



Information Technology Sub (Finance) Committee

Date: FRIDAY, 24 NOVEMBER 2017
Time: 1.45 pm
Venue: COMMITTEE ROOMS - WEST WING, GUILDHALL

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

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Lunch will be served in the Guildhall Club at 1pm
N.B. Part of this meeting could be the subject of audio or visual 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 of the meeting held on 18 September 2017.
For Decision
(Pages 1 - 6)
4. **OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS**
Joint report of the Town Clerk and Chamberlain.
For Information
(Pages 7 - 8)
5. **WORK PROGRAMME FOR FUTURE MEETINGS**
Joint report of the Town Clerk and Chamberlain.
For Information
(Pages 9 - 10)
6. **IT DIVISION UPDATE**
Report of the Chamberlain.
For Information
(Pages 11 - 14)
7. **HIGH CAPACITY HIGH DENSITY WIFI PROVISION FOR EVENTS**
Report of the Chamberlain.
For Information
(Pages 15 - 18)
8. **IT DIVISION RISK UPDATE**
Report of the Chamberlain.
For Information
(Pages 19 - 24)
9. **BROADBAND ROLL OUT UPDATE**
Report of the Chamberlain.
For Information
(Pages 25 - 28)

10. **CORPORATE WEBSITE DEVELOPMENT**

Report of the Town Clerk.

For Information
(Pages 29 - 34)

11. **GDPR REPORT**

Report of the Comptroller & the City Solicitor.

For Decision
(Pages 35 - 40)

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

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

14. **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

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

To agree the non-public minutes of the meeting held on 18th September 2017.

For Decision
(Pages 41 - 44)

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

Joint report of the Town Clerk and Chamberlain.

For Information
(Pages 45 - 46)

17. **TRANSFORMATION**

Reports of the Chamberlain.

- a) Transformation Update (Pages 47 - 52)

For Information.

- b) Phase 2 Transformation (Pages 53 - 70)

For Decision.

- c) Network Transformation Gateway 5 (Pages 71 - 76)
For Decision.

18. **IT SECURITY UPDATE**
Report of the City of London Police.

For Information
(Pages 77 - 82)

19. **PSN UPDATE**
Report of the Chamberlain.

For Information
(Pages 83 - 86)

20. **PASSWORD POLICY CHANGE**
Report of the Chamberlain.

For Decision
(Pages 87 - 90)

21. **AGILISYS CONTRACT NEGOTIATIONS UPDATE**
Report of the Chamberlain.

For Decision
(Pages 91 - 96)

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

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

INFORMATION TECHNOLOGY SUB (FINANCE) COMMITTEE

Monday, 18 September 2017

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

Present

Members:

Deputy Jamie Ingham Clark (Chairman)
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	-	Town Clerk's Department
John Cater	-	Town Clerk's Department
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

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Information Technology Sub-Committee - Outstanding Actions

Date	Item and Action	Officer responsible	To be completed/ progressed to next stage	Progress update
18 Sept 2017	<u>Member Survey</u> The Chamberlain to develop a new Member survey for New members (i.e. those recently elected)	Peter Kane/Sean Green	March 2018	More detailed research to be conducted following feedback and proposals brought to the first IT Sub Committee following roll out of the new Desktop to Members.
14 July 2017	<u>GDPR Implications Report</u> To be submitted to relevant City of London Corporation Committees following consultation with Comptroller & City Solicitor. Report to include section on whether City of London Corporation website is GDPR compliant.	Sean Green	November 2017	Comptroller Team has reviewed. The Corporate Website will need to be included for review as is currently not GDPR compliant.
18 Sept 2017	<u>Open mediated Wifi in the City</u> Chamberlain's would bring an interim update in November.	Sean Green	November 2017	Agenda Item
18 Sept 2017	<u>IT Division Risk update report</u> For future versions Chamberlain to give a little more prominence to the red risks further up in the body of the report.	Sean Green/Samantha Kay	November 2017	Agenda Item

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Information Technology Sub-Committee – Forward Plan

Report Title	Report Month	Category
Unified Communication Proposal	January 2017	Strategic
Information Management briefing (Included in the IT Division Report)	January 2017	Strategic
Digital and Application Review Design Principles	January 2017	Strategic
CoLP Desktop Transformation Business Case	January 2017	Strategic
CoL IT Roadmap	January 2017	Strategic
CoLP IT Roadmap	January 2017	Strategic
Application Rationalisation Roadmap	March 2017	Strategic
GDPR Update	March 2017	Strategic
Members Survey Action Plan	March 2017	Operational

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Committee(s)	Dated:
IT Sub-Committee – For Information	24 th November 2017
Subject: IT Division – Steering Group Update	Public
Report of: The Chamberlain	For Information
Report author: Sean Green, IT Director	

Summary

The IT Division has maintained a focus on service availability whilst seeking to progress the transformation programme that will uplift the overall quality of IT services at the Corporation and City Police. Core updates:

- Performance in City of London and City of London Police in the last two months remained high, with sustained contractual compliance and high levels of customer satisfaction.
- Customer satisfaction with City of London and City of London Police Service Desks is consistently very high and October feedback from users achieved a score of 6.1 for City of London and 6.72 for City of London Police.
- IT Transformation is broadly on plan and is on track with the allocated budget.
- The procurement activities for the LAN Hardware and services design, build and support was completed with a consortium, Freedom, appointed that includes Agilisys.
- CoLP Programme updates are provided in the body of this report.
- GDPR changes are going to plan.

