



OFFICE OF POLICE AND CRIME COMMISSIONER FOR WEST YORKSHIRE

Record of decision made by the Police and Crime Commissioner

Title/Subject:

Internal Shared Services Review Project

Reference:

Executive Summary:

The Project incorporates three initial Project Phases:

- **Phase 1 - Exploiting Microsoft SharePoint**
This will utilise Microsoft SharePoint within a new SharePoint Intranet platform to deliver a knowledge base/ self-help facility where users can search for information quickly and easily. In addition this phase will start to use SharePoint technology to automate a small number of key processes.
- **Phase 2 - Introducing Microsoft Dynamics Client Relationship Management (CRM) Functionality**
This will utilise CRM functionality, both to support Service Centre interactions and to automate further processes.
- **Phase 3 - Back Office System Review**
This phase will review Back Office IT Systems, and develop a suitable Business Case.

The use of the Microsoft Technologies as proposed within the Project will ultimately reduce demand and enable the Force to rationalise the current range of technologies and/ or resources needed to support back-office service delivery.

The Technology will be used to provide:

- A portal for individuals with queries relating to any back-office service
- Guidance to individuals in relation to queries
- On-line submission of queries for response where needed
- Automated work-flow/ processes to enable information processing

Requested Decision:

Approval to fund year 1 from the transformation fund and outline approval for year 2 further to more costing detail following initial procurement phases.

Implications	Details / Comments	Officer Sign Off
Legal		Legal Advisor <i>J. D. Nelson</i>
Financial	Further costing information will be available prior to full sign off of year 2.	Treasurer <i>John</i>
Policy		Relevant Policy Lead/Deputy Police and Crime Commissioner <i>[Signature]</i>

Police and Crime Commissioner Decision: <i>Agreed</i>
Signature: <i>M. B. V. V. V.</i>
Title: Police and Crime Commissioner for West Yorkshire
Date: <i>24/3/16</i>