

DIGITAL SERVICES SUB (FINANCE) COMMITTEE

Friday, 9 February 2018

Minutes of the meeting of the Digital Services Sub (Finance) Committee held at Guildhall, EC2 on Friday, 9 February 2018 at 1.45 pm

Present

Members:

Deputy Jamie Ingham Clark (Chairman)
Rehana Ameer
Randall Anderson
Deputy Keith Bottomley
Tim Levene
Jeremy Mayhew
Deputy Robert Merrett
Sylvia Moys
James Tumbridge

Officers:

Peter Kane	- Chamberlain
Kevin Mulcahy	- Chamberlain's Department
Melissa Richardson	-
John Cater	-
Sean Green	- Chamberlain's Department
Gary Brailsford-Hart	- City of London Police
Philip Saunders	- Remembrancer's Department

1. APOLOGIES

Apologies were received from Hugh Morris and John Chapman.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES OF THE PREVIOUS MEETING

RESOLVED: That the public minutes of the meeting held on 24th November be approved as an accurate record.

4. OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS

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

ANPR Outage

The Chamberlain confirmed that the ANPR outage in autumn last year was related to a hardware failure at a third-party provider.

CyberArk

The Chamberlain confirmed that the CyberArk PrivateArk deployment would be complete by April.

Broadband Roll Out

The Chairman highlighted, for Members' information, a letter from the Corporation to Transport for London (TfL) concerning using rail and tube tunnels to facilitate greater broadband coverage in central London.

In answer to a Member's query, the Chamberlain confirmed that in future, the Corporation would make provisions for the inclusion of data sets when drafting contracts with third party broadband providers.

GDPR – Subject Access Requests

The Chamberlain confirmed that subject access requests would be reviewed as a part of a general rationalisation of data forms (this included Privacy Impact Assessments); this was in parallel to the preparation for the introduction of GDPR.

The Chairman emphasised the importance of the Member Development GDPR training sessions with the Comptroller, which are currently taking place. He suggested that all Members of the Sub Committee should attend at least one of these sessions, and that they should thereafter champion the Comptroller's messages to other Members.

RESOLVED – that Members noted the report.

5. **WORK PROGRAMME FOR FUTURE MEETINGS**

Members received a Report of the Chamberlain, concerning the work programme for the next three meetings.

The Chief Information Security Officer & Director of Information offered to bring the "deep dive" report that he has prepared for the Audit & Risk Management Committee to the next meeting of the IT Sub Committee in March.

The Chairman proposed that officers add a separate vertical column on the work programme detailing a "showcase" at each meeting; this would be a technical demonstration of new IT kit (at today's meeting officers provided a demonstration of Skype for Business).

RESOLVED – that Members noted the Report.

6. **IT DIVISION UPDATE**

Members received a Report of the Chamberlain concerning the IT Division.

The Chamberlain began by highlighting the significant steps forward the IT Division had made since this time last year, whilst praising the improvement in the relationship between the Corporation and Agilisys. The key now was to

build on this good work, and for the Corporation has a whole to harness the new IT tools and platforms to ultimately improve performance.

Members were keen to see more on options for the Committee Services team to employ an encrypted email solution when distributing Committee Papers to Members; concerns were raised that the current situation was unsecure. A Member reminded the Committee that adhering to GDPR did not require a secured delivery platform (such as Egress) and it was the responsibility of Members to ensure they were handling information correctly; in response the Chief Information Security Officer & Director of Information stressed that the option of such a platform would be *in addition* to the Corporation's wider efforts to ensure a greater level of cyber security (including GDPR); he emphasised that a key, practical and short term part of these efforts was to finalise a consistent approach to Members' email addresses; once this was completed, the Corporation could then look at employing a secure platform for Committee papers. Furthermore, he confirmed that the Corporation did not currently have an overarching Security Policy.

The Chamberlain confirmed that he would return with a Report on employing a secure platform/Egress at next month's Sub-Committee meeting, this would include more background, future options, and input from relevant departments.

RESOLVED – that Members noted the Report.

7. IT RISKS UPDATE

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

The Chairman was keen that future iterations of the Report should include the implementation of GDPR. He looked forward to seeing the GDPR Update Report at the Sub-Committee's meeting in March.

RESOLVED – that Members noted the Report.

8. NEW CUSTOMER SATISFACTION MEASURES

Members received a joint Report of the Chamberlain and Agilisys concerning customer satisfaction measures.

A Member queried the rationale in utilizing the Net Promoter Score (NPS) methodology; officers reassured him that, although the goal was to cut down on bureaucracy, NPS was commonly used across the public sector and would provide robust and easier benchmarking.

RESOLVED – that Members noted the Report.

9. IT DIVISION - IT SERVICE UPDATE

Members received a Report of the Chamberlain concerning IT service availability.

RESOLVED – that Members noted the Report.

10. **AGILISYS CONTRACT - RESPONSIBLE PROCUREMENT CHANGES**

Members received a Report of the Chamberlain concerning the Responsible Procurement measures in the Corporation's contract with Agilisys.

Members commended the changes being undertaken, whilst expressing their regret at the reduction in apprentices. The Chamberlain emphasised that the changes were a good news story, the strategy was setting an example for other organisations in both the public and private sectors.

RESOLVED – that Members noted the Report.

11. **RISK MANAGEMENT - COMMITTEE PAPERS**

This subject was addressed in Item 6.

12. **SUB COMMITTEES TERMS OF REFERENCE**

Members received a Report of the Town Clerk concerning the Sub-Committee's Terms of Reference.

Members requested that the Town Clerk ensure the wording aligned with the amended wording in the (Grand) Finance Committee's Terms of Reference document.

RESOLVED – that Members approved the following:

- subject to any comments and agreement, approved the Terms of Reference of the IT Sub Committee for submission to the Court (as a sub set of the Finance Committee Terms of Reference) as set out in the appendix 1;
- considered the frequency of meetings of the Sub-Committee to be adequate; and
- agreed that any changes to the Terms of Reference required in the lead up to the appointment of Committees be delegated to the Town Clerk, in consultation with the Chairman and Deputy Chairman.

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

There were no questions.

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

There was one item of urgent business.

A late report (for information) was received by Members concerning the Data Protection Bill 2017.

A Member emphasised that more work needed to be done on ensuring the guidance on personal liability for Co-optees of the Corporation was more effective.

One Member suggested that officers and Members should keep up-to-date with the Information Commission Office's newsletter, which provided useful updates on GDPR.

RESOLVED – that Members noted the Report.

15. **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.

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

The Sub-Committee approved the non-public minutes of the meeting held on 24 November 2017 as an accurate record.

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

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

18. **CITY OF LONDON POLICE TELEPHONY GATEWAY PAPER**

Members received a Report of the Chamberlain.

19. **TRANSFORMATION - STRATEGIC**

19.1 **Transformation Update (including closedown of Phase 1)**

Members received a Report of the Chamberlain.

19.2 **City of London and City of London Police - Phase 1 and Phase 2 Strategy**

Members received a Report of the Chamberlain.

19.3 **IT Strategy Additional Design Principles**

Members received a Report of the Chamberlain.

20. **IT SECURITY UPDATE**

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

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

There was one non-public question.

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

There was no other non-public business.

The meeting ended at 3.30 pm

Chairman

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