Recommendation(s)

Members are asked to:

- *Note the report.*

Main Report

1. The service performance for both the City of London Corporation and City of London Police was good for the period September and October 2017.
2. There was 1 P1 incident in City of London Police - The ANPR system database was corrupted and restored from backup.
3. There was 1 P1 incident in City of London - The Barbican Library network and telephones had an outage due to a Broadcast storm where a telephone was incorrectly cabled by a member of staff.

4. There were 4 P2 incidents for City of London Police:
 - a. There were 2 brief disruptions to printing outside of core business hours.
 - b. The Property Management System was unavailable for longer than expected during the monthly Microsoft patching process
 - c. A fault in the Vodafone infrastructure meant that COLP was unable to send or receive external email.
5. There were 6 P2 incidents for City of London
 - a. Some printers were unavailable following an upgrade to the printing software.
 - b. The intranet was unavailable on several occasions due to a possible conflict with Antivirus software
 - c. Outlook was unavailable for some users following patching
 - d. Wifi was unavailable in the Guildhall due to a Public Service Network (PSN) conflict
6. Service Improvements
 - Agilisys provided end user familiarisation training for Windows 10, supported by floor-walking and online resources for end users.
 - The IT Service Desk has increased the number of agents until January 2018 in order to provide effective support for users during the deployment of Windows 10 and Office 365. The Service Desk and technical teams have had additional training and workshops and established a Transformation team Knowledge Base.
 - Servers in City of London Police local datacentres were migrated to use Infrastructure As A Service (IaaS) backups from October. This removes the risks associated with end of life legacy backup equipment.

IT Transformation Summary

7. The programme is delivering to cost and scope. Timelines delayed for the Local Area Network (LAN) roll out.
8. Notable achievements include: Desktop rollout to the business has now commenced and 500 users migrated to end of October and Microsoft 365 (email, SharePoint, Intranet, OneDrive) migrations underway.
9. Freedom Communications were identified as the new Local Area Network (LAN) supplier following a competitive tender. The LAN Gateway 5 paper submitted to Projects Sub and Finance committees for decision and presented to this committee for information.
10. The Wide Area Network (WAN) site remediation is nearing completion and 117 of 128 sites remediated, and rollout of new circuits is well underway.

11. Policy framework defined, and moving to implementation. The policies are critical to ensure we get a return on investment on the Transformation programme and deliver the business benefits.

Police IT Programmes Update

12. NICHE (Main Police Records Management System) - The Niche programme went live on the 25th October 2017. The Niche Records Management System (RMS) has been rolled out to all devices, and users were asked to log into Niche-Pronto during w/c 16th October 2017 to ensure that they had correct role permissions.
13. OFFICE 2013 - Office 2013 has been rolled out to all managed CoLP devices both to upgrade them from Office 2007 and to support the Niche Roll Out. Installation of Office 2013 on devices on the deployment schedule was completed on the 10th October 2017.
14. EMERGENCY SERVICES MOBILE COMMUNICATIONS PROGRAMME (ESMCP) - CoLP are progressing all internal preparations around this programme within the CoLP infrastructure. As part of this preparatory work for the Emergency Services Mobile Communications Programme, two Network lines are being procured and will then be installed.
15. INTEGRATED MANAGEMENT SYSTEM – DIGITAL RECORDING SYSTEM (IMS-DRS) - A Solution Proposal has been produced for rolling out intelligent IP ANPR cameras in order to support the IMS-DRS Programme, which is a platform providing CCTV information management. Solution Proposals have also been produced to configure and test 47 vanilla Windows 10 workstations, and also for the supply & installation of the CoLP Network into 4 corporation locations across three sites. The programme does have a reliance on delivery by Third Parties (BT) prior to its implementation and completion.
16. CoLP NETWORK TRANSFORMATION PROGRAMME - With the site surveys of police sites having been completed, Remediation scoping documents to bring the sites up to the necessary standard have been produced and approved at the CoLP Technical Design Architecture (TDA) meeting. Remediation work at these police sites is currently taking place.
17. CoLP TELEPHONY - This is a key project for CoLP and is a currently a high risk to the Force until implemented. System functionality and performance issues need to be addressed by the project. A Solution Proposal is currently being developed with a potential implementation date within 2018.
18. CYBERARK PRIVATEARK - CyberArk PrivateArk is software required for the new ActionFraud / KnowFraud system. It is being deployed to all endpoint devices in the National Fraud Investigation Bureau (NFIB) which will be a maximum of 100 devices. The application is undergoing compatibility assessment, packaging, system testing, and user acceptance testing, rollout and sign off. The project is on track and planned to be completed by the 8th November 2017.

19. CoLP IT ROAD MAP - An IT Road Map is being developed for CoLP, to be presented to police colleagues at the November CoLP IT Strategy Board. The road map includes CoLP Transformation Programmes; National Policing Programmes; managed Applications & Infrastructure.
20. NATIONAL DIGITAL POLICING PROGRAMME - Digital policing nationally will in the future play a significant role in how police IT Services are delivered and supported nationally. The IT Police Portfolio Lead has been actively engaging with the different National Policing Programmes in order to understand the IT elements that will need to be put in place and when, in order to deliver these programmes within CoLP.

