

Wiltshire Police and Crime Commissioner Record of Decision

Decision Detail	RPA POV – Robotics Process Automation (RPA) proof of value investment project
Business Area	Estates
Decision No:	034 - 2023
Date	01/11/2023
Protection marker	Official

Executive Summary

The proposal seek approval for a 12-month Proof of Value Project which will provide the contact centre with technology offering Robotics Process Automation (RPA).

Initially the Proof of Value project is anticipated to release capacity equivalent to £350,000 staff hours per annum.

The intention is to also develop an in-house capability ('Centre of Excellence' (CoE)) and so significantly reduce the Force's dependency on external suppliers.

During this project, benefits will be monitored to assess RoI, and further opportunities will also be sought to create a UC development pipeline, which will then be proposed within a separate BC.

The history of IBM delivering in the police service means it is recommended. Using IBM is in line with our long-term ICT strategy which surrounds using the same systems where possible across the region to obtain future efficiencies in supply.

Decision:

The Commissioner is asked to authorise the robotics process automation investment.

Implications

Please read appendix A in regard to this supporting information

Has considerations been taken following:	Yes	No
Financial	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Legal	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Equality and Diversity	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sustainability	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Risk	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Additional comments		

Police and Crime commissioner comments	
I have read the documents and I confirm the decision to proceed as recommended.	
Signed: 	Date: 01/11/2023

Financial Implications: (Must include comments of the PCC’s Chief Finance Officer where the decision has financial implications)
Comments: The prudent Rol expected, over 3 years, hence the case for investment is made. It is expected that returns will grow over the three years as more UCs are delivered. £230k of revenue costs per year will be needed from 2025-26 to develop more processes.

Legal Implications: (Must include comments of the Monitoring Officer where the decision has legal implication)
Comments: To meet procurement regulations, but to also maintain pace, both the RPA tool and the IP will be procured via Government’s G-Cloud 13 Framework. The Force Solicitor and SWPPS have been actively involved and have advised throughout the project to date.

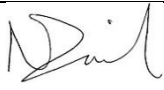
Equality and Diversity Implications
Comments: Staff to be properly engaged throughout. It is anticipated they will see this as a positive development taking away some mundane activities, to free them up for more engaging and value-added work, such as direct customer service.

Sustainability Implications
Comments: Increased consumption of computing resources and the inherent, associated energy usage for the running of RPA transactions on servers.

Risk Management
<p>Comments:</p> <ul style="list-style-type: none"> • Staff will be engaged with throughout the project because the automation could be seen as a threat to jobs. - A reduction in posts is not planned. • Processes modelled are not as efficient as anticipated and so the Rol is not achieved. - Project assessments will occur regularly. • Unforeseen costs arising from the processes due to the project’s complexity- the

deployment of IBM, who have experience in this area, will significantly reduce this risk.

- Ability to recruit resources to manage the PoV project and develop and support RPA UCs within the ICT Team on the planned timescales. - ICT plan to develop existing staff and backfill these individuals.

Monitoring Officer Approval	
Signed: 	Dated: 01/11/2023

Public Access to Information: APPENDIX A	
<p>Information in this form is subject to the Freedom of Information Act 2000 (FOIA) and other legislation. Part 1 of this form will be made available on the Commissioner's website within 2 working days of approval. Any facts / advice / recommendations that should not be made automatically available on request should not be included in Part 1 but instead on the separate Part 2 form.</p>	
<p>Is there a Part 2 form?</p> <p>If yes, for what reason: Disclosure of information in Part 2 Commercial sensitivity and may be a breach of terms of the Lease</p>	