Information Technology Sub (Finance) Committee

Date:	**TUESDAY, 7 JUNE 2016**
Time:	**11.30 am**
Venue:	**COMMITTEE ROOMS - WEST WING, GUILDHALL**

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

Enquiries:	**Christopher Braithwaite**
	tel.no.: 020 7332 1427
	christopher.braithwaite@cityoflondon.gov.uk

Lunch will be served in the Guildhall Club at 1pm
NB: Part of this meeting could be the subject of audio or video recording

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 9 March 2016.

   For Decision
   (Pages 1 - 4)

4. **REVIEW OF OUTSTANDING ACTIONS**
Report of the Town Clerk.

   For Information
   (Pages 5 - 6)

5. **IT DIVISION MEMBER UPDATE**
Report of the Chamberlain.

   For Decision
   (Pages 7 - 12)

6. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

7. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

8. **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 Schedule 12A of the Local Government Act.

   For Decision

Part 2 - Non-Public Agenda

9. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
To agree the non-public minutes of the meeting held on 9 March 2016.

   For Decision
   (Pages 13 - 18)

10. **REVIEW OF OUTSTANDING ACTIONS - NON-PUBLIC MINUTES**
Report of the Town Clerk.

    For Decision
    (Pages 19 - 20)

11. **AGILISYS SERVICE UPDATE**
   To receive a presentation from Agilisys providing a service update.
   For Information

12. **MANAGING PROJECT PRIORITIES ACROSS THE CITY OF LONDON CORPORATION AND THE CITY OF LONDON POLICE**
   The Chamberlain to be heard.
   For Information

13. **PRIORITY PROGRAMME UPDATE**
   Report of the Chamberlain.
   For Information
   (Pages 21 - 24)

14. **IT INFRASTRUCTURE SERVICES - PERFORMANCE IMPROVEMENT PLAN - GATEWAY 2 PROJECT PROPOSAL**
   Report of the Chamberlain.
   For Information
   (Pages 25 - 30)

15. **WIDE AREA NETWORK (WAN) REPLACEMENT - GATEWAY 2 - PROJECT PROPOSAL**
   Report of the Chamberlain.
   For Information
   (Pages 31 - 34)

16. **WIRELESS CONCESSION PROGRESS REPORT**
   Report of the Chamberlain.
   For Information
   (Pages 35 - 38)

17. **INFORMATION SECURITY & MANAGEMENT - UPDATE**
   Report of the Chamberlain.
   For Information
   (Pages 39 - 42)

18. **IT DIVISION APPROACH TO THE AGILISYS CONTRACT RENEWAL**
   Report of the Chamberlain.
   For Decision
   (Pages 43 - 44)

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

20. **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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<u>INFORMATION TECHNOLOGY SUB (FINANCE) COMMITTEE</u>

<u>Wednesday, 9 March 2016</u>

Minutes of the meeting of the Information Technology Sub (Finance) Committee held at the Guildhall EC2 at 11.30 am

Present

Members:

Deputy Roger Chadwick (Chairman)   Sylvia Moys
Jeremy Mayhew (Deputy Chairman)   Graham Packham
Randall Anderson   Deputy John Tomlinson
Deputy John Chapman   James Tumbridge

Officers:

Susan Attard   -   Deputy Town Clerk
Christopher Braithwaite   -   Town Clerk's Department
Peter Kane   -   Chamberlain
Graham Bell   -   Chamberlain's Department
Kevin Mulcahy   -   Chamberlain's Department
Simon Woods   -   Chamberlain's Department

1.   **APOLOGIES**
       Apologies were received from Nigel Challis and Chris Punter.

2.   **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
       Jeremy Mayhew declared an interest in item 11 by virtue of having a business relationship with PriceWaterhouseCooper, who had been involved on the project in question.

3.   **MINUTES OF THE PREVIOUS MEETING**
       RESOLVED – That the public minutes and non-public summary of the meeting held on 15 December 2015 be approved as an accurate record.

       <u>Matters Arising</u>
       A Member requested that the IT Newsletter be sent to Members as a PDF so that it could be accessed outside of the Corporation's network. The Chamberlain agreed that this could be provided.

4.   **REVIEW OF OUTSTANDING ACTIONS**
       The Sub-Committee considered a joint report of the Town Clerk and the Chamberlain which provided updates of outstanding actions from previous meetings. The report also provided information of the Sub-Committee's proposed work plan for forthcoming meetings.

Members noted that some recent meetings had clashed with meetings of the Planning and Transportation Committee. The Town Clerk assured Members that there would be no further clashes.

