



Business Case			
Programme (if applicable):	ICT Strategy Action Plan		
Project / Work Package Name:	Mobile Phone deployment	PMO Ref:	n/a
Project / Work Package Manager:	Gary Thomas		
Date:	8 th March 2022	Version:	
Sponsors Name:	Tony Vincent	Allocated Cost Code:	

1.0	Funding Stream (please 'x' as appropriate)		2.0	Purpose (please 'x' as appropriate)	
1.1	Existing Budget		2.1	Project	
1.2	Capital Bid	X	2.2	Temporary Resource	
1.3	Transition Fund		2.3	Increase in Revenue	
			2.4	Capital Purchase	X

3.0	Reason for submitting this business case (link to Strategic Commitments)
	<p>The current ICT strategy states:</p> <p><i>“Further efficiencies in the execution of RBFRS ways of working will be largely met through digitisation and automation of existing manual, paper based processes, and an increased requirement to deliver information flexibly, quickly and securely to the right recipients”</i></p> <p>and that:</p> <p><i>“The RBFRS ICT strategy should adopt a “mobile first” approach to applications and services that focusses on providing a role-tailored, simple and intuitive, high quality user experience regardless of physical location or access method”</i></p> <p>A “mobile first” approach obviously requires ubiquitous access to mobile devices. Currently, RBFRS equips approximately 150 staff with mobile devices and provides an addition 30 appliance based mobile device for crew communication. Given a establishment of 642, this means that the majority of RBFRS staff are not currently provided with any service sourced Mobile devices.</p> <p>Neighbouring services have implemented “Bring Your Own Device” (BYOD) strategies for providing access to mobile apps for staff, which although attractive at first glance, introduces significant additional complexity in terms of mobile device security management, administrative processes, expenses claiming, policy creation and compliance monitoring, as well as introducing potentially significant variation in user experience across differing mobile platforms. Web/mobile app development is also significantly more complex in order to develop, deploy and test across a large number of platforms and multiple mobile ecosystems, and higher costs for the provision of 3rd party developed mobile applications for the same reason.</p>



Conversely, provision of a service device to staff results in the following benefits:

- Clear separation of work and personal mobile usage
- No expenses policy or process overhead
- Control of the mobile security platform from end to end
- Single platform – single user experience – simplified development and testing environment
- Minimised administrative effort to manage the mobile fleet.

With the above in mind, the current strategy is to provide service devices in favour of the alternative BYOD approach.

This strategic direction dictates that over time a greater proportion of staff will be issued with mobile devices, as more services become available via mobile platforms. Examples of this include mobile application development in the building information space, future digitisation of standard testing regimes, Firewatch mobile application to include enhanced on-call functionality, training/certification recording, shift requests, crewing enhancements, asset management, defecting and absence requesting, all of which can and will be provided via a mobile application in the near future. The core capability to enable much of this functionality already exists within the Firewatch and IBIS environment. Finally, collaboration applications are already deployed to mobile platforms so that staff so equipped are able to participate in remote or hybrid meetings on a mobile device with the same look, feel and functionality as those participants on laptop or desktop windows devices.

This proposal sets aside capital funding to expand the existing mobile fleet by up to 225 devices, allowing ICT to equip many more wholetime and on-call staff with individual mobiles in order to improve and harmonise the digital experience for a larger cross section of the user population.

4.0	Project/ Work Package SMART Objectives
	<ol style="list-style-type: none"> 1. Validate schedule for delivery of key mobile applications and their target demographic 2. Structure device procurement programme based on application deployment schedules

5.0	Options Appraisal
Option Number	Brief Description of Option
1 Do nothing	Do nothing – broadly maintain existing mobile fleet size and deployment profile.



