

# Ministry of Justice - Delivering the Prison Technology Transformation Programme (PTTP)

## Background

The Ministry of Justice (MoJ) is responsible for the Courts, Prisons, Probation services, and Attendance centres.

The MoJ works together with other government departments and agencies to bring the principles of justice to life for everyone in society, from civil courts, tribunals, and family law hearings, to criminal justice, prison, and probation services. MoJ works to ensure that sentences are served, and offenders are encouraged to turn their lives around and become law-abiding citizens.

MoJ believe the principles of justice are pivotal and are steadfast in our shared commitment to uphold them.

### The MoJ's priorities are to:

- protect the public from serious offenders and improve the safety and security of our prisons
- reduce reoffending
- deliver swift access to justice.

**The scope of the Prison Technology Transformation Programme (PTTP) focused on MoJ's HM Prison Service (HMPS) business function. HMPS is responsible for:**



**circa 80,000**  
prisoners at  
any time



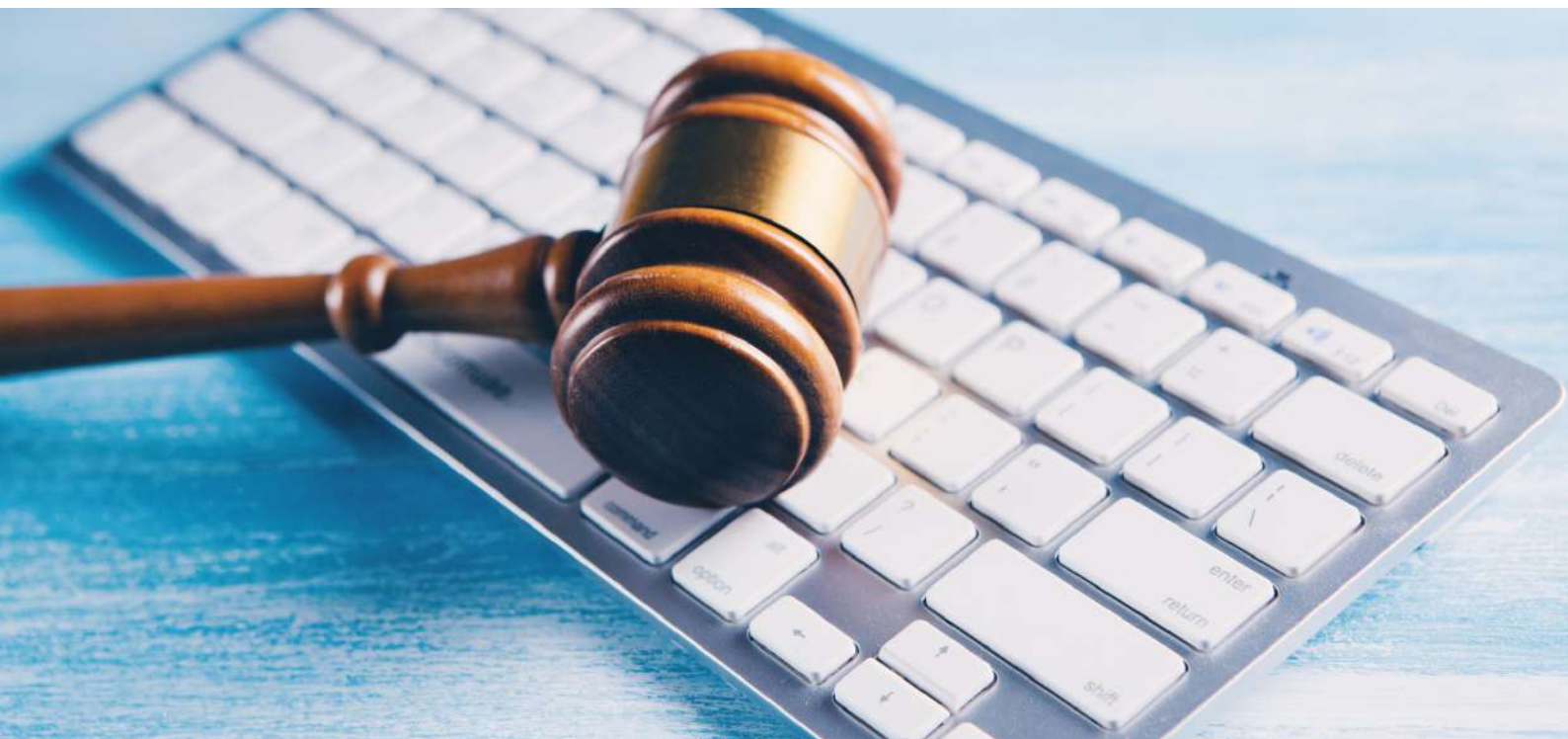
**122 prison locations**  
in England and  
Wales (including 14  
privately managed)



**circa 60,000**  
HMPS staff

The PTTP Outline Business Case (OBC), dated October 2019, was evaluated by HM Treasury and approval was given to commence the programme.

