Information Technology Sub (Finance) Committee

Date: **FRIDAY, 26 MAY 2017**

Time: **11.00 am**

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

Enquiries: **Alistair MacLellan**
alistair.maclellan@cityoflondon.gov.uk

Lunch will be served in the Guildhall Club at 1pm

N.B. Part of this meeting may be subject to audio-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. **APPOINTMENT OF SUB COMMITTEE AND TERMS OF REFERENCCE**
   To receive a resolution of the Finance Committee dated 5 May 2017.

   For Information
   (Pages 1 - 4)

4. **MINUTES**
   To agree the public minutes and non-public summary of the meeting held on 22 February 2017.

   For Decision
   (Pages 5 - 8)

5. **OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS**
   Joint report of the Town Clerk and Chamberlain.

   For Information
   (Pages 9 - 10)

6. **WORK PROGRAMME FOR FUTURE MEETINGS**
   Joint report of the Town Clerk and Chamberlain.

   For Information
   (Pages 11 - 12)

7. **IT DIVISION - MEMBER UPDATE**
   Report of the Chamberlain.

   For Information
   (Pages 13 - 16)

8. **IT PERFORMANCE - MEMBER UPDATE**
   Report of the Chamberlain.

   For Information
   (Pages 17 - 20)

9. **OPEN MEDIATED WI-FI**
Report of the Chamberlain.
This report was approved by the Projects Sub Committee on 10 May 2017.

For Decision
(Pages 21 - 24)

10. **CORPORATE DISASTER RECOVERY CENTRE**
Report of the Chamberlain.
This report was approved by the Projects Sub Committee on 10 May 2017.

For Decision
(Pages 25 - 28)

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

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

13. **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

14. **NON-PUBLIC MINUTES**
To agree the non-public minutes of the meeting held on 22 February 2017.

For Decision
(Pages 29 - 32)

15. **OUTSTANDING ACTIONS FROM NON-PUBLIC MINUTES OF PREVIOUS MEETINGS**
Joint report of the Town Clerk and Chamberlain.

For Information
(Pages 33 - 34)

16. **IT DIVISION RISK UPDATE**
Report of the Chamberlain.

For Decision
(Pages 35 - 44)

17. **IT TRANSFORMATION PROGRAMME - UPDATE REPORT**
     Report of the Chamberlain.

                                                        For Information
                                                         (Pages 45 - 48)

18. **IT TRANSFORMATION PROGRAMME WIDE AREA NETWORK PROGRESS
     UPDATE**
     Report of the Chamberlain.

                                                        For Information
                                                         (Pages 49 - 52)

19. **SUPERFAST CITY PROGRAMME UPDATE**
     Report of the City Surveyor.
     *This report was approved by the Policy and Resources Committee on 4 May 2017
     and considered by the Projects Sub (Policy and Resources) Committee on 10 May
     2017.*

                                                        For Information
                                                         (Pages 53 - 60)

     a)   **Resolution of the Projects Sub Committee [10 May 2017]** (Pages 61 - 62)

20. **RANSOMWARE INCIDENT - BRIEFING NOTE**
     Report of the Chamberlain.

                                                        For Information
                                                         (Pages 63 - 64)

21. **CITY OF LONDON CORPORATION: 10 STEPS MATURITY ASSESSMENT**
     The Chamberlain to be heard.

                                                        For Information
                                                         (Pages 65 - 68)

22. **PATCHING REPORT**
     The Chamberlain to be heard.

                                                        For Information
                                                         (Pages 69 - 70)

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

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

TO: **IT SUB (FINANCE) COMMITTEE**   Friday, 26 May 2017

FROM: **FINANCE COMMITTEE**   Friday, 5 May 2017

11.   **APPOINTMENT OF SUB-COMMITTEES AND REPRESENTATIVES ON OTHER COMMITTEES**
The Committee considered a report of the Town Clerk which sought the appointment of the Committee's Sub-Committees for 2017/18, approval for the Terms of Reference of these Sub-Committees, and the appointment of Members to a number of other City Corporation positions.

