



Greater Manchester Police – Windows 10 and M365 Transformation

Agilisys



At a glance

- Design and configuration of M365 and Windows 10 device provisioning and management Infrastructure
- Windows 10 Build creation
- Configuration of M365 environment, including MS Teams, Exchange Online, OneDrive for Business, Security and Compliance, Power Platform enablement
- Deployment of more than 11,500 Windows 10 laptops and desktops in six months
- All in line with NEP (now known as Police Digital Service (PDS)) blueprints/specifications
- Key benefits delivered to help GMP deliver its overall Plan On A Page strategic plan to improve public service in response to HMICFRS criticism and wider societal challenges of public confidence in policing



The work that Agilisys completed in partnership with Greater Manchester Police included:

- Initial engagement saw design and implementation of a new Active Directory, the replacement of GMP's existing software distribution system utilising MECM and integration into Azure AD services.
- Subsequently, a Windows 10 build was created, and the new M365 Tenant was configured in readiness for deployment. This consisted of Exchange Online, OneDrive for Business, MS Teams, Security & Compliance, Power Platform enablement and so on.
- All designs and configurations were subject to NEP blueprints and specifications and subject to a rigorous testing strategy performed by NEP, GMP and Agilisys.
- Numerous pilots were undertaken, which incorporated deploying Office 365, migrating mailboxes into Exchange Online, MS Teams and deployment of security and compliance workloads to ensure a robust solution was delivered to the GMP user environment before proceeding into mass deployment.
- In addition to the technical aspects of M365 Agilisys piloted end to end deployment processes along with applying NEP use case solutions to ensure that real benefits were being delivered.
- This was complemented by fulfilling the clear Change Adoption and Communications strategy through the business readiness team to enhance the end user experience and minimise impact to their 'day job'.
- An ambitious deployment rate of all end user devices being deployed in a six-month window was set, commencing deployments in January 2022 and completing at the end of June 2022. In tandem this included revisions to all mobile phones, incorporating Teams and Outlook.
- Work also included the deployment of Office 365, migrating mailboxes into Exchange Online, and deployment of security and compliance workloads, in this case MS Defender for Endpoint.
- Planning of the deployment schedule was complex given the nature of the organisation it was imperative that service interruption was negated.
- Throughout the engagements Agilisys and GMP have worked very closely, sharing knowledge and experience along the way – all with the intention of delivering a best practice solution and always with the end user experience in mind.

"The FCC is such a business and time critical area. It is no small achievement to deliver IT change into this team. Agilisys have been supportive, flexible and knowledgeable who have led us through with confidence."

Bill Naylor, Interim Head of IT, Greater Manchester Police

Challenge

The need for an accelerated Windows 10 and M365 transformation

Faced with pressure to deliver successful transformation amidst a very complex and challenging environment, exacerbated by the Covid-19 pandemic, Greater Manchester Police (GMP) was upgrading from Windows 7 to Windows 10, including a full transformation to M365. The Windows 10/M365 Programme was the technical enabler to delivery of transformation in GMP, which was being driven by the National Enabling Programme (NEP).

The National Enabling Programme (NEP) was established by the National Police Technology Council (NPTC) to enhance collaboration between police forces across the nation. As a result, desktop computers, laptops and the associated technologies that underpin the Greater Manchester Police (GMP) IT environment need to comply with national standards if the Force is to consume strategic business-related services delivered through the NEP.

The existing GMP client estate utilised the Windows 7 operating system and its associated infrastructure, so needed to be upgraded to Windows 10/M365 to ensure both that it retains appropriate support and security, and that it is compatible with the national standards set out by the NEP. This M365 transformation sets the foundation for GMP to further exploit digital opportunities and continue to modernise policing. Benefits GMP were looking to gain from the IT modernisation included:

- The ability to capture information digitally at first point of contact, enabling information to be re-used quickly
- Improve efficiency and effectiveness of policing

- Improve data quality
- Alignment to National Enabling Programme design blueprints
- Deliver collaboration tools to enable a connected workforce
- Enhance the end-user experience, aligning to modern ways of working
- Above all else, this work was focused on enhancing GMP's ability to fight crime and keep people safe

While GMP had established a Windows 10/M365 programme to deliver this migration, the programme had been beset with problems and delays. International supply shortages due to the Covid-19 pandemic led to the re-negotiation of critical national infrastructure status with suppliers, while the need for long-term agile working processes to prevent the spread of the virus amongst employees had driven an urgent need for action.

GMP, under the leadership of Phil Davies, Chief Superintendent and Director of Information, engaged with Agilisys to drive forward the project to deploy to more than 11,500 Windows 10 devices in only six months.

This built upon the foundations of the infrastructure implementation and M365 tenant configuration projects falling under the leadership of Bill Naylor, Head of IT, in collaboration with Agilisys.

Methodology

Delivering more than technology



To ensure the full range of benefits were realised for Greater Manchester Police through a best-in-class IT environment, a multi-faceted IT transformation programme was needed, delivering:

- Rollout of new end-user devices to all in-scope users (based on Microsoft software)
- Windows 10 and M365 provided on all end-user devices

Agilisys followed its standard methodologies, progressing from initial discovery, through to design and ultimately configuration and implementation.

As well as meeting the NEP blueprint requirements, all elements also passed GMP's Technical Design Authority (TDA) requirements, attaining full sign off. The entire process, from initiation in August 2020, has been subject to standard Agilisys Programme Management methodologies which have 'gelled' with those of GMP and its programme structure and governance.

