

**Date:** 16 February 2021  
**Our Reference:** FOIA-2021-008

**RE: Freedom of Information Act 2000 Request**

I write in response to your Freedom of Information Act 2000 (or 'FoIA 2000') request dated 26 January 2021 in which you requested information on the College's internal plans and strategy documents around ICT.

When a request for information is made under FoIA 2000, a public authority has a general duty under section 1(1) of the Act to inform an applicant whether the requested information is held. There is then a general obligation to communicate that information to the applicant. If a public authority decides that the information should not be disclosed because an exemption applies, it must, under section 17(1) cite the appropriate section or exemption of the Act and provide an explanation for relying upon it. It is important to note that a freedom of information request is not a private transaction. Both the request itself and any information disclosed are considered suitable for open publication, that is, once access to information is granted to one person under the legislation, it is then considered public information and must be communicated to any individual should a request be received. In light of this, our responses and disclosures are published on our external website at a later date.

**Decision**

After conducting careful searches for any information relevant to your request I can confirm that there is information held that relates to your request. I have dealt with each of your questions in turn below.

1. ICT/IM&T/IS Strategy- The IT department strategy or plans, highlights their current and future objectives.

No information held. We do not have an internal IT strategy. We are in the process of drafting a digital strategy which focuses on our digital offer. This will be published shortly.

2. ICT Org Chart- A visual document that presents the structure of the IT department, please include name and job titles. If this cannot be sent, please work towards a structure with job titles.

Information is held and has been disclosed alongside this letter.

3. ICT Annual or Business Plan- Like the ICT strategy but is more annually focused.

Information is held and has been disclosed alongside this letter.

4. ICT Capital Programme/budget- A document that shows financials budget on current and future projects.

No information held. There is no capital budget for internal IS for this financial year.

I trust this letter answers your questions. Your rights are provided in **Appendix A**.

Yours sincerely,

**Sarah Lawrence | Legal Advisor**  
**Information Management and Legal Team**  
**College of Policing**

Email: [FOI@college.pnn.police.uk](mailto:FOI@college.pnn.police.uk) Website: [www.college.police.uk](http://www.college.police.uk)

## **Appendix A**

### **Rights**

If you are dissatisfied with the handling procedures or the decision of the College of Policing made under the Freedom of Information Act 2000 (the Act) regarding access to information you can request that the decision is reviewed internally.

Internal review requests should be made in writing, within **forty (40) working days** from the date of the refusal notice, and addressed to: FOI team, Central House, Beckwith Knowle, Otley Road, Harrogate, North Yorkshire, HG3 1UF or email: [FOI@college.pnn.police.uk](mailto:FOI@college.pnn.police.uk)

In all possible circumstances the College of Policing will aim to respond to your request for internal review within **20 working days**.

### **The Information Commissioner**

If, after lodging an internal review request with the College of Policing you are still dissatisfied with the decision you may make application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at <https://ico.org.uk/for-the-public/official-information/>.

Alternatively, write to:

**Information Commissioner's Office**

**Wycliffe House**

**Water Lane**

**Wilmslow**

**Cheshire**

**SK9 5AF**

**Phone: 0303 123 1113**

Org 1

Digital Services

Chief Digital Officer

Org 2

Information Services

Personal Assistant

IS Security

Security Manager

Information Security Operations Officer

Org 3

Infrastructure Services

IT Infrastructure Services Manager

IS Application Database Manager

Infrastructure Services Engineer

Infrastructure Services Engineer

Technical Portfolio and Change

Technical Portfolio and Change Manager

Portfolio Support Officer

Information Services Project Leader

Business Analyst

Portfolio Coordinator

Quality and Process

Quality and Process Manager

IS Security

IS Security Manager

Org 4

Infrastructure Services

IS Snr Product Owner&Technical Architect

Senior Infrastructure Support Engineer

Senior Infrastructure Support Engineer

Senior Infrastructure Support Engineer

Senior Infrastructure Engineer

Technical Portfolio and Change

Information Services Project Leader

Information Security Assurance Officer

Information Services												
2020-21												
Ref	Activity Name	Activity Description	Priority Status	This activity is..	Type of Funding	Plan on a Page			Strategic Priority	Outcomes, Success Criteria - how will you know you have been successful	Start date	Due date
						What we do	What we need to be good at	Resources we need				
<b>New and Improved IT Solutions</b>												
	<b>Ryton Data Centre Refresh</b>	Refresh of IT Hardware approaching end of life (November 2021) in Ryton Data Centre. Exactly what has to be replaced is still to be confirmed as it will be dependent on the College's proposed transfer to Office 365 plus an understanding of its future requirements.	2	a new activity linked to one of the strategic priorities and awaiting approval	Requires Funding	Support Professional Development		Improve our structure and processes	BAU & Enabling Services	Successful installation of accredited hardware; progress of O365 project with view to installation in 2021/22	01/04/20	31/03/21
	<b>Hendon kit transferred to Ryton Data Centre</b>	Hendon IT hardware to be decommissioned and transferred for re-installation at the Ryton Data Centre	2	the continuation of an existing activity	Requires Funding			Improve our structure and processes	BAU & Enabling Services	Equipment successfully transferred from HDC and installed, tested and working at Ryton	01/04/20	31/03/21
	<b>Covert SECRET Laptops</b>	SECRET Workstations for Covert Training as current provision has reached end of life. <b>On-hold due to COVID-19</b>	2	a new activity already approved by the Executive	Other Funding	Support Professional Development		Transform our digital and data capabilities	BAU & Enabling Services	Accredited laptops being utilised for Covert training courses	01/04/20	30/06/20
	<b>Surveillance Ops Room (SOR) project - Covert</b>	SOR is a Home Office project into the national standardisation of Surveillance Ops Rooms. The "00" room on First Floor in Enderby (Technical Skills Training) to be adapted to offer the training to LEAs.	2	a new activity already approved by the Executive	Requires Funding	Support Professional Development		Transform our digital and data capabilities	Developing the Workforce Career development PP	Technical Skills Training to advise	01/04/20	31/03/21
	<b>Hi-Tec Crime Solution</b>	The Hi-Tec Crime project is to deliver provision for three courses currently being run on old kit which regularly fails <b>On-hold due to COVID-19</b>	2	a new activity already approved by the Executive	Other Funding	Support Professional Development		Transform our digital and data capabilities	BAU & Enabling Services	Course successfully delivered using the teach	01/04/20	31/03/21
	<b>Solihull Classrooms</b>	New laptops to be installed to support classrooms in Solihull building <b>On-hold due to COVID-19</b>	2	a new activity already approved by the Executive	Other Funding			Transform our digital and data capabilities	BAU & Enabling Services	Successful installation of laptops		

