



Date: 29/07/2024
Our ref: 01/FOI/24/012881/W

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/24/012881/W

I write in connection with your request for information dated 02/07/2024, received by Greater Manchester Police (GMP) for the following information:

- 1. I understand in 2021 the Chief of GMP ordered a review on the future of iOPS / PoliceWorks, as GMP's Records Management System. Please could you provide me with the reviews report and recommendations?*
- 2. Will iOPS / Police Works be replaced? If so what system will replace this?*

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate information relevant to your request. I can confirm that the information you have requested is held by GMP.

Following receipt of your request searches were conducted within Greater Manchester Police (GMP) to locate the requested information and I can confirm the information requested is held by GMP. However, I am not obliged to provide all the information requested as an exemption applies. Section 17 of the Freedom of Information Act 2000 requires Greater Manchester Police, when refusing to provide such information (because this information is exempt) to provide you, the applicant, with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies. The exemption which applies to this request is: **Section 43(2) – Commercial Interests**. Section 43 is a prejudice based and qualified exemption; there is a requirement to articulate the harm that would be caused in disclosing such information as well as carrying out a public interest test.

Harm

Providing the reports requested would compromise GMP's commercial negotiating position when it comes to the procurement of a replacement system. It could also be detrimental to the

commercial interests of the product owner. Disclosing the reports would also reveal details about system security and audit capacity, which could compromise GMP systems if made public.

Safety of the public is of paramount importance to the policing purpose, and release of this type of data could compromise any personal information GMP may hold. As such, GMP will not jeopardise the organisation's ability to do this through disclosing potential weaknesses into the public domain. Additionally, disclosure would likely prejudice the Force's future commercial interests and of those providing such services to GMP. This would leave GMP in a position where it is not able to negotiate contracts in the future.

Factors Favouring Disclosure

Disclosure of the reports would allow for a better-informed public and therefore allow for a more informed and accurate public debate. It would also show transparency in how GMP spends public funds.

Factors Favouring Non-Disclosure

To disclose information relating to these reports could reveal weaknesses in GMPs systems and could render both GMP and the vendors vulnerable to cyber-based attacks. This could also compromise GMPs system which is used for operational policing matters. It would also undermine GMP's negotiating position when it comes to the procurement of a replacement system and could cause further harm to future procurement negotiations.

Balancing Test

When balancing the public interest GMP has to consider whether the information should be released into the public domain. The most persuasive reason for disclosing the information would be a more informed public. This needs to be weighed against the strongest reason for non-disclosure which is in this case is the concern that such disclosure could lead to cyber-based attacks likely rendering the systems inoperative and compromising any personal information GMP may hold. Therefore, in this case, I believe the case for disclosure is not made out. In accordance with the Act, this letter represents a Refusal Notice for the information requested in question 1.

In relation to question 2 of your request, [the Chief Constable of GMP has previously stated publicly that the PoliceWorks element of the IOPS system will be replaced](#). The procurement process is ongoing and a decision on what will replace policeworks has not yet been made.