



ICT Equipment Return and Allocation Procedure

OFFICIAL

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Department of Origin	ICT
Policy Holder	Karen Ennis, Head of IT
Related Information	Appendix and addendum to the ICT acceptable use procedure
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June 2020

Version History

V1	First production of this procedure

Policy

1.0 Statement

In recent years, the force has equipped its officers and staff with more technology and ICT equipment. This includes laptops/tablets, body worn video cameras and mobile handsets, all of which improve policing capability.

As technology has improved and developed the requirement for equipment has changed. This is evidenced for example by handhelds replacing laptops/tablets in the front line as more modules are delivered via the mobility roadmap.

ICT has worked in a number of areas to inform the decision making for future equipment funding and the correct allocation of ICT equipment. Last year an asset management tool was implemented to record and track ICT equipment, utilisation metrics have been developed to understand how ICT assets are used and a role profile has been drafted to determine what equipment is required by officers/staff.

The future funding for the replacement of ICT equipment is an ongoing and costly endeavour. These processes and governance that have been established are vital to make best use of this investment and avoid any unnecessary expenditure.

1.1. Aims

- All officers are equipped with the correct equipment only, in line with the role profiles created by the ICT department
- The current number of unused/underused individual assets are reduced and an ongoing quarterly governance process is put in place to allow the early identification of such assets
- Usage metrics are made available to ensure the Organisation makes the best use of ICT equipment
- The return of equipment for repair process is standardised to negate staff attending HQ unnecessary
- To ensure a robust equipment management process is in place (e.g starters/leavers/movers/loss)

1.2 Objectives

The main objective of the policy is to ensure that staff are equipped with the correct technology, in line with their role profile (a detailed explanation is given in **3.1**), to allow them to work effectively and efficiently. Other objectives include:

- Ensuring staff are utilising ICT equipment in line with other force policies and obtaining best evidence

- Maximising the use of ICT equipment across the force
- Supporting the need to be cost effective in ICT purchasing/replacement
- Improving performance in the terms that correct usage of ICT equipment provides many qualitative and quantitative benefits to other policies, procedures and ways of working

1.3 Application and Scope

All police officers and police staff, including the extended police family and those working voluntarily or under contract to Merseyside Police must be aware of and are required to comply with, all relevant policy and associated procedures.

This procedure covers all aspects of the issue, distribution, loss, repair and return of ICT equipment within the force. It sets up a governance process for the use of such equipment in line with the agreed role profiles.

1.4 Outcome Evaluation

Outcomes will be evaluated via the Digital Programme Board and the ICT management meeting using the performance metrics that are built in to the procedure in terms of governance around use, issue, repair and return.

2.0 Roles & Responsibilities

This policy is owned by the Head of ICT and will be regularly monitored and reviewed to ensure changes in legislation and equipment are reflected.

2.1 Programme Lead Digital Policing

- Is responsible for the governance of the ICT Equipment procedure. Will oversee the quarterly reviews and have overall responsibility for the issuing of ICT equipment. Will also have responsibility for reviewing and deciding on ICT request proposals.

2.2 Strand Leads

- Will have the responsibility for driving this procedure within their respective strands to ensure staff are aware of the asset management system and their position within the role profile.

2.3 Department Supervision / Sergeants

- Must familiarise themselves with the procedure and ensure their staff have the correct ICT equipment for their role. They are responsible for ensuring that unused ICT equipment within their department is returned.

2.4 ICT Department

- The ICT department will ensure that staff across the force are assigned the correct equipment to allow them to work effectively and efficiently.

2.5 Merseyside Police Staff

- It is incumbent on all staff within Merseyside Police to ensure that ICT equipment issued to them is in full working order at the commencement of their tour of duty. If ICT equipment assigned to them is lost, damaged or broken they are responsible for reporting that through the defined process as soon as possible.

Staff are also responsible for ensuring their asset management profile is correct and any discrepancies are raised through the ICT helpdesk.

