INFORMATION TECHNOLOGY SUB (FINANCE) COMMITTEE

Thursday, 31 May 2018

Minutes of the meeting of the Information Technology Sub (Finance) Committee held at Guildhall, EC2 on Thursday, 31 May 2018 at 1.45 pm

Present

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

Officers:

Paige Upchurch	-	Town Clerk's Department
Alistair MacLellan	-	Town Clerk's Department
Bob Roberts	-	Town Clerk's Department
Michael Cogher	-	Comptroller & City Solicitor
Peter Kane	-	Chamberlain's Department
Samantha Kay	-	IT Department
Sean Green	-	IT Department
Neil Hocking	-	IT Department
Andrew Bishop	-	IT Department
Mairi Moore	-	City of London Police

1. **APOLOGIES**
   There were no apologies.

   Chairman's Thanks
   The Chairman thanked Hugh Morris and Rehana Ameer for their work on the Sub-Committee last year and acknowledged their interest in serving on the Sub-Committee for the year ahead. The Chairman thanked Deputy Robert Merrett who had stepped down from the Sub-Committee and welcomed Alderman Sir Andrew Parmley to the Sub-Committee.

   The Chairman commented that the IT Sub Committee had achieved a lot in the last year, alongside juggling the work on GDPR, which brought about a Court debate. The Committee Members were thanked for their input and the Chairman added that there were three main IT Risks on the corporate register, and the aim for the year was to reduce this to one.

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 26 March 2016 be approved as an accurate record subject to the correction of typographical errors.

4. **OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS**
    The Sub-Committee considered a joint report of the Town Clerk and the Chamberlain which provided updates of outstanding actions from previous meetings.

    RESOLVED – That the Sub-Committee noted the report.

5. **WORK PROGRAMME FOR FUTURE MEETINGS**
    Members received a report of the Town Clerk and the Chamberlain which laid out the key reports to be submitted up until September 2018.

    RESOLVED – That Members noted the report.

6. **INTERACTIVE DIGITAL SESSION - DEMO OF THE SURFACE HUB AND OFFICE.COM AND INTEGRATING DIARIES**
    Members were provided with a demonstration of a Microsoft Surface Hub, a large portable touch screen computer. This was provided by Neil Hocking from the VIP team., The following points were made during the demonstration:

    - The device allowed the user to use skype for business to host and join meetings, using an interactive screen that allowed content and documents to be uploaded and displayed. Users could upload comments to documents in real time and could use a whiteboard programme to draw on the screen whilst the document was still displayed.

    - The device had access to all documents in the user's OneDrive and was capable of creating diagrams, shapes, tables and adding internet searched images to a document or white board quickly and easily.

    - The device had two cameras designed for video conferencing.

    - In response to a question the it was commented that the Corporation currently only had the device on loan from Microsoft for demonstration purposes but was looking to get these or similar devices for one committee room and some of the ground floor meeting   rooms. It was added that depending on the business case external sites could potentially request for a device for regular video conferencing.

    - In response to another question, Neil Hocking informed Members that the device could only be used by the internal network and was therefore security protected.

- It was commented that the use of these devices promotes collaborative and flexible working and supports the principles of the IT Strategy. the use of new technologies and generated a return on the investment.

RESOLVED – That Members noted the verbal report.

7. **IT DIRECTOR SUMMARY**
Members received a report of the Chamberlain regarding a departmental summary from the IT Director and the following points were made:

- A Member commented that this report should have provided Members with an update on the CRM Database in relation to the General Data Protection Regulation (GDPR) and it was agreed that this would be included

RESOLVED – That Members noted the report.

8. **IT DIVISION RISK UPDATE**
Members received a report of the Chamberlain regarding a risk update for the IT Division and the following points were made:

- A Member commented that it was agreed at the last meeting that a risk policy would be provided to the Sub-Committee.

- A Member commented that the fact that the CRM database was not currently GDPR compliant was a significant risk and it should have been included in the report. The Head IT Finance and Business Performance commented that this risk was reported at divisional level rather than corporate level because the clean-up exercise was in place and on-going. Members agreed that they needed fuller detail in future reports, taking a wider view on reporting the IT Division's risks, rather than just reporting the top risks.

- The Chairman requested that future reports include a key, and that the visual aids, namely the arrows, were clear to understand, as different departments used arrows in different ways.

RESOLVED – That Members noted the report and requested the above changes to be made to future reports.

9. **GENERAL DATA PROTECTION REGULATION (GDPR) UPDATE REPORT**
Members considered a report of the Comptroller & City Solicitor regarding an update on GDPR and the following points were made:

- The Comptroller commented that the findings of the Mazars Audit revealed that the Corporation had made good progress with GDPR and there were no red risks.

- Members commented that some policies were overzealous and too risk averse, at the expense of Members convenience. The Comptroller commented that judgement calls had to be made due to the GDPR adoption deadline and invited Members to speak to the Comptroller outside of the meeting about areas that may have caused undue inconvenience, as they could be reviewed.

- A Member expressed concern that the Corporation may had relied on poor guidance of the Law Society, who had since expressed that their guidance had been incorrect.

- In response to a question, the Comptroller commented that auditing of third party contracts would be dealt with in Phase 2 as there was not capacity to complete this prior to the implementation date. Members commented that a central register of contractors should be created and maintained.

- Members commented that this project had been an enormous task and thanked the Comptroller for taking it seriously and getting the Corporation into the best position it could be in.

    RESOLVED – That Members noted the report.

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

11. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
There was no other business.

12. **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.

13. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
The Sub-Committee approved the non-public minutes of the meeting held on 26 March 2018 as an accurate record.

14. **OUTSTANDING ACTIONS FROM NON-PUBLIC MINUTES OF PREVIOUS MEETINGS**
The Committee agreed vary the Agenda and consider item 16 next which included a joint report of the Town Clerk and the Chamberlain which provided non-public updates of outstanding actions from previous meetings.

15. **DESIGN, BUILD, SUPPORT AND HOSTING FOR NEW WEBSITE**
Members agreed to consider item 11 next. This item included a report of the Communications Director regarding the design, build support and hosting for the new website.

16. **CR 16 INFORMATION SECURITY RISK**
Members agreed to consider item 17 next. This item included a report of the Chamberlain regarding CR 16 Information Security Risks.

- *John Chapman left the meeting*

17. **DRAFT PERSONAL ACCESS DEVICE POLICY**
Members considered item 18 next which included a report of the Chamberlain regarding a draft personal device policy.

18. **IT TRANSFORMATION PROGRAMME - UPDATE REPORT**
Members had agreed to vary the Agenda in order to consider items 10, 19 and 23 together as they were related and therefore item 19 was considered next. This item included a report of the Chamberlain regarding the IT Transformation Programme.

- *Deputy Keith Bottomley left the meeting*

19. **CHANGE AND ENGAGEMENT APPROACH**
Item 10 was considered next and in public session. This item included a report of the Chamberlain regarding the change and engagement approach to the transformation programme and the following points were made:

- The Head Change and Engagement informed Members that quantitative information could be gathered on the staff use of the new technologies as a dashboard was able to tell, in real time, what technologies were being used and when. Qualitative information was collected by way of staff survey. There was a positive response to the use of laptops for flexible working, but work was still needed to create a culture shift.

RESOLVED – That Members noted the report.

- *At this point of the meeting, as 2 hours had passed, Members agreed to extend the meeting under Standing Order 40*

20. **CITY OF LONDON CORPORATION & CITY OF LONDON POLICE IT STRATEGY UPDATE**
Members considered item 23 next. This item included a report of the Chamberlain regarding the City of London and City Police IT Strategy.

21. **FILE SHARES/ONEDRIVE PERMISSIONS BREACH**
Members considered Item 20 next. This included a report of the Chamberlain regarding a file share permissions breach.

22. **MEMBERS' SURVEY RESULTS AND ACTION PLAN**
Members considered Item 21 next which included a report of the IT Director regarding the Members Survey results and action plan.

23. **CITY OF LONDON POLICE IP TELEPHONY UPGRADE**
Members considered Item 22 next which included a report of the Chamberlain regarding the City Police IP telephony upgrade.

24. **POLICE IT PROJECTS - UPDATE REPORT**
Members considered a report of the Head of Police IT which provided an update on Police IT projects.

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

26. **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 16:01

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Chairman

Contact Officer: Paige Upchurch / paige.upchurch@cityoflondon.gov.uk