



Information Technology Sub (Finance) Committee

Date: TUESDAY, 9 JUNE 2015
Time: 12.00 pm
Venue: COMMITTEE ROOMS - WEST WING, GUILDHALL

Members: Roger Chadwick (Chairman)
Jeremy Mayhew (Deputy Chairman)
Randall Anderson
Nigel Challis
Deputy John Chapman
Deputy Jamie Ingham Clark
Hugh Morris
Sylvia Moys
Graham Packham
Chris Punter
Alderman Matthew Richardson
Deputy John Tomlinson
James Tumbridge

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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**
To agree the public minutes and non-public summary of the meeting held on 11 March 2015.

For Decision
(Pages 1 - 6)
4. **REVIEW OF OUTSTANDING ACTIONS**
Note of outstanding actions from the public minutes.
(N.B. There are no outstanding actions from the non-public minutes)

For Information
(Pages 7 - 8)
5. **JOINT OPERATIONAL REVIEW**
Report of the Chief Information Officer and presentation updating on the current position.

For Information
(Pages 9 - 12)
6. **KEY PROJECTS UPDATE**
A Presentation on:
 - Oracle; and
 - Superfast City Programme.

For Information
7. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
8. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
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.

Part 2 - Non-Public Agenda

10. **NON-PUBLIC MINUTES**
To agree the non-public minutes of the meeting held on 11 March 2015.

For Decision
(Pages 13 - 14)

11. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
12. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

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INFORMATION SYSTEMS SUB (FINANCE) COMMITTEE

Wednesday, 11 March 2015

Minutes of the meeting of the Information Systems Sub (Finance) Committee held at the Guildhall EC2 at 12.00 pm

Present

Members:

Roger Chadwick (Chairman)	Graham Packham
Jeremy Mayhew (Deputy Chairman)	Dhruv Patel
Randall Anderson	Deputy John Tomlinson
Sylvia Moys	

Officers:

Susan Attard	Deputy Town Clerk
Jacqui Daniels	Town Clerk's Department
Saimah Tahir	Town Clerk's Department
Peter Kane	Chamberlain
Graham Bell	Chamberlain's Department

In attendance:

Tom Sleigh
Agilisys Representatives

1. APOLOGIES

Apologies were received from Nigel Challis, Alderman Peter Estlin, Jamie Ingham Clark, and Hugh Morris.

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

There were no declarations.

3. MINUTES

RESOLVED: That the public minutes and non-public summary of the meeting held on 9 December 2015 be approved as a correct record.

4. HEAD OF IT REPORT - TECHNOLOGY ROADMAP

The Sub-Committee considered a report of the Chamberlain which provided Members with the Technology Roadmap and an update on the progress of key activities within the Roadmap.

Members welcomed the report and suggested that in future the previous RAG position be noted on the spreadsheet. The Sub Committee were informed that Windows 8.1 was being considered for limited use on touch-screen devices but Windows 10 may be waited for before a widespread rollout of a new system is undertaken.

The Sub-Committee discussed the proposed change to a centralised system of IT equipment purchase and commented that this could have been previously addressed under PP2P. It was proposed that in future the IS section would hold the budget and would procure the equipment which should create savings. Members considered that this course of action should not be undertaken unless savings could be made. The Chamberlain confirmed that regular checks would be undertaken to prevent overpayment for devices and, in addition to cost savings, there should be an improvement in service provision and efficiency of support. He undertook to provide further details of anticipated cost savings in the next report to be submitted to the Sub Committee together with an indication of the anticipated cost of a device through its lifetime.

In response to a question, Members were informed that departments wanting to purchase new equipment, would be given a choice between four devices, allowing for IS to cater for the various City of London Corporation's IT needs.

RESOLVED - That;

- 1) the Technology Roadmap be welcomed and that, in future, the previous RAG position be noted on the spreadsheet attached to the report;
- 2) the approach being taken across the main project areas be endorsed;
- 3) the intention to return with detailed design, costing and business cases in quarter 3 of 2015 be noted; and
- 4) the intention to review the Information System strategy and report back to this Committee in quarter 3 of 2015 be noted.

5. **AGILISYS MANAGED SERVICE - FINANCIAL REPORT**

The Sub-Committee considered a report of the Chamberlain which provided an update, on the financial performance of the City of London Corporation's Managed Information System service contract with Agilisys Ltd.