The Chairman noted that an item on the work plan advised Members that they would be considering the extension of the Agilisys contract at their June 2016 meeting. The Chamberlain clarified that the report to that meeting would be to start the process of considering the renewal of the contract, although it was expected that, if the contract was to be extended, the extension would be agreed with at least two years of the Agilisys contract remaining (which expired in September 2018).

RESOLVED – That the Sub-Committee notes the report.

5. **UPDATE ON IT SERVICE PROVISION - PRESENTATION**
The Sub-Committee considered a presentation from the Chamberlain and representatives of Agilisys which provided an update on IT Service Provision since the Committee's last meeting.

The presentation provided Members with information of the number of outages in the previous quarter and the time taken to resolve these, for both the Corporation network and the Police network. The Agilisys representatives advised the Sub-Committee that the number of outages had reduced over the last 12 months.

The presentation also provided Members with details of recent user perception surveys, which had demonstrated significant improvements between November and February for the Corporation network users. The Sub-Committee noted that Members had not been among the users surveyed and it was agreed that Members should be included in future instances of such surveys.

The Chamberlain advised Members that the Department had worked with the City Surveyor's Department to clarify issues regarding the ownership of certain infrastructure assets to avoid similar incidents as that caused by the interruption of an uninterruptable power supply in late 2015. The Chamberlain advised that this had been clarified for the Guildhall Complex, however there were some issues to be resolved regarding ownership of assets in outlying offices.

Members noted that they had not been well informed of the outages in late 2015, particularly when Members were accessing the Corporate network from outside of Guildhall. The Chamberlain advised that there was a process to notify senior officers of such outages regardless of their location, and Members could be included in that notification process.

RESOLVED – That the Sub-Committee notes the presentation.

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

7. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
    There were no items of urgent 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 Schedule 12A of the Local Government Act.

Item(s)	**Paragraph(s)**
9-17	3

9. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
    The Sub-Committee approved the non-public minutes of the meeting held on 15 December 2015 as an accurate record.

10. **MINUTES FROM THE MEETING OF THE PROJECTS SUB-COMMITTEE MEETING ON 25 JANUARY - CITY OF LONDON POLICE INTRANET UPGRADE - GATEWAY 2 PROJECT PROPOSAL**
    The Sub-Committee received a minute of the Projects Sub-Committee held on 26 January 2016 regarding the City of London Police Intranet Upgrade project.

11. **ORACLE PROGRAMME CLOSURE REPORT - GATEWAY 7**
    The Sub-Committee considered and approved a Gateway 7 report of the Chamberlain which provided the Sub-Committee with the project closure report for the Oracle Programme.

12. **IT PRIORITY PROJECTS - UPDATE**
    The Sub-Committee noted a report of the Chamberlain provided Members with an update of the progress to date on the IT Priority Projects regarding the End User Device Refresh project, the Joint Network Replacement Programme project, and the Unified Communications project.

13. **IT STORAGE & SERVER USAGE COST MITIGATION PLANS**
    The Sub-Committee noted a report of the Chamberlain which provided the Sub-Committee with information of proposals to mitigate cost increases in IT storage and server usage, following discussion of this issue at the Finance Committee meeting in January 2016.

14. **SUPERFAST CITY - UPDATE**
    The Sub-Committee noted a report of the Chamberlain which provided Members with an update of the progress to date on the Superfast City Programme (SCP).The programme is aimed at increasing "Superfast" fibre broadband and enhanced wireless coverage (3G/4G/WiFi) across the city.

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 items of urgent business.

17. **MANAGEMENT CHANGE IN IT DIVISION**
The Sub-Committee considered and approved a report of the Chamberlain which sought Members' approval to consult staff on potential changes to the structure of a team within the IT division.

The meeting closed at 1.15 pm

Chairman

Contact Officer: Christopher Braithwaite
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christopher.braithwaite@cityoflondon.gov.uk

Meeting Date	Minute	Action and target for completion	Department responsible	Progress update
10 March 2016	**NOTIFICATION OF IT SERVICE OUTAGES**	Members to be included in the notification process used to advise Senior Officers of IT service outages.	IT Team, Chamberlain's Department.	During the GOOD outage the VIP support team utilised SMS text messaging to advise Members of the failure. IT Division would welcome feedback from Members regarding this.
15 December 2015	**IT DIVISION QUARTERLY REPORT**	The Outstanding Actions report to include details of agenda items for future meetings.	IT Team, Chamberlain's Department.	Indication of agenda items for future meetings is appended to this report.

