

**Report of the Chief Constable to the Chair and Members  
of the Policy & Resources / Corporate Development Panel  
9<sup>th</sup> April 2009**

**Executive & Presenting Officer: Mr Derek Bonnard, Deputy Chief Constable**

**Status: For Decision**

## **Microsoft Enterprise Agreement**

### **1. Purpose**

- 1.1 To advise Members of the requirement to refresh the Microsoft software estate and to seek approval to renew the Enterprise Agreement.

### **2. Recommendations**

- 2.1 Members approve the application for capital funds from the Police Authority for a 3 year Enterprise Agreement with Microsoft for the licensing of desktop software.

### **3. Reasons**

- 3.1 Following the launch of the national Information Systems Improvement Strategy (ISIS), Project I was set up to look at how ICT services are delivered to officers and staff, and to evaluate how the Force would meet the challenges of delivering ISIS. One of the options being explored is the outsourcing of ICT services and some functions surrounding call handling.
- 3.2 As a result of Project I all ICT schemes have been deferred to avoid committing expenditure that would be unnecessary if a decision is taken to outsource the service.
- 3.3 As part of the 2009/10 Capital Programme & Long Term Capital Plan 2010/13 Members agreed that ICT schemes will now be reviewed and risk assessed

and only taken forward if deemed critical to the continuation of the service or to meet mandatory requirements such as IMPACT.

- 3.4 The Authority did not renew the last Enterprise Agreement (EA) with Microsoft when it came to an end in June 2005 due to the financial situation at the time. Microsoft products are a key element of the IT infrastructure. They support many business processes such as personal productivity (word processing, spreadsheets, e-mail and calendar), collaborative working via Sharepoint and also underpin major system such as IRIS, TPAM and intranet briefing.
- 3.5 Since 2005, a new generation of Microsoft products has been released and these are widely used in most organisations. There is a need to commence the upgrade to these products in 2009/10 in order to maintain an up to date infrastructure and more critically to maintain support from 3<sup>rd</sup> party suppliers.
- 3.6 The most cost effective way for the Authority to refresh the entire estate of desktop Microsoft software is to enter an Enterprise Agreement (EA). An EA entitles an organisation to upgrade to the latest versions of products at no cost for the period of the agreement (3 years).
- 3.7 Advice from the external consultants retained for Project I and Microsoft is that it is preferable for organisations to contract directly with Microsoft, rather than through an outsourcer. There is no commercial advantage in delaying the procurement until after a decision is made on outsourcing of ICT.
- 3.8 The agreement between the public sector and Microsoft is currently being re-negotiated. The advice from the NPIA is that the new contract will offer more flexibility in relation product selection. It is also proposed that a short consultancy exercise is undertaken in the form of a Microsoft Software Optimisation review prior to entering into the EA to ensure that the Force is procuring only those elements that are required. In addition, a review of the desktops within the Authority is being undertaken to identify opportunities for rationalisation. All of these options should further reduce the cost of the agreement.
- 3.9 A provision has been set aside for schemes that may emerge from Project I and the development of ISIS.
- 3.10 The Project I Board reviewed and risk assessed this scheme at their meeting on 1<sup>st</sup> April and agreed that it needed to be progressed.

## **4. Implications**

### **4.1 Finance**

The cost of the EA is £360k per year for the period of the agreement, leading to a total cost of £1.08m over three years. £1.3m has currently been allocated for Project I for 2009/10 in the capital programme.

4.2 Diversity & Equal Opportunities Implications

There are no diversity or equal opportunities implications arising from this report.

4.3 Sustainability

The Enterprise Agreement will enable the Authority to migrate to the latest version of new products at no cost for the period of the agreement.

4.4 Risk

There are no risk implications arising from this report.

**5. Conclusion**

5.1 There is an urgent need to upgrade to the latest version of Microsoft products to enable continued support for operational systems. In addition, the Force needs to migrate to the up to date versions of products to keep in step with other organisations and take advantage of new capabilities.

Sean Price  
Chief Constable