Sean Green

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Committee(s)	Dated:
IT Sub Committee – For information	24 th November 2017
Subject: High Capacity High density Wifi provision for events	Public
Report of: Chamberlain	For Information
Report author: Matt Gosden	

NOT FOR PUBLICATION

By virtue of paragraph [insert exemption clause as per separate guidance] of Part 1 of Schedule 12A of the Local Government Act 1972

Summary

Following a question raised by Members regarding the Corporation's ability to host events with an expectation of a high capacity, high density, reliable wireless internet service, this paper outlines the options and plans in place to provide this capability for the Innovate Finance event in March 2018.

Recommendation(s)

Members are asked to:

- Note the report

Main Report

Background

1. The current, free guest Wifi service is provided by O2 and was procured through G-Cloud on a 24 month contract.
2. Open Mediated Wifi (OMW) was deployed across four main sites in December 2015 to provide basic Wireless internet connectivity for members and guests of the Corporation. An additional 3 sites were added in 2016/17.

Current Position

3. Working with the Remembrancers' Events team, more ambitious business requirements have been identified for the Guildhall events spaces, where the demand for high capacity, fast wireless internet is key to delivering services our customers expect and remaining attractive in the highly competitive conferencing and events market.
4. These business requirements have been included in the mini-OJEU tender exercise recently carried out with IT and Procurement to coincide with the end of the current contract.
5. The bids are expected to be received by 3rd Nov 2017, with the new contract being awarded by 30th Nov 2017.
6. Although much of the service will remain the same across the organisation, the following additional requirements have been added for Open mediated Wifi 2 (OMW2), specifically to provide the connectivity, capacity and support required for events, which often extend beyond business hours:
 - High Density wireless, following the technology and service currently provided to the O2 arena. Enabling up to 2000 people to attend an event with access to reliable, fast internet connectivity. An increase on the current capability of approx. 300.
 - Dedicated wireless SSIDs for events, ensuring the connections are dedicated for this use.
 - Extended hours support and improved Service Level Agreement, designed around requirements from the Remembrancers events team.
 - Call off onsite engineering days for pre-event testing and onsite support for the event itself.
 - Doubling of available bandwidth to 2GB, dedicated to OMW2.
 - Dedicated Wireless controller, providing us with the ability to dedicate bandwidth to an event or manage the traffic to ensure no single device or user demands more than their fair share.
 - Granular monitoring to allow IT to shape traffic and usage policies to meet demand.

- Dedicated wired connection to provide additional assurance to the event hosts and speakers. (This was recently put in place in the current O2 contract.)
- Deployment to other Corporation sites, including New Street Police Station, HARC and the Markets.

The approach and next steps

7. Once the new contract is let, the work to implement High Density will begin with an expected lead time of 12 weeks from order to go-live, allowing IT to fully test the capabilities prior to the Innovate Finance event.
8. High Density (HD) Wifi is provided by upgraded Access Points, upgraded connectivity between Access Points and upgraded 2GB circuit to professionalise the current, basic offering.
9. In addition, if required, research has found a number of events connectivity providers can provide temporary high capacity connectivity should the need for a back-up or non-standard, specialist service arise.

Matt Gosden

Deputy IT Director

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Committee(s)	Dated:
IT Sub-Committee – For Information	24 th November 2017
Subject: IT Division Risk Update	
Report of: The Chamberlain	For Information
Report author: Samantha Kay – IT Business Manager	

NOT FOR PUBLICATION

By virtue of paragraph [insert exemption clause as per separate guidance] of Part 1 of Schedule 12A of the Local Government Act 1972

Summary

All IT Risks are now in the Covalent Risk Management System, with actions included, for the ongoing improvement and continuing assessment to the Management of Risk within the IT Division.

- All the IT risks are now being tracked in the corporate risk management system Covalent.
- The IT Division currently holds 17 risks, of which 2 are RED. These risks are tracked in Covalent.
- There are no extreme impact risks, there are 9 major impact and 8 serious impact risks.
- The two Red risks are being addressed and reviewed as part of the Transformation Programme. This has been reduced by one due to mitigation work carried out by the remote site remediation work.
- Periodic review meetings are being held with the relevant IT staff to ensure all risks are managed and reviewed in a timely manner.

Summary of Red Risks

- CHB IT 001 – Resilience – Power & Infrastructure - IT Division and partners cannot effectively deliver reliable, resilient IT services to meet the business needs due to insufficient/unsound power and infrastructure across the estate.

- CHB IT 003 – End to End System monitoring & alerting - The IT team are not able to provide assurance that key infrastructure, networks or services are monitored adequately, with correctly configured alerts in place.

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Background

1. Risk remains a key focus for the IT Division and we are continuing to ensure that drives the priority for project works and Change Management decisions. Regular reviews will ensure the ongoing successful management of these risks.