The Chairman explained that, as had been the case in the previous year, he would be Chairman of Efficiency and Performance Sub-Committee, with the Deputy Chairman of the Grand Committee as Deputy Chairman of this Sub-Committee. The Chairman nominated the following Chairmen and Deputy Chairmen for the remaining Sub-Committees:
-    Corporate Asset Sub-Committee: Nicholas Bensted-Smith as Chairman; Dominic Christian as Deputy Chairman.
-    Finance Grants Oversight and Performance Sub-Committee: Simon Duckworth as Chairman; Philip Woodhouse as Deputy Chairman.
-    **Information Technology Sub-Committee: Deputy Jamie Ingham Clark as Chairman; Hugh Morris as Deputy Chairman.**

RESOLVED - That the Committee

a)   **Agrees the composition and Terms of Reference of the Sub-Committees as set out in Appendix A;**

b)   Agrees that the Chairman and Deputy Chairman of the Grand Committee are appointed to the following Sub-Committees:
    i.   Corporate Asset Sub-Committee
    ii.   Efficiency & Performance Sub-Committee
    iii. Finance Grants Oversight and Performance Sub-Committee
    iv.   Information Technology Sub-Committee

c)   Agrees the appointment of the following Members as Chairman and Deputy Chairman of each of the Sub-Committees:

Corporate Asset Sub-Committee
Chairman: Nicholas Bensted-Smith
Deputy Chairman: Dominic Christian

Efficiency & Performance Sub-Committee:
Chairman: Jeremy Mayhew
Deputy Chairman: Deputy Jamie Ingham Clark

Finance Grants Oversight and Performance Sub-Committee
Chairman: Simon Duckworth
Deputy Chairman: Philip Woodhouse

Information Technology Sub-Committee
Chairman: Deputy Jamie Ingham Clark
Deputy Chairman: Hugh Morris

d) Notes the appointment of the following members of other Committees to Sub-Committees:
   i. Corporate Asset Sub-Committee – up to three Members each of the Policy and Resources Committee and of the Property Investment Board
   ii. Information Technology Sub-Committee – one Member of the Police Committee, as the Special Interest Area holder for IT.

e) in addition to the Chairman and Deputy Chairman of the Grand Committee and the Members appointed as Chairman and Deputy Chairman of the Sub-Committees, agrees the appointment of Members to the following Sub-Committees:

   Corporate Asset Sub-Committee
   Randall Anderson, Mark Bostock, Karina Dostalova, Michael Hudson and Philip Woodhouse

   Efficiency & Performance Sub-Committee
   Randall Anderson, Dominic Christian, Alderman and Sheriff Peter Estlin, Ian Seaton, Philip Woodhouse

   Finance Grants Oversight and Performance Sub-Committee
   Nicholas Bensted-Smith and Alderman William Russell

   Information Technology Sub-Committee
   - **From the Finance Committee: Randall Anderson, Tim Levene and Deputy Robert Merrett**
   - **From the Court of Common Council: Rehana Ameer, John Chapman, Sylvia Moys and James Tumbridge**

f) agrees the appointments of representatives to the following Committees and Sub-Committees:
   - Establishment Committee – Deputy Jamie Ingham Clark
   - Barbican Centre Board – Deputy Wendy Hyde
   - Projects Sub (Policy & Resources) Committee – Nicholas Bensted-Smith and Deputy Jamie Ingham Clark
   - Streets and Walkways Sub (Planning & Transportation) Committee - Clare James

g) agrees the appointments of representatives for informal consultation with the Court of Aldermen and the Policy and Resources Committee on Mayoralty and Shrievalty Allowances – Jeremy Mayhew, Deputy Jamie Ingham Clark and Nicholas Bensted-Smith

h) notes that the Chairman and Deputy Chairman of the Finance Committee will be Members of the Resource Allocation Sub (Policy and Resources) Committee.

i) notes that the Chairman and Deputy Chairman will be ex-officio Members of the following Committees:
   - Policy & Resources Committee
   - Investment Committee
   - Audit and Risk Management Committee
   - Hospitality Working Party (Policy and Resources)

j) Notes that the Chairman (or his nominee) will be an ex-officio Member of the following Committees:
   - Social Investment Board

- Public Relations and Economic Development Sub (Policy and Resources) Committee

k) agrees that the Committee should continue to meet "every fourth week on Tuesdays" with the exception of recess periods.

Following the consideration of this item, the Chairman informed the Committee that a statement of his experience and objectives had been put around the table. He explained that he would continue to emphasise the role of the Sub-Committees in giving detailed consideration to issues, prior to their coming to the Grand Committee for decision; **increase the prominence of tackling the IT challenges facing the Corporation;** and increase the speed at which operational property, which was no longer used operationally, was released by Departments for disposal. He also explained that he would seek to provide Members with further information regarding the annual cycle of business for the Committee and bring about improvements in agenda structuring.

The Deputy Chairman thanked Members for his election and confirmed that he would ensure that due prominence was given to resolving the IT issues, as well as improving the position in relation to the long-term maintenance cycle of the Corporation's operational property.

