1. Would you please provide copies of the following documents, your current:

a. ICT Strategy

West Midlands Police are currently in the process of publishing our newer technology strategy. This will be available Q1 2022 and will underpin the direction outlined in the national policing digital strategy 2020-2030 (https://pds.police.uk/national-policing-digital-strategy-2020/). We have recently completed our previous technology/business strategy that was "WMP2020" which took WMP from 2015 until 2021 to complete.

b. ICT management team structure and work contact details

The IT & Digital department has the below management structure;

- Assistant Director, IT&D
    - Head of Architecture
        - Manager – CCTV
        - Manager – Lead Architect
    - Head of Delivery
        - Manager Robotics / Mobility
        - Manager Development
    - Head of Service Management
        - Manager Infrastructure
        - Manager Applications
        - Manager Network Services
        - Manager Cloud Services Team 1
        - Manager Cloud Services Team 2
        - Manager Customer Services

Contact details:

https://www.west-midlands.police.uk/contact-us

c. In-year ICT budget

Revenue is FY21/22 = £25.6m (non pay)

d. MTFP, as relates to future ICT investments

This is being built alongside the newer technology strategic direction (as per

response to 1a above).

e. Strategic change portfolio of ICT projects and programmes

West Midlands Police have just completed our "digital transformation" of the WMP2020 change portfolio, which consisted of approximately 36 separate projects/programmes covering all aspects of policing, many with a technology underpin/change requirement. This was completed with the closure of our previous force strategy of WMP2020, including technology. The newer strategy releasing Q1 2022 will cover our future direction, however this is mainly leveraging more of what we have done with the previous investments made (smaller changes, fewer 'big' programme/project delivery type workload).

2. Has the organization got a contract for Robotic Processing Automation (RPA) *[a software technology that makes it easy to build, deploy, and manage software robots that emulate humans' actions interacting with digital systems and software]* **technology?**

If yes,

a. Which software is being used?

A combination of NICE and UiPath

b. Please name the supplier the contract is with. – (is this direct with the software supplier or via a partner)

Direct supply

c. Is the software on premise or cloud hosted – please provide details of cloud hosting arrangements

On-premise

d. Please supply contract start dates and end dates.

NICE – perpetual licence with annual support and maintenance currently running to August 2022

UiPath – April 2020 to March 2023

e. Please confirm which procurement route was used?

UiPath was via G-Cloud 11 RM1557.11 (Crown Commercial Services)

NICE was via our Innovation and Integration Partner, Accenture

f. Please confirm the annual spend on the robotic processing automation contract.

Approximately £80k

g. Who is the key contact within the Force that looks after RPA

Alastair Gregory or Gregg Hudson

h. Which areas within the business are currently using RPA e.g., Finance, HR, Operations?

a. Shared Services

b. Professional Standards/Vetting

c. IT & Digital

d. Operations

e. Investigations

f. Information Management

g. Public Protection

If no,

o **Are you planning to look at RPA in the next 12months**

o **Name of the contact who would lead the RPA opportunity review**

N/A