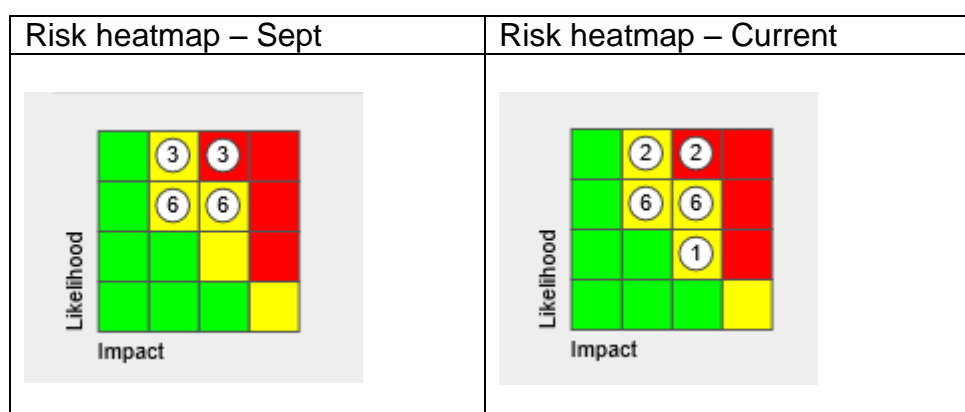
Current Position

2. Following further assessment, the IT Division currently holds 17 risks, of which 2 are RED. One of which is both a Division Risk and a Department Risk. These risks are all tracked in Covalent.
3. All risks have owners, clear actions, with target dates to enable focussed management, tracking and regular and consistent reviews.

Current status

4. This period there has been movement on three of the risks, the remainder continue to be monitored alongside the relevant on-going projects.
 - CHB IT 002 – Connectivity - Red downgraded to amber, following the completion of the site remediation across the Corporation, it was deemed that this preliminary work has mitigated the immediate risk to the sites connectivity providing better knowledge of all sites and increased security around the network provision.
 - CHB IT 015 – Change Control – due to implementation of new change control process, the likelihood of a change not being managed appropriately has been reduced
 - CHB IT 011 - Service outage – was removed from the IT register following a review which confirmed that all aspects of this risk were covered by a risk at corporate level, therefore this risk has been superseded by CR19.

5. The current headline figures for the identified risks in the Division are:



Further breakdown of current Division risks:

Extreme Impact:

Risks with "likely" likelihood and "extreme" impact:	0	↔
Risks with "unlikely" likelihood and "extreme" impact:	0	↔
Risks with "rare" likelihood and "extreme" impact:	0	↔

Major Impact:

Risks with "likely" likelihood and "major" impact:	2	↓
Risks with "possible" likelihood and "major" impact:	6	↔
Risks with "Unlikely" likelihood and "major" impact:	1	↑

Serious Impact:

Risks with "likely" likelihood and "serious" impact:	2	↓
Risks with "possible" likelihood and "serious" impact:	6	↔

Analysis of the Division risk position

- Division risks have lowered to 17 due to the removal of the IT Service Outage risk. This risk is now discussed as a matter of course ensuring any potential risks are highlighted and discussed and added to the register as necessary.
- 2 risks remain as RED currently, with no RED risks scoring higher than 16. One risk was reduced from Red to Amber due to completion of the remote site remediation work. Mitigating actions on the remaining red risks will be delivered through the changes and activities already planned with the IT Transformation

Programme. Actions are in place to reduce the likelihood and impact of these risks as transformation progresses. (See appendix 1)

8. These risks will be monitored and managed alongside the Transformation programme to ensure that the activities will mitigate the risks as anticipated.
9. Improved Management of Risk processes and more involvement and knowledge from across IT will continue to produce further re-assessment as a consensus of the risks and actions are developed.
10. Two live issues – PSN and IR35 – are currently being actively managed. In future a more agile approach will be adopted to framing risks around issues such as this as they emerge.

Next steps

11. Ensuring all members of the IT division including suppliers are aware of how Risk is managed within the Corporation, and have a mechanism to highlight areas of concern across the estate.
12. IT management processes, including Change Management, Problem Management, Continuous Improvement and Incident Management will all now reference or identify risk to ensure that Division risks are identified, updated and assessed on an ongoing basis, so the Risk register remains a live system, rather than a periodically updated record.

Appendices

- Appendix 1 – High level summary of current RED risks.

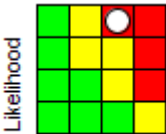
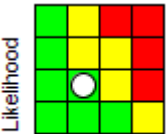

Samantha Kay

IT Business Manager

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Appendix 1: High level summary of current RED risks

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
CHB IT 001 Resilience - Power and infrastructure. 30-Mar-2017 Sean Green	<p>Cause: A lack of resilient or reliable Power services, or Uninterruptable Power Supply (UPS) provision in multiple Communications rooms and datacentres in COL and COLP buildings. An aged power infrastructure with multiple Single Points of Failure. Unclear demarcation of responsibilities or communication around Change Management or maintenance of power.</p> <p>Event: IT Division and partners cannot effectively deliver reliable, resilient IT services to meet the business needs.</p> <p>Effect: Inability to meet current or future IT service needs. Systems or information services are unavailable due to a power related incident. Recovery of failed services takes longer.</p>	 <p>Likelihood</p> <p>Impact</p>	16	<p>The in-flight Network Transformation programme will deliver improved communications room cabling and infrastructure, updated policies, documentation, management processes and support provision.</p> <p>A project to remediate power, cabling and secure housing of utilities and services across all sites is now coming to an end on the Corporation site, Police sites have commenced. This work has prepared the sites for the implementation of the new network.</p> <p>A new policy and ToR including roles and responsibilities will be agreed with City Surveyors, including demarcation of responsibilities, Change Control and communication.</p> <p>23 Oct 2017</p>	 <p>Likelihood</p> <p>Impact</p>	4	31-Dec-2017	