IT Sub-Committee Terms of Reference

Composition
- Chairman of the Finance Committee
- Deputy Chairman of the Finance Committee
- One Member appointed by the Police Committee as a Special Interest Area holder.
- Between 10 and 12 further Members, made up of:
  - Members of the Finance Committee, appointed by the Finance Committee.
  - Members of the Court of Common Council, appointed by the Finance Committee. (It is not necessary for there to be a balance between the number of Finance Committee representatives and Court of Common Council Representatives)

Chairmanship
- Chairman – To be nominated by the Chairman of the Finance Committee for approval by the Finance Committee.
- Deputy Chairman – To be appointed by the Chairman of the Sub-Committee for approval by the Finance Committee.

Terms of Reference
- To oversee the risk management and risk assessment of all IT services to ensure that the services provided allow the effective delivering of the Corporation's and the Police's business operations.
- To ensure the appropriateness and effectiveness of the IT infrastructure and services for the City of London Corporation and the City of London Police.
- To ensure that all appropriate actions are taken to assure the security, resilience and sustainability of all IT systems.
- To operate as an intelligent client for all major IT outsourcing arrangements which have been contracted to third parties.
- To oversee effectiveness and value for money of the IT department.
- Where appropriate, to hold informal workshop meetings to provide an opportunity to give in-depth scrutiny to projects.
- To report back as necessary to the Finance Committee.

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INFORMATION TECHNOLOGY SUB (FINANCE) COMMITTEE

Wednesday, 22 February 2017

Minutes of the meeting of the Information Technology Sub (Finance) Committee held at Guildhall, EC2 on Wednesday, 22 February 2017 at 11.00 am

Present

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

Officers:

Fern Aldous	-	Town Clerk's Department
Peter Kane	-	Chamberlain
Sean Green	-	Director of IT
Matt Gosden	-	Chamberlain's Department
Victoria Lord	-	Chamberlain's Department
Kevin Mulcahy	-	Chamberlain's Department
Fay Sutton	-	Chamberlain's Department
Adrian Moody	-	Chamberlain's Department
Sean Grimes	-	Agilisys
Eugene O'Driscoll	-	Agilisys

1. **APOLOGIES**
    Apologies were received from James Tumbridge and John Tomlinson.

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
    There were no declarations.

3. **MINUTES**
    RESOLVED: That the public minutes and non-public summary of the meeting held on 20 January 2017 be approved as an accurate record, subject to Chris Punter being added to those who had given apologies.

4. **OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS**
   The Sub-Committee considered a report of the Town Clerk which provided updates on the actions outstanding from previous meetings. The proposed work plan for forthcoming meetings was tabled; it was felt that an additional meeting in June would be beneficial to manage the forecast workload of the Committee

   RESOLVED – That the report be noted.

5. **IT DIVISION - MEMBER UPDATE**
   The Sub-Committee received a report of the Chamberlain outlining the recent operational and management activity undertaken since the last meeting. Members were informed of the following points:

   - Active disaster recovery mitigation was ongoing and a test of backup servers was scheduled to take place on 22 February.
   - A tendering exercise had been undertaken for the appointment of a consultant to assist with the development of the IT strategy, with the award due to take place in the following week.
   - It was acknowledged that the timing of the Sub-Committee in relation to the Grand Committee, as well as Projects Sub-Committee, had not allowed for Members to comment on reports before they were submitted for approval. The Town Clerk undertook to investigate the timing of meetings in future.

   Members queried the development of the objective to migrate to Apple Devices, and Officers confirmed the project was in its initial stages. Members asked for a report on the rationale behind the move to be brought to the next meeting of the Sub-Committee.

   RESOLVED – That the report be noted.

6. **IT DIVISION SERVICE PERFORMANCE**
   The Sub-Committee received a report of the Chamberlain providing Members with an update on the performance of the IT service for the City Corporation and City of London Police. It was reported that the service had remained stable without a change freeze being imposed unlike the previous reporting period. User Desk satisfaction was also seen to be at its highest level.

   Members discussed the benefits of producing an exceptions only report for future meetings. Some Members felt this would not allow for adequate scrutiny; however the suggestion that an annual summary report be produced was supported.

   RESOLVED – That the report be noted.

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

8. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
The Chairman thanked Nigel Challis for his work on the Committee over the past years, ahead of his approaching retirement from the Court.

9. **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
11-18,21-24	3
19-20	7

10. **NON-PUBLIC MINUTES**
The Sub-Committee approved the non-public minutes of the meeting held on 20 January 2017 as an accurate record.

11. **OUTSTANDING ACTIONS FROM NON-PUBLIC MINUTES OF PREVIOUS MEETINGS**
The Sub-Committee noted a report of the Town Clerk which provided information on outstanding actions from previous meetings.