**Methods has worked alongside MOJ and other suppliers to successfully support the delivery of PTTP.**



## Challenge

The legacy technology platform for the HMPS business IT function (known as “Quantum”) was considered to be outdated, utilised old equipment, and performed extremely slowly for the users.

The degraded performance of Quantum was obvious to end users, and user feedback gained at the start of the programme showed:



It was slow to login to the system



meetings had to be conducted in person or through back-and-forth emails as there was no collaboration software



documents kept crashing leading to work being lost



it was difficult to find a working device and there were few laptops available



network stability in prisons was poor with many outages

A one-word survey prior to PTPP showed these responses:

hopeless challenging  
unresponsive  
unreliable limited aggravated  
**frustrated**  
outdated archaic shocking  
inconsistent unhelpful dated  
slow

The business case for PTPP was drafted in January 2020 and the vision for the programme was:

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

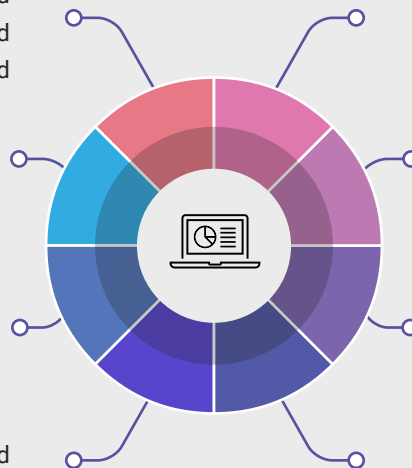
The programme was initiated in April 2020 and the desired outcomes were:

Migrate 60k+ HMPS users from both HQ and 122 prisons to Microsoft O365 and associated solutions on Windows 10 in the cloud

Full on-site support and training to all users for the new Microsoft O365 solutions

Email migration to the new cloud email service

New laptops, physical devices (both shared and single use)



Migration of all MoJ HMPS business and user-based applications to Microsoft O365 solution

Upgraded network links

Shared data migration to Microsoft O365 solution

Decommissioning of old Quantum equipment

## Solution

Methods has a proven track record in Transformation and Disaggregation programmes and Delivery and having previously worked with MoJ on several complementary projects, was ideally placed to support the PTTP Programme from its outset.

Methods initially placed a team within the Programme Management Office (PMO) and were instrumental in setting up the PMO function, providing knowledge transfer that allowed MOJ to take ownership. Following this success, the engagement expanded to additionally cover Programme Assurance and Delivery.

**Based upon the success to date, Methods was then tasked with providing the following capabilities and outcomes:**

- Product Management
- Delivery Management
- Business Analysis
- Additional Programme Assurance Functions

During the three years of programme delivery, Methods collaborated closely with the MoJ team, demonstrating flexibility and adaptability to support evolving needs and new delivery areas.

In total, over 80 resources worked on the programme from February 2020 to March 2023 across 20 different specialisms



## Outcomes

**PTTP Programme was deemed a great success with real differences made to how the end user perceives the IT they work with on a daily basis.**

The feedback received endorses that the vision was met and delivered in its entirety. The one-word survey conducted before the programme commenced was also completed after the PTTP Programme was delivered and the feedback is shown as a comparison.

Methods has been proud to support this successful delivery.

**A one-word survey response after the delivery:**



# User Feedback

## PTTP End of Programme User Survey - Key Benefits

Title	User Feedback Scores
Reduction in time wasted by staff due to poor performance of IT	80% say MOJO saves time 95% agree MOJO is faster and has quicker response time
More useful time available to staff to deliver organisational priorities	95% say MOJO has given at least 1hr time saving 95% say MOJO saves time resulting in increased productivity 98% agree MOJO has improved ways of working
Self-service options and easier and better communication and collaboration tools	95% agree MOJO provides better collaboration with colleagues/ teams 95% agree that MOJO enables sharing documents easily
User satisfaction and wellbeing	Overall user satisfaction rating given was 4.8 out of 5 stars

Ministry of Justice Official (MOJO)

## Future Steps

Following the successful delivery of PTTP, Methods was engaged to support the MoJ Official End User Compute (EUC) team. The MoJ EUC function was insourced as a result of the PTTP Programme and therefore Methods were ideally placed to support the newly formed MoJ Civil Servant EUC team with experience and expertise aligned to agreed outcomes.

The benefits of this approach are:



Retention of the key delivery experience and expertise from the PTTP Programme



Immediate understanding of the technical solutions that require Service Support



Seamless transition and support for new MoJ Civil Servants



Knowledge transfer to new MoJ Civil Servants