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
CHB IT 003 End-to-end System monitoring and alerting 05-Jun-2017	<p>Cause: End-to-end IT systems are not being monitored or alerted effectively.</p> <p>Event: The IT team are not able to provide assurance that key infrastructure, networks or services are monitored adequately, with correctly configured alerts in place.</p> <p>Effect: The IT team are not aware of issues with the infrastructure, services or connectivity until they become an outage leading to a decreased in confidence in the IT function. Longer incident analysis/diagnosis and resolution times resulting in unsatisfactory service outages. A decreased ability to recognise adverse behaviours such as broadcast storms or security breaches.</p>	<p>Likelihood</p> <p>Impact</p>	16	<p>Transformation Programme will deliver a new infrastructure and improved Configuration Management processes, ensuring each new piece of equipment will be added to the monitoring tool, with appropriate alerting and the Configuration Management Database and removed when no longer in service.</p> <p>This will also enable improved monitoring of components during and after a change</p> <p>23 Oct 2017</p>	<p>Likelihood</p> <p>Impact</p>	6	31-Dec-2017	

Committee(s):	Date(s):
IT Sub Committee	24 November 2017
Subject: Gigabit City Programme update	Public
Report of: Carolyn Dwyer Report Author: Steven Bage	For Information
<p style="text-align: center;">Summary</p> <p>The purpose of this report is to provide Members with a programme update in relation to the roll out of enhanced wired and wireless connectivity across the City.</p> <p>Recommendation(s)</p> <p>Members are asked to:</p> <ul style="list-style-type: none"> Note the current status of the Broadband Programme. 	

Main Report

Wireless connectivity

- The City of London has entered into a 15 year contract with Cornerstone Telecommunications Infrastructure Ltd (CTIL) to undertake a Wireless Concession to address existing issues with patchy 4G and WiFi coverage across the Square Mile.
 - The gigabit WiFi network is currently live in testing mode across the Square Mile and is achieving individual user speeds of 50-100 megabits per second, something never seen in a district wide network before in the UK. The network will be officially launched in mid-October 2017. Over 120 WiFi access points are now live across the City and a further 30 access points will be added to the network between October / November.
 - The Wireless Concession will also deliver a network of at least 400 4G “small cells” by 2019, O2 is the first mobile operator to have committed to rolling out 249 small cells across the City, with 170 small cells expected to be completed by June 2018 December 2017. CTIL is also in discussions with 3 and Vodafone who are expected to roll out further small cells in early 2018.
 - The total cost of building and managing the WiFi network during the life of the concession is circa £5.1m, which has been funded entirely by CTIL at no cost to the City Corporation. The WiFi investment will be recouped

against the revenue generated from the renting of City sites to mobile operators, until the investment is paid off, at which point the City Corporation will begin accruing revenue from the concession which could deliver the City Corporation up to £13m.

- 5G (the next generation mobile standards) is expected to be rolled out in the UK 2021 once the standards have been internationally ratified. CPAT is engaging with Kings College London and Ericsson, who have been granted £5.3m from the Government's 5G innovation fund, with a view to a 5G trial taking place within the Guildhall complex. The trial will aim to understand the opportunities that could result from deployment of a 5G network and associated enabled technology.

Wired connectivity

2. Getting faster network connections for residents and businesses in the City is a critical challenge:

- Openreach is in the process of completing the roll out of 35 superfast broadband cabinets (offering speeds of 80 megabits per second) to serve 5000 premises in the Square Mile which are expected to be completed by December 2017.
- The Chairman of Policy & Resources has secured a commitment from the CEO of BT Group to roll out "Fibre To The Premises" at affordable prices to every building in the Square Mile. A joint implementation plan allowing out of hours and weekend working is now underway, with the first building expected to go live by the end of 2017, and the roll out to be completed by 2019. Fibre to The Premises will offer affordable fibre broadband services beginning at £25 per month and will offer speeds of up to 1 gigabit per second.
- Other fibre broadband providers such as G.Network and Virgin Media have also indicated their willingness to deploy similar Fibre To The Premises networks in the Square Mile, and CPAT and DBE are assisting in facilitating timely roll out of new fibre broadband infrastructure, which should begin within 2017.

City of London Housing Estates

3. We are making good progress with City Housing estates

- Commencement of network roll out to provide faster affordable broadband of up to 1 gigabit per second to 3000 properties on the City's 12 housing estates, will begin by the end of 2017 and be completed by the end of 2018.

Standardised wayleave toolkit

4. Making it easier and faster to install broadband connections

- The City Corporation (CPAT and Remembrancers) has developed a standardised wayleave toolkit to speed up installation of broadband

services, the wayleave has been downloaded several thousand times and is now being used routinely.