12. **JOINT NETWORK REFRESH PROGRAMME - ISSUES REPORT**
The Sub-Committee considered a report of the Chamberlain providing Members with an update on the Joint Network Refresh Programme.

13. **IT TRANSFORMATION - WIDE AREA NETWORK (WAN) REPLACEMENT**
The Sub- Committee considered a report of the Chamberlain updating them on the Wide Area Network Replacement Project.

14. **MICROSOFT LICENSING RENEWAL AND OFFICE 365 IMPLEMENTATION**
The Sub-Committee considered a report of the Chamberlain in relation to the Microsoft Office Licensing Renewal and Office 365 Implementation.

15. **NOTE OF THE IT SUB COMMITTEE WORKSHOP HELD ON 3 FEBRUARY 2017**
The Sub-Committee received a report of the Chamberlain providing details of a recent IT workshop.

16. **SITE SURVEY PHOTOGRAPHS**
The Sub-Committee discussed photographs taken during a recent site survey.

17. **IT TRANSFORMATION - LAN HARDWARE PROCUREMENT STAGE 1 REPORT**
Members discussed a report of the Chamberlain outlining Stage 1 of the procurement process for Local Area Network (LAN) hardware.

18. **IT TRANSFORMATION LOCAL AREA NETWORK PROCUREMENT STAGE 1 REPORT**
The Sub-Committee considered a report of the Chamberlain concerning the procurement of LAN provider.

19. **IT DIVISION RISK UPDATE**
The Sub-Committee considered a report of the Chamberlain concerning the management of risk within the department.

20. **IT SECURITY UPDATE**
The Sub-Committee received an oral update from the Director of IT concerning security measures in the department.

21. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
There were no non-public questions.

22. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
The Sub-Committee received the non-public appendix to agenda item 13, circulated as a supplementary agenda.

23. **IT ROADMAP DESIGN PRINCIPLES - CITY OF LONDON CORPORATION & CITY OF LONDON POLICE - COL IT STRATEGY -COLP IT STRATEGY DRAFT**
This Item was taken at the conclusion of Item 11.

The Sub-Committee considered a report of the Chamberlain outlining the City Corporation and City of London Police IT Strategies.

24. **CONFIDENTIAL MINUTES**
The Sub-Committee received the confidential minutes from the previous meeting.

The meeting ended at 12.10 pm

Chairman

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fern.aldous@cityoflondon.gov.uk

Information Technology Sub-Committee – Outstanding Actions

Item	Date	Item and Action	Officer responsible	To be completed/ progressed to next stage	Progress update
1.	25 November 2016	Member Survey The Chamberlain to develop and analyse the results from the Members survey. Members to send in any additional remarks.	Peter Kane, Chamberlain's Department	October 2017	More detailed research to be conducted following feedback and proposals brought to the first IT Sub Committee in October 17
2.	20 January 2017	IT Member Update Officers to provide a breakdown of workforce numbers of the previous years, including the levels pre-Agilisys for comparison to the current levels.	Sean Green, Chamberlain's Department	May 2017	A Paper will be provided in May 17 detailing the worksforce breakdown including staff from Agilisys. This is included in the IT Division update
3.	22 February 2017	Additional meeting Additional meeting to be arranged for June to assist with workload management	Fern Aldous, Town Clerk's Department	End of March 2017	Determined with the Chairman of IT Sub-Committee that an additional meeting was not required
4.	22 February 2017	Timing of meetings Town Clerk to investigate the timing of the Sub-Committee in relation to the Grand Committee and Projects Sub-Committee	Chris Braithwaite Town Clerk's Department	July 2017	Due to other dependencies for the Committees schedule this may not be possible
5.	22 February 2017	IT Member Update Report on the rationale behind the migration to Apple Devices be brought to the next meeting of the Sub-Committee.	Kevin Mulcahy, Chamberlain's Department	July 2017	This work is being scoped into the IT Transformation programme. Update to be provided to the IT Sub-Committee in July 17

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Information Technology Sub-Committee - Work Programme

July 2017

- General Data Protection Regulation briefing
- Award of the Telephone Maintenance Contract
- Award of the Managed Print Contract
- Recommendations on the Future IT Operating Model (CoL and CoLP)
- Award of LAN Hardware Procurement and Services
- IT PSN Review Recommendations and Action Plan
- Final IT Consultancy Review Report from SOCITM
- CRM Recommendations and next steps
- Software Asset Management Update Report

