Information Systems Sub (Finance) Committee

Date: WEDNESDAY, 25 JUNE 2014

Time: 11.30am

Venue: COMMITTEE ROOM 2 - COMMITTEE ROOMS

Members: Roger Chadwick (Chairman)
Jeremy Mayhew (Deputy Chairman)
Alderman Peter Estlin
Randall Anderson
Nigel Challis
Jamie Ingham Clark
Hugh Morris
Sylvia Moys
Graham Packham
Dhruv Patel
Chris Punter
Deputy John Tomlinson

Enquiries: Julie Mayer tel.no.: 020 7332 1410
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Lunch will be served in the Guildhall Club at 1pm

John Barradell
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Agenda

1. **APOLOGIES**

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

3. **MINUTES OF THE PREVIOUS MEETING**
   To agree the public minutes and non-public summary of the meeting held on 25 March 2014.

   For Decision
   (Pages 1 - 4)

4. **PROGRESS REPORT ON STRATEGIC PROGRAMMES AND ALL IS PROJECTS**
   Report of the Chamberlain.

   For Information
   (Pages 5 - 16)

5. **CHIEF TECHNOLOGY OFFICER (CTO) OVERVIEW OF TECHNICAL CHANGE PROJECTS**
   Report of the Chamberlain.

   For Information
   (Pages 17 - 20)

6. **A PRESENTATION FROM AGILISYS ON PERFORMANCE LEVELS AND PROGRESS**

7. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

8. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
   There was no other business.

9. **EXCLUSION OF THE PUBLIC**
   MOTION - 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.

   For Decision

Part 2 - Non-Public Agenda

10. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
    To agree the non-public minutes of the meeting held on 25 March 2014.

    For Decision
    (Pages 21 - 24)

11. **CITY TELECOMMUNICATIONS STRATEGY: CONCLUSIONS OF THE STRATEGIC CONSULTANCY & NEXT STEPS**
   Joint report of the Chamberlain and City Surveyor.

   For Decision
   (Pages 25 - 42)

12. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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INFORMATION SYSTEMS SUB (FINANCE) COMMITTEE

Tuesday, 25 March 2014

Minutes of the meeting of the Information Systems Sub (Finance) Committee held at Guildhall, EC2 on Tuesday, 25 March 2014 at 11.30am

Present

Members:
Roger Chadwick (Chairman)
Jeremy Mayhew (Deputy Chairman)
Randall Anderson
Andrew McMurtrie
Sylvia Moys
Dhruv Patel
Graham Packham
Tom Sleigh
Deputy John Tomlinson

In Attendance:
Peal Roberts
Andrew Mindenhall

Officers:

Susan Attard	-	Deputy Town Clerk
Natasha Dogra	-	Town Clerk's Department
Graham Bell	-	Chief Information Officer
Colin Ashcroft	-	Chamberlain's Department
Chris Anderson	-	Chamberlain's Department
Ellen Murphy	-	Chamberlain's Department
Avril Stokes	-	Chamberlain's Department
Eric Nisbett	-	City of London Police

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

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

3. **MINUTES OF THE PREVIOUS MEETING**
    RESOLVED: That the public minutes and non-public summary of the meeting held on 21 January 2014 be approved as an accurate record.

    Matters arising
    Members asked the Town Clerk to check the attendance at the previous meeting and to update it to ensure the correct Members who were present were listed.

The Chairman informed the Committee that the visit to Agilysys would take place on Friday 28th March at 2pm. A coach had been booked which could take up to 15 people.

4. **PROGRESS REPORT ON STRATEGIC PROGRAMMES AND ALL IS PROJECTS**
The Committee considered the report of the Chamberlain which provided an oversight of project progress. The report presented the communication approach being used with Chief Officers at Strategy Board. It also illustrated the links between the corporate plan and the Service Reviews currently underway.

Members noted that there were no "red" or "amber" status projects. Members noted the brand new set of charts included in the report, the intention of which was to provide Members with the insight as to how the Portfolio & Change team were monitoring resource allocation.