Steven Bage

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Committees:		Dates:
Projects Sub-Committee - For Decision IT Sub-Committee – For Information		04 October 2017 24 November 2017
Subject: Design, build, support and hosting for new website	Gateway 1&2 Project Proposal Regular	Public
Report of: Town Clerk Report Author: Melissa Richardson, Digital Publishing & Content Strategy Lead, Town Clerk's Department		Project Sub Committee – Decision IT Sub-Committee – For Information

Recommendations

1. Approval track and next Gateway	Approval track: 2. Regular Next Gateway: Gateway 3/4 - Options Appraisal (Regular)											
2. Resource requirements to reach next Gateway	<table><tr><th>Item</th><th>Reason</th><th>Funds/ Source of Funding</th><th>Cost (£)</th></tr><tr><td>Existing staffing resource</td><td>To undertake soft market testing and continue project scoping</td><td>Existing staffing budgets</td><td>Indicative cost of potentially 2 days at £143 approx = £286 [Minimal officer time will be required to progress the scheme to the next gateway which will be met from existing resources]</td></tr></table>				Item	Reason	Funds/ Source of Funding	Cost (£)	Existing staffing resource	To undertake soft market testing and continue project scoping	Existing staffing budgets	Indicative cost of potentially 2 days at £143 approx = £286 [Minimal officer time will be required to progress the scheme to the next gateway which will be met from existing resources]
Item	Reason	Funds/ Source of Funding	Cost (£)									
Existing staffing resource	To undertake soft market testing and continue project scoping	Existing staffing budgets	Indicative cost of potentially 2 days at £143 approx = £286 [Minimal officer time will be required to progress the scheme to the next gateway which will be met from existing resources]									
3. Next steps	Undertaking soft market testing with Procurement in order to get an accurate understanding of market opportunities , costs and potential timescales for developing new website											

Project Summary

<p>4. Context</p>	<p>4.1 Extended support for SharePoint 2010 (website content management system) ends on 13/10/2020 so a replacement must be found in good time.</p> <p>4.2 There are known issues with existing website functionality, namely internal search, i.e. it cannot search across related sites such as jobs or Member information, responsiveness, i.e. the site is not designed 'mobile first' and mobile usage is consistently increasing, Information Architecture (IA), i.e. how the site is built and structured does not reflect user journeys and tasks</p> <p>4.3 We have also commissioned a report on website purpose and function which will inform requirements</p> <p>4.4 Website content is regularly reviewed by departmental owners as part of business as usual (there is a devolved publishing model), but there will also be regular communications via the 'Cluster Composer' user group around specific project requirements.</p>
<p>5. Brief description of project</p>	<p>5.1 To scope and procure services to deliver a new City of London Corporation website,</p> <p>5.2 To move to a cloud-based hosting and external support model</p> <p>5.3 To address known issues, e.g. Information Architecture (IA - how the site is built and structured), responsiveness (how it displays on mobile devices) and search functionality through the new website design</p>
<p>6. Consequences if project not approved</p>	<p>6.1 Mainstream support for SharePoint 2010 ended on 13/10/2015. Extended support for SharePoint 2010 ends on 13/10/2020. At this point this would become a major security risk.</p> <p>6.2 Adverse impact on reputation due to inadequate search functionality, lack of responsive design and poor layout (IA)</p>
<p>7. SMART Objectives</p>	<p>To scope and procure services to implement a new City of London Corporation Website by 2020.</p> <p>To move to an externally supported and hosted website model</p> <p>To improve website look, feel, and functionality to improve user satisfaction, as measured through user feedback and industry benchmarking initiatives such as the annual SOCITM survey</p> <p>Specific – user focus/tasks</p>

	<p>Measurable – responsive design</p> <p>Assignable – Ambition to have independent project manager and will appoint reputable supplier</p> <p>Realistic – if keep to timescales and get budget then everything</p> <p>Time-related – must be by 2020</p>
8. Success criteria	Improved SOCITM rating. Fewer complaints from Members and the public. Implementing future proof system that will last for at least five years. Better match with corporate strategy.
9. Key Benefits	<p>Better user experience</p> <p>Improved engagement with key audiences</p> <p>Better vehicle for communications</p>
10. Notable exclusions	CRM, online forms, online shop, jobs, media (press), potentially member content and any customer portals, other Corporation websites
11. Governance arrangements	<p>Spending Committee: Policy and Resources Committee</p> <p>Senior Responsible Officer: Bob Roberts</p> <p>Project Board: Yes</p>

Prioritisation

12. Link to Strategic Aims	3. To provide valued services, such as education, employment, culture and leisure, to London and the nation.
13. Links to existing strategies, programmes and projects	<p>In line with the Town Clerks' business plan in creating a suitable platform for the following</p> <ul style="list-style-type: none"> Create and deliver clear, consistent and confident media messages and ensure consistent messaging across the City Corporation <p>In parallel with the CRM (and forms) project. The website specification will include requirements to embed/join up with a number of formats including the online forms.</p> <p>[The intranet forms part of the IT transformation programme, but NOT the website. This project will be aligned with the new corporate strategy rather than the existing one]</p>
14. Project category	7a. Asset enhancement/improvement (capital)
15. Project priority	A. Essential

Options Appraisal

16. Overview of options	<ol style="list-style-type: none"> 1. New website hosted in the cloud, plus support and maintenance 2. Do nothing. No website as will be taken down as a security risk 3. Retain an internally hosted website which would be reliant on the robustness of our servers and the need to buy in skills to build and subsequently support it. [This option is susceptible to single point of failure in terms of in-house skills and is unlikely to be cost effective.]
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Project Planning

