Information Technology Sub (Finance) Committee

Date:	**FRIDAY, 9 FEBRUARY 2018**
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

Enquiries: **John Cater**
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Lunch will be served in the Guildhall Club at 1pm
NB: Part of this meeting could be the subject of audio video recording

Next Meeting of the Sub-Committee is scheduled on 23rd March (11:00am)

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 24th November 2017.

   For Decision
   (Pages 1 - 6)

4. **OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS**
   Joint report of The Chamberlain and The Town Clerk.

   For Information
   (Pages 7 - 8)

5. **WORK PROGRAMME FOR FUTURE MEETINGS**
   Joint report of The Chamberlain and The Town Clerk.

   For Information
   (Pages 9 - 10)

6. **IT DIVISION UPDATE**
   Report of The Chamberlain.

   For Information
   (Pages 11 - 16)

7. **IT RISKS UPDATE**
   Report of The Chamberlain.

   For Information
   (Pages 17 - 20)

8. **NEW CUSTOMER SATISFACTION MEASURES**
   Report of The Chamberlain.

   For Information
   (Pages 21 - 26)

9. **IT DIVISION - IT SERVICE UPDATE**
   Report of The Chamberlain.

   For Information
   (Pages 27 - 34)

10. **AGILISYS CONTRACT - RESPONSIBLE PROCUREMENT CHANGES**
Report of The Chamberlain.

For Information
(Pages 35 - 38)

11. **RISK MANAGEMENT - COMMITTEE PAPERS**
Verbal Report of The Chamberlain and The Town Clerk.

For Information

12. **SUB COMMITTEES TERMS OF REFERENCE**
Report of The Town Clerk.

For Decision
(Pages 39 - 42)

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

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

15. **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

16. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
To agree the non-public minutes of the meeting held on 24th November 2017.

For Decision
(Pages 43 - 48)

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

For Information
(Pages 49 - 50)

18. **CITY OF LONDON POLICE TELEPHONY GATEWAY PAPER**
Report of The Chamberlain.

For Information
(Pages 51 - 54)

19.   **TRANSFORMATION - STRATEGIC**

For Information

a)   Transformation Update (including closedown of Phase 1) (Pages 55 - 60)

Report of The Chamberlain.

b)   City of London and City of London Police - Phase 1 and Phase 2 Strategy
(Pages 61 - 66)

Report of The Chamberlain.

c)   IT Strategy Additional Design Principles (Pages 67 - 72)

Report of The Chamberlain.

20.   **IT SECURITY UPDATE**
Report of the Chief Information Security Officer & Director of Information.

For Information
(Pages 73 - 78)

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

22.   **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

Friday, 24 November 2017

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

Present

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

Officers:

John Cater	-	Town Clerk's Department
Peter Kane	-	Chamberlain
Sean Green	-	Chamberlain's Department
Chris Bell	-	Chamberlain's Department
Steven Bage	-	Chamberlain's Department
Matt Gosden	-	Chamberlain's Department
Sam Key	-	Chamberlain's Department
Michael Cogher	-	The Comptroller and The City Solicitor
Bob Roberts	-	Director of Communications
Melissa Richardson	-	Town Clerk's Department
Gary Brailsford-Hart	-	City of London Police

1. **APOLOGIES**
    Apologies were received from Tim Levene and James Tumbridge.

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

3. **MINUTES OF THE PREVIOUS MEETING**

    RESOLVED: That the public minutes of the meeting held on 18 September 2017 be approved as an accurate record.

4. **OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS**
    Members received a joint report of the Chamberlain and the Town Clerk which provided updates of outstanding actions from previous meetings.

RESOLVED – that Members noted the report.

5. **WORK PROGRAMME FOR FUTURE MEETINGS**
   Members received a Joint Report of the Chamberlain and the Town Clerk.

   RESOLVED – that Members noted the Report.

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

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

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

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

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

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

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

   RESOLVED – that Members noted the Report.

7. **HIGH CAPACITY HIGH DENSITY WIFI PROVISION FOR EVENTS**
   Members received a Report of the Chamberlain regarding Wifi provision across the Guildhall complex.

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

   RESOLVED – that Members noted the Report.

8. **IT DIVISION RISK UPDATE**
Members received a Report of the Chamberlain regarding the IT Division's risks.

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

RESOLVED – that Members noted the Report.

9. **BROADBAND ROLL OUT UPDATE**
Members received a Report of the Chamberlain related to the rollout of wired and wireless connectivity across the City.

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

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

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

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

RESOLVED – that Members noted the Report.

10. **CORPORATE WEBSITE DEVELOPMENT**
Members received a Report of the Town Clerk regarding the design, build, support and hosting for a new website.

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

RESOLVED – that Members noted the Report.

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

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

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

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

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

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

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

RESOLVED – that Members noted the Report.

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

13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
There were no items of urgent business.

14. **EXCLUSION OF THE PUBLIC**

RESOLVED - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.

15. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
    RESOLVED – that Members approved the non-public minutes of the meeting held on 18 September 2017 as an accurate record.

16. **OUTSTANDING ACTIONS FROM NON-PUBLIC MINUTES OF PREVIOUS MEETINGS**
    Members received a Joint Report of the Chamberlain and the Town Clerk.

17. **TRANSFORMATION**

    17.1 **Transformation Update**

    Members received a Report of the Chamberlain.

    17.2 **Phase 2 Transformation**

    Members received a Report of the Chamberlain.

    17.3 **Network Transformation Gateway 5**

    Members received a report of the Chamberlain.

18. **IT SECURITY UPDATE**
    Members received a Report of the Chief Information Security Officer & Director of Information.

19. **PSN UPDATE**
    Members received a Report of the Chamberlain.

20. **PASSWORD POLICY CHANGE**
    Members received a Report of the Chamberlain.

21. **AGILISYS CONTRACT NEGOTIATIONS UPDATE**
    Members received a Report of the Chamberlain.

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

23. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
    There was no other non-public business.

The meeting ended at 3.40 pm

Chairman
Contact Officer: John Cater
John.Cater@cityoflondon.gov.uk

Information Technology Sub-Committee – Outstanding Actions

Date	Item and Action	Officer responsible	To be completed/ progressed to next stage	Progress update
18 Sept 2017	Member Survey 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.
24 November 2017	ANPR Outage A Member queried the background of the ANPR outage. In response, officers confirmed that the outage lasted for 3 hours, investigations are continuing, and officers will report back to Members in due course	Sean Green	February 2018	Verbal update by IT Director
24 November 2017	CyberArk A Member queried when the CyberArk PrivateArk deployment would be completed. Officers responded that they would return to Members with an update in due course.	Sean Green	February 2018	Verbal update by IT Director

Information Technology Sub-Committee – Outstanding Actions

24 November 2017	Broadband Roll Out A Member requested we explore whether we could make provisions for the data sets to be included in the contracts (this hadn't been the case previously). Officers would come back to Members in due course.	Sean Green	Ongoing	Noted as a consideration in the future by the Strategic Infrastructure Advisor
24 November 2017	GDRP – Subject Access Requests A Member asked about Subject Access Requests. The Chamberlain responded that work was being undertaken to prepare for the extended regime post May 2018. He would return to Members in early 2018 with an update.	Sean Green	February 2018	Changes to Subject Access Requests and Privacy Impact Assessments are in the scope of the GDPR project being undertaken by the Corporation

Agenda – IT Sub-Committee 9th February 2018

Forward Plan

Report Title	Report Month	Category	Who
Personal Device Access Policy	March 2018	Strategic	SG
IT Strategy Update	March 2018	Strategic	KM
CoL IT Roadmap (Included in Phase 2)	March 2018	Strategic	SG/KM
CoLP IT Roadmap (Included in Phase 2)	March 2018	Strategic	SG/KM
CoLP Telephony Gateway Paper	March 2018	Operational	MG
Application Rationalisation Roadmap	March 2018	Strategic	KM
GDPR Update	March 2018	Strategic	MG
Members Survey Action Plan	March 2018	Operational	MG
GDPR Update	May 2018	Operational	MG
Information Management Findings	May 2018	Strategic	SG
Transformation Gateway Paper	May 2018	Strategic	KM
Information Management Recommendations	July 2018	Strategic	SG
Transformation Gateway Paper	July 2018	Strategic	KM
CoLP National and Digital Programmes Update	July 2018	Strategic	KM
Roadmap Delivery Plans Checkpoint	July 2018	Strategic	KM

