SDIGITAL SERVICES SUB (FINANCE) COMMITTEE

Friday, 3 July 2020

Minutes of the meeting of the Digital Services Sub (Finance) Committee held at Guildhall, EC2 on Friday, 3 July 2020 at 12.45 pm

Present

Members:
Randall Anderson (Chairman)
Alderman Sir Peter Estlin (Deputy Chairman)
Rehana Ameer
Deputy Keith Bottomley
Deputy Roger Chadwick
John Chapman
Deputy Jamie Ingham Clark
Tim Levene
Jeremy Mayhew
Deputy Hugh Morris
Sylvia Moys
Benjamin Murphy
Barbara Newman
James Tumbridge

Officers:

Rofikul Islam	- Town Clerk's Department
Kerry Nicholls	- Town Clerk's Department
Polly Dunn	- Town Clerk's Department
Lorraine Brook	- Town Clerk's Department
Emma Cunnington	- Town Clerk's Department
Sean Green	- Chamberlain's Department
Ryan Dolan	- Town Clerk's Department
Mel Richardson	- Town Clerk's Department
Matt Gosden	- Chamberlain's Department
Sam Collins	- Chamberlain's Department
Samantha Kay	- Chamberlain's Department
Gary Brailsford	- City of London Police

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

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 Friday, 24 January 2020 be approved as an accurate record.

4. **FORWARD PLAN**
    The Sub-Committee received a joint report of the Town Clerk and the Chamberlain which provided updates of outstanding actions from previous meetings. The report also provided information about the Sub-Committee's proposed work plan for forthcoming meetings.

    RESOLVED – That the Sub-Committee notes the report.

5. **DBE MAXIMISING DIGITAL - PRESENTATION**
    The Sub-Committee received an oral presentation from the Policy & Performance Director of the Department of the Built Environment. The presentation outlined how the Department of the Built Environment (DBE) was leading on measures to facilitate the rollout on an improved digital infrastructure in the City of London. It also provided several examples of how DBE was improving its services by making greater use of digital technology. These included a new digital internet service for Local Land Charges; digitising and publishing highway projection licences; street light upgrading and its scope for smart monitoring; the planned upgrade of development monitoring data capture and publication; increased use of digital modelling to understand the impact of proposed new development; and software upgrades to support ongoing service improvement.

    The Sub-Committee was further informed that the City of London had extended its GIS software licence and the Department was continuing to maximise data usage.

    In response to a query about street lighting, Members were advised that the City Corporation largely avoided the use of conventional pole mounted streetlights in order to reduce congestion on pavements. Consequently, the street lighting network was largely based on the lighting being attached to buildings.

    With regards to engagement with City business, the Sub-Committee was informed that this aspect was led by the Business Broadband Team (DBE), which ensured that the right services and access to technologies were provided to City-based businesses.

    In response to a query about management and use of digital data, the Policy & Performance Director assured the Sub-Committee that high standards of data management were maintained and, as a Local Authority, much of the data was available to the public.

A Member queried whether the use of the data was compliant with the General Data Protection Regulation **(**GDPR**).** The Policy & Performance Director responded that the data concerned environmental matters and did not include personal information. With regards to use of street data, Members were advised that the City Corporation was not using facial recognition technologies at present but a Police Board Working Group was looking into this aspect and a full report on this matter would be submitted to the Sub-Committee in due course..

RESOLVED – That the Sub-Committee note the presentation.

5.1 **NEW WEBSITE**

The Sub-Committee was advised that the new City Corporation website had gone live earlier in the day, as planned. Members welcomed the update and congratulated the IT Division for the progress made.

RESOLVED – That the Sub-Committee note the update.

6. **COMMITTEE MEETING VIDEO CONFERENCING SOFTWARE**
The Sub-Committee considered a joint report of the Town Clerk and the Chamberlain on Committee Meeting Video Conferencing Software.

The Sub-Committee was informed that Microsoft Teams had been in use since 24 April 2020 to facilitate formal decision-making meetings on a virtual basis but, since 26 May 2020, Zoom had been tested as an alternative platform through which to host virtual meetings. The report before Members set out the key findings arising from the Zoom testing period (26/05/20 - 23/06/20) and incorporated all the feedback that had been provided about use of the Microsoft Teams and Zoom platforms for the hosting of formal virtual committee meetings. Members of the sub-Committee were asked to determine, on the basis of that feedback and the security, cost and other considerations set out in the report, **which virtual platform should be used to facilitate future formal committee meetings of the City Corporation.**

The Director of IT informed the Sub-Committee that the City of London had made significant investment in Microsoft Teams. Additionally, some of the initial functional differences between Zoom and Teams that were evident previously had now been addressed by Microsoft. The Sub-Committee was assured that Microsoft was making significant investment in the Teams product with new features being released monthly which would quickly close any functionality gaps between Zoom and Teams. This included the development of a 7x7 gallery view to allow up to 49 participants to be seen at once, which was due to go live in August 2020. Members were advised that a Teams development roadmap is available to Members on request. From a security perspective, although Zoom had now addressed some of the early security concerns, there were still security risks associated with the platform.

The Sub-Committee was informed that, following a survey of London Local Authorities on 14th May 2020, to review which video conferencing tools were being used for public meetings, 20 (out of 33) were using Microsoft Teams and only 3 were using Zoom. With regards to the result of the all-Member survey, the Sub-Committee noted that whilst some Members clearly favoured the use of Zoom to participate in formal virtual meetings, there was a divergence of views amongst both users and those managing the platforms. As a result, the technological, resourcing and security factors associated with a permanent