Agenda Item 4

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Committee:	Date:
IT Sub Committee	7 June 2016
Subject: IT Division Member Update	Public
Report of: Chamberlain	For Decision
Report author: Simon Woods, Head of IT, IT Division	

Summary

This report provides an IT Division update for Members including the recent change to the management team. The key points to note are:

- Graham Bell, CIO has left the Corporation: Simon Woods, Head of IT will now head up the IT Division.
- There is a stronger IT Division focus on stabilisation, prioritisation and managing risk in pursuit of building a more robust platform for controlled change.
- The IT Division is re-modelling the approach to IT Service Management around a division-wide approach.
- The IT Strategy is being refreshed with the key theme of controlling change and supporting innovation through a stronger operating model for IT.
- The IT Division will be setting up a consultative forum that promotes engagement with the organisation and strengthens the IT Division's approach to the organisational impact of its work.

The IT Division also requests input from Members regarding the two points below:

- Consider the topics to be looked at by Members at the workshop we will set up to go into greater detail about IT issues and challenges.
- Consider the IT Division's request for the requirements that Members have for IT to support their interaction with the organisation. This will enable the service to meet the expectations of Members in terms of the IT they use.

Recommendation

Members are asked to:

a) Note the report.
b) Confirm their key areas of interest for future workshops.
c) Provide a steer on future Member IT needs.

Main Report

Background

1. As well as experiencing a significant management change, the IT Division has recently been changing its approach to the work it carries out in support of the

City and City Police. This change in approach is linked to an increased sensitivity around service issues and the need to manage change in a low risk and sustainable way. The information below provides an update on the changes and the focus of this stabilisation work.

Updates

2. Since the last IT Sub Committee Graham Bell has left the City Corporation to pursue new career opportunities after four successful years as the Chief Information Officer of the Corporation of London. During his time with the City Graham managed significant IT developments across the Corporation, the on-boarding of the City of London Police to the IT partnership and tangible progress on Superfast City, with significant commitments to improving broadband across the Square Mile.

3. The Chamberlain will be working with HR and the IT management team to design the future IT management team structure during the summer. The Head of IT has set an interim structure for the Division until this work is complete (Appendix A).

4. Although the number of major IT issues remains relatively low the Division has recently set an even greater emphasis on lowering the risk of changes to the IT infrastructure. This approach has been endorsed by the Town Clerk, Commissioner of the City of London Police, and The Chamberlain. Through the Strategic Co-ordination Group setup by the Town Clerk the senior leadership has also taken a deeper interest in the technical information being held by the IT Division and how they manage it.

5. The Head of IT is refreshing the approach to risk management within the IT Division and the first cycle of this approach will take place during June. The approach allows for all aspects of risk being managed across IT to be exposed to the leadership of the organisation. The approach aligns to the wider Corporation approach to risk management and its risk management system, Covalent.

6. The Head of IT is also leading on work to re-model the IT service management approach based on industry best practice policy and process. The complexity of the relationship between the City and Agilisys, our managed service partner, means that approaches need to be set at a Division wide level. As the Head of IT is currently leading the Division an IT Service Management Consultant is helping to progress this work.

7. The rapid changes in technology mean that the IT strategy set in 2013 is now considered to be out-of-date and in need of refresh. Rather than updating the existing version it is proposed to build a new strategy that will be based on a vision for the IT service in 2020. The 2020 Vision and supporting strategy will be presented to Members later in 2016.

8. The key focus of the new strategy will be about building a robust service operating model that is able to support the organisations change agenda and provide a platform for innovation.

9. To improve the impact assessment of technology change in the Corporation the IT Division will be setting up a consultative group. Chief officers will be nominating key individuals within their teams who can fully assess the impact of technological change on their working practices. The benefits of this approach will be improved engagement, better impact assessment, and an opportunity to influence the priorities of the work taking place in the IT Division.

Guidance from Members

10. The Division would like to progress the idea of a more in-depth workshop on IT that will be an opportunity for Members who have a background or significant interest in technology to take a closer look at the work we are doing, and the issues and challenges we face. Topics could include:

   - The IT Service in 2020.
   - An overview of the current technologies in use (technology stack).
   - The current key programmes of work.
   - Future IT provision for Members.
   - IT Division structure and working practices.
   - Public facing technology (Super Fast Cities, Safer Communities).

   The IT Division would welcome additional or alternative topics that Members would like us to cover.