Officers informed Members that there were a total of 85 projects within the IS division. 33 were in flight, 25 were being scoped, 22 were unallocated, one was closed and four were on hold. Officers stated that their view was that the overall number of projects was too high for an organisation this size and there was a critical review underway of the 85 projects within the portfolio, with a view towards rationalising them.

5. **CTO OVERVIEW OF TECHNICAL CHANGE PROJECTS**
The Committee considered the report of the Chamberlain which provided Members with an overview of two of the key infrastructure projects, Wide Area Network (WAN) and Remote Access.

Members were informed that the Wide Area Network project was approved by Finance Committee in 2013 and saw the City's WAN upgraded from a BT based hub and spoke network to a modern, faster and more effective network, provisioned largely from Virgin Media. The new network would support faster and more reliable access to systems and information, which would particularly benefit staff in remote offices, allowing them to obtain a similar level of service to those in the Guildhall.

Officers informed Members that the new network also improved resilience by removing the current dependence on the Guildhall complex as the hub for IS service provision and increasing access capability at all remote sites.

In response to a query, Members noted that the City's remote access project combined a number of different technologies to improve the ability of staff to work flexibly and access systems and information outside of the Corporation's offices. Staff with corporate laptops would be able to work at home, or any other place with an internet connection, as if they were in the office.

Members were informed of the high level vision of joint working with City Police and some of the work in progress to deliver this vision as follows:
• Development of a strategy and approach in partnership with the City

Corporation.
• A portfolio of projects with an initial focus on getting the basics right in collaboration with the Corporation
• A new operating model.

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

7. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
There was no other business.

8. **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**
9-13	3

9. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
RESOLVED: That the non-public minutes of the meeting held on 21 January 2014 be approved as an accurate record.

10. **TELECOMMUNICATIONS STRATEGY**
The Committee considered the report of the Chamberlain which updated Members on the Economic Development Chief officer Group (EDCOG) who met on 26th February 2014.

11. **CITY OF LONDON POLICE - A VERBAL UPDATE ON THE MODERNISATION PROGRAMME**
The Committee were provided with a verbal update from the Director of Corporate Services and the City of London Police.

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

13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
There was no other non-public business.

The meeting ended at 12.40pm

Chairman

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Tel: 0207 332 1434
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Board:	Date(s):	Item no.
Information Systems Sub Committee	25th June 2014	

Subject:	Public
Progress Report on Strategic Programmes and all IS projects.	

Report of:	For Information
Chamberlain	

Summary

1. This report provides an update of progress against the IS Strategy and IS Project Portfolio as a whole. It highlights key issues and risks and includes mitigating actions to drive projects back to green status.

2. At present 3 projects are in amber status, Oracle, Network Refresh and SharePoint Expansion.

   a. **Oracle –** The design workshops finished in late May and the conclusions of these were that there was significant additional effort required from the contractor to deliver the City of London's requirements. This additional work is now the subject of a discussion with our partners, to ensure that customisations are minimised and the solution design is as efficient as possible.

   An action plan is in place to address these issues and the conclusions of this work will be presented to the Project Board on the 13th of June, with business decisions following on week beginning the 16th of June. A verbal update on the progress of this work will be given to the IS Sub Committee with this report.

   b. **Network Refresh –** External factors including access and permissions are impacting the completion of the project plan, for example one site requires permission from Crossrail to be completed another requires English Heritage approval. 20 sites are impacted, with each site being investigated and tracked. 25% continue to remain truly outside of City of London control; the outstanding 15 sites should be completed this month. Departments effected by these delays are being kept informed with clear communication updates on progress. The revised target end date is now July.

   c. **SharePoint Expansion –** As a result of a recent and successful SharePoint upgrade (in April 2014), an initiative is underway to maximise the use of the application and its new features. To date SharePoint has delivered localised benefits but, the potential to improve the corporate provision of information management across the organisation is yet to be explored. 3 pilot sites including City Surveyor's are awaiting kick-off and this is driving an amber status. The IS team are creating a business case proposal to seek budget approval in June, once funding is secured the project will return to green and commence. Lack of funds is causing delays to commence work.