September 2017

- Information Management briefiing
- IT Finance Update & early view of 2018/19 Budget
- Unified Communications and New Telephony Business Case
- CoLP Desktop Transformation Business Case

November 2017

- 2018/19 Budget Review
- Agilisys Contract extension recommendations
- Members Survey and Action Plan
- Digital and Applications Design Principles and Strategy

Further Ahead

- Ways of Working Pilot Review
- End of Agilisys Contract Planning
- Information Management Review
- Applications Rationalisation Review

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Committee(s)	Dated:
IT Sub Committee – For Information	26 May 2017
Subject: IT Division – Member 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:

- The procurement activities for the LAN Hardware and services design, build and support have been completed with an intention to award following the standard cooling off period. Communications, presentations and roadshows are accelerating to support IT transformation in particular the roll out of new devices and office 365 with the CoL desktop transformation.
- The Mitel Telephony support contract is been awarded to Daisy Telecommunications.
- The Print contract for supplying MFD's to the Corporation should be completed with recommendations for award by end of May 17.
- CoLP Programmes updates are provided in the body of this report. A business case will be prepared shortly for CoLP desktop transformation.
- The number of Priority 1 and Priority 2 incidents continued to stay low during the last 3 months.
- Meetings should begin in early July with Agilisys to negotiate a 2 year extension to the existing contract.
- Soictm advisory have completed the discovery phase of their IT assurance review providing some early insights. The full recommendations report will be brought to the IT Sub-Committee in July 17.
- Questions raised at the previous IT Sub Committee concerning:
  - IT staff employed pre the Agilisys contract vs. IT staff currently employed today
  - The division of responsibilities between Facilities staff and IT staff with the Network remediation work currently underway
- A complete review of IT risks has been completed, with risks transferred from spreadsheets to the Corporate Covalent Risk register. More details on risks are included in the body of this report

Recommendation(s)

Members are asked to:
- *Note the report.*

Main Report

Updates

IT Support and Service

1. The number of Priority 1 and Priority 2 incidents continued to stay low during the last 3 months. Performance in City of London Corporation (CoL) in March was high, with sustained contractual compliance and high customer satisfaction. City of London has not had a P1 incident for over 9 weeks.

2. Performance in City of London Police (CoLP) in March was also high, with sustained contractual compliance and very high customer satisfaction. A higher than usual number of P2s had a very limited business impact and was caused by issues with just 2 services which are under investigation by suppliers. This represents a significant improvement since March 2016 when there were 4 P1 incidents which affected service to users.

3. At the Finance Committee meeting on 2nd May a question was raised regarding the P1 performance of 54% within 2 hours for CoLP over the 12 months 1st April 2016 to 31st March 2017. 54% is an average of all CoLP P1s across both Agilisys and internal teams combined for the last 12 months (target is 98%).

This underperformance, which was concentrated in the first half of the year to September, reflected a number of factors:

-   External factors - 4 of the 9 incidents were due to third party suppliers and power problems
-   Underlying infrastructure issues, which will be addressed through the transformation programmes
-   Changes, which were not sufficiently risk assessed. Tighter risk assessment and testing procedures have now been put in place.

Performance improved significantly in the second half of the year, with only three incidents over the last 8 months and none during April and May.

Until we have completed the IT transformation programme by the end of 2017 there will continue to be risks around the aging infrastructure. But the IT Division will continue to work closely with Agilisys on learning and implementing lessons learned from P1 and P2 outages, implementing any remediation required and where there are dependencies on third party IT suppliers ensuring contact service levels reflect support required to achieve the P1 agreed targets.

Enhancements to the current IT services provided to the CoL and CoLP have been commissioned with Agilisys:

-   CoLP 24 x 7 Service Desk
-   CoL 24 x 7 Service Desk including support for PC Encryption software (Bitlocker) and direct access in preparation for IT Transformation roll out

Corporate IT and Agilisys Contract Extension

4. Preparation for contract negotiations with Agilisys for the extension of the existing IT contract has begun. The expectation is that negotiations will start in July 2017 and be completed by October 2017. A recommendations report regarding changes and improvements to the existing contract will be brought back to the IT Sub-Committee after this date.

IT Staffing Pre and Post the Award of the Agilisys Contract

5. A question was raised at the last IT Sub-Committee meeting about the IT personnel employed pre and post the contract with Agilisys. In summary the number of staff employed in IT pre the Agilisys contract were 102 for City of London Corporation and 29 for City of London Police. Today there are 81.5 CoL staff (split between Corporate IT and Agilisys) and 31 CoLP staff (split between Corporate IT and Agilisys). The main reasons the number of IT resources supporting CoLP has increased is due to the amount of IT driven digital and application changes being worked on within CoLP.