11. To ensure the IT Division meets the needs of Members in terms of the IT they require to engage with the Corporation, we would like to ask for your support to understand the requirements more fully. The Division has attempted to support a significant number of requests over the years but increasing complexity and security implications are making this approach more difficult to maintain. Achieving a clear view of the needs of Members will enable the Head of IT to set the model of support more clearly so that expectations can be met, and a clear service offering provided for Members following the elections to the Court of the Common Council in 2017.

Appendices
Appendix 1 – Interim IT Structure following the departure of Graham Bell
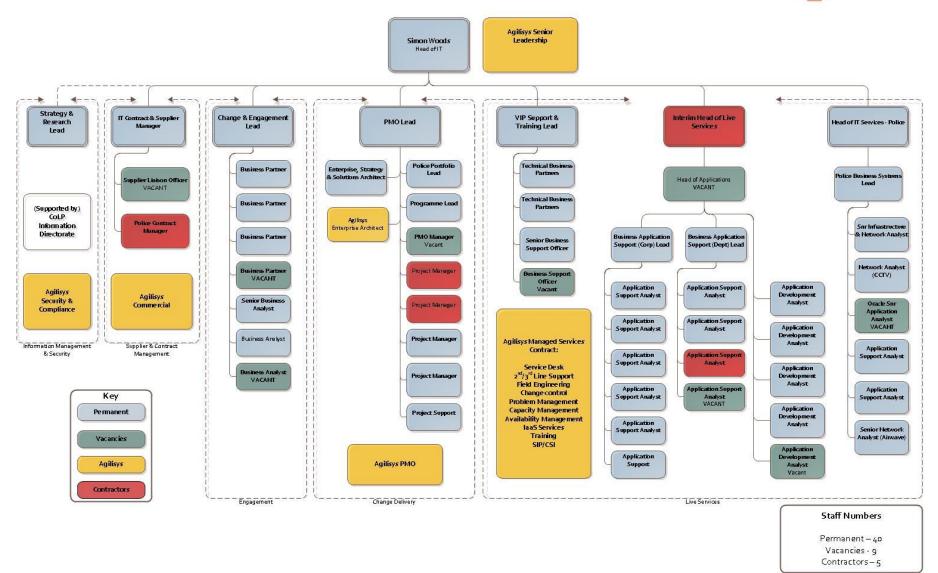
Simon Woods
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Interim IT Division Structure Chart – May 2016

CITY OF LONDON

CITY LONDON POLICE

Page 11

Simon Woods
Head of IT

Agilisys Senior Leadership

Strategy & Research Lead

(Supported by) CoLP Information Directorate

Agilisys Security & Compliance

Information Management & Security

IT Contract & Supplier Manager

Supplier Liaison Officer
VACANT

Police Contract Manager

Agilisys Commercial

Supplier & Contract Management

Change & Engagement Lead

Business Partner

Business Partner

Business Partner

Business Partner
VACANT

Senior Business Analyst

Business Analyst

Business Analyst
VACANT

Engagement

PMO Lead

Enterprise, Strategy & Solutions Architect

Agilisys Enterprise Architect

Police Portfolio Lead

Programme Lead

PMO Manager
Vacant

Project Manager

Project Manager

Project Manager

Project Manager

Project Support

Agilisys PMO

Change Delivery

VIP Support & Training Lead

Technical Business Partners

Technical Business Partners

Senior Business Support Officer

Business Support Officer
Vacant

Agilisys Managed Services Contract:

Service Desk
2nd/3rd Line Support
Field Engineering
Change control
Problem Management
Capacity Management
Availability Management
IaaS Services
Training
SIP/CSI

Interim Head of Live Services

Head of Applications
VACANT

Business Application Support (Corp) Lead

Application Support Analyst

Application Support Analyst

Application Support Analyst

Application Support Analyst

Application Support Analyst

Application Support

Business Application Support (Dept) Lead

Application Support Analyst

Application Support Analyst

Application Support Analyst

Application Support Analyst
VACANT

Application Development Analyst

Application Development Analyst

Application Development Analyst

Application Development Analyst

Application Development Analyst
Vacant

Live Services

Head of IT Services - Police

Police Business Systems Lead

Snr Infrastructure & Network Analyst

Network Analyst (CCTV)

Oracle Snr Application Analyst
VACANT

Application Support Analyst

Application Support Analyst

Senior Network Analyst (Airwave)

Key

Permanent

Vacancies

Agilisys

Contractors

Staff Numbers

Permanent – 40
Vacancies - 9
Contractors – 5

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of the Local Government Act 1972.

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