3. The entire IS Portfolio has decreased from 85 to 60 projects. 22 are in flight, 23 are being scoped, 12 are unallocated, 1 is on hold and 2 are in the process of closure on the Corporate Project Vision tool. Other than the projects mentioned in Paragraph 2 the main projects in delivery with the team are:

a. Flexible / remote working

b. Liberata, Revenues & Benefits Insourcing

c. Agilisys Service improvement projects, including Infrastructure as a Service (IaaS) and ITIL Implementation

d. Replacement of adult skills database for Department of Community and Children's Services, Ofsted recommendation.

Recommendation

That the report be received.

Main Report

Background

1. This report follows on from the update presented at the previous IS Sub Committee 25th March 204. It presents a current view of project progress, highlighting projects in amber and red status and mitigating actions.

2. A one-page summary providing a status update against all the IS Strategic themes found in Appendix A, has replaced the previous one-page per programme found in Agenda item 6, in the report 25th March 2014. In summary the RAG status against each theme is as follows:-

   a. Building an Effective Corporation (Oracle) = Amber
   b. Customer Services Strategy = Green
   c. Promoting the City = Green
   d. Better Working Practices = Amber

3. In the previous IS Sub Committee 25th March 2014, the IS Division reported a list of 85 projects. Since then, this list has been reduced to 60. Out of the 60 projects, 22 are in flight, 23 are being scoped, 12 are unallocated, 1 is on hold and 2 are in the process of closure on the Corporate Project Vision tool. Appendix B provides further insight into the resource breakdown (City of London internal staff vs Agilisys) and projects closed since the last reporting period.

4. Appendix C presents a short progress update on key projects, along with RAG status and completion dates. This report also includes the direction of RAG travel.

5. IS governance processes closely match the Corporate Gateway project procedure. An outline of the Stage Gate process has been provided in Appendix D for reference

Contact:
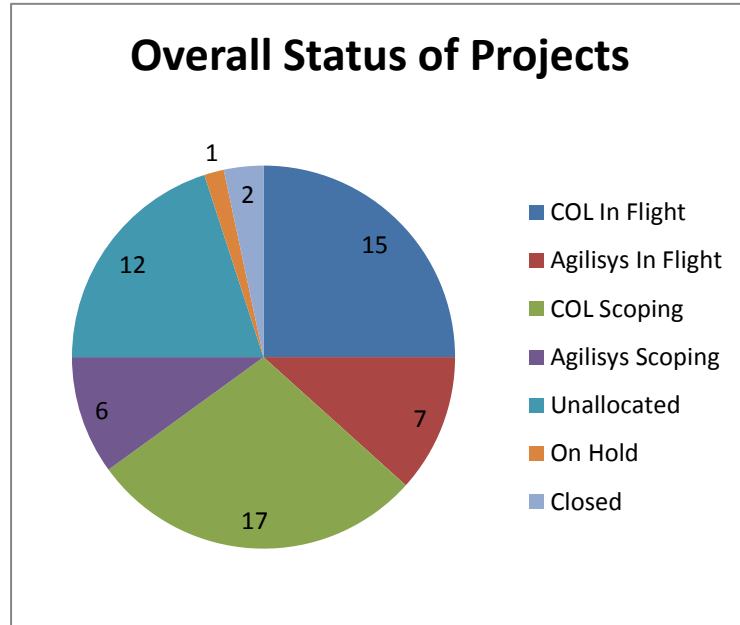*Graham Bell*
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1. **Appendix A – Programme Updates**

The following provides progress against objectives for the four key programmes as outlined in the IS Strategy.