Police IT Programmes Update

6. Police IT Programmes are progressing well as detailed in the update below:

- Corporate IT is working with the CoLP programme office on building a record of the interdependencies that each CoLP Transformation Programme workpackage has with other programmes. This is now almost complete. A full programme interdependency plan should be available as a result of this work.

- National ANPR Service (NAS) - NAS is the new National APNR Service where data on Automatic Number Plate Recognition is to be held centrally and individual forces will feed into and search this data. Corporate IT are working with the Project team to identify what needs to be put in place to set up and run the project.

- Corporate IT are developing a Roadmap & plan for CoLP Office 2013, Office 365, Windows 10, & Desktop refresh to ensure that there is a clear alignment & strategy between the different pieces of work required. Stage Gateway1/2 papers are being produced for both Windows 10 and also for Office 2013 for CoLP.

- Niche Programme (Note: Niche is the brand name for a single, unified, operational policing system that manages information in relation to the core policing entities – people, locations, vehicles, organizations (businesses or other groups), incidents (or occurrences) and property/evidence). The current focus is working with this programme regarding the installation of Virgin lines into Bishopsgate to provide the connectivity to the East Midlands regional network.

- Integrated Management System (IMS) and Digital Recording System (DRS) Programme - The programme is having a WAN & LAN installed into Wood Street which will provide a Disaster Recovery build and ensure business continuity.

Socitm Advisory - IT Review and Assurance

7. Socitm Advisory was awarded a contract to provide assurance on the following areas: The IT Division Operating Model; Managed Service Supplier Performance Measures (KPI's); Review of the IT Financial Model; Transition planning looking beyond 2020 and the end of the current contract with Agilisys. They have interviewed 20 staff, facilitated three workshops and reviewed a number of documents. They have now completed their discovery phase and will be working through recommendations and findings that will be presented to Members at our Committee meeting in July 2017.

Remediation Responsibilities

8. A question was asked at the last IT Sub-Committee about the division of responsibilities for IT Data Communications rooms between Corporate IT and Facilities Management. From a meeting held with the City Surveyor and Corporate IT on 24th February 2017 the following was agreed:

- The current state of the cabling supporting the IT infrastructure is a Corporate IT responsibility
- The remediation is the responsibility of IT and cost to resolve is within the Corporate IT budget
- All works will comply with relevant standards especially Health and Safety Standards
- IT will be responsible for all electrical cabling from the distribution board to the communications cabinet and all IT infrastructure cabling
- We will communicate on a site by site basis directly with the end users
- Corporate IT would provide advance notice to your Facilities Management of any works being undertaken
- Once fully remediated new processes will be enforced to ensure consistent good practice and management of IT assets and data communications rooms across the Corporation and City of London Police estate

Risk Actions

9. Software Asset Management (SAM) – Current situation

   'There is a risk of not having the correct number of licences for the software that CoL and CoLP use.'

   The IT Division has commissioned Agilisys to provide additional licence support and use a new software licence management tool in our estate to help mitigate this risk.

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IT Director, IT Division
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Committee(s)	Dated:
IT Sub Committee – For Information	26 May 2017
Subject: IT Performance – Member Update	**Public**
Report of: The Chamberlain	**For Information**
Report author: Eugene O'Driscoll, Agilisys Service Director Matt Gosden, Deputy IT Director	

Summary

Performance in City of London in March was high, with sustained contractual compliance and high customer satisfaction. City of London has not had a P1 incident for over 9 weeks.

Performance in City of London Police in March was also high, with sustained contractual compliance and very high customer satisfaction. A higher than usual number of P2s had a limited business impact and was caused by repeat issues under investigation by suppliers.

Customer satisfaction with City of London and City of London Police Service Desks remains high and feedback from users achieved scores in excess of 90% each month. The Service Desks resolve over 75% of all calls and consistently ensure that calls are answered within target.

The challenges in City of London Police arising from the Westminster terrorism incident were dealt with effectively and earned high praise from all stakeholders. Security training in February was followed up with additional security training software across Agilisys.

Recommendation(s)

Members are asked to:

- *Note the report.*

1

Service levels and exceptions

Service level compliance in both City of London and City of London Police remains very high, and all contractual targets for Agilisys were met with the exception of 1 P3 incident in City of London Police.

P1 and P2 incidents

The number of Priority 1 and Priority 2 incidents continued to stay low during the last 3 months. Performance in City of London Corporation (CoL) was high, with sustained contractual compliance and high customer satisfaction. City of London has not had a P1 incident for over 9 weeks.