One team

Agilisys is proud of its 'One Team' approach which it uses on all engagements and it's safe to say that GMP adopted the same approach. Key examples include:

- The partnership has amassed a significant amount of knowledge of GMP's existing technical environment
- A new environment has been designed and configured through the support of senior leadership, IT teams and wider business units
- Strong relationship across the GMP team. This is inclusive of IT and Client Services colleagues, both technical and project based, but also reaches far wider across the Force. Activities on the Windows 10 and M365 deployment are providing an opportunity for added exposure to GMP departments and teams. Working with SPOCs and Champions across the multitude of GMP districts, divisions, teams etc. including ACU, CTU, FCC and SpecOps

- In partnership, we have gained a detailed understanding of Force operations, its criticality and the pressures faced daily
- Achieved an in-depth knowledge of ways of working and policies and procedures, ranging from programme governance, change management, TDA and force needs etc.
- Working with 24/7 critical service areas such as 999 call centres (FCC) and custody suites, we achieved a seamless transition to their 'new world'.

Key to success was working together to solve problems as one team, through a pragmatic approach that meant adapting methodology to suit the situation. For example, in order to deploy multiple devices at speed, a 'classroom' approach was used. This involved establishing a primary delivery centre, supported by satellite hubs in North Manchester and Oldham. The locations of these sites were planned around minimising travel time and disturbance to operations across the Districts and Divisions

Mobilisation of the whole organisation behind the rapid rollout plan was core to achieving positive outcomes. As part of our Change Adoption Strategy, support to all users was offered in each location to ensure officers and staff went away with familiarity and confidence in their device. To top that off, floor walkers attended sites so that officers had in-person support available when they were at their station, which was a key lesson learned/identified in the pilot stage.

Further education was provided through:

- Access to the Combined Knowledge portal featuring on-demand Office 365 and Windows 10 training videos
- An extensive FAQs area on the GMP intranet, supported by internal communications across the Force
- A personalised 20-day countdown to an individual's deployment day that communicated what to expect and links to relevant resources.

Impact

Unlocking multiple operational benefits

Amidst a very complex and challenging environment, Greater Manchester Police and Agilisys have enjoyed a successful partnership during which time colleagues have accelerated GMP's journey through the required National Enabling Programme (NEP) stages and on to the full Windows 10/M365 deployment.

In total:

- More than 12,400 users were migrated to Windows 10/M365
- Over 11,500 Windows 10 laptops and desktops have been configured and issued

Throughout the work, operational policing was protected, ensuring the very lowest levels of disruption to service possible, whilst still enabling:

- An 'evergreen' EUC service experience, aligned to modern ways of working for configuring, managing and accessing desktops using Microsoft device management tooling
- Increased reliability and performance of the end user device supported estate using Microsoft EndPoint
- A consistent approach to desktop builds, administration and application management to enable more efficient EUC service, faster diagnostics and fault finding as well as facilitating the rapid deployment of applications and updates to desktops.
- Fast logon times and a secure, performant Office 365 end user experience
- Enables GMP end users to consume applications and securely access data, regardless of location or device
- The ability for GMP to rapidly flex the workforce, e.g., to support home working provision, frontline workers etc.
- A consistent, performant and secure device configuration and provisioning/deployment process
- Effective threat protection in the form of a modern anti-malware solution
- Secure storage and access for personal and corporate data
- Effective patch management and defined applications stack
- A flexible workplace, with access to corporate resources regardless of location or device, e.g., home, customer site etc.
- The rapid and secure delivery and removal of physical devices for staff at sites

"Greater Manchester Police is committed to becoming a more intelligent organisation through the effective development of a digital strategy that invests in our staff as they fight crime and keep people safe. The rapid deployment of Windows 10 devices and the opportunities available with the new Microsoft 365 tools will enable this commitment at a time of great challenge for UK policing. Our partnership with Agilisys has been highly effective in delivering an ambitious, high-profile project successfully; on time – to budget."

Phil Davies, Chief Superintendent and Director of Information, Greater Manchester Police

- Applications self-service and delivery for desktop environments

The impact of this work includes:

- Greater police presence in communities due to agile primary investigation and administration processes on personal devices for frontline officers
- Improved operational briefing and communication across the metropolitan region via structured Teams calls
- Improved partnership engagement and information sharing through multi-agency Teams use, particularly in protecting vulnerable people
- Greater efficiency in support service administration processes and reduced reliance of GMP estate due to agile working
- Staff morale through investment in widespread personal issue devices
- GMP has been able to stay ahead of a rapid uplift in police recruits requiring devices due to a government mandated recruitment campaign

Management of end-of-life legacy software applications was a key element of the programme. The packaging of many operationally critical third-party applications required significant business engagement, which was achieved at a rapid rate.

Data from staff satisfaction surveys showed this has been the most welcome and successful programme in GMP for years. This is evidenced by the fact a satisfaction survey conducted by GMP found that 75% of officers and staff agree that their new Windows 10 laptop/desktop device will help them a lot in their role. 70% of respondents added that they are having an excellent or good Windows 10 experience.

The deployment of Windows 10 devices and M365 is not the end of the GMP and Agilisys working relationship. GMP are entering a hugely exciting phase where the features of the new devices and the Microsoft technology are exploited to transform the way officers and staff do their jobs and deliver policing to the public. Agilisys will be available to support GMP wherever required.



Partnership

Integrity

Innovation

Passion

Agilisys

Agilisys, an employee owned organisation, is one of the UK's fastest growing and innovative cloud and digital transformation specialists, enabling organisations to adopt technologies, platforms and processes that promote new ways of working.

An established partner for both the public and private sector for nearly two decades, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, particularly within local and central government.

We support our customers through a network of offices and centres of excellence throughout the UK, employing over 1,500 staff across the UK.

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