Theme	RAG	Status Update	Next Steps
Building an Effective Corporation - Oracle	Amber	Solution design and reporting workshops for financials and property have been completed. Findings suggest that the requirements agreed will not be met with the standard 'out of the box' solution. The impact of this will result in the project not meeting one of the agreed objectives for standardisation and reduction of customisations. Escalation process to both the Project Board and Steering Group has taken place. A mitigation plan was approved and is in action.	Currently executing the mitigation plan which has a completion due date of 13th June. On the 13th the business will understand:- • What requirements will not be met by standard 'out of the box' solution and why • What processes the City of London use that differ from standard good industry practice From 16th June onwards with this knowledge, the business will decide whether process and / or requirements should change, based on current or best practice.
Customer Services Strategy	Green	In the interest of One Corporation, the City of London and City of London Police have commissioned a joint Customer Insight exercise to gather both internal staff and external customer feedback (including businesses). Information gathered is focused on the local area, community safety and access to services. This is due to be completed by end of July.	Based on the findings from the Customer Insight exercise and best practice from other organisations, the team will create a Corporation Customer strategy in collaboration with Chief Officers and Members in how the Corporation should meet the needs and expectations of our customers over the coming years.
Promoting the City	Green	As of May 2014 a consultancy exercise has been carried out to assess the demand, the market failure and next steps to take forward the City Telecommunications Strategy. The details of this exercise are covered by a separate paper on the June IS Sub Agenda	Production of Gateway 2 Report for Project Sub and Policy & Resources Committees in July.
Better Working Practices	Amber	An underlying technology upgrade of the City's SharePoint site was achieved in April. A roadmap to enhance the way we use SharePoint technology and make best use of the new features as part of the upgrade is underway including justification via a business case. Testing of the new Virtual Private Network (VPN) experienced issues which impacted the project plan. These are now resolved and a wider pilot involving all IS staff has commenced with project plan re-baselined.	Completion of the SharePoint roadmap plan and business case approved by end of June. Pilot areas include City Surveyor's and best use of sharing data cross-department. Approval of funding will turn this programme back to green. Finish roll-out of VPN within the IS Division and second pilot phase to all current VPN users with the old technology links by the end of the summer.

2. Appendix B – Portfolio breakdown

The Portfolio and Change Team reported 85 open projects at the last IS Strategy Board, the current list is 60.

Overall Status of Projects

Legend:
- COL In Flight — 15
- Agilisys In Flight — 7
- COL Scoping — 17
- Agilisys Scoping — 6
- Unallocated — 12
- On Hold — 2
- Closed — 1

32 with in-house IS resource, 13 are being delivered by Agilisys, 12 remain unallocated, 1 is on hold and 2 are in the process of being closed on the Project Vision Corporate tool.

In addition to the IS Strategy deliverables, key focus areas for the team include:

- **Flexible / remote working** – Virtual Private Network (VPN) upgrade and delivery to existing users. Policy creation and communication of the use of flexible technology. Project is at green status, refer to update in Appendix C.

- **Liberata, Revs & Bens insourcing** – supporting technology delivered on to the new Infrastructure as a Service (IaaS) environment. Project is at green status, refer to update in Appendix C

- Agilisys improvement projects including **IaaS** and Information Technology Infrastructure Library (**ITIL**) – movement of current applications to virtual storage and the adoption of best practice for service management framework. Both projects at amber status, refer to update in Appendix C

- Replacement of **adult skills database** for Department of Community and Children's Services, Ofsted recommendation. To improve the collection of data and reporting of learner data for Government returns to secure grant funding. Project is at green status, refer to Appendix C

- **Scoping** = a project idea is being explored and documented into a project proposal (including business case)
- **Unallocated** = an idea has been submitted and an IS resource is yet to be assigned to conduct a scoping exercise
- **On hold** = the customer is uncertain as to whether they wish to progress with the project

Projects closed since 25th March 2014 (7 projects closed)

- o City Surveyor's E Forms, delivered and removed manual process.
- o Magna Carta, delivered small order for exhibition.
- o GIFTS System, delivered an improved workflow.
- o CRM Accident Reporting, delivered alternative solution to meet requirements.
- o Billingsgate Market, business decided not to proceed post project proposal.
- o Tower Bridge Stock Control, delivered and reduced manual errors.
- o Replacement X Merge, delivered as current provider ceased trading.
- o Interactive texting – Orchard, business request to move to 2015.