Sean Green – SG
Matt Gosden – MG
Kevin Mulcahy – KM
Sam Kay - SM
Gary Brailsford-Hart – GBH

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Committee(s)	Dated:
IT Sub-Committee – For Information	9th February 2018
Subject: IT Division – IT Director Summary	**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.
- IT Transformation is broadly on plan and is on track with the allocated budget.
- Court of Common Council agreed the contract extension with Agilisys on 11th January 2018.
- CoLP Programme updates are provided in the body of this report.
- GDPR changes are going to plan.
- A consultancy has been appointed to conduct a review of Information Management at the City of London Corporation.
- PSN health-check remediation now being reviewed by the Cabinet Office PSN accreditation team.
- IT Revenue budget is forecast to contribute an £84,000 saving in this financial year.
- The extension of the Agilisys contract was agreed by Court of Common Council on the 11th January 2018.

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 November and December 2017.

2. Service Improvements
   - Agilisys provided end user familiarisation training for Windows 10, supported by floor-walking and online resources for end users. the sites from mobile devices.

   - The new and improved City of London intranet launches at the end of January.

   - A proposal is being submitted for the removal of redundant City of London data and servers following Transformation.

   - The customer perception survey process is being reviewed as part of the contract extension.

   - IT responded effectively to the Intel and ARM processor vulnerabilities that were well-publicised in December; the IT service mobilised a task force to assess the possible impacts and to implement protective measures immediately.

IT Transformation Summary

3. The programme is delivering to cost and scope. Timelines delayed for the LAN roll out.

4. Notable achievements include: Desktop rollout to the business has now commenced and 2500 users migrated to end of January and Microsoft 365 (email, SharePoint, Intranet, OneDrive) migrations underway.

5. Local Area Network and Wide Area Network implementation now underway with the infrastructure corporate risk now reduced to an Amber because of the extensive remediation work undertaken with IT Communications rooms.
6. 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.

7. Implementing the new IT Operating model and the changes to Agilisys with their new Service Operating model are important to ensure the benefits of IT transformation investment are realised over the coming years.

Police IT Programmes Update

CoLP Network Transformation Programme

8. With reference to the WAN workstream, site remediation's are completed except for 2 sites, currently being prepared for the provision of BT services.
9. With reference to the LAN workstream it is expected that both the programme and the BT low level designs will be completed by the end of January.

Emergency Services Communications Mobile Programme (ESCMP)

10. A 2-day planning workshop was carried out by members of the national programme, at which members of the CoLP ESCMP programme and IT attended. The workshop went through the high-level tasks required for CoLP's transition to ESN based on the plan used at the Civil Nuclear Constabulary.
11. There are two Direct Network Service Provider (DNSP) lines to be procured by the programme, the Emergency Services Network (ESN) / DNSP code of connection documentation for these are being reviewed by CoLP IT staff. The ESN Code of Connection (ESN CoCo) applies to all user organisations that are seeking to connect an ICT system to the ESN. The submission made will be reviewed by the ESN Connection Sub-Group, and if CoLP are viewed to be managing risk to an acceptable level a certificate will be issued.

NICHE

12. Normal Business as Usual (BAU) support is being provided through change requests, involving client upgrades, firewall reconfiguration and data extracts through Business Objects.

IMS-DRS Programme

13. Several solution proposals are being provided by Agilisys for the programme. One of these is for Agilisys to harden and build a vanilla Windows 10 build, specifically for and limited to 47 IMS-DRS devices. A Solution Design for these went to COLP TDA on the 9th January 2018 for approval.
14. Another solution proposal involves the IMS-DRS Programme rolling out intelligent IP ANPR cameras, which necessitates modifications to some networking and security related services managed by Agilisys. A draft design document regarding this should be ready on the 12th January 2018.

IP Telephony

15. This project is to upgrade telephony and voicemail currently used by CoLP. The Business Case went to the November 17 CoLP IT Strategy Board and Option 3 was

agreed subject to sourcing the funding. Terms of Reference for the Programme Board have been agreed, and membership is close to being agreed. Agreement has been reached with Procurement regarding the procurement route. It was agreed at the Corporate Projects Board on Thursday 21st December 2017 subject to Finance being available. Subsequently it has been decided to revise the submission to a Gateway 1-2 paper to allow the project scoping to begin whilst the full capital financing is sourced. This paper will be submitted to Projects Sub-Committee on the 21st January (see separate agenda item).

SafeQ Printing

16. Konica have completed audits of Police sites, and produced Audit Reports for each site – these have been reviewed and approved by IT and Accommodation teams, and will result in a largely like-for-like deployment. However, in some locations where demand is high, larger devices will be deployed, equally where there is surplus capacity, a small number of devices will be scaled back. Prior to deployment of new printers, a SafeQ server upgrade needs to be carried out in both the Protected (IL3) and Secured (IL4) environments, and these are planned for late January 2018. Once these upgrades are complete, close to 100 Multi-function Devices will be replaced over the course of February/March 2018. It is essential to have good engagement from facility managers at local sites to deliver to the agreed timetable.

High Tech and Cyber Crime Unit

17. Work has been carried out to look at the issues of data storage capacity experienced by the High-Tech and Cyber Crime Units. Remediation solutions have been identified. The IT team are progressing the solution proposals with these teams.

National Enabling Programmes (NEP)

18. IT have been engaging with members of the NEP to identify what their requirements are for the roll out of Office 365. There is a requirement to inform the NEP the number of Microsoft licences required to secure a national pricing model. The IT team are providing this information to the NEP. There is a need to renew the CoLP MS Enterprise licence for the end of this month. IT will seek support from NEP to ensure that CoLP can benefit from any national pricing model negotiated without any penalties for having to renew the MS agreement at the end of the month.

Home Office Biometrics Programme (HOB)

19. IT have been engaging with Home Office Biometrics's team to identify the specifications that an Android phone will need to meet for the use of the Mobile Fingerprint Reader. In order to use the new Mobile Fingerprint Reader application, the Force will need to procure a minimum of 3 Android devices. It has been established that we do have contracts which will enable the purchase of Android phones and SIMs. The current Mobile Device Management (MDM) will work with Android phones.

CoLP IT Road Map

20. Following the agreement in principle at the November CoLP IT Strategy Board and the request to have engagement with members of the Force, sessions at Directorate SMT meetings has been set up for January and February 2018.

GDPR and Information Management Update

21. General Data Protection Regulations are enforced from the 25th May 2018
22. The table below highlights some the key deliverables from the IT Workstream
23. A consultancy called Glue Reply have been appointed to review Information Management for the City of London Corporation.
24. The work should commence in February 2018 and complete by July 2018
25. The scope with cover information management governance, operating model, architecture, tools and policies.