2	Implement the identified solution – prepare for expanded deployment of mobile devices based on business need and mobile applications development schedules
3	Adopt BYOD approach to expanded access to mobile applications
4 (if applicable)	



5.1 Cost				
	Costs			
Option Number	Year 1	Year 2	Year 3	Total
1 (do nothing)	0	0	0	0
2	£87k	0	0	£87k
3	0	0	0	0
4 (if applicable)	0	0	0	0

5.2 Monetary Savings				
	Savings			
Option Number	Year 1	Year 2	Year 3	Total
1 (do nothing)	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4 (if applicable)	0	0	0	0

5.3 Non Monetary Benefits / Efficiencies of Recommended option	
	<ul style="list-style-type: none"> • Cost avoidance of equipping greater numbers of staff with windows laptop devices for limited application access – average difference between Mobile device cost and laptop is approximately £400 per unit plus operating system licensing • Greater commonality of experience across wider cross section of staff due to access to digital resources • Maintenance of excellent mobile security environment • Minimisation of ongoing mobile platform development costs • Minimisation of administrative overhead in management of mobile fleet • Removal of impediments to mobile application deployment due to inequality of access to devices • Business process and operational efficiency opportunities enabled by greater penetration of mobile services across the organisation

5.4 Cost/Savings Assumptions				
Option Number				
1 (do nothing)	n/a – no savings identified			
2	n/a – no savings identified			



3	n/a – no savings identified			
4 (if applicable)				

5.5 Risks & Benefits		
(Include anything arising from the Equality Impact Assessment)		
Option Number	Risks	Benefits
1 (do nothing)	Continuing inequality of mobile access and consequential lack of visible investment in some staff demographics	Avoidance of procurement costs
2	Inconvenience of carrying multiple devices for some staff	Homogenous, simple management environment
		Physical separation of personal and work data and system access
		No change to existing administrative process or policies required
3	More complex mobile device security administration	Avoidance of procurement costs
	Administrative overhead associated with service permission to access, manage and potentially remotely wipe personal devices	
	Administrative overhead associated with claiming expenses for business use of personal devices	
	Greater complexity/cost in platform and ecosystem in terms of mobile application procurement and development.	
4 (if applicable)		

6.0 Recommendation



Option 2 – Set aside £87k to expand deployment of mobile devices by up to 225 devices in support of mobile application and services deployment.

7.0 Monitoring and Evaluation		
7.1	Who will manage the implementation?	ICT Service Delivery
7.2	Who will monitor and evaluate the outcomes?	HBIS
7.3	Frequency of Reporting?	On completion of works
7.4	Who will manage Equality Impact Assessment review?	HBIS

8.0 Commissioning	
Decision (Approved/ Rejected)	
Decision Made on	
Decision Made by	
Comments (if Rejected)	



EQUALITY IMPACT ASSESSMENT (EIA)

EIA Register Reference Number:	<i>To be completed by Business Support</i>
Name of activity: (i.e. change, policy, procedure, project)	Mobile telephone deployment expansion
Directorate/department:	Corporate Services
Name of department head/policy owner/project lead:	Tony Vincent
Name(s) of person(s) completing this assessment:	Tony Vincent
Date of commencement of assessment:	8 th March 2022
Dates of Review: (please complete the review log at time of each review)	Click or tap here to enter text.

1. What is/are the aims/purpose and intended outcomes of the activity you are assessing?

To expand the deployment of RBFRS service mobile devices to a greater cross section of RBFRS staff in order to improve and harmonise the digital user experiences of uniformed and non-uniformed staff.

2. Who is/may be affected by the activity, and how? Consider applicants, service users, members of the public, RBFRS employees, partner organisations etc.

Please refer to the completion guidance.

Has any consultation taken place with those who may be affected in order to inform this assessment?

All those who may benefit from the use of RBFRS mobile devices but whom do not currently have access.

Information

3. What information is already available that tells you what impact the activity has/will have on people? Consider quantitative and qualitative data, consultation, research, complaints etc. What does this information tell you?

Please list any policies that are related or referred to as part of this assessment.



Is there any equality data relating to this activity? Please also consider any further data that may inform your assessment i.e. consultations, complaint data, external research. Please refer to the central register to identify any related existing EIAs.