17. Programme and key dates	<p>Overall programme:</p> <p>Oct 2020 – SharePoint cut-off date</p> <p>June 2020 – launch (allowing 3 months contingency)</p> <p>Jan 2019 – design and build agreed and ready to implement</p> <p>Autumn 2018 - Gateway 5 [authority to start work signed off by TC]</p> <p>June 2018 – go out to tender (need to include spec which should cover how managed etc)</p> <p>June 2018 – Committee (RA Sub)</p> <p>Spring 2018 - Procurement options (PT3 add as appendix to gateway) - Gateway 3/4 [Path is dependent on cost, but most likely regular and then to the spending committee, P&R. Then to RA sub / Gateway 4a]</p> <p>Sept/Oct 2017 - Gateway 1/2 [to project sub for 4 October]</p>
18. Risk implications	<p>Overall project risk: Amber</p> <ol style="list-style-type: none"> 18.1 Overspend 18.2 Suitable supplier 18.3 User testing 18.4 Timescales 18.5 Lose parts of spec due to lack of support, investment 18.6 Can requirements be fully met by a third party?

19. Stakeholders and consultees	19.1 Communications (TC) 19.2 IT Division (CHB) 19.3 City Procurement (CHB) 19.4 Programme Office (TC) 19.5 UX group (internal users, cross departmental) 19.6 Members 19.7 The public
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Resource Implications

20. Total estimated cost	Likely cost range: 2. £250k to £5m								
21. Funding strategy	No funding confirmed	Internal - Funded wholly by City's own resource							
	There is no existing financial provision for this scheme and therefore funding options will need to be developed once the range of costs becomes clearer at the next gateway.								
	Depending on the sums required, funding options may include a bid for resources from the City Fund and City's Cash provisions for new schemes or a request for an additional allocation from general reserves. Such bids will be subject to the approval of the Resource Allocation and Policy and Resources Committees and potentially the Court of Common Council.								
	[The assumption has also been made that there will be need for internal resources.]								
	All of these costs will be clarified once the soft market testing exercise with Procurement is complete.								
	<table><tr><th>Funds/Sources of Funding</th><th>Cost (£)</th></tr><tr><td>Funding strategy to be developed once costs become clearer.</td><td rowspan="2">Indicative cost of potentially 2 days at £143 approx.</td></tr><tr><td>[Minimal officer time will be required to progress the scheme to the next gateway which will be met from existing resources]</td></tr><tr><td>Total</td><td>£286</td></tr></table>	Funds/Sources of Funding	Cost (£)	Funding strategy to be developed once costs become clearer.	Indicative cost of potentially 2 days at £143 approx.	[Minimal officer time will be required to progress the scheme to the next gateway which will be met from existing resources]	Total	£286	
Funds/Sources of Funding	Cost (£)								
Funding strategy to be developed once costs become clearer.	Indicative cost of potentially 2 days at £143 approx.								
[Minimal officer time will be required to progress the scheme to the next gateway which will be met from existing resources]									
Total	£286								
22. On-going revenue implications	Hosting, maintenance and support, details tbc As we are likely to be moving to a 'software as a service' model, there would not be one-off set up costs which could be paid over a period of time. Consequently, there is likely to be an impact on revenue budgets, although this cannot be confirmed until we have more information from potential								

	suppliers (via soft market testing exercise with Procurement).
23. Investment appraisal	n/a
24. Procurement strategy/Route to Market	Procurement have been approached and will work with the project team to determine an appropriate procurement route in consultation with the IT Category Board to be reported at the next Gateway.
25. Legal implications	n/a
26. Corporate property implications	n/a
27. Traffic implications	n/a
28. Sustainability and energy implications	n/a
29. IS implications	An initial Opportunity Outline has been reviewed and approved by the IT PMO Review Meeting. Representatives from the IT Division are engaged in the project, and this project is included on the IT Project Pipeline.
30. Equality Impact Assessment	An equality impact assessment will be undertaken

Contact

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Committee	Date
Policy and Resources Committee(for decision)	21 September 2017
Establishment Committee (for decision)	17 October 2017
IT Sub-Committee (For Information)	23 November 2017
Subject: General Data Protection Regulation (GDPR)	Public
Report of: Michael Cogher Comptroller & City Solicitor	For Decision

Summary

This report summarizes the new requirements of the General Data Protection Regulation (GDPR) and the work required by the Corporation to secure compliance with it by 25th May 2018 including the appointment of a data protection officer (DPO). GDPR substantially updates data protection law, including changing conditions for processing, strengthening privacy and other rights and increasing penalties for breaches of the rules.

Recommendations

1. Note the report (All Committees)
2. That the Comptroller & City Solicitor is appointed as the Corporation's Data Protection Officer (P&R and Establishment Committees).

1. Introduction

The current data protection regime is based on an EU Directive from 1995 and implemented in the UK by the Data Protection Act 1998. Since then there have obviously been significant advances in IT and fundamental changes to the ways in which organizations and individuals communicate and share information.

As a result the EU has introduced updated and harmonized data protection regulations known as the General Data Protection Regulation ("GDPR") which is due to come into force on 25 May 2018.

It will be implemented in the UK, notwithstanding Brexit, by legislation announced in the Queen's Speech.

This Report outlines the steps that the Corporation will need to take in order to ensure that it is GDPR compliant.

2. Impact

The Information Commissioner's Office (ICO) which is responsible for guidance and enforcement of data protection has said:

"Many of the principles in the new legislation are much the same as those in the current Data Protection Act. If you are complying properly with the current law, then you have a strong starting point to build from. But there are some important new elements, and some things will need to be done differently".