Performance in City of London Police (CoLP) was also high, with very high customer satisfaction as indicated by Help Desk response. A higher than usual number of P2s had a very limited business impact and was caused by issues with just 2 services which are under investigation by suppliers. This represents a significant improvement since March 2016 when there were 4 P1 incidents which affected service to users.

There was P1 incident for telephony in City of London Police which was caused by a failure of 3rd party power equipment. There were no P1 incidents in City of London.

There was a higher than usual number of P2 incidents in City of London Police in March. These mostly related to repeat issues for printing and ANPR which are being resolved with the suppliers. The impact in each case is very limited as they mostly occur out of core business hours and there are workarounds in place to restart the services quickly. In both cases the suppliers have recommended application upgrades which are being tested and scheduled.
There were two power failures that caused loss of service at Snow Hill police station.

March 2017	Target %	P1 numbers	P1 % against target (Agilisys)	P2 numbers	P2 % against target (Agilisys)
CoL	98	0	100	2	100
CoLP	98	1	100	13	100

Performance and Service improvements

- Contract extension discussions begin in May between Agilisys and City of London/ City of London Police. Both parties intend to make the most of the opportunity to align contract with users' expectations and service needs.

- New Self-service portal demonstrated to COL IT will provide an improved 24/7 platform for raising support tickets and Service requests for use in City of London Police. Launch timings to be confirmed.

- Contract Change Notices agreed for 24/7 Service Desk for City of London. CCN for City of London Police under review prior to agreement.

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- Contract Change Notices agreed for GOOD in City of London and Direct Access in City of London Police to the Critical Applications and Services lists.

- Agilisys held the first Community Forum for City of London and City of London Police to engage with other Agilisys customers and to hear about market direction. Innovation discussions in City of London Police

- Agilisys ISO27001 security audits to be carried out on 2nd and 4th May in City of London and City of London Police.

- Increased focus on security patching and including non-Microsoft products (e.g. Java) into standard processes in May.

3

Testimonials

City of London Police:

- The terrorism incident in Westminster on 22nd March was handled by the Metropolitan Police. The City of London Police supported the Met by setting up a 'Casualty Bureau' – a dedicated team - to manage the flow of evidence and reports, and their collation into the centralised application used for managing major policing incidents ('HOLMES'). It was essential that the Casualty Bureau was established quickly and efficiently, as vital evidence was being collected and needed to be processed. Agilisys set up the Casualty Bureau and worked through the night to support the users. After an intense 48 hours the Home Office and Police established a longer term investigation team outside of the City and the Casualty Bureau stepped down. Feedback from the business was extremely positive.
- Detective Chief Superintendent Paul Barnard took the time to provide some feedback to IT: "This has been a model response in very trying and testing circumstances, supporting us all in providing a platform to the CB Team to deliver an exceptional policing service. The support provided to us with long hours, running a new Holmes system live and with the eyes of the world on the UK was superb. You stepped up."

City of London:

- "Vastly improved service - as helpdesk were able to edit an intranet phonebook listing instantly - as opposed to several days wait for this to be actioned which I experienced a couple of years ago." Matt Ellis

- "Really fast, effective and efficient, very refreshing!!!" Bernadette McGloin

- "They dealt with my issue immediately as they do on most occasions. Brilliant service, keep up the good work." Graham Catton

Eugene O'Driscoll, Agilisys Service Director
Matt Gosden, Deputy IT Director

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Committees:		Dates:
Projects Sub Committee IT Sub Committee		10 May 2017 26 May 2017
Subject: Open Mediated Wi-Fi	**Gateway 7 Outcome Report Light**	**Public**
Report of: Chamberlain		**For Decision**
Report Author: Kevin Mulcahy, Head of IT –Projects & Programmes		

Summary

• Capital Project Number	32 1000 26
• Project Status Compared to GW2	Budget : Green Specification: Green Programme: Green
• Project Status Compared to GW5	Budget: Green Specification: Green Programme: Green
• Project status	Green
• Timetable	Close Phase 1 of Open Mediated Wi-Fi Project (May 2017). The phase is complete pending approval of this report (May 2017).
• Total Estimated Cost @ Gateway 5	£159,250
• Total estimated cost	£159,2500
• Spend to date	£140,700
• Overall project risk	Green

Recommendations

1. It is recommended that the project be closed.

Main Report

1.	**Brief description of project**	Provide a reliable, robust, and appropriately sized public Wi-Fi facility within a number of COLC and COLP premises for the use of business partners, Members and events attendees.
2.	**Assessment of project against SMART Objectives**	Project has delivered Wi-Fi into the 4 sites specified in Phase 1 of this Project (Guildhall, Bishopsgate, Walbrook Wharf, Mansion House) within time and budget. Additional sites are now being delivered under separate funding streams.