IT Delivery – Policy and Standards	G
Update IM policy and Standard Update Information and IT System Security policy Implement Unstructured Data policy Write procedures / guides Develop a revised Data Retention Schedule	
Mazar's Interim Audit Requirements	G
Create PIA and guidance as on-line documents Create an on-line form for internal and external breaches Implement an incident management process for breaches Create central log of the legal basis for processing	
Security of IT Systems & Personal Data (Article 32)	G
Secure personal data; systems; identify retention periods Locate unstructured data Process for data removal (retention period ended / data subject request) Create information asset register Process for data removal (retention period ended / data subject request) Restore personal data in the event of a physical or technical incident Anonymization of data subjects Drive clean up and rationalisation Impact assessment of IT Transformation programme Identify & secure CoL Apps that hold personal data Secure CoL apps which process personal data Outputs from 3rd party data security questionnaire Armadillo / Exonar Software demo	
IT Delivery - Documents and Libraries	G
Create GDPR library of documents, policies etc. Create a central register of apps and systems which process personal data Log of evidence of proof of consent from data subject	

PSN Update

26. The Corporation submitted our PSN remediation action plan based on the IT Healthcheck that was completed earlier in 2017 to the Cabinet Office in December 2017. The actions completed are being now discussed in the detail with assessors. We await a date for agreement of the actions completed and the PSN accreditation certificate. A similar exercise for PSN remediation actions are currently being reviewed in a similar way for the City of London Police PSN-P accreditation.

Finance Update

27. The Corporation IT revenue budget is forecasting a saving of £84,000.
28. There is possibility of underspend on IT Security budget as highlighted in the IT Security report one project is awaiting the allocation of an appropriately qualified project manager.
29. Forecast Corporation IT Revenue budget for 2018/19 is £10,079,000 which includes savings expected from the investment in IT Transformation during 17/18

Delegated Action from Finance Committee

30. An action regarding secure solutions for sending sensitive documents via email was delegated from the Finance Committee meeting in January 2018 to the IT Sub-Committee for update and discussion.
31. Members wanted to know if they could use an encrypted email solution to send sensitive documents. The IT Director can confirm the Corporation uses Egress and this can be provided through Committee Services on request.

Sean Green
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Committee(s)	Dated:
IT Sub-Committee – For Information	9th February 2018
Subject: IT Division Risk Update	**Public**
Report of: The Chamberlain	**For Information**
Report author: Samantha Kay – IT Business Manager	

Summary

All IT Risks are now in the 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.

  The IT Division currently holds 15 risks, there are currently no RED risks. The total number has reduced due to actions being completed which has led to a reduction from a Departmental level to a programme level. All risks continue to be monitored and reviewed.

- There are no extreme impact risks, there are 9 major impact and 6 serious impact risks.

- Two Red risks have been reduced to Amber:
  - Resilience – Power & Infrastructure risk reduced due to work completed by Transformation Programme increasing knowledge of each site.
  - End to End Monitoring & Reporting has been downgraded due to the introduction of new software to complete this service, which is currently being embedded into BAU

Summary of Corporate Risks

- CR 16 – Information Security - Breach of IT Systems resulting in unauthorised access to data by internal or external sources. **Red** moving to Amber in April 18 and Green in July 18.
- CR 19 – IT Service Provision - For the Corporation, poor performance of IT Service and for the Police critical failure of the Police IT Service. Amber moving to Green in July 18.

Periodic review meetings are being held with the relevant IT staff to ensure all risks are managed and reviewed in a timely manner.

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Recommendation(s)

Members are asked to:
- Note the report.

Main Report

Background

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

Current Position

The IT Division Currently holds 2 risks on the Corporate Risk Register.

The IT Division currently holds 15 risks, none of which are scored as Red.

All risks have owners, clear actions, with target dates to enable focussed management, tracking and regular and consistent reviews.

Current status

This period there has been movement on 12 of the risks. The remainder are static and continue to be monitored alongside the relevant on-going projects.

Descoped Risks
Two risks were deactivated due to being covered in other risks:
- CHB IT 010 – Different Business Models -This is now included in Managed Service Risk
- CHB IT 016 – File Replication – File Replication has been switched off, however the issue of data retentions still exists and is now included in the Information Management Risk

CHB IT 009 – PMO Processes - reduced to project level risk due to publicised processes now being in place, this will be monitored at a project level whilst they are embedded.

Additional Risk
CHB IT 020 PSN Compliance – Originally added as a Red risk, this was recently downgraded to amber following sign off of submission by the Town Clerk and Action Plan for remediation actions followed through.

Score Changes
Score Increases:
- CHB IT 012 Information Management –Following a review from Mazars on the GDPR programme, December 2017, the score on this risk was increased, the report highlighted actions, which are currently planned, however at this point in time remain outstanding.

Score Decreases:
- CHB IT 001 – Resilience – Power & Infrastructure – Reduced due to work completed by Transformation Programme and increased knowledge of all sites.
- CHB IT 003 End-to-end System monitoring and alerting – Reduced due to inflight project to embed deliverables to ensure environment is monitored and reported on.
- CHB IT 005 IT Architecture – Reduced due to increased knowledge of the architectural estate and IT Roadmaps produced.
- CHB IT 006 IT Service - Scope of Managed Service – reduced due to new service model being agreed on and implemented.
- CHB IT 008 Hardware Lifecycle Management – reduced due to new contractual deliverables being embedded and processes in place to ensure compliance.
- CHB IT 014 Software lifecycle Management – reduced due to new contractual deliverables being embedded and processes in place to ensure compliance.
- CHB IT 015 Change Control – reduced due to implementation of new and refined policies and procedure.

The current headline figures for the identified risks in the Division are:
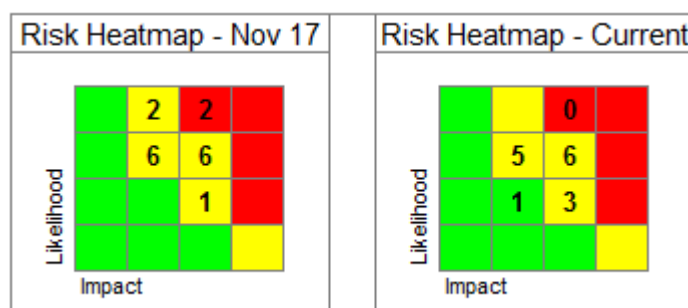
Further breakdown of current Division risks:

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:	0	⬇
Risks with "possible" likelihood and "major" impact:	6	⬇
Risks with "Unlikely" likelihood and "major" impact:	3	⬆

Serious Impact:

Risks with "likely" likelihood and "serious" impact:	0	⬇
Risks with "possible" likelihood and "serious" impact:	5	⬇
Risks with "unlikely" likelihood and "serious" impact:	1	⬆

Next steps

1. 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.

2. 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.

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Committee(s)	Dated:
IT Steering Group	29-01-2018
IT Sub-Committee	09-02-2018
Subject: Customer Satisfaction Measures	**Public**
Report of: Sean Green – IT Director Eugene O'Driscoll Service Director Agilisys	**For Information**

Summary

City of London IT and Agilisys have traditionally engaged with customers in two ways to understand how well the service meets their needs, this has been short surveys after a service call and perception surveys with a sample of senior stakeholders. In this document we explain how the measurements are taken, provide a summary of findings, and display graphs showing the current values and trends and identify any key actions being taken to resolve any findings. In addition, this document discusses a new method of measuring customer satisfaction called Net Promoter Score(NPS) which will be introduced from the 1st April 2018. NPS is widely used across the public and private sector in particular the NHS and National Government departments. In the future it will It be easier to benchmark the customer service results from the City of London IT service

Recommendations:

Members to note this report

Main Report

How the measures are taken?

1. The current measures are taken using two specific methods.

   - Customer Satisfaction Survey (CSAT)
   - User Perception Survey.

   These are shown in detail in the following pages.

   Outside of these two-regular measurement exercises the IT Service Delivery Manager constantly monitors for any escalations, complaints or positive feedback.

2. The IT Service Delivery Manager deals with escalations from users about their 2. engagement with IT, and these are normally resolved immediately. Where these are more serious they are processed under the complaints procedure (there were none in 2017) and where there is exceptional positive feedback this is included in the IT service report to the IT subcommittee.

Customer Satisfaction Feedback Survey ('CSAT')

3. Users who contact the Service Desk for assistance are later asked in email about how well their request was dealt with. Users answer 5 questions and provide a score out of 7 for each. The average score is reported to the IS division. Where the users score below expectations, or provide comments that can be followed up, the Service Desk and Service Management team contact them to find out how we can improve service for all users.