	<b>New VPN Provision</b>	A new VPN provision is required as the current provision is heading towards EOL and has single points of failure. The new provision will have increased resilience to improve support for College staff.	2	the continuation of an existing activity	Other Funding	Support Professional Development		Transform our digital and data capabilities	BAU & Enabling Services	Working VPN solution for the College's Home Workers (53%+) and Agile Workers	01/04/20	31/03/21
	<b>Virtual Machine Manager</b>	Upgrade to VM Manager is required	4	the continuation of an existing activity	Other Funding	Support Professional Development		Transform our digital and data capabilities	BAU & Enabling Services	Successful upgrade to VM Manager	01/04/20	31/03/21
47	<b>Touchpoint (was BOSS) Programme</b> <b>Replace IT Service Management (ITSM) Tool</b>	Part of the BOSS (Business Operations Support System): Delivery of an ITSM Solution- IS required in an advisory capacity primarily for accreditation, assurance and support, if required	4	the continuation of an existing activity	Other Funding	Share Knowledge and Good Practice		Transform our digital and data capabilities	BAU & Enabling Services	Answers, recommendations and guidance to be included in the new ITSM which will support Customer Services engineers and Contact Centre staff	01/04/20	
	<b>Touchpoint (was BOSS) Programme</b> <b>Decommission of current Membership Systems</b>	What IS involvement is there ? • Work to decommission the Membership System by July or it will charge £500k - Protech system provided and hosted by Sunguard - Protech is the higher charge if we do not end the contract but total cost of not decommissioning the two is £500k										
	<b>Touchpoint (was BOSS) Programme</b> <b>Identify Facilities Management (FM) Solution</b>	Recorded for reference - what requirement is there for undertakings (if any) for IS or DS or both?										
	<b>Touchpoint (was BOSS) Programme</b> <b>Identify Business Administration Workflow Management (BAWM)</b>	Recorded for reference - what requirement is there for undertakings (if any) for IS or DS or both?										
	<b>PSN(P) Replacement</b>	Separate to Office 365 project. College must ensure it transfers to the Law Enforcement Community Network (LECN)	2	the continuation of an existing activity	Requires Funding	Support Professional Development		Improve our structure and processes	BAU & Enabling Services	College will continue to communicate with Police Forces and other .pnn organisations if it is successfully transferred to LECN	01/04/20	31/03/21
	<b>College e-Mail replacement provis</b>	At same time PSN(P) becomes end of life, December 21st 2021, the College's Mail provision and DNS Service will also become EOL. This needs to be replaced and College needs to confirm its new email format.	2	the continuation of an existing activity	Requires Funding							
	<b>AIMS (CASA)</b>	Support for new AIMS before it goes to AIMS support (if we indeed do anything) CASA - decommission requirements? Keep it registered until we know AIMS is working and can then remove CASA										
48	<b>SAP Migration to METIS</b>	Support of College's SAP transfer to Home Office METIS Project.	2	a new activity already approved by the Executive	Other Funding			Transform our digital and data capabilities	BAU & Enabling Services	IS, in a support role, contribute to a successful migration to METIS.	01/04/20	31/03/21

	<b>IS Service Requests</b>	New tasks, as and when received via IS Service Requests. Stored with updates on Sharepoint	4	the continuation of an existing activity	Other Funding			Transform our digital and data capabilities	BAU & Enabling Services	Answers, recommendations and guidance to Customer Services	01/04/20	31/03/21
	<b>Barred and Advisory List</b>	Digital Services - support the provision of a new platform for the Barred and Advisory List										
	<b>On-going IS Requests work - BAU</b>	As new tasks come in they can be allocated to IS colleagues - difficult to say how many will be received but they will need to be recorded and addressed										
	<b>Library System upgrade</b>											
<b>Microsoft Office 365</b>												
	<b>Office 365 Project</b> <b>National Enabling Programme (NEP)</b>	An over-arching entry to cover the Office 365 Project, more specific details are listed below for O365 Technical and Business Change  This will be aligned to a workstream as part of the Transforming our College programme  <b>Recorded as Risk IS11 on IS Risk Register</b>	1		Requires Funding	Support Professional Development		Improve our structure and processes	BAU & Enabling Services		01/04/2020	31/03/2021
	<b>O365 Phase 1 - notes for reference</b>	The O365 has a delivery end of March 21, I am not sure this is 100% achievable, O365 is massive and to deliver it will require a lot of work from the business both on change and adoption but also sorting documents, classifying them etc. I would be more comfortable with something like Phase 1 Completed by that date and we would need as part of the planning to decide what's in scope for phase 1. I would hate for people to expect it to be done in 12 months when it could take 2 years to complete. The College will have a lot going on.	1	a new activity linked to one of the strategic priorities and awaiting approval								
53	<b>College O365 - Technical</b>	Technical Delivery of Office 365. Outline Business Case to be created following NEP meeting (14th Nov '19), Microsoft Technical Workshop (23rd Nov '19) and Business Change workshop (13th Feb '20)	1	a new activity linked to one of the strategic priorities and awaiting approval	Requires Funding	Support Professional Development		Improve our structure and processes	BAU & Enabling Services	Transfer to wholly using Office 365	01/04/20	31/03/21
54	<b>College O365 - Business Change</b>	Business Change section is separate to the Technical Delivery of Office 365 and will require many resources from all areas of the College. To include the change to College eMail	1	a new activity linked to one of the strategic priorities and awaiting approval	Requires Funding	Support Professional Development		Transform our digital and data capabilities	BAU & Enabling Services	College staff successfully using Office 365 - business wide responsibility	01/04/20	31/03/21
	<b>College O365 - new eMail provision</b>	This will be required and ready to be in place for December 2021 (it was previously required for March 21 but extended)	2	a new activity already approved by the Executive	Requires Funding	Support Professional Development						

