

## **DIGITAL SERVICES SUB (FINANCE) COMMITTEE**

**Friday, 24 November 2017**

Minutes of the meeting of the Digital Services Sub (Finance) Committee held at Guildhall, EC2 on Friday, 24 November 2017 at 1.45 pm

### **Present**

#### **Members:**

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

#### **Officers:**

John Cater	-
Peter Kane	- Chamberlain
Sean Green	- Chamberlain's Department
Steven Bage	-
Melissa Richardson	-
Bob Roberts	- Director of Communications
Gary Brailsford-Hart	- City of London Police

#### **1. APOLOGIES**

Apologies were received from Tim Levene and James Tumbridge.

#### **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 of the meeting held on 18 September 2017 be approved as an accurate record.

#### **4. OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS**

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

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

5. **WORK PROGRAMME FOR FUTURE MEETINGS**

Members received a Joint Report of the Chamberlain and the Town Clerk.

**RESOLVED** – that Members noted the Report.

6. **IT DIVISION UPDATE**

Members received a Report of the Chamberlain regarding the IT Division. The following points were made.

A Member asked for clarity on how long the P2 incident with Vodafone lasted for. Officers responded that after 24 hours, a work around was identified, with the incident closed after 48 hours.

A Member queried the customer satisfaction regime, officers confirmed the rankings were out of 7.

A Member queried the background of the ANPR outage. In response, officers confirmed that the outage lasted for 3 hours, investigations are continuing, and officers will report back to Members in due course.

Members expressed concern about the P1 incident effecting the Barbican Library network and telephones, officers stressed that these incidents were rare.

A Member queried when the CyberArk PrivateArk deployment would be completed. Officers responded that they would return to Members with an update in due course.

The Deputy Chairman asked for more information about the status of the IT Transformation project, officers clarified that the heavy lifting was done, 80% of the roll out was complete.

**RESOLVED** – that Members noted the Report.

7. **HIGH CAPACITY HIGH DENSITY WIFI PROVISION FOR EVENTS**

Members received a Report of the Chamberlain regarding Wifi provision across the Guildhall complex.

Members queried the budget allocation for the project, officers confirmed that the costs would be covered for the IT Division's budget, and that the project was on course for completion before the March 2018 *Innovate Conference*.

**RESOLVED** – that Members noted the Report.

8. **IT DIVISION RISK UPDATE**

Members received a Report of the Chamberlain regarding the IT Division's risks.

A Member queried if the Internal Audit team had sight of these risks, officers confirmed that this was the case, the Chamberlain reiterated that this was a well embedded practice.

**RESOLVED** – that Members noted the Report.

9. **BROADBAND ROLL OUT UPDATE**

Members received a Report of the Chamberlain related to the rollout of wired and wireless connectivity across the City.

After a query from a Member, officers confirmed the roll out of fibre to the premises will include all commercial and residential buildings in the City.

Members were keen to see officers utilizing all channels in communicating to residents and businesses the changes taking place, as the majority freeholder, the City is in an ideal position to ensure residents on the major housing estates are kept informed. A Member suggested that an article in the Ward Newsletters should be explored. Officers confirmed that the City has communicated the project via online channels but it was important to keep up the drum beat next year.

A Member queried whether the FTTP rollout would include the older tall residential buildings, in response officers confirmed that these would not pose a problem, and that a fully comprehensive rollout was anticipated.

A Member requested we explore whether we could make provisions for the data sets to be included in the contracts (this hadn't been the case previously). Officers would come back to Members in due course.

**RESOLVED** – that Members noted the Report.

10. **CORPORATE WEBSITE DEVELOPMENT**

Members received a Report of the Town Clerk regarding the design, build, support and hosting for a new website.

The Deputy Chairman raised a concern that given the slow lead up time from design to launch, the website would be out of date by 2020. Officers responded that a policy was in place to ensure City Corporation satellite websites evolved with technological changes, but to do this for the corporate website would be more challenging. Furthermore, officers confirmed that the website would be cloud based, meaning that material updates would be quicker and more straightforward. The Deputy Chairman reiterated his concern that officers should be cautious about building something that could be obsolete in a few years, and encouraged them to avoid complacency.

**RESOLVED** – that Members noted the Report.

11. **GDPR REPORT**

Members received a Report of the Comptroller and the City Solicitor regarding the General Data Protection Regulation (GDPR). The following points were made.

A Member queried which Committee had oversight of data protection reporting, the Comptroller and the City Solicitor confirmed that routine reporting would go to this Sub-Committee and the Audit and Risk Committee, if any serious concerns arose, P&R and Finance would exercise ultimate oversight.

A Member asked about Subject Access Requests. The Chamberlain responded that work was being undertaken to prepare for the extended regime post May 2018. He would return to Members in early 2018 with an update.

A Member queried the current level of breach reporting, the Comptroller and the City Solicitor confirmed that notifications were high, and in a good place from which to build on in the run up to, and after, May 2018.

A Member was concerned with the provision under GDPR of consent – the specific wording and the coverage of requests for user's consent needed to be fundamentally examined. The Comptroller and the City Solicitor confirmed that work was being carried out and he would bring a summary of the work undertaken to the next Sub-Committee meeting in February 2018 for Member's information.

A Member stressed the importance of maintaining robust tracking and reporting within a comprehensive risk register.

Responding to a query from a Member, the Comptroller and the City Solicitor reflected that while ICO enforcement is going up, the ICO are sensible and proportionate, and were more focussed on the carrot, and not the stick approach.

**RESOLVED** – that Members noted the Report.

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

There were no questions.

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

There were no items of urgent business.

**14. 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.

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

**RESOLVED** – that Members approved the non-public minutes of the meeting held on 18 September 2017 as an accurate record.

16. **OUTSTANDING ACTIONS FROM NON-PUBLIC MINUTES OF PREVIOUS MEETINGS**

Members received a Joint Report of the Chamberlain and the Town Clerk.

17. **TRANSFORMATION**

17.1 **Transformation Update**

Members received a Report of the Chamberlain.

17.2 **Phase 2 Transformation**

Members received a Report of the Chamberlain.

17.3 **Network Transformation Gateway 5**

Members received a report of the Chamberlain.

18. **IT SECURITY UPDATE**

Members received a Report of the Chief Information Security Officer & Director of Information.

19. **PSN UPDATE**

Members received a Report of the Chamberlain.

20. **PASSWORD POLICY CHANGE**

Members received a Report of the Chamberlain.

21. **AGILISYS CONTRACT NEGOTIATIONS UPDATE**

Members received a Report of the Chamberlain.

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

There were no non-public questions.

23. **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 3.40 pm**

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Chairman

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