   Table 1: 5 questions and example scoring out of 7 – Actual scores are shown later

Score (out of 7)	Overall, were you satisfied with the way in which the problem was dealt with? (On a scale of 1 to 7, where 1 is 'Not at all' and 7 is 'Yes, completely')	How satisfied were you with the timescale in which your call was progressed or resolved? (On a scale of 1 to 7, where 1 is 'Not at all' and 7 is 'Yes, completely')	How satisfied were you with the communication relating to your call? (On a scale of 1 to 7, where 1 is 'Not at all' and 7 is 'Yes, completely')	How would you rate the customer service skills of the IS Service Desk Officer who dealt with your call? (On a scale of 1 to 7, where 1 is 'Not at all' and 7 is 'Yes, completely') Please choose N/A if you had no Service Desk interaction.	How satisfied were you with the technical skills of the support team who resolved your call? (On a scale of 1 to 7, where 1 is 'Not at all' and 7 is 'Yes, completely')	Total average
1	0	1	1	0	0	0.29%
2	2	0	0	0	0	0.29%
3	0	0	0	0	0	0.00%
4	1	1	0	0	0	0.29%
5	1	1	1	2	3	1.17%
6	5	6	9	6	3	4.26%
7	129	128	125	127	129	93.69%

Survey

4. A sample of assigned users are met with quarterly and individually by the Agilisys Service Director and Service Delivery Manager to receive their *perception* scores and comments against a defined list of service areas. These are compared with *empirical* scores about the number of service desk contacts for that service area.

5. The comparison provides context and indicates where perception may not align with service delivery. Users are encouraged to represent wider areas of the business when appropriate. Comments and suggestions are reviewed with the IS division for consideration as CSIP (Continuous Service Improvement Plan) activities.

Table 2: Evaluation questions asked for each area and scoring method 1 to 4

| Evaluating User Perception Of Service	Question: Please score the following on a scale of 1 to 4, where 1 = very unsatisfactory, 2= unsatisfactory, 3=satisfactory, 4= good. You may wish to consider overall performance of each of the areas, how well issues are dealt with, and how well the services meet your needs.
Email	Emailing using MS Outlook, Good, Blackberry and OWA is an essential tool at CoL. How well do you feel that email performs and meets your needs?
Desktop Performance	How well do you feel that your computer or laptop performs and meets your needs?
Telephony	How well do you feel that the desktop telephone service performs and meet your needs?
Service Desk	The Service Desk is the first point of call for most users. The team answers every telephone call or email and resolves the majority of incidents. It is responsible for routing other requests to 3rd parties and other resolvers, and managing your service requests to completion. How would you rate your experience of Service Desk?
Office (Word/Excel)	The Microsoft Office suite of applications including Word, Excel, Powerpoint and Access. Please score against your experience of using MSOffice.
Applications	How well do you feel that the Corporation's applications perform and meet your needs?
Field Engineering	The Field Engineering team carries out office moves, desktop repair and replacements, and all site visits. How would you rate your experience of the Field Engineering team?
Communications	How well do think that the IT service communicates with users?
Printing	How well do you feel that the Print Service performs and meets your needs?
Projects	This metric is about how well the project commissioning and delivery processes work. You may wish to consider speed of response, quality of proposals, value for money, communication, etc
Mobiles	How well do you feel that the mobile phone, Blackberry, and iPad services perform and meet your needs?

Table 3: Measurements established and taken across 4 ranges (Columns 1-4)

	Metric	Measurement	1	2	3	4
Office	Volume of calls reported / Weekly	Slow performance or licensing issues	>100	100-30	30-5	<5
Telephony	Volume of calls reported / Weekly	Voicemail or telephony issues	>30	30-15	15-5	<5
IaaS	Volume of calls reported / Weekly	Storage, Compute or Backup issues, as well as routing issues	>50	50-30	30-5	<5
Apps Support (in-house)	Volume of calls reported / Weekly	Application specific issues	150	150-60	60-10	<10
Field Engineering	Volume of calls reported / Weekly	General Issues/Peripherals	>120	120-80	80-50	<50
Mobile Service	Volume of calls reported / Weekly	iPad, iPhone or Blackberry issues	>30	30-15	15-5	<5
Project services	Number of SPs delivered / Monthly	Solution proposal delivery	<1	1-2	3-5	>5
Service Desk	Abandon call rate / Weekly	Abandoned Call rate	>10%	10%-5%	5%-2%	<2%
Printing	Volume of calls reported / Weekly	Device issues	>60	60-20	20-10	<10
Desktop Hardware	Volume of calls reported / Weekly	Device issues	>50	50-30	30-10	<10
Communications	umber of formal communication / Monthly	Communications	<5	5-15	15-24	>25
Innovation and strategic engagement	Number of Agilisys engagements / Monthly	Innovations and strategy	<2	2-6	6-10	>10

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Current Position and Scores 2017

The trend for 2016 shows some higher satisfaction scores during the Summer period and earlier part of the year with the general consistency of a score above 6.

Table 4: 2017, City of London (CoL) and City of London Police (CoLP) Customer Satisfaction scores are shown here
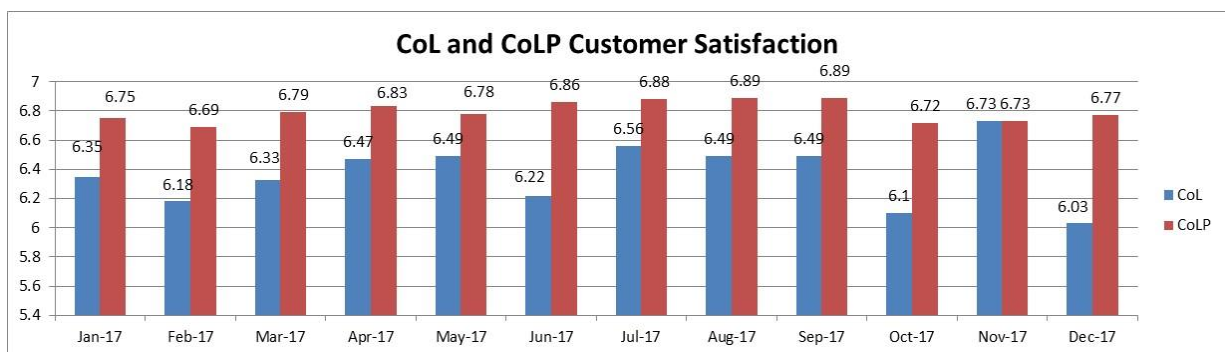
Summary of findings for Customer Satisfaction

6. This chart shows the monthly customer satisfaction score base on the first question of the survey asking for an 'Overall' rating. Normally the survey samples 10% of users who engage with the Service Desk, we survey 100% of users who engage with the Service Desk and therefore we get a much higher, more accurate return.

    The target being 5.7 or above, out of 7.

7. In the last calendar year (2017), all City of London satisfaction scores have exceeded the target.

8. In the last calendar year (2017), all City of London Police satisfaction scores have exceeded the target and have, over several months, showed an exceptional level of satisfaction reaching a peak of 6.89 out of 7 which is more than 98%.

2017 City of London (CoL) and City of London Police (CoLP)
User Perception of Service table 5 and 6

9. These scores show an average rating based on all surveyed customer's responses.

    The perception surveys (See tables 5 and 6 below) are valuable opportunities for the business to provide context to the engagements with Service Desk, and help to draw out issues and opportunities for improvement. Performance issues for Outlook and email in 2016 were under-reported by the City of

London to the Service Desk, but were brought to light in the responses to the perception survey where business teams had been consulted by their user perception survey representative. The IT service drew up an action plan under the Problem Management processes which was implemented, and the subsequent perception surveys confirmed that this improved the service being provided.