The Chief Information Officer advised that, although the cost of the contract remained within budget. There was potential for this to be exceeded as a result of increase in data storage volumes, this was due to the City of London Corporation data storage needs being estimated at 20% less in the original contract. A Member noted that the cost of data storage continued to decrease and asked Officers to ensure that the contract with Agilisys for data storage remained value for money. Officers assured the Sub-Committee that the contract was on a pay as you use basis, the more that was used the more it cost.

During the discussion, the following issues were raised:

- That the Apprenticeship Programme had not yet employed the 100 Apprentices anticipated in the original contract and Members emphasised the need to progress this matter. Officers explained that an interim agreement had been reached between Agilisys and the City of London Corporation to cross refer suitable candidates for apprenticeships to each other and the Chamberlain undertook to discuss this matter further with Agilisys;
- Future reports on the subject should be more strategic, providing an overview of the current anticipated cost of City of London Corporation

contract and the elements concerning the City of London Police and Oracle contracts;

- Members considered that the more storage that was available, the more storage would be used and Members requested that a report on storage policy be submitted to the Sub Committee; and
- The Chamberlain undertook to submit a further annual report, later in the year, to mark the second year of the Agilisys contract

RESOLVED: that;

- 1) The report be noted; and
- 2) The Chamberlain take into account the points raised by Members concerning the format of future reports above and submit reports, as requested concerning:-
 - a) a situation report, later in 2015 to mark the second year of the contract with the Agilisys; and
 - b) an storage policy for the organisation;

It was agreed that Item 8 be considered at this point in the meeting.

8. **CONTRACT PERFORMANCE REPORT**

The Sub-Committee considered a report of the Chamberlain which provided Members with an update on the performance of the Managed Service contract with Agilisys which concluded that performance against a range of key performance indicators were good and continued to improve.

In response to a question, the Sub-Committee were informed that on the Balanced Scorecard, P3 related to IT issues for individual issues, these issues had appeared to be underperforming for a number of months and it was agreed that the Chamberlain should email Members to inform them of the steps being taken to address the areas that are below target. It was also suggested that any exceptions or matters performing below target should be drawn out and mentioned covering reports in future.

RESOLVED – That:-

- 1) the report be noted;
- 2) the Chamberlain should email Members to inform them of the steps being taken to address the areas which are below target; and
- 3) any exceptions or matters performing below target should be drawn out and mentioned covering reports in future.

6. **SUPERFAST CITY PROGRAMME UPDATE**

The Sub-Committee considered a report of the Chamberlain which provided Members with an update on the Superfast City Programme, which assessed the market effectiveness in the delivery of high-speed fibre broadband across the City.

The Chief Information Officer, explained that there had been a more positive engagement with British Telecom (BT) Openreach with regards to rolling out superfast broadband across the City. This was due to a number of tenants and businesses signing up for the service since the pilot had finished. A further

meeting had been scheduled for two months' time with BT Openreach to review the services.

The Chairman commented that whilst a number of Members had expertise in IS he reminded the Sub-Committee that their role was to provide a strategic overview of projects rather than have detailed discussion. He went on to suggest that an informal meeting take place for Members who wished to discuss the subject in detail. The Town Clerk agreed to arrange an informal meeting of the Sub-Committee.

RESOLVED: That;

- 1) an informal meeting of the Sub-Committee be arranged to discuss IS developments in detail; and
- 2) the report be noted.

7. THE WAY WE WORK DOCUMENT AND FLIER

The Sub-Committee considered a report of the Chamberlain regarding the Way we Work document and flier which had been produced to explain the recent changes to the IT provision to City Corporation departments.

RESOLVED: That the report and the documents attached to it, be approved.

8. CONTRACT PERFORMANCE REPORT

This report was considered earlier in the meeting.

9. PROGRESS REPORT ON STRATEGIC PROGRAMMES AND ALL IS PROJECTS.

The Sub Committee received a report of the Chamberlain setting out progress on Strategic Programmes and all Information System projects.

The Chamberlain paid tribute to the commitment of colleagues both within and outside the Corporation who had worked very hard to ensure the success of the Oracle Project. The Sub-Committee were informed that the project would be transferred to an amber rating that day

RESOLVED: That the report be noted.

10. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE

Microsoft Outlook for iPads

A Member enquired whether consideration would be given to providing Microsoft Outlook on Members' iPads and the Chamberlain undertook to look into the matter and submit a report to the next meeting.

11. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There was no other business.

12. **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.
13 - 16

Paragraphs in Schedule 12A
3

13. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**

The non-public minutes of the meeting held on 9 December 2015 were approved as a correct record.

14. **ACTION AND KNOW FRAUD PROJECT**

Members received a report of the Commissioner of the City of London Police concerning the progress of the Action Fraud Project.

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

There were no non-public questions.

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

There were no urgent items.

The meeting closed at 1.30 pm

Chairman

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**INFORMATION SYSTEMS SUB COMMITTEE – OUTSTANDING ACTIONS FROM THE PUBLIC MINUTES –
CHAMBERLAIN TO REPORT ON PROGRESS AT THE MEETING**

Meeting Date	Minute	Action and target for completion	Department responsible	Progress update
11 March 2015	HEAD OF IT REPORT TECHNOLOGY ROADMAP	<ul style="list-style-type: none"> Chamberlain undertook to provide further details of anticipated cost savings concerning a centralised system of IT equipment purchase in the next report to be submitted to the Sub Committee together with an indication of the anticipated cost of a device through its lifetime. 	IS team, Chamberlain's Department	
11 March 2015	AGILISYS MANAGED SERVICE FINANCIAL REPORT	<ul style="list-style-type: none"> To discuss the Apprenticeship Programme further with Agilisys as it had not yet employed the 100 Apprentices anticipated in the original contract; Future reports on the Agilisys managed service to be more strategic, providing an overview of the current anticipated cost of the City of London Corporation contract and the elements concerning the City of London Police and the Oracle contracts; To submit a report to the Sub Committee on an electronic storage policy be submitted; and To submit a further annual report to the Sub Committee, later in the year, to mark the second year of the Agilisys contract. 	IS team, Chamberlain's Department - All items	
11 March 2015	CONTRACT PERFORMANCE REPORT	<ul style="list-style-type: none"> To email Members to inform them of the steps being taken to address the areas in the Agilisys contract which are below target; Any exceptions or matters performing below target should be drawn out and mentioned covering reports in future. 	IS team, Chamberlain's Department - All items	
11 March	SUPERFAST CITY	<ul style="list-style-type: none"> That an informal meeting take place for 	Town Clerk's	

**INFORMATION SYSTEMS SUB COMMITTEE – OUTSTANDING ACTIONS FROM THE PUBLIC MINUTES –
CHAMBERLAIN TO REPORT ON PROGRESS AT THE MEETING**

Meeting Date	Minute	Action and target for completion	Department responsible	Progress update
2015	PROGRAMME UPDATE	Members who wished to discuss the IS developments in detail.	Department to arrange date of meeting. IS team, Chamberlain's Department to manage meeting content	
11 March 2015	MICROSOFT OUTLOOK FOR IPADS	<ul style="list-style-type: none"> To look into whether Microsoft Outlook could be provided on Members' iPads and submit a report to the next meeting. 	IS team, Chamberlain's Department	
11 March 2015	INFORMATION SYSTEMS QUARTERLY UPDATE	<ul style="list-style-type: none"> An anonymised Balanced Scorecard to be provided from another Local Authority in order to bench mark progress. Officers agreed to provide this at a future meeting. 	IS Team – Chamberlain's Department	

Agenda Item 5

Committee:	Date:
Summit & Chief Officer Group IS Sub Committee	14 th & 26 th May 2015 9 th June 2015
Subject:	Public
Joint Operational Review – Progress Update	
Report of:	For Information
Chief Information Officer	

Summary

The Joint Operational Review has been underway since late April to address serious issues effecting both IT Services and the Oracle project. This review covers a root and branch analysis across the areas of Governance, People (Resource & Capability) and technology. This exercise has mobilised significant additional resource to review service performance, stability of the new Oracle System and how we work more effectively with Agilisys.

