

## DIGITAL SERVICES SUB (FINANCE) COMMITTEE

Monday, 18 September 2017

Minutes of the meeting of the Digital Services Sub (Finance) Committee held at Guildhall, EC2 on Monday, 18 September 2017 at 10.00 am

### Present

#### Members:

Deputy Jamie Ingham Clark (Chairman)  
Deputy Hugh Morris (Deputy Chairman)  
Rehana Ameer  
Randall Anderson  
Deputy Keith Bottomley  
John Chapman  
Tim Levene  
Jeremy Mayhew  
Deputy Robert Merrett  
Sylvia Moys

#### Officers:

Peter Kane	- Chamberlain
Kevin Mulcahy	- Chamberlain's Department
Melissa Richardson	-
John Cater	-
Alistair MacLellan	- Town Clerk's Department
Sean Green	- Chamberlain's Department
Gary Brailsford-Hart	- City of London Police

#### 1. APOLOGIES

Apologies were received from James Tumbridge.

#### 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 of the meeting held on 14 July 2017, be approved as an accurate record.

#### 4. OUTSTANDING ACTIONS

Members received a joint report of the Town Clerk and The Chamberlain which provided updates of outstanding actions from previous meetings. The following points were made.

- The Chamberlain proposed that the November 2017 Member Survey should focus on gathering the views of new Members, this would serve as a valuable insight into how those who have just recently joined the City view the IT service;
- The Chamberlain and/or The Comptroller would update on the GDPR Implications Report at the November IT Sub Committee meeting;
- The Town Clerk informed members that the Committee would not be receiving a resolution from the Local Government/Police Pensions Board as this was in fact a report for information prepared by Pensions Officers to the Board.

**RESOLVED** – That the report be noted.

**5. WORK PROGRAMME**

Members received a joint report of the Town Clerk and Chamberlain regarding the indicative forward work plan for the period November 2017 to March 2018, and the following point was made.

- In response to a Member wanting to see how the IT roadmap was shaping up, the Chamberlain suggested that this would become more evident in "phase 2" at the beginning of 2018.

**RESOLVED** – That the report be noted.

**6. IT DIVISION - MEMBER UPDATE**

Members received an update report of the Chamberlain regarding the performance of the IT division during Summer 2017, and the following points were made.

- The IT Director noted that the feedback was very good so far on roll out of Windows 10 and Office 16, with completion due in December 2017.
- A Member expressed concern that "some resistance to change was being encountered which was slowing down the change process" in response to which the IT Director and Chamberlain agreed that training was key both for Members and Officers to ensure everyone was fully harnessing the advantages of the IT transformation programme.
- In response to queries from fellow Members the Chairman expressed his concern at the slow progress the City of London Police was making in implementing its IT framework – given that the strategy was agreed in February/March 2017, and that the transformation roadmap was still being prepared. Members were keen to ensure the process did not suffer any undue delays.

- In response to a query from a Member as to what happened to the 20% of the calls that were not resolved by the Service Desk, Members were reassured by the Chamberlain that a call would then be escalated to level 2, then level 3 - effectively all calls were dealt with.
- Members were keen to understand the reasons behind the patchy service of Outlook in recent weeks, in response the IT Director reassured Members that service was now back on track, the recent problems were due to a fault suffered by Virgin Media. Officers were exploring any case against Virgin.
- In response to a Member who expressed concern about the Wifi availability in the City, particularly during the Spring "Innovate Conference", the IT Director informed Members that given the open mediated Wifi Contract had been renewed that year, an update and specific improvement options were a little premature at this stage, however, he would bring an interim update in November.
- The IT Director reassured the Members that the decision by City of London Police to adopt Office 2013 was a purely tactical one, further upgrades could be introduced further down the line, however, it was felt that in the interests of the City of London Police's interoperability with other Police Forces the older platform was more appropriate.

#### 7. **IT DIVISION RISK UPDATE**

Members received an update report of the Chamberlain regarding the IT Division's Risks, and the following point was made.

- Whilst the Chairman welcomed the clarity in the report, for future versions he proposed giving a little more prominence to the red risks further up in the body of the report.

**RESOLVED**– that the report be noted.

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

There were no public questions.

#### 9. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

After receiving a request from a Member, the Chairman confirmed that the IT Sub Committee on the 23rd November would be rescheduled to the 24th November. Town Clerks would circulate a memo to all members with the details including the new time slot.

#### 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	3
12	3
13	7
14a	3
14b	3
15	7

11. **NON-PUBLIC MINUTES**

Members approved the non-public minutes of the meeting held on 14 July 2017 as an accurate record.

12. **NON-PUBLIC OUTSTANDING ACTIONS**

Members received a joint report of the Town Clerk and the Chamberlain which set out outstanding actions from previous non-public minutes of the Committee.

**RESOLVED** – That Members note the report.

13. **AGILISYS CONTRACT NEGOTIATIONS UPDATE**

Members received a report of the Chamberlain regarding the Agilisys Contract extension negotiations.

**RESOLVED-** that the report be noted.

14. **TRANSFORMATION**

14.1 **IT Transformation Programme - Update Report**

Members received a report from The Chamberlain on the IT Transformation Programme.

**RESOLVED-** that the report be noted.

14.2 **Member IT Service Provision**

Members received a report of The Chamberlain on the IT Member service provision.

**RESOLVED** – that the report be noted.

15. **CORPORATE RISK CR 16 - INFORMATION SECURITY AND PSN UPDATE**

Members received a report of The Chamberlain regarding Corporate Risk

**RESOLVED** – that the report be noted.

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

There were no non-public questions.

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

There was no other non-public business.

**The meeting ended at 11.15 am**

-----  
Chairman

**Contact Officer: John Cater  
john.cater@cityoflondon.gov.uk**