	<b>PSM Domain Name System (DNS) Services to replace the</b>	<b>PSN Domain Name System (DNS) Services to replace the Vodafone GCF DNS</b>	2	the continuation of an existing activity	Requires Funding	Support Professional Development		Transform our digital and data capabilities	BAU & Enabling Services			
55	<b>Webinar/Virtual Collaboration</b>	<b>Awaiting confirmation</b> New IT Solution which supports all aspects of on-line collaboration - at Scoping Requirements stage. Will ultimately be resolved by O365 but an interim step is needed as nothing at present. Options include (but not limited to): IVENT - Meet the Police web-site; Explore Webinar capability; Others? On-going requirements gathering to continue (EL)	3	a new activity linked to one of the strategic priorities and awaiting approval	Requires Funding			Improve our structure and processes	BAU & Enabling Services	Secure and effective webinar functionality internally and externally	01/04/20	31/03/21
56	<b>College Intranet</b>	College Intranet will have to be re-located as original hardware becomes EOL and College moves to O365. Marcomms to redesign content but confirmation required regarding its new	3	a new activity already approved by the Executive	Other Funding			Transform our digital and data capabilities	BAU & Enabling Services	New Intranet site successfully updated and accessible from new location	01/04/20	31/03/21
	<b>Replacement of PSNIP with the Law Enforcement Community Network</b> <b>And PSN Contract - ceases in December 21</b>	<b>From the HD</b> - The Law Enforcement Community Network (LECN) programme will provide law enforcement with an alternative solution to PSNIP. This solution will seek to remove some of the limitations of the existing service. Any organisation which has not transitioned to the LECN solution by 31 December 2021 will lose secure connectivity to national police applications, a situation that will have significant impacts for your organisation.	1									
	<b>Vodafone Mobile Contract</b>	Not part of Microsoft O365 but included here as part of the renewal of Vodafone contracts. Contract expires JULY 2021 but the project to renew it will have to commence this Business year										
<b>IT Security and Assurance</b>												
57	<b>Protective Monitoring - IS</b>	On-going support and development of Protective Monitoring for College Infrastructure	2	the continuation of an existing activity	Other Funding			Transform our digital and data capabilities	BAU & Enabling Services	Highlight problems or issues as soon as is possible and all IS / DS to repair	01/04/20	31/03/21
58	<b>Protective Monitoring - DS</b>	On-going support and development of Protective Monitoring for Digital Services Infrastructure	2	the continuation of an existing activity	Other Funding			Transform our digital and data capabilities	BAU & Enabling Services	Highlight problems or issues as soon as is possible and all IS / DS to repair	01/04/20	31/03/21
59	<b>PSM / PSNIP) Accreditation</b>	Ensure accreditation for both IS and DS to undertake PSNIP) connectivity - current requirements	3	the continuation of an existing activity	Other Funding			Transform our digital and data capabilities	BAU & Enabling Services	PSNIP) Accreditation certificate	01/04/20	31/03/21
60	<b>NCSC Cryptographic Audit</b>	Yearly audit from National Cyber Security Centre	3	the continuation of an existing activity	Other Funding			Transform our digital and data capabilities	BAU & Enabling Services	NCSC approval and report allowing College to continue with Cryptographic material on-site	01/01/21	28/02/21
61	<b>IT Business Continuity and Disaster Recovery</b>	On-going review and development of IS BC&DR plans plus support of other Business Units' BC&DR plans. Implementation where necessary	1	the continuation of an existing activity	Other Funding			Transform our digital and data capabilities	BAU & Enabling Services	Updated BC&DR plans; successful review at Colleges CMT workshops; successful implementation if every required	01/04/20	31/03/21
62	<b>Accreditation of College Systems</b>	As and when required, advice, guidance and support will be given to support the accreditation of College systems. Ensure accreditation of external systems with NPIRIMT.	1	an approved 'programmed' activity	Other Funding			Transform our digital and data capabilities	BAU & Enabling Services	Accreditation certificate for specific system	01/04/20	31/03/21