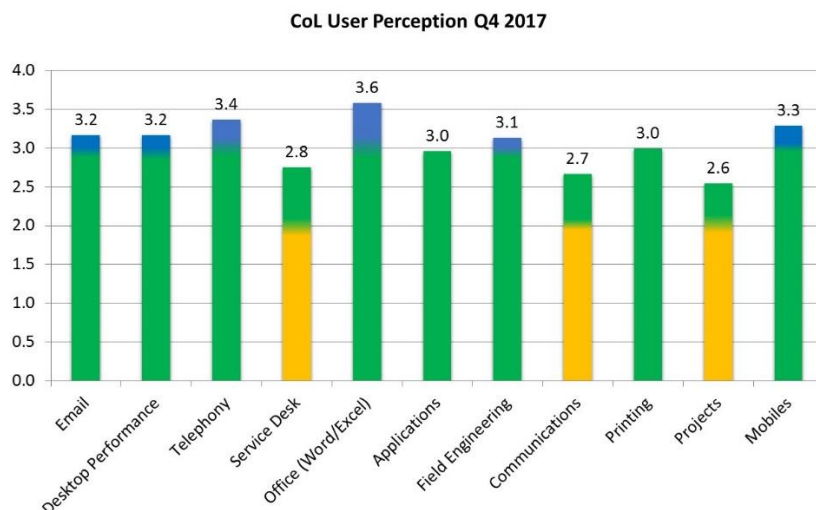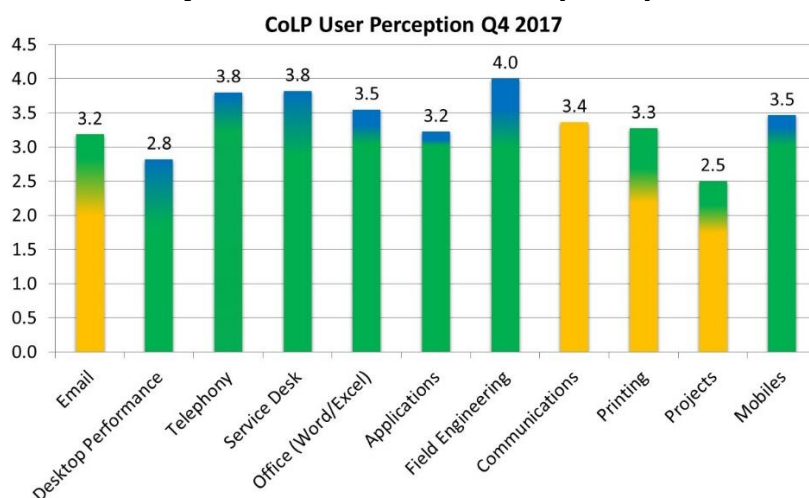**Table 5: City of London User perception of Service**

CoL User Perception Q4 2017

Table 6: City of London Police User perception of Service

CoLP User Perception Q4 2017

The colour coding is as follows: Red/Very Unsatisfactory - 1, Yellow/Unsatisfactory - 2, Green/Satisfactory - 3, Blue/Good - 4.

Introducing the Net Promoter Score

10. The Net Promoter score (NPS) will be introduced from April 2018 as one of the key measure of customer satisfaction alongside some of the existing methodology and measures.
11. NPS is a measure of customer satisfaction widely used across the UK the Public Sector for example it is universally applied for all NHS visits in England and many National Government departments.
12. NPS is an indicator of customer's willingness to recommend an organisation to others, usually colleagues or friends. It is a measure of advocacy

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13. The links below provide some further details.
14.
15.
16. Customer Satisfaction is calculated by Net Promoter Score by asking customers a key question: for example, "On a scale of 0 to 10, how likely is it that you would recommend the IT Service to a colleague or friend?" Respondents are grouped as follows according to the Net Promoter Index (NPI):
    a. Promoters (score 9-10) are loyal enthusiasts who will act as advocates and refer others.
    b. Passives (score 7-8) are satisfied but unenthusiastic customers.
    c. Detractors (score 0-6) are unhappy customers who can damage the reputation of IT

    Subtracting the percentage of Detractors from the percentage of Promoters yields the Net Promoter Score, which can range from a low of -100 (if every customer is a Detractor) to a high of 100 (if every customer is a Promoter).

17. An example calculation is detailed below:

    Example: If we received 100 responses to our survey:
    - 10 responses were in the 0-6 range (Detractors)
    - 20 responses were in the 7-8 range (Passives)
    - 70 responses were in the 9-10 range (Promoters)
    - When you calculate the percentages for each group, we get 10%, 20% and 70% respectively.
    - To finish off, we subtract 10% (Detractors) from 70% (Promoters), which equals 60%. Since a Net Promoter Score is always shown as just an integer and not a percentage, our NPS is simply 60.
    - As this is a method use across many private and public-sector organisations we can also look at benchmarking comparisons for IT Services

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Committee(s)	Dated:
IT Sub-Committee – For Information	29th January 2018
Subject: IT Division – IT Service Update Report	Public
Report of: The Chamberlain	For Information
Report author: Matt Gosden – Deputy IT Director Eugene O'Driscoll – Service Director Agilisys	

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 (CoL) and City of London Police Service (CoLP) Desks is consistently very high and October feedback from users achieved a score of 6.03 for City of London and 6.77 out of 7for City of London Police.
- Although there were few P1 incidents in the period for both CoL and CoLP there were several P2 for both organisations.
- Service improvements include City of London team sites were moved onto Sharepoint online, users can now access the sites from mobile devices and the new and improved City of London intranet launches at the end of January.
- The Service Operating Model (SOM) is a set of 258 Deliverables (System Elements) and 190 Key Performance Metrics that are designed to instil a mature, service oriented approach to IT Services. The implementation of the Service Operating Model began on the 4th December and is already well under way, with Gate 1 acceptance already 80% achieved.

Recommendation(s)

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

Main Report

1. Performance in City of London and City of London Police in December remained high, with sustained contractual compliance and high levels of customer satisfaction.

2. Users who contact the Service Desk for assistance are later asked in an email about how well they felt their request was dealt with. Users answer 5 questions and provide a score out of 7 for each. Where they score below expectations, or provide comments that can be followed up, the Service Desk and Service Management team contact them to find out how we can improve the service for all users. 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 6.03 out of 7 for City of London and 6.77 out of 7 for City of London Police.

Service levels and exceptions

3. **P1 incidents**

   There were no P1 incidents in City of London Police

   There were 2 P1 incidents in City of London
   - There were no incoming telephone calls to the contact centre due to services not restarting after patching.
   - Telephony was unavailable to some users due to a power outage.

.
4. **P2 incidents**

   There were 4 P2 incidents for City of London Police
   - A faulty circuit in the external COLT network caused unavailability of Niche for 5.5 hours.
   - The ANPR application performed poorly following a national PNC outage. This was corrected by restarting the servers within the hour.
   - Internal users were unable to send email to Outlook Public Folders for several days following a change made to Active Directory permissions. The change did not go through normal process. The Agilisys Service Manager has discussed the change with the COLP team to ensure they follow agreed processes.
   - A line fault intermittently prevented users from making calls to the Service Desk.

   There were 6 P2 incidents for City of London
   - The shared h: drive was unavailable to some users due to an unresponsive server.
   - Network drives were unavailable at some locations due to a server issue after an anti-virus upgrade

- Data drives were unavailable at HARC due to a 3rd party power spike affecting the BT router.
- Email and data drives were unavailable for some users after a change affecting affected a file server
- London Councils lost their internet connection due to a 3rd party Webroot UK outage.
- Direct Access was not available when users lost their DA permissions

Service improvement

City of London team sites were moved onto Sharepoint online; users can now access the sites from mobile devices.

The new and improved City of London intranet launches at the end of January.

A proposal is being submitted for the removal of redundant City of London data and servers following Transformation.

The customer perception survey process is being reviewed as part of the contract extension.

