



Ministry  
of Justice

# Prison Technology Transformation Programme (PTTP) PGD Update

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April 2021



MoJ Official

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# Overview



**PTTP objectives:** what are we trying to achieve?



**Deployment overview:** what does our deployment approach look like?



**Phase 3 deployment plan:** how do we need your support?



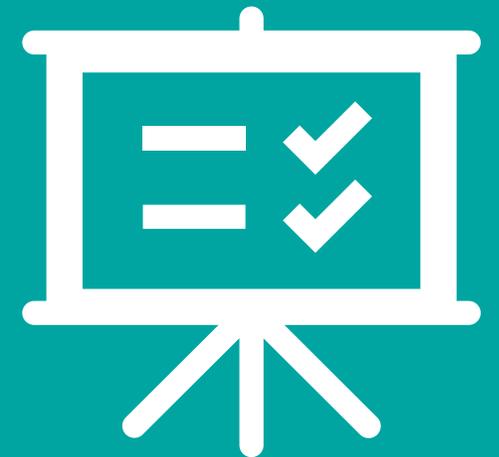
**What's next:** where do we go from here?



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# PTTP Objectives



# What is the PTTP Programme trying to achieve?



## Why are we replacing existing MoJ devices?

We are looking to improve ways of working across the organisation; replacing Quantum devices and providing improved technology is a key enabler to this.

When asked for feedback, we heard that the Quantum devices were slow and unreliable with a long log-in process.

The new technology being rolled out by the PTTP programme will help improve some of the major challenges that we face when using Quantum.

## What is PTTP and what are we trying to achieve?

The Prison Technology Transformation Programme (PTTP) will roll out the new technology service across HMPPS, replacing the Quantum Service.

The programme will introduce new devices and software, delivering colleagues modern technology that makes a real positive difference to how they work. This new solution will be called MoJ Official.

## What is our vision for the programme?

To provide staff across the prison service with modern technology services that are a pleasure to use, and which make their duties easier to perform.

**Modern technology**



**An improved user experience**



**Stability and security**

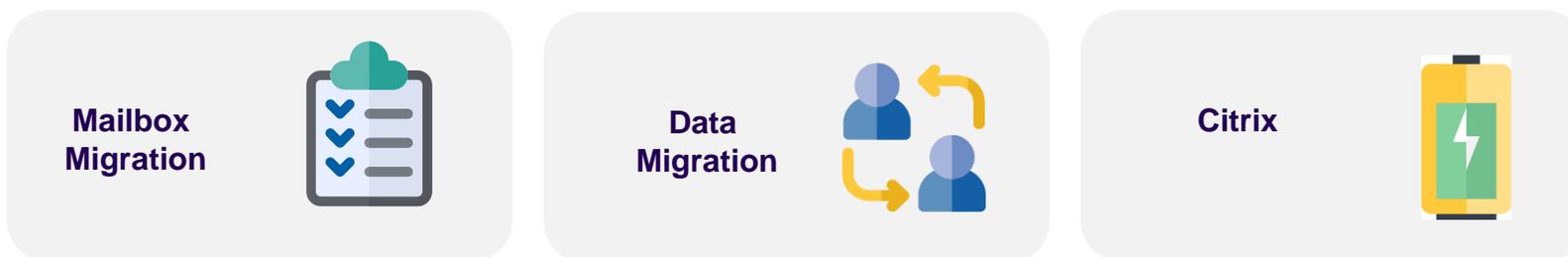


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# The PTTP Programme is more than just devices

In addition to updating and improving the technology we have across the programme, we're working on a few other key initiatives:



These initiatives are all in place to make the transition to our new devices as seamless as possible. While we all have different focuses, we work together to make this process as seamless and easy for you as possible!

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# What are the benefits to you?

There are a number of benefits of the MoJ Official solution which will benefit you and your colleagues:

## Reduced sign on time



*Reduce the length of time it takes to sign in*

## More stability



*A more stable solution that will have less crashes and freezes*

## Video conferencing



*Video conferencing through Microsoft Teams*

## Easier collaboration



*Easier to share documents and collaboratively work on documents*

These benefits will make it easier to work and allow you and your colleagues to use their time more effectively.