GDPR introduces several new concepts and approaches. Equally many of the existing core concepts of personal data, data controllers and data processors are broadly similar. It remains founded on a principles based approach.

Whilst much detail and in particular the domestic legislation and ICO guidance is not yet available the Corporation needs to review its organizational and technical processes both Corporately and Departmentally.

3. Key Changes

The principal changes relevant to the Corporation are briefly summarized below:-

1. **Increased enforcement powers** – fines for breaches of the DPA are currently limited to £500,000. This will be increased to £10 million or 2% of annual turnover or £20 million or 4% of annual turnover depending on the nature of the breach, with the latter applying to breaches of the data protection principles and data subject rights.
2. **Consent will be harder to obtain** – consent is one of the various conditions which can be relied on for processing and the GDPR will require a higher standard of consent by clear affirmative action demonstrating a freely given, specific informed and unambiguous consent. The burden of proof for establishing this will be on the data controller. It will therefore be necessary to review current processing based on consent to ensure that it will meet the new standards or identify alternative grounds for processing. In addition, Public bodies will no longer be able to rely on their own "legitimate interests" for processing and will again have to identify alternative grounds – this is likely to be that the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority in most cases. (NB it is anticipated that the Corporation's hybrid nature will be properly reflected in the legislation).
3. **A risk based approach to compliance** – organizations will bear responsibility for assessing the degree of risk that their processing activities pose to data subjects. This is reflected in the "privacy by design and default" provisions and other requirements described below.
4. **Privacy by design and default** – having regard to the state of the art and the cost of implementation and the nature, scope and context of the processing, organizations will be required to implement data protection "by design and by default" at the time of determination of the means of processing and the

processing itself. This recasts and strengthens the current duty under the Seventh Data Protection Principle.

5. **Privacy Impact Assessments (PIA'S)** – organizations will be required to carry out PIAs before introducing processing by new technologies likely to pose a risk to data privacy and in other circumstances to be specified. Mandatory consultation with the ICO may be required in certain circumstances.
6. **Records of Processing Activities** – organizations will need to maintain detailed documentation recording their processing activities. The information required includes the purposes of the processing, categories of data subjects, personal data, and those to whom data will be disclosed and general technical and security measures in place.
7. **Appoint a Data Protection Officer** – certain organizations, including all public authorities, will have to appoint a Data Protection Officer. This is dealt with in more detail below.
8. **New Breach Notification Rules** – breaches will have to be notified to the ICO within 72 hours where feasible unless the breach is unlikely to result in risk to individuals. Where a high risk to individuals arises they will also have to be notified unless an exception applies.
9. **Additional Rights for Individuals** – these comprise the right to be forgotten, a right to object to profiling and to data portability.
10. **Less Time for Subject Access Requests** – the time limit for responding to SAR's will be reduced from 40 days to 1 month and the information which must be provided will be extended.

4. Appointment of a Data Protection Officer (DPO)

As a public authority the Corporation will be required to appoint a DPO whose minimum tasks are defined in Article 39 as:

- To inform and advise the organization and its employees about their obligations to comply with the GDPR and other data protection laws.
- To monitor compliance with the GDPR and other data protection laws, including managing internal data protection activities, advise on data protection impact assessments; train staff and conduct internal audits.
- To be the first point of contact for supervisory authorities and for individuals whose data is processed (employees, customers etc.).

It is recommended that the DPO holds a senior position in the organisation with direct access to "board" level. In the Corporation's context it is therefore recommended that the Comptroller and City Solicitor, a member of Summit Group, who currently manages the Data Protection and Freedom of Information Compliance Team and who is chairman of the Information Board be appointed as DPO.

5. Preparation and Project Plan

Preparations for GDPR will involve a review of the Corporation's information governance practices, policies and procedures; training and awareness raising; and ensuring the necessary technical IT and information security systems are GDPR compliant. These tasks are the subject of detailed project plans to be overseen by the Information Board and IS Steering Group.

(a) Information Governance

Work in this area will include:-

- A programme of awareness raising and training from September 2017
- Documenting data held (including considering the reasons for its collection and retention)
- Reviewing Privacy Information
- Inclusion of new rights into policies
- Amending Subject Access Request procedures
- Reviewing the basis of processing (particularly in relation to consent and future lack of reliance on "legitimate interest" grounds qua public body)
- Reviewing the Data Breach procedures
- Ensuring procedures incorporate data protection by design and default
- Reviewing relevant contractual provisions

(b) Information Technology Systems

Work in this area will include:-

- Audit of IT contracts to ensure new responsibilities of IT Suppliers are adequately provisioned for
- Review of systems capability to support Privacy Impact Assessments – Privacy requirements to be specified in any new IT contracts
- Information retention schedules and the right to be forgotten
- Review and changes to IT policies impacted by GDPR responsibilities

6. Validation of Approach & Implementation

Because of the risks presented by GDPR it has been agreed that a review of the Corporation's approach will be undertaken by its internal auditors, Mazars, and their findings reported to Summit and committees as appropriate.

It is proposed that the Governance and IS Project Plans will be reviewed in September 2017 and with an audit of progress against the Plans taking place in January 2018.

Michael Cogher
Comptroller & City Solicitor

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