3.	**Assessment of project against success criteria**	1. Robust Wi Fi delivered to all event sites in scope providing reliable Wi-Fi capability for use by by members, professional external partners, visitors and for guest at events / functions 2. Delivery within time and budget
4.	**Key Benefits**	1. A reliable Wi-Fi solution replaced the aging and unreliable Wi-Fi capacity. 2. Essential service issues during meetings and presentations which is detrimental to the image of CoL & CoLP and making event sites, such as Mansion House, more attractive to corporate clients 3. Reliable Wi-Fi underpins the greater use of iPads and other mobile devices by Members and the potential migration to paperless committee meetings.
5.	**Was the project specification fully delivered (as agreed at Gateway 5 or any subsequent Issue report)**	Yes
6.	**Programme**	The project was completed within the agreed programme
7.	**Budget**	The project was completed within the agreed budget Verified
	Final Account Verification	Please confirm whether or not the Final Account for this project has been verified. * State any outstanding issues, actions to be taken and timescales for resolution. There are no outstanding financial issues.

Review of Team Performance

8.	**Key strengths**	1. Excellent liaison with stakeholders allowing issues to be rectified and addftional requirements to be implemented quickly and efficiently.
9.	**Areas for improvement**	1. Tighter management of main supplier to maintain delivery pace and reduce lead times where possible.
10.	**Special recognition**	1. N/A

Lessons Learnt

11. Key lessons	1. Initial requirements gathering did not fully consider the use cases of the Remembrancers Events team with regard to client bandwidth needs, coverage, configuration requirements / presentation etc.
12. Implementation plan for lessons learnt	1. Projects should fully engage with key users as early as possible in the requirements capture phase.

Contact

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Committees:		Dates:
Projects Sub Committee IT Sub Committee		10 May 2017 26 May 2017
Subject: Corporate Disaster Recovery Centre	**Gateway 7 Outcome Report Light**	**Public**
Report of: Chamberlain **Report Author:** Kevin Mulcahy, Head of IT –Projects & Programmes		**For Information**

Summary

• Capital Project Number	32 1000 21	
• Project Status Compared to GW2	Budget : Green Specification: Green Programme: Green	
• Project Status Compared to GW5	Budget: Green Specification: Green Programme: Green	
• Project status	Green	
• Timetable	The project is complete pending approval of this report (May 2017)	
• Total Estimated Cost @ Gateway 5	£220,200	
• Total estimated cost	£220,200	
• Spend to date	£174,519	
• Overall project risk	Green	

Recommendations

    1. It is recommended that the project be closed.

Main Report

1.	**Brief description of project**	The project covers the relocation of the City's disaster recovery (DR) site from IBM Harbour Exchange to Logicalis in Slough and additional related services. The project is in 2 phases. Phase 1: Sourcing, procurement and re-location of CoL DR services. Phase 2: Increase storage and remote access capacity. NB Due to legacy issues, this project was never formally closed. This report is to seek closure and accordingly, some detail may be missing.

2.	Assessment of project against SMART Objectives	The project delivered the requested DR capability and remote working capability within time and budget in2014
3.	Assessment of project against success criteria	1. DR location moved 2. Additional remote access capability (260 users) provided 3. Increased storage
4.	Key Benefits	1. The project provided resilience to the City's IS infrastructure to enable the City to continue to provide critical local services within the Square Mile for workers, residents and visitors in spite of a major event impacting either the City Corporation and/or City area. 2. DR location moved and now more resilient. 3. More (260) users can work remotely. 4. Storage increased to cater for the current and reasonable future user requirements.
5.	Was the project specification fully delivered (as agreed at Gateway 5 or any subsequent Issue report)	Yes
6.	Programme	The project was completed within the agreed programme
7.	Budget	The project was completed within the agreed budget Verified
	Final Account Verification	Please confirm whether or not the Final Account for this project has been verified. * State any outstanding issues, actions to be taken and timescales for resolution. There are no outstanding financial issues.

Review of Team Performance

8.	Key strengths	1. Good working relationship with all parties and teams 2. DR capability proven for the City Of London Corporation.

9. Areas for improvement	Compete all project closure activity in a more timely fashion
10. Special recognition	None

Lessons Learnt

11. Key lessons	Ensure project closure is completed immediately after project delivery and not over 2 years later.
12. Implementation plan for lessons learnt	More emphasis on Project Vision data quality (not quantity) to ensure earlier closedown (and all round tighter project governance).

Contact

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