IT responded effectively to the Intel and ARM processor vulnerabilities that were well-publicised in December; the IT service mobilised a task force to assess the possible impacts and to implement protective measures immediately.
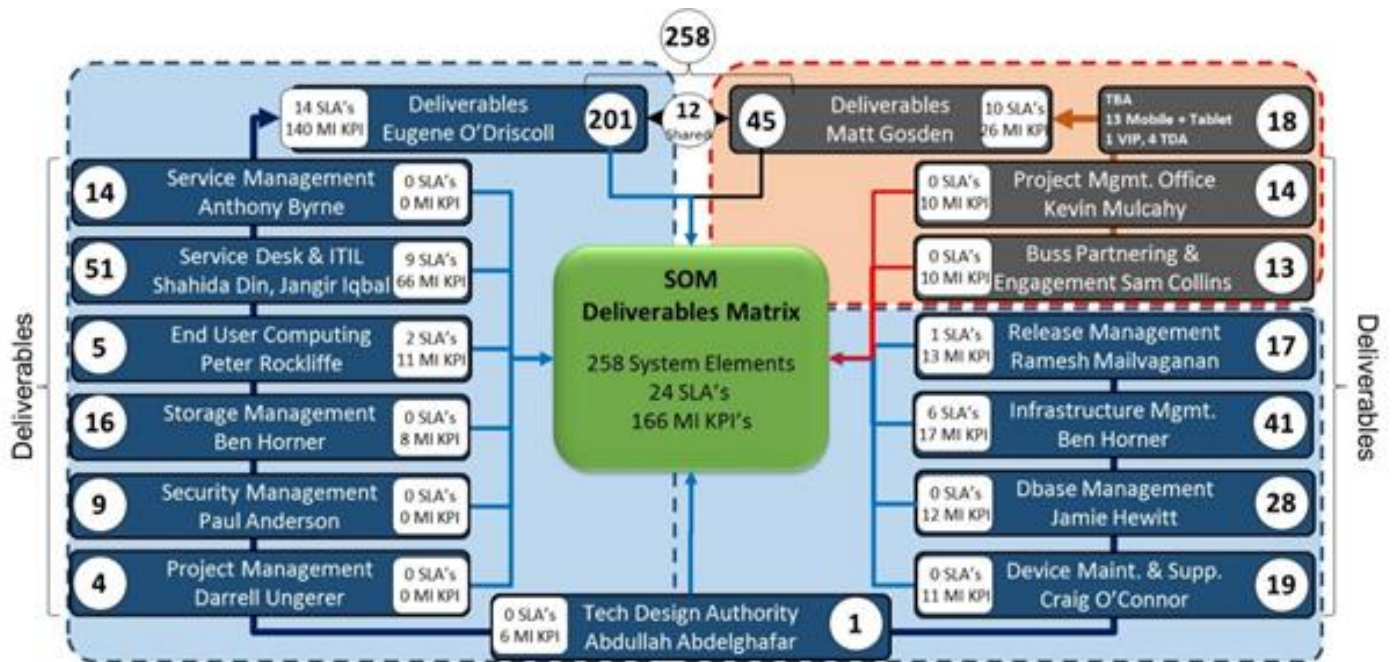
5. Service Operating Model implementation

The Service Operating Model (SOM) is a set of 258 Deliverables (System Elements) and 190 Key Performance Metrics that are designed to instil a mature, service oriented approach to IT Services. The implementation of the Service Operating Model began on the 4th December and is already well under way, with Gate 1 acceptance already 80% achieved. The team have embraced this new ethos and way of working and once implemented, will increase the quality of service significantly and it is a wonderful example of service partnership and collaboration between all areas involved.

The high level project steps are as follows

1. Gate 1 – Acceptance (4 weeks) Project set-up, owners established and signed acceptance forms
2. Gate 2 – Designed (7 weeks) All design work of deliverables and metrics complete
3. Gate 3 – Implemented (7 weeks) Implementation of designed deliverables and metrics
4. Gate 4 – Understood (6 weeks) Metrics and actions become performance related
5. Gate 5 – Usage (1 week) Continuous Service Improvement implemented

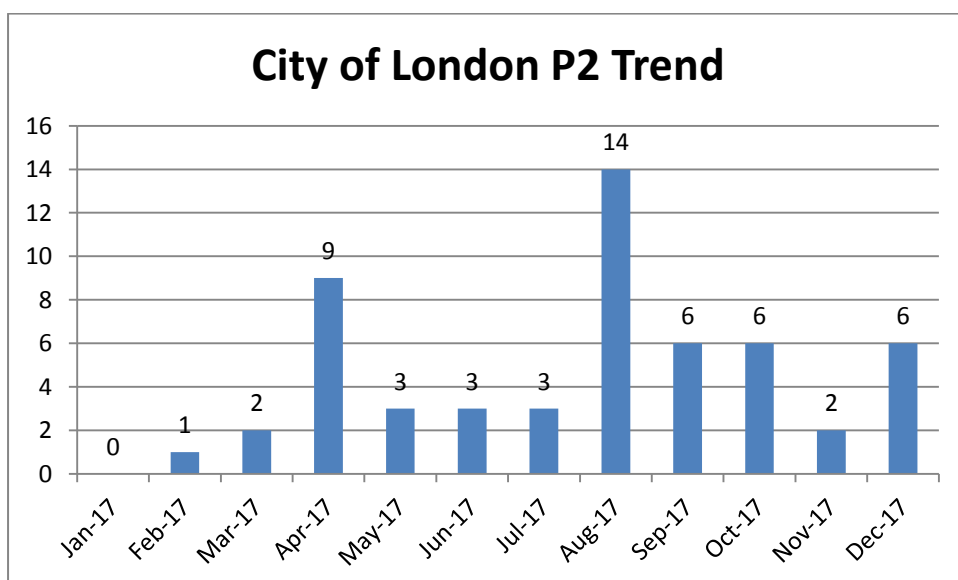The team structure, number of deliverables and metrics assigned, can be seen in the following diagram.

	258			
14 SLA's / 140 MI KPI	Deliverables Eugene O'Driscoll	**201**	**12** Shared	**45**	Deliverables Matt Gosden	10 SLA's / 26 MI KPI	TBA / 13 Mobile + Tablet / 1 VIP, 4 TDA	**18**

Deliverables (left side):
- **14** — Service Management, Anthony Byrne — 0 SLA's / 0 MI KPI
- **51** — Service Desk & ITIL, Shahida Din, Jangir Iqbal — 9 SLA's / 66 MI KPI
- **5** — End User Computing, Peter Rockliffe — 2 SLA's / 11 MI KPI
- **16** — Storage Management, Ben Horner — 0 SLA's / 8 MI KPI
- **9** — Security Management, Paul Anderson — 0 SLA's / 0 MI KPI
- **4** — Project Management, Darrell Ungerer — 0 SLA's / 0 MI KPI

SOM Deliverables Matrix
258 System Elements
24 SLA's
166 MI KPI's

Deliverables (right side):
- **14** — Project Mgmt. Office, Kevin Mulcahy — 0 SLA's / 10 MI KPI
- **13** — Buss Partnering & Engagement Sam Collins — 0 SLA's / 10 MI KPI
- **17** — Release Management, Ramesh Mailvaganan — 1 SLA's / 13 MI KPI
- **41** — Infrastructure Mgmt. Ben Horner — 6 SLA's / 17 MI KPI
- **28** — Dbase Management, Jamie Hewitt — 0 SLA's / 12 MI KPI
- **19** — Device Maint. & Supp. Craig O'Connor — 0 SLA's / 11 MI KPI