Please describe any additional research undertaken to inform this assessment.

These sources of information will be used to inform your assessment of the activity.

Expansion of existing mobile device deployment.

4. What impact may this activity have on the following groups?

Assessment of impact on groups in **bold** is a legal requirement, but it is important to consider the potential impacts of your activity on all of the following groups to ensure that your activity does not have unintended consequences.

	Neutral Impact	Positive Impact	Negative Impact	Please provide detail of potential impact(s), including any relevant evidence from the information section above:
Sex (Men and Women)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No change of use or behaviour required in mobile capabilities for impacted users
Race (All Racial Groups)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No change of use or behaviour required in mobile capabilities for impacted users
Disability (Mental, Physical, and Carers of Disabled people)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No change of use or behaviour required in mobile capabilities for impacted users
Religion or Belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No change of use or behaviour required in mobile capabilities for impacted users
Sexual Orientation (All diverse sexual orientations)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No change of use or behaviour required in mobile capabilities for impacted users
Pregnancy and Maternity (Includes new mothers and those returning to the workplace)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No change of use or behaviour required in mobile capabilities for impacted users



	Neutral Impact	Positive Impact	Negative Impact	Please provide detail of potential impact(s), including any relevant evidence from the information section above:
Marital Status (Married and Civil Partnerships)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No change of use or behaviour required in mobile capabilities for impacted users
Trans People (Includes non-binary identities and all other diverse gender identities/expressions)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No change of use or behaviour required in mobile capabilities for impacted users
Age (People of all ages)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No change of use or behaviour required in mobile capabilities for impacted users
People in different family circumstances (including those with caring responsibilities)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No change of use or behaviour required in mobile capabilities for impacted users
People in different social circumstances (including socio-economic factors i.e. poverty and isolation)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No change of use or behaviour required in mobile capabilities for impacted users
Different employee groups (including consideration of on-call staff, grades, contract status. Also consider non-employee groups i.e. casual workers, volunteers)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Expansion of mobile service provision to more employee groups will provide opportunities to improve effectiveness and efficiency of daily tasks
Other – this may include consideration of other factors as relevant to the activity such as unemployment, homelessness, urbanisation, rurality, health and wellbeing implications. Please see completion notes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No change of use or behaviour required in mobile capabilities for impacted users



	Neutral Impact	Positive Impact	Negative Impact	Please provide detail of potential impact(s), including any relevant evidence from the information section above:
for further guidance.				

5. What further research or consultation is needed to check the impact/potential impact of the activity on different groups? If needed, how will you gather additional information, and from whom? Please refer to the EIA guidance.

None

Summary of Assessment

6. Taking account of the assessment above, have any negative and/or disproportionate impacts been identified? If so, what amendments will you make to the activity?

No negative impacts identified.



7. After these amendments (if any) have been made, is/will there still be a negative impact on any group?

Yes

No

If No, go to section 9.

If Yes, please explain:

Click or tap here to enter text.

8. Can commencing or continuing the activity without further amendment be justified? If so, how? Please refer to the guidance documents for further information.

Click or tap here to enter text.

9. How can you ensure that any positive or neutral impact is maintained?

Capture feedback from user community on a regular basis.

10. How will you monitor the impact of the activity in future? Please identify timelines and responsible owner for monitoring, including detail of links to project/service plans if relevant.

n/a – no change to solution envisaged in foreseeable future.



Review Log

Please ensure that you update the action plan accordingly as a result of any changes to the assessment.

Date of Review:	Reason for Review: (i.e. outcomes of consultation, further research conducted, change to activity etc.)	Outcome of Review: (please describe resulting changes to EIA)
8/3/22	Initial Assessment	n/a
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
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Admin

Please send the first draft and any further amended versions to Business Support to be held in the central register.

Check this box if you have undertaken research as part of this assessment that may be of use to others in completing other equality impact assessments:

Append this equality impact assessment as necessary to project reports, business cases and other documents as relevant to governance routes.