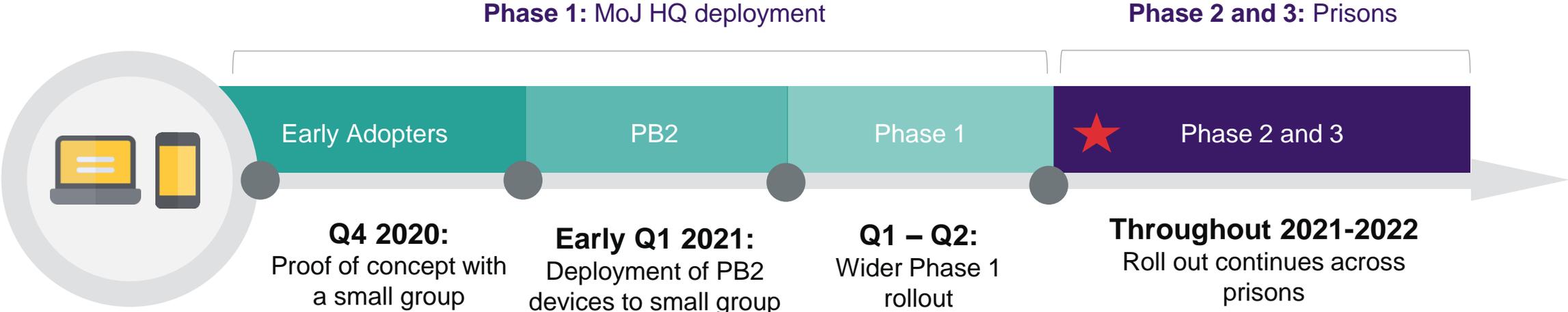
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# Deployment Overview



# What are the programme timelines?



# Phase 2 Sites



## Our Approach to Deployments

Phase 2 focuses on a Model Office, 4 Early Adopter Prisons and 10 Fast Followers.

The purpose of Phase 2 is to ensure we have a meaningful and sustainable approach to deployments at establishments that is scalable and will be fit for purpose to deliver Phase 3 of the programme.

### First Early Adopter

Deployment will be completed in a measured way to prove the solution and deployment approach.

The first site will be deployed to one business unit before deploying to the rest of the site to test the product and deployment approach.

Leeds

### Additional Phase 2 Sites

3x of the below prison sites will be added to Leeds to form the Early Adopter group.

Wandsworth

Wayland

Cookham Wood

Wormwood Scrubs

Moorland

Kirklevington Grange

New Hall

Holme House

Feltham

Durham

Berwyn

Frankland

Highdown

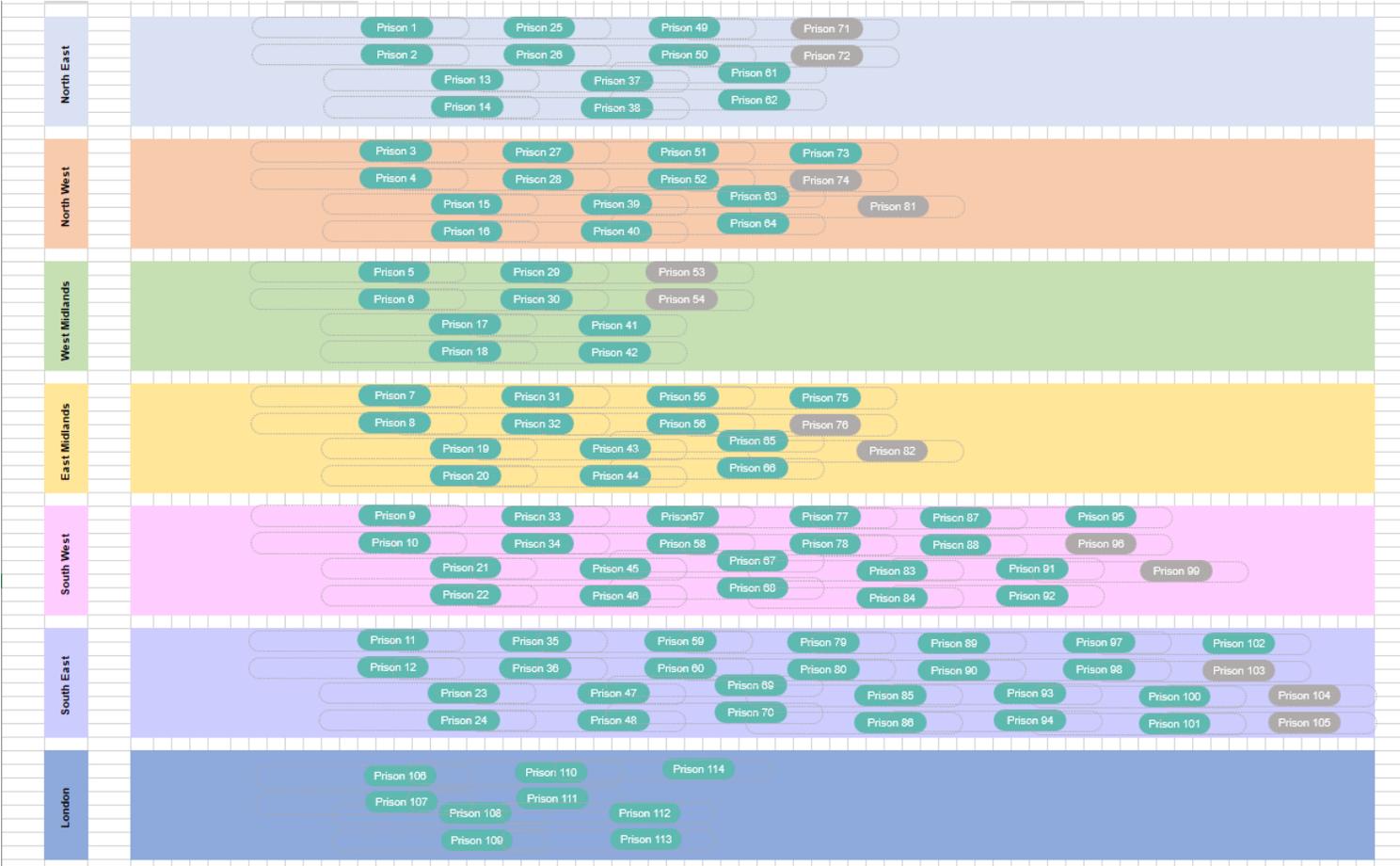
A product for an Early Adopter is estimated to be delivered around May, this is a dependency for the deployment into our first business unit in a prison.