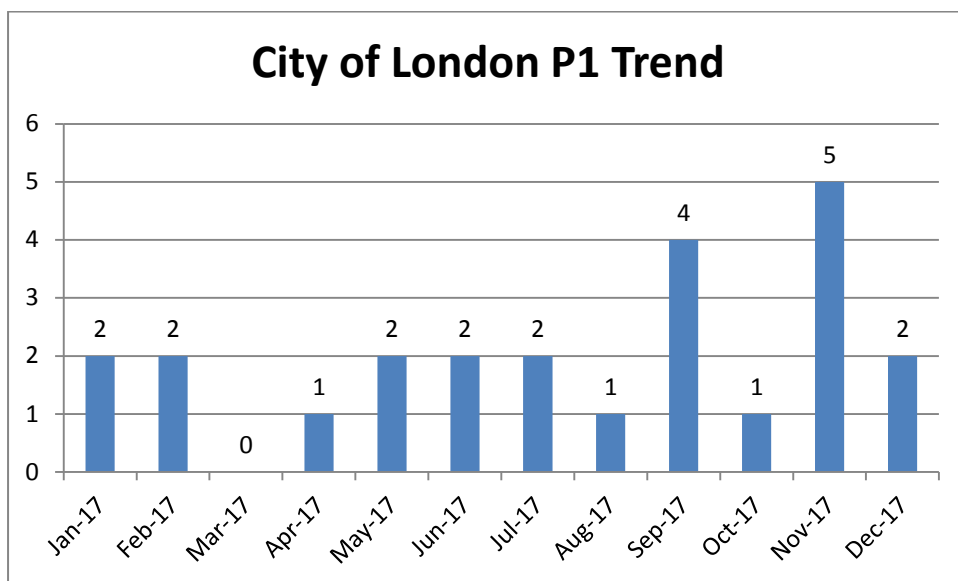- **1** — Tech Design Authority, Abdullah Abdelghafar — 0 SLA's / 6 MI KPI
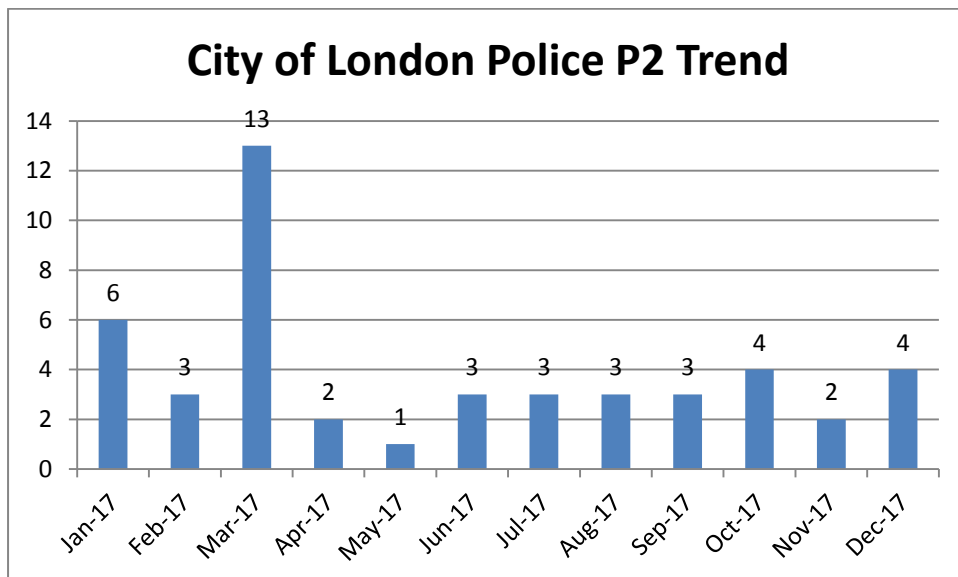
Matt Gosden
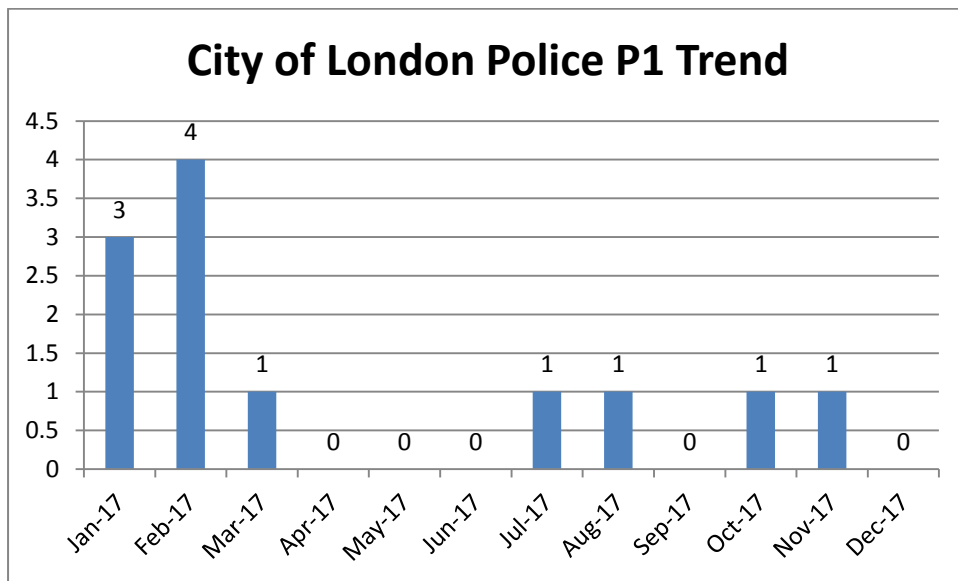Deputy IT Director, IT Division
E: Matt.Gosden@cityoflondon.gov.uk

Appendix – P1 and P2 Trends
CoL Number of Incidents

City of London P1 Trend

Month	Value
Jan-17	2
Feb-17	2
Mar-17	0
Apr-17	1
May-17	2
Jun-17	2
Jul-17	2
Aug-17	1
Sep-17	4
Oct-17	1
Nov-17	5
Dec-17	2

City of London P2 Trend

Month	Value
Jan-17	0
Feb-17	1
Mar-17	2
Apr-17	9
May-17	3
Jun-17	3
Jul-17	3
Aug-17	14
Sep-17	6
Oct-17	6
Nov-17	2
Dec-17	6

CoLP Number of Incidents

City of London Police P1 Trend

Monthly incident counts (Jan-17 to Dec-17):
- Jan-17: 3
- Feb-17: 4
- Mar-17: 1
- Apr-17: 0
- May-17: 0
- Jun-17: 0
- Jul-17: 1
- Aug-17: 1
- Sep-17: 0
- Oct-17: 1
- Nov-17: 1
- Dec-17: 0

City of London Police P2 Trend

Monthly incident counts (Jan-17 to Dec-17):
- Jan-17: 6
- Feb-17: 3
- Mar-17: 13
- Apr-17: 2
- May-17: 1
- Jun-17: 3
- Jul-17: 3
- Aug-17: 3
- Sep-17: 3
- Oct-17: 4
- Nov-17: 2
- Dec-17: 4

Customer Satisfaction Trends

CoL Customer Satisfaction

Month	Value
Jan-17	6.35
Feb-17	6.18
Mar-17	6.33
Apr-17	6.47
May-17	6.49
Jun-17	6.22
Jul-17	6.56
Aug-17	6.49
Sep-17	6.49
Oct-17	6.1
Nov-17	6.73
Dec-17	6.03

(Reference line at 5.7)

CoLP Customer Satisfaction

Month	Value
Jan-17	6.75
Feb-17	6.69
Mar-17	6.79
Apr-17	6.83
May-17	6.78
Jun-17	6.86
Jul-17	6.88
Aug-17	6.89
Sep-17	6.89
Oct-17	6.72
Nov-17	5.98
Dec-17	6.77