Work to date has comprised:

- Engagement with staff, management teams and Chief Officers to discuss and assess the scope and extent of issues.
- Collation of feedback from recently conducted user survey's, including Chamberlain's Staff Survey and the SOCITM User Survey.
- Review of the Corporation technology, including end user devices (PC's & Laptops) and the new Infrastructure as a Service Platform
- Review of incidents over the last 12 months.
- Review of the Oracle service and the support processes surrounding this.
- Build on work already underway to better align Governance, Processes and technology.

Findings & Actions

The Review has assessed the cause of the issues experienced and has highlighted common themes and consistent causes. The emergent findings and their associated actions are detailed in the table below.

Technology

Findings	Actions
During the early part of 2015 there were performance issues, which largely effected the opening of MS Office and network files at sites remote to Guildhall.	These issues were related to the migration to the Infrastructure as a Service Platform (IAAS) and were resolved once migration was complete.
During March and early April there were more general performance issues with IAAS, these worsened during late March and early April	Resolved by a configuration change from the 7 th April.
There are underlying and historical issues with the configuration of end user devices and supporting infrastructure, manifesting as poor performance across a number of systems and applications.	A Service Improvement Plan for desktop and systems performance is currently being implemented and is expected to be complete by the 22 nd May.

Although the core Oracle platform is stable, the reporting tool (OBI) is less so. Further work is required to ensure this application and the process which updates OBI's data are stable.	A Service Improvement Plan has been enacted for Oracle, improving backup and recovery times for the OBI tool. Further work is required to improve the robustness and speed of the update process and a third party review started on 12 th May to assess this.
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People

Findings	Actions
At times the support provided to users has fallen short of the contract requirements and the user expectations.	A Service Improvement Plan is underway for the Agilisys Service Desk and Field Engineering Teams, for which the initial actions are due to complete by the 15 th of May. More issues in this area are currently being investigated and we anticipate further remedial actions will be required.
Technical Resources need to be strengthened and aligned between Agilisys & the Corporation.	A more active contribution from Agilisys has been agreed in principle and discussions are underway agree the detail of further support to the Technical Design /Architecture Roles for both the Corporation and the Police.
To ensure a clear chain of responsibility exists for the provision of services, a number of responsibilities across the contract need to be clarified.	Move forward with plans to pass responsibility for application support to Agilisys. We will also review opportunities for Agilisys to contribute further to programme delivery and business engagement.
Front facing services and areas which operate out of hours are seeking higher levels of service than currently provided.	The contract contains provision for elevated service levels and we will review these and their costs with the relevant departments.

Governance

Findings	Actions
The commissioning of projects with Agilisys has been ineffective and requires greater oversight and governance.	Technical Design Authority has recently been established to ensure effective commissioning and monitoring of projects. We will monitor the performance of this Board over the next 6 months.
Engagement planning and communication with Directorates needs critical focus and improvement.	Business Partners will receive more active support from both the CIO and the Agilisys Leadership. A joint engagement plan will be developed,

	including Directorate specific Service Improvement Plans.
IT Steering Group to oversee implementation and prioritise	1 st meeting aiming to be held during Jun and is currently being scheduled.

Linked Capital Programmes

In addition to the actions above there are two capital programmes in development which the review has highlighted as being essential to a consistent user experience, these are:

- **End User Device Renewal** - Consolidation of budget and responsibility for the refresh of end user devices, departments currently purchase these and the frequency of renewal is inconsistent. For example, the review has highlighted that some 60% of these devices are over 4 years old. This programme has been outlined at both Summit Group (Jan) and IS Sub (Mar) and further proposals will be brought forward in the early summer.
- **Joint Network Refresh Programme** – A joint renewal of local area network infrastructure for both the Corporation and the Police. This network infrastructure is end of life and its replacement will provide a more consistent secure and flexible network, which will support closer working with the Police. This programme is in the design phase and a Gateway 3 Report is due to go to IS Sub and Project Sub Committees in June.

Both programmes will require significant additional funding and the development of detailed business cases to move forward.

Conclusions & Next Steps

The Joint Operational Review has identified key areas of improvement and immediate actions are underway. These are making a difference for users, however issues remain and further iterative cycles of “fix and review” will be required to ensure all users are receiving an effective service.

Plans to achieve medium and long-term actions are being developed, alongside the on-going Capital Programmes and we would propose to return to Summit and Chief Officer Group in June to report further on this work as well as the results of the immediate actions.

Graham Bell, Chief Information Officer.
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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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