2.5 Terms and Definitions

Some key terms used in the policy sections of this policy document are summarised below:

BWV – Body Worn Video

Laptop – Portable windows based devices

Mobility Device – Android mobile phones or tablets

3.0 Procedure

3.1 All staff within the organisation will fall within one of the 5 tiers of the ICT Staff Role Profile.

Tier 1 – Operational Front Line
Tier 2 – Operational Specialist
Tier 3 – Tethered Non Operational
Tier 4 – Tethered Operational
Tier 5 – Fixed



May 2020 ROLE
PROFILE.PPTX

These tiers are used to assess what IT equipment is available to staff to allow them to carry out their role efficiently and effectively.

As staff move around the organisation they may move from one tier to another to reflect their technological needs. So for example, an officer may move from EIRT (tier 1) to the Control Room (tier 5). In their new role ICT equipment that was essential in their

previous role, a BWV or Mobility Device, is no longer required and the role profile reflects this.

To ensure that this process is managed properly the role profiles have been incorporated onto the asset management system. Therefore when a member of staff changes roles, and their HR record is updated, they receive a notification informing them what tier they have moved to and what ICT equipment they are entitled to.

Staff who change roles and require additional ICT equipment can make a request through the ICT Helpdesk (process map attached)

It is the supervisor's responsibility to ensure ICT equipment no longer required by staff is returned to the ICT department.

Obviously there will be situations, for example when staff go on short term attachment, where it would be impractical to return ICT equipment only for it to be reissued to the same staff member on their return. In these instances common sense should prevail.

3.2 There will be instances where a role will fall outside of the role profiles or a member of staff within a certain role will require additional ICT equipment. In those instances a request, supported by the relevant Command Team is made through the ICT Helpdesk. The Digital Policing Programme Lead will review the request and make a decision.

3.3 To ensure that ICT equipment is given to the correct staff a governance procedure will be put in place to monitor usage. The usage data will be reviewed every quarter and where it is identified that ICT equipment is not being used then the member of staff's supervisor will be contacted by the Digital Policing Programme Lead for an explanation. If there is a valid reason (long term sick, pregnancy, etc.) then ICT equipment may not be required to be returned.

Equipment stays under the ownership of the ICT department at all times therefore if the Digital Policing Programme Lead deems that equipment is not being used then the member of staff will be required to return ICT equipment within an agreed time limit.

Non usage has been defined as:-

BWV – No DEMS downloads in 6 months

Laptop – No log on in 3 months

Mobility Device – No data usage in 3 months

3.4 The usage data will also be used as a basis for the allocation of new ICT equipment in the future. So as an example when it comes time to renew the mobility devices in the future the ICT department will be able to evidence the needs of specific departments based the data produced.

4.0 Processes

4.1 Lost devices

Staff report lost devices through the ICT helpdesk. Once this has been received the member of staff is required to complete a breach of security form and the asset management system is updated. If their request for a replacement is approved staff will be notified and can collect for ICT department.



Digital Device
Team-Lost Handheld i

4.2 Request devices

Staff make a request for ICT equipment through the ICT helpdesk. Once the request has been accepted and the asset management system is updated the member of staff is informed it is ready to collect for the ICT department.



Digital Device
Team-Request Body V



Digital Device
Team-Request Radio '



Digital Device
Team-Request Handh

4.3 Return devices (Leavers)

When a leavers clearance form has been submitted staff are sent an email from the asset management system informing them of the ICT equipment assigned to them that must be returned. Supervisors receive a reminder 7 days before a member of staff is due to leave and a follow up email 1 day before.



Digital Device
Team-Returning Devit

4.4 Repair devices

Staff contact the ICT helpdesk to make an appointment to attend ICT department with the device that requires repair. If possible a replacement will be offered to staff in the interim while their device is repaired.



Digital Device
Team-Repair Radio 'T