tenancy (Microsoft Azure) and migration of the Authority's existing Robotics pilots from on premise to Azure.

Recommendations

The Deputy Mayor for Policing and Crime, via the Investment Advisory and Monitoring meeting (IAM), is asked to:

- 1. Approve capital funding of £883k for the creation and deployment of scalable Robotics infrastructure to host Robotics in Azure and migrate the existing Robotics pilots from on premise to Azure. This will be fully funded from the MOPAC approved Digital Policing (DP) budget 2020/21**
- 2. Approve additional revenue costs of £336k per annum for the infrastructure to host Robotics in Azure and support the existing Robotics pilots. This will be fully funded from the MOPAC approved Digital Policing (DP) revenue budget with effect from 2021/22**

Time sensitivity

A decision is required from the Deputy Mayor by 31/08/2020. This is to secure commercial agreements from the suppliers detailed in the proposal and allow project delivery to begin promptly.

Non-confidential facts and advice to the Deputy Mayor for Policing and Crime

Introduction and background

1. Robotic Process Automation (RPA) involves the use of software that can be programmed to automate basic tasks across applications and complete them just as human workers do. Robotics is designed to reduce the burden of repetitive, admin-heavy, manual tasks on staff, freeing them up to focus on more productive tasks.

Robotics is most efficiently hosted in the Authority's cloud platform.

This proposal requests funding for the following:

1. Creation and deployment of scalable robotics infrastructure to host Robotics in Azure
2. Migration of the existing Robotics Pilot from physical machines on premise to Azure, moving them into sustainable cloud support

This proposal follows the successful completion of the Robotics pilot. Completing this new work will create a strategic capability to scale Robotics at the Authority.

Issues for consideration

2. The benefits of Robotics have been demonstrated by the automation of the CHS robotics process in the pilot, which removed the need for two stages of rekeying. Benefits delivered include:
 - Reduction of 500 hours of Digital 101 effort per month
 - 47% reduction in Telephone & Digital Investigation Unit (TDIU) processing time, from 19 minutes to 10 minutes per form
 - Improved public service as the time taken to receive a crime number has been reduced from 24 hours to 45 minutes on average

Creation of Robotics Infrastructure in Azure provides the Authority with a range of benefits compared to on-premise hosting:

- Increased pace of Robotics delivery
- Improved scalability and flexibility of Robotic processes
- Reduced cost of future Robotics delivery and hosting
- Improved maintainability
- Removal of license compliance risks
- More efficient utilisation of Robotic licenses

The expansion of Robotics provides the Authority with a range of benefits. The exact benefits will vary depending on the process being automated:

- Reduction of costs through time saving
- Improved data quality by eliminating user input errors
- Improved auditing of process activity
- Improved service provided to the public (officers can focus more time on public facing roles)
- Improved service delivery timescales i.e. can use robotics instead of building complex interfaces between legacy systems
- Improved RPA delivery timescales i.e. no need to acquire physical machines, no constraints on development environment access

Contributes to the MOPAC Police & Crime Plan 2017-2021¹

3. Creation of a Robotics capability at the MPS will:

¹ [Police and crime plan: a safer city for all Londoners | London City Hall](#)

- a. Reduce 'the need for officers and staff to input information into multiple, aging systems – wasted time that could be better spent on operational policing'.
- b. Improve victim satisfaction: As demonstrated by the Robotics pilot, public service has been improved as the time taken to receive a crime number has reduced significantly. Similar benefits could be expected to be realised by future Robotics processes across the Authority.
- c. Improve public perceptions of the MPS: Robotics is designed to reduce the burden of repetitive, admin-heavy, manual tasks on staff, freeing them up to complete more productive, human-centred, public-facing tasks, which should contribute to an improved public perception of the MPS.

Financial, Commercial and Procurement Comments

Approval for £883k of capital spend is required for the creation and deployment of scalable robotics infrastructure to host Robotics in Azure. This will be fully funded from the MOPAC approved Digital Policing (DP) budget 2020/21

£336k per annum of additional revenue costs is required for the infrastructure to host Robotics in Azure. This will be fully funded from the MOPAC approved Digital Policing (DP) revenue budget with effect from 2021/22

The Robotics Infrastructure work would be contracted through Project Works Orders under the existing Tower contract for AMS, BT, and SIAM. New Signature would be responsible for infrastructure support.

Legal Comments

4. The Mayor's Office for Policing and Crime (MOPAC) is a contracting authority as defined in the Public Contracts Regulations 2015 (the Regulations). All awards of public contracts for goods and/or services valued at £189,330 or above shall be procured in accordance with the Regulations and MOPAC governance.

Paragraph 4.8 of the Scheme provides the Deputy Mayor for Policing and Crime (DMPC) reserves the right to approve business cases for revenue or capital expenditure of £500,000 and above.

Paragraph 4.15 of the Scheme provides the Deputy Mayor for Policing and Crime (DMPC) reserves the right to award MOPAC contracts with a total value of £500,000 or above.

Commercial services have obtained legal advice with regard to an acceptable and Regulatory Compliant route to market which has confirmed that the chosen route of Direct Award through the Digital Applications Services (DAS) Framework Lot 1 is compliant.

Equality Comments

5. As this is an extension of the existing Robotics pilot, this work does not change

any aspects relating to equality or diversity.

Privacy Comments

6. The MPS is subject to the requirements and conditions placed on it as a 'State' body to comply with the European Convention of Human Rights and the Data Protection Act (DPA) 2018. Both legislative requirements place an obligation on the MPS to process personal data fairly and lawfully in order to safeguard the rights and freedoms of individuals.

Under Article 35 of the General Data Protection Regulation (GDPR) and Section 57 of the DPA 2018, Data Protection Impact Assessments (DPIA) become mandatory for organisations with technologies and processes that are likely to result in a high risk to the rights of the data subjects.

The Information Assurance and Information Rights units within MPS will be consulted at all stages to ensure the project.

The project does not use currently personally identifiable data of members of the public, so there are no current GDPR issues to be considered. If the project uses personally identifiable data of members of the public at a later date DPIAs will be completed as needed.

Real Estate Implications

7. There are no changes to the estate.

Environmental Implications

8. There are no environmental impacts as a result of this project. Obsolete electrical equipment will be disposed of securely and the disposal routes will take into consideration the waste hierarchy in accordance with The Waste Electric and Electronic Equipment (WEEE) Regulations 2013 and the waste duty of care imposed under section 34 of the Environmental Protection Act 1990.

Background/supporting papers

9. N/A

Part 2 – This section refers to the details of the Part 2 business case which is NOT SUITABLE for MOPAC Publication.

The Government Security Classification marking for Part 2 is:
OFFICIAL-SENSITIVE [COMMERCIAL]

Part 2 of Robotics Infrastructure BJP, is exempt from publication for the following reasons:

- Exempt under Article 2(2)(a) of the Elected Local Policing Bodies (Specified Information) Order 2011 (Data Protection Section 43 – Commercial Interests)