(Reference line at 5.7)
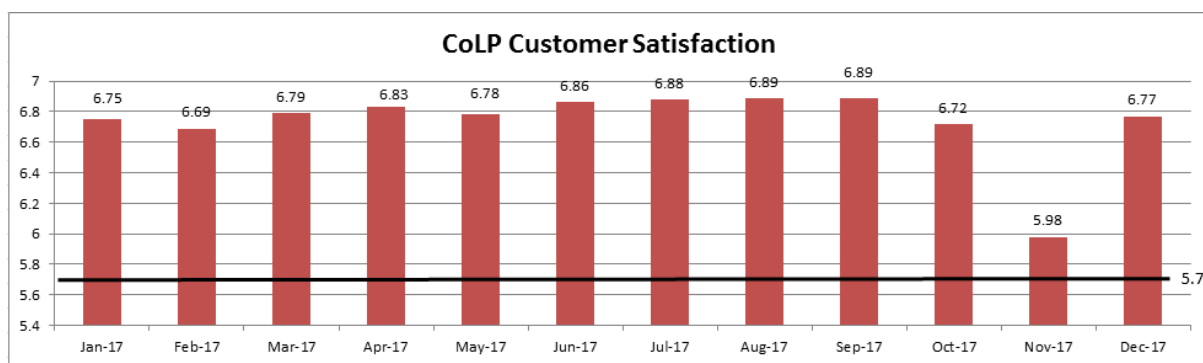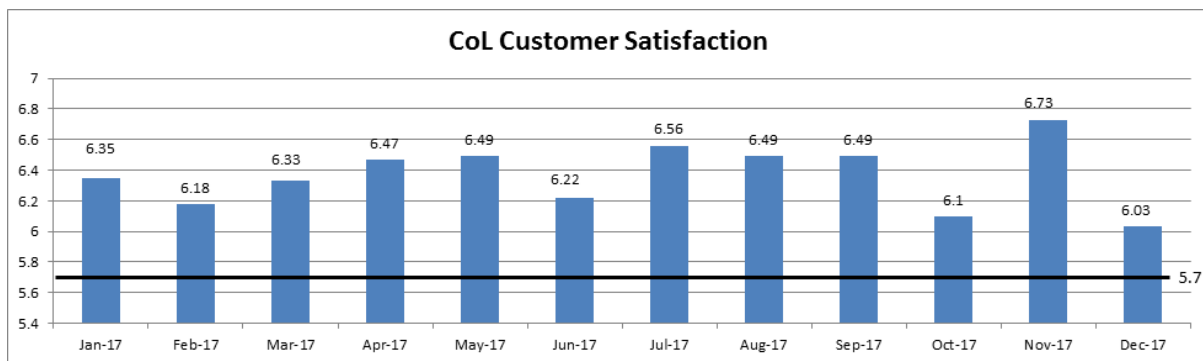
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Committee(s)	Dated:
IT Sub-Committee	9th February 2018
Subject: Agilisys contract Responsible Procurement changes	**Public**
Report of: Chamberlain	**For Information**
Report authors: Sean Green – IT Director Natalie Evans MCIPS Responsible Procurement Manager	

Summary

This report summarises the changes being made to the Responsible Procurement measures in City's IT Managed Service contract extension with Agilisys. Whilst there will be a reduction in Apprentices from the original intent when the contract first started there will be many additional added value opportunities including work experience for students, re-cycling aged equipment for charities and the innovative practice of ethical supply chain mapping the first major supplier to the Corporation engaging in this practice.

Recommendation(s)

Members are asked to:
- Note the report.

Main Report

Background

1. The original Corporate Social Value offer in the IT Contract with Agilisys in 2014 for 100 apprenticeship placements made by Agilisys as part of their tender for IT services was not able to be achieved for various reasons, the most pertinent of which being that their offer constituted direct competition with CoL's own apprenticeship programme. There have been numerous attempts made over the last two years by City Procurement and EDO to develop solutions to these issues but unfortunately, they proved to be unsuccessful.

Purpose

2. As part of the Agilisys contract extension, it was decided to provide a new constructive, cooperative plan to help provide the City of London with a series of robust responsible procurement outcomes. The aim was to propose newly developed actions, which include both fixed requirements and aspirational targets. Lessons learned have been taken into account, as have the Corporation's current responsible procurement priorities.

Lessons learned

3. Useful lessons have been learned over the last few years about how to effectively secure responsible procurement (RP), and measures have subsequently been put in place to help mitigate against similar issues arising in future.

Moving forward

4. Discussions between relevant stakeholders from the Corporation and Agilisys focussed on how Agilisys may be able to deliver alternative responsible procurement outcomes to replace the original apprenticeship target. These suggested outcomes are broader than the delivery of apprentices, but are also deemed suitably impactful in terms of outcomes driven by CoL through our contract with Agilisys.

5. These responsible procurement outcomes have been determined based on our level of spend with Agilisys, what would reasonably be expected of the industry and the type and level of outcomes we now expect from suppliers since the implementation of CoL's RP Strategy.

6. All of the outcomes contained in the below tables have been agreed by Agilisys. The deliverables will commence from contract extension on 1st April 2018, and a kick off meeting is scheduled in late January, after which IT will lead on the service delivery and monitoring of the day-to-day service.

Summary of Changes

7. The following changes have been included in the recently negotiated Agilisys contract extension and will commence from the 1st April 2018, the beginning of the contract extension:

- A short report recommending how end-of-use CoL hardware should be streamed in terms of which should a) be offered for resale vs. b) donated.
- At least three, back-end, Level 4 apprentices (excluding project staff) working on CoL's contract over the remaining two years to be provided.
- A minimum of three-person weeks per year work experience placements for 14-18yr olds, targeted towards our CoL academies in Southwark, Islington and Hackney and/or schools, colleges or youth employment organisations in London's 10% most deprived boroughs, and
- A minimum six person-weeks per year 19yr + work experience placements targeted towards socially excluded groups in London's 10% most deprived boroughs and the Square Mile. Including Barking and Dagenham and Tower Hamlets.
- Two training workshops per year to support digital inclusion, targeted towards socially excluded groups.
- A 4-page summary report on key findings from Agilisys's existing initiative, which aims to increase interest in the IT sector amongst women, that CoL can use to generate ideas on addressing any similar internal issues within STEM specialities. The Report should be clear and simple, focusing on transferable information, success factors, overcoming barriers and lessons learned.
- A minimum of 2 visits per year to schools/ colleges, to provide career insights, raise awareness about vocational and academic career paths into the IT industry particularly raising awareness about areas where there are skills gaps.
- A supply chain map and report with action plans to be produced identifying where and to what extent ethical sourcing risks exist within the supply chain of ICT equipment being used on CoL's contract by Agilisys (e.g. hardware used by personnel within the service centres on Rochdale or India). Specifically, to identify highest risk of the infringement of UN International Labour Organisation (ILO) fundamental conventions. Agilisys will be the first of the Corporation's major suppliers to participate in supply chain mapping.

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Committee: Information Technology Sub Committee		**Date:** 9 February 2018
Subject: Annual Review of the Sub-Committee's Terms of Reference		**Public**
Report of: Town Clerk		**For Decision**
Report author: John Cater, Town Clerk's Department		

Summary

As part of the post-implementation review of the changes made to the governance arrangements in 2011, it was agreed that all committees should review their terms of reference annually. This enables any proposed changes to be considered in time for the reappointment of Committees by the Court of Common Council.

It is not proposed to make any amendments to the Committee's Terms of Reference. The Terms of Reference of the Information Technology Sub-Committee are attached as an appendix to this report for your consideration.

Recommendation

That the Sub-Committee:

a) subject to any comments and agreement, approves 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;

b) considers the frequency of meetings of the Sub-Committee; and

c) agrees 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.

Main Report

Review of the Committee's Terms of Reference and Frequency of Meetings

1. There are no amendments which are proposed to the Committee's Terms of Reference.

2. These proposed amendments are set out within the Terms of Reference set out at Appendix 1.

3. In addition, Members are asked to consider the frequency of meetings for the Sub-Committee. Currently meetings of the Committee are scheduled to be held bimonthly. In 2018, six meetings of the Sub-Committee are scheduled.

Appendices

- Appendix 1 – IT Sub Committee Terms of Reference

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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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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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