3.   **Appendix C - Project Dashboard: Update on most significant IS projects – both 'In flight' and 'In scope'**

The project dashboard has been separated into 2 distinct areas for ease of interpreting the key delivery phase for each initiative.

- **In flight projects** - proposals and funding have been agreed, projects are underway
- **In scope projects** - further research, stakeholder consultation and business case discussions are underway before defined proposals can be submitted and agreed.

RAG Status Definitions

RAG Categorisation	Project Status
Red	The project will not be completed within the agreed budget, timetable or specification and a decision will be required on how to proceed
Amber	The project is in danger of not being completed within the agreed budget, timetable or specification but action is being taken to ensure that the project will be delivered within agreed limits
Green	The project will be delivered on budget, time and to the agreed specification

Direction of Travel:

The Direction of travel indicator compares current information with the last report.
- Up arrow is improvement,
- Down arrow is deterioration and
- Forward arrow means no change.
- Colour of the arrows represents the RAG status the project has moved into in this reporting period.

Please note: with the introduction of benefits realisation and business case activity we will in time update data missing from this table.

Current IS In Flight Projects: i.e. the project proposal has been agreed: status report

Projects 2012 - 13	IS Stage / Gateway	Previous period RAG status	Current period RAG status	Direction of Travel	Project Manager	Project Sponsor	Planned completion date	Current completion date	Original Capital budget	Original Revenue budget	Budget RAG status	IS Staff days (Budget / Actual)	Notes
Oracle ERP (R12)	Corporate Gateway 7	Green	Amber	↓	Milan Gudka	Peter Kane	Dec-14	Dec-14	£2.34m	n/a	Amber	Not specified *	The Project is Amber as our partner believes our business requirements will require significant additional effort. These issues require further investigation and understanding of the impact and the potential delays to the project plan. An action plan to do this is in place, with a due date of 13th June.

Projects 2012 - 13	IS Stage / Gateway	Previous period RAG status	Current period RAG status	Direction of Travel	Project Manager	Project Sponsor	Planned completion date	Current completion date	Original Capital budget	Original Revenue budget	Budget RAG status	IS Staff days (Budget / Actual)	Notes
Network Refresh 'Network Renewal - Lot 1 (WAN replacement)	Implementation	Green	Amber	↓	Andy Goodey	Chris Anderson	Dec-13	July-14	£0	n/a Part of the Agilisys contract	Green	Not specified *	There are 20 sites still to be completed, the majority scheduled for June. One site requires permission from Crossrail which is delayed until late July.
Microsoft Enterprise Agreement (2012-14)	Gateway 6	Green	Green	↑	Chris Anderson	Graham Bell	June 2014	June 2014	£1,996k	N/A	Green	N/A	The final payment for the Enterprise Agreement is due in June 2014. A closure report will be completed in July.
SharePoint Expansion Strategy [*Part of Better working Practices Programme]*	IS Stage Gate 1	Green	Amber	↓	Richard Reilly	Graham Bell	June 2014	June 2014	N/A	£77K	Green	TBC	The programme is currently Amber as further funding is required. To receive funding a Business case is being developed linked to storage reduction. It is anticipated that this business case will be finalised and approved by the end of June.

