INFORMATION SYSTEMS SUB (FINANCE) COMMITTEE

Tuesday, 22 October 2013

Minutes of the meeting of the Information Systems Sub (Finance) Committee
Guildhall on Tuesday, 22 October 2013 at 11.30am

Present

Members:

Roger Chadwick (Chairman)	Dhruv Patel
Ray Catt (Deputy Chairman)	Graham Packham
Randall Anderson	Chris Punter
Nigel Challis	Tom Sleigh
Deputy John Chapman	Graeme Smith
Andrew McMurtrie	Deputy John Tomlinson
Sylvia Moys	

In Attendance

From Agilisys:
Graham Everett
Pearl Roberts
Kay Andrewes

Officers:

Susan Attard	-	Deputy Town Clerk
Chris Bilsland	-	Chamberlain
Chris Anderson	-	Chamberlain's Department
Ellen Murphy	-	Chamberlain's Department
Suzanne Jones	-	Chamberlain's Department
Marcus Denton	-	Oracle R12 Project Manager

1. **APOLOGIES**
   Apologies were received from Hugh Morris

2. **DECLARATIONS BY MEMBERS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
   There were no declarations.

3. **MINUTES OF THE PREVIOUS MEETING**
   The public minutes and non-public summary of the meeting held on 18 June were approved.

4. **PROGRESS REPORT ON KEY PROJECTS**
The Sub Committee received a report of the Chamberlain, which summarised the progress made on current and pipeline projects.

During the discussion the following items were raised:

- Some areas; i.e. Burnham Beeches were not currently able to receive high bandwidth services. IS were working on acceptable alternative solutions.
- Members were asked to note a drafting error on page 5 of the report, on the 2nd line of the table, where the greater/less than symbol was the wrong way round.
- Members asked that the project reference number be added to the table.
- Members could not copy into Pdf Expert to edit restricted documents in modern.gov. Also, reports are currently deleted after 6 months - members asked if this could be extended?

5. **IS DIVISION - SOURCING REVIEW, REORGANISATION & IS STRATEGY PROGRESS REPORT**
The Sub Committee received a report of the Chief Information Officer, which set out the transition period, to December 2013, to integrate the in-house changes with the transition of services to Agilisys.

The Chief Technology Officer updated members on the Police's desktop upgrade. Whilst noting that the Police were not included in the City's Strategic Risk Register, the Chairman asked for reassurance that, if there was a risk, it be reflected on the Police's Strategic Risk Register.

6. **IS MANAGED SERVICE GOVERNANCE SOLUTION**

The Sub Committee received a report of the Chief Information Officer, which sought to agree a governance solution for the Agilisys Managed Service. The Chairman reminded members that there had been a reference panel in the negotiation stages with Agilisys and asked for volunteers to join a similar group, which would enable members to engage with Agilisys on a non-committee basis, approximately 2-3 times a year. All members of the Sub Committee were invited to join and to advise the Town Clerk of their interest.

7. **A PRESENTATION FROM AGILISYS**
The Sub Committee received a presentation from Agilisys; the slides were circulated to members after the meeting.

During the presentation, which was very well received, the following points were raised:

- Agilisys were working with the VIP Team to ensure a seamless transition and improvement in services to both clients and members.

- Agilisys currently provide out of hours cover for critical corporate services. The CIO will be reviewing the need and opportunities for extending this to other service areas, such as VIP customers.

- Agilisys' customer base included Barking and Dagenham; Tower Hamlets; Hammersmith and Fulham; Sutton; Merton; Kingston upon Thames and Haringey. They made 2/3 bids a year and looked to secure 2, in order to keep their client base small and dedicated.

- A member commended Agilisys on their on-line voting registration in Tower Hamlets and asked whether this could be introduced in the City? The Chairman suggested that a visit to some of the other sites would be helpful.

- Telecommunications included internal users and networks but Agilisys would not be acting as a contact centre for residents. However, Agilisys were working closely with the City of London's contact centre. Members noted that networks would be managed on behalf of the City and BT and Virgin would be held to account on performance, if necessary.

- The possibility of linking Agilisys' apprentice scheme to the City's Scheme - members noted that this had been suggested to the Director of Community and Children's Services.

- The use of ITIL, Prince2 and MSP would continue and Agilisys were confident of bringing further project management expertise to the City.

- Emails for logging and closing faults would continue and Agilisys had started to map a service improvement response to inform management/spending decisions. Members noted that a new system, to be introduced in 2014, would provide further improvement.

8. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
There were no questions.

9. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
There were no items of urgent business

10. **EXCLUSION OF THE PUBLIC**

RESOLVED - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.

Item No.	Paragraph(s) in Schedule 12A
11-13	3
14-15	-

11. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
The non-public minutes of the meeting held on 18 June were approved.

12. **PUBLIC SERVICE NETWORK - CURRENT AND FUTURE COMPLIANCE REQUIREMENTS**
The Sub Committee received a report of the Chief Technology Officer.

13. **ORACLE ENTERPRISE RESOURCE PLANNING (ERP) PROJECT - REPLACEMENT / UPGRADE OF CBIS AND MANHATTAN SYSTEMS**
The Sub Committee received a report of the Chief Information Officer.

14. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
There were no questions

15. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
There were no items of urgent business

The meeting ended at 1.10 pm

Chairman

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