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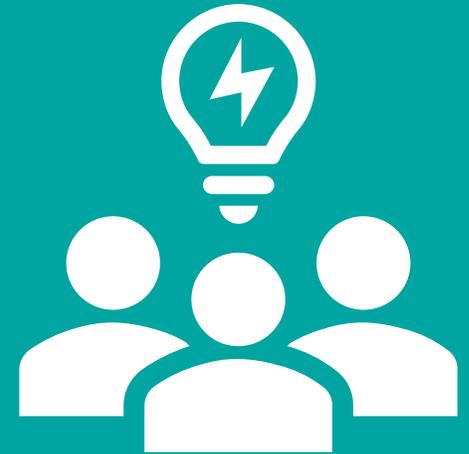
# Phase 3 Regional Deployment Approach

Our preferred deployment model is to set up regional hubs for deployment to each region. Each region will have its own deployment team, who will roll from one site to the next, deploying to between 1-3 sites at any one time.



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**We need your support & input**



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# How do we need your support?

## 1. Order sites

- The PTTP Team will split sites into 7 geographical regions.
- The PTTP Team will order sites based on Phase 3 deployment principles (see next slide).
- Please be aware that as the network assessment for the sites hasn't been completed this may impact the order later on.

## 2. PGDs to confirm site order

- Are you happy with the proposed site order?
- Does it fit the needs of the business?
- Have we missed any prison sites or office locations?
- Should we be aware of any sites that are opening or closing?
- Are there any sites which should/shouldn't be deployed to together?

## 3. Update site order

- The PTTP Team will revise the site order based on PGD feedback by exception only



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# Phase 3 Deployment Principles

The deployment principles for Phase 3 follow a similar thinking to the selection criteria used for Phase 2, but have been adapted to cater for mass deployment at multiple sites. These principles should be considered in order to scale to approx. 12 sites per month to meet the programme goal of exiting the DXC contract in December 2022.

## Principles

### 1. Location

- Group sites together to enable a regional approach to deployment and team set up.

### 2. HMPPS priorities

- Ensure Young Offender Institutes and Women's Prisons are prioritised for deployment during Phase 3.

### 3. Network bandwidth

- The ordering of sites will be impacted by whether there is sufficient bandwidth to run the new product and whether an upgrade is required which may take time.

### 4. Change readiness

- The sites must be willing to embrace and support the change, and therefore other change programmes being carried out at the same time must be considered to minimise disruption.



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# How you can support the rollout

To ensure the new technology is rolled out to the rest of prison estate as quickly as possible, we'd really appreciate your support in the following ways:

## 1. Access

- Escorts to help us move around the sites to deliver the new devices and train users. Please note that the approach to escorts is currently being worked through within PTTP
- Loan people to help us rollout the solution for a period of 1-3 weeks during rollout.

## 2. Information about your site

- We will need a SPOC (single point of contact) to your site who will help us gather information such as:
  - Staff data
  - Applications used
  - Ways of working & prison regime
  - Cascade information
  - Access to your site

## 3. Access to space

- Space for the following activities:
  - Training
  - To store devices
  - To build and decommission devices



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# Next Steps



# What's next?



## Next 4 weeks

1. **A member of the programme team will send out the regional site order to your PGD directorate.**
2. **Review your region's deployment order.** Confirm whether you are happy with your region's proposed order of deployment.

We'll need **your help** when the time comes:

1. **Stay informed.**  
Attend key programme meetings to get the latest information.
2. **Cascade communications.**  
Share updates with your directorates, when the time comes.
3. **Support the programme** with the rollout when the time comes (as outlined on slide 13).