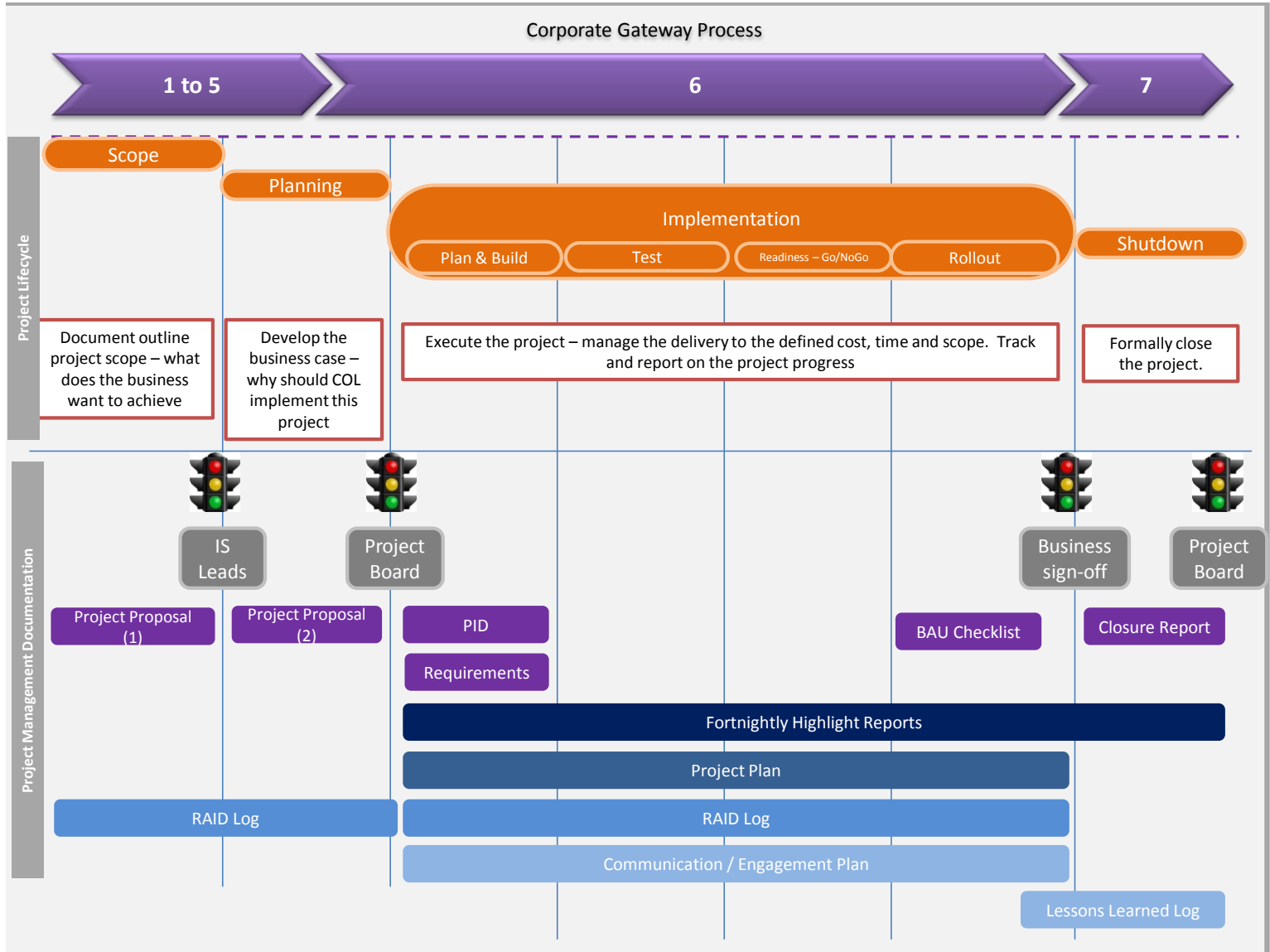| Projects 2012 - 13	IS Stage / Gateway	Previous period RAG status	Current period RAG status	Direction of Travel	Project Manager	Project Sponsor	Planned completion date	Current completion date	Original Capital budget	Original Revenue budget	Budget RAG status	IS Staff days (Budget / Actual)	Notes
Flexible working (including mobile &r remote working) *[Part of Better working Practices Programme]*	IS Stage Gate 1	Green	Green	→	Conal Brennan	Graham Bell	Remote Working – August 14	August 2014	N/A	£67K	Green	TBC	Project Board meeting took place this week for VPN Roll out. The Board agreed to extend the testing to the next Pilot phase which will include all IS Division and Agilisys staff. A further two phased roll outs post success of IS has been identified. A deep dive will be performed on all elements of Digital Working to agree the programme and communication plans.
Liberata, Revs & Bens Insourcing	IS Stage Gate 1	Green	Green	→	Michael Fitzpatrick	Suzanne Jones	October 2014	October 2014			Green	TBC	Achieved connectivity to Agilisys IaaS platform. Commence testing with City of London (Capita) data week beginning 16th June, (Northgate)

Projects 2012 - 13	IS Stage / Gateway	Previous period RAG status	Current period RAG status	Direction of Travel	Project Manager	Project Sponsor	Planned completion date	Current completion date	Original Capital budget	Original Revenue budget	Budget RAG status	IS Staff days (Budget / Actual)	Notes
													data testing end of June.
Infrastructure as a Service (IaaS)	IS Stage Gate 1	Amber	Amber	→	Agilisys, Jamie Hewitt	Graham Bell	November 2014	November 2014			Green		Delays with Virgin Network implementation has impacted commencement of pilot stage. Application testing and migration plan still to be confirmed. Mitigating actions in place, to complete by 20th June
Information Technology Infrastructure Library (ITIL)	IS Stage Gate 1	Amber	Amber	→	Agilisys, Craig Huckle	Graham Bell	December 2014	December 2014			Green		Schedule dates slipped due to resource constraints and 3rd party deliveries. Re-baselined plan to be accepted by 20th June.
Adult Skills replacement Database	IS Stage Gate 1	Green	Green	→	Louisa Itam	Neal Hounsell	November 2014	November 2014			Green		Solution accepted and approved by Department. Rollout plan to be finalised by 16th June.

Current Projects being scoped and subject to further agreement and research.

Pipeline 2013-2014	IS Stage / Gateway	Previous period RAG status	Current period RAG status	Direction of Travel	Project Manager	Project Sponsor	Planned completion date	Current completion date	Original Capital budget	Original Revenue budget	Budget RAG status	IS Staff days (Budget / Actual)	Notes
Customer Access Services Programme	IS Stage Gate 1	Green	Green	→	David Hunt	Graham Bell	December 2015	December 2015	£41K	£0	Green	TBC	The Project has been approved. McLaren customer insight analysis has now commenced and the draft Customer Services Strategy is being documented on target to be completed by end of July.
Microsoft Enterprise Agreement Renewal (2014-2017)	Gateway 4	Green	Green	↑	Chris Anderson	Graham Bell	July 2014	July 2014	£10K	£1,068k	Green		3-year subscription agreement approved. Chamberlain's budget has been increased to reflect this.

* Not specified during project initiation

Appendix D – IS Stage Gate Process

Corporate Gateway Process

| 1 to 5 | 6 | 7 |

Project Lifecycle

- Scope
- Planning
- Implementation
  - Plan & Build
  - Test
  - Readiness – Go/NoGo
  - Rollout
- Shutdown

| Document outline project scope – what does the business want to achieve | Develop the business case – why should COL implement this project | Execute the project – manage the delivery to the defined cost, time and scope. Track and report on the project progress | Formally close the project. |

Project Management Documentation

- IS Leads
- Project Board
- Business sign-off
- Project Board

- Project Proposal (1)
- Project Proposal (2)
- PID
- Requirements
- BAU Checklist
- Closure Report
- Fortnightly Highlight Reports
- Project Plan
- RAID Log
- RAID Log
- Communication / Engagement Plan
- Lessons Learned Log

Board:	Date(s):	Item no.
Information Systems Sub Committee	25th June 2014	

Subject:	**Public**
CTO Update and Overview of Technical Change Projects.	

Report of:	**For Information**
Chamberlain	

Summary

This report provides Members with an update on the City's managed IS service contract, PSN accreditation and work with City Police.

Managed Service Contract

Overall the Agilisys contract continues to perform well. Any issues identified by customers or at the formal review meetings are addressed promptly and positively.

Public Service Network

The City's latest Public Service Network (PSN) submission has been rejected by the Cabinet Office. This is as a result of a relatively small change implemented to enable the elections system to communicate with a new Cabinet Office service. Remediation is anticipated to be relatively straight forward and we are agreeing the scope and work with our PSN accreditor with a view to resubmit later this month.

City Police Collaboration

City Police are now technically engaged with a joint technical design authority meeting weekly. Where appropriate external resource is assisting with design and delivery of solutions.

This report should be read in conjunction with the IS Programme Update which details the latest status for key IS projects including those covered within this report.

Recommendation

That the report be received.

Main Report

1. This report provides Members with an update on the City's managed IS service contract, Public Service Network (PSN) accreditation and work with City Police.

Managed Service Contract

2. Overall the service contract with Agilisys continues to perform well as expected. The introduction of new service management tools in February 2014 has enabled more accurate measurement of service delivery against the contracted SLA and KPIs. Rebaselining of service metrics following the introduction of the new service management tool has meant that it is difficult to accurately compare the service pre and post transition, however month on month service measurement and reporting is now achieved more easily and the general indication is of an improving service.

3. The Service Desk was identified as an area for improvement in March. Positive action has been taken by Agilisys and a noticeable improvement in service has resulted. This is evidenced by the positive feedback received at the regular direct customer engagement meetings with IS staff and survey based feedback.

4. Communications generally work well although again an area where a need for improvement has been identified. This is on-going but with positive progress.

5. Agilisys are scoping and implementing a number of key projects for the City including; Oracle R12 upgrade, in-sourcing of Business Rates, the move to Infrastructure as a Service, remote access and WiFi replacement to name a few. In general projects are progressing well although some delays to original delivery dates have been encountered. City and Agilisys are working together to improve project management reporting, resource allocation and project delivery.

6. Failure to recruit to the City's Supplier Relationship Manager (SRM) post remains an issue and requests for a higher market forces supplement and re-grading are with HR. The on-going failure to recruit is a risk, currently mitigated by assigning existing experienced in-house resource to cover.

7. The annual performance and service improvement report will be submitted to Information Systems Sub (Finance) Committee in September 2014.

8. Further details of the managed service contract will be provided in an Agilisys update presentation.

Public Service Network (PSN)

9. The City's PSN accreditation was approved in January 2014 with a renewal due in June 2014. Subsequent renewals are due annually thereafter.

10. The City's June submission has been rejected, primarily as a result of the work undertaken since January to extend the PSN connection to include the City's electoral registration system. The method of implementing this being considered outside of the scope of the original PSN Health Check.

11. It is anticipated that the City will receive notice that the service is non-compliant and as such the City faces disconnection. This is a three stage process with reviews monthly. Work is in progress to redesign and implement the elections service in a compliant manner prior to resubmission of the compliance paperwork later this month.

12. Given the work in progress to remediate the non-compliance issue and the projected timescale to complete this work, it is considered that the likelihood of disconnection is low.

Joint Working with City Police

13. Work with City Police continues both at a strategic and technical level.

14. A technical design authority now meets weekly and is progressing the alignment of City and City Police technical roadmaps. Consultants have been appointed to advise on future; network, telephony and service collaboration.

15. Agilisys have been appointed to deliver the IT technical fit out of Guildhall Yard East which is the first phase of the City Police accommodation programme. Agilisys will do this work in conjunction with City, City Police and others to ensure all requirements are scoped correctly and delivered.

16. The City IS and procurement teams continue to assist the Economic Crime department with both the on-going delivery and management of the existing Know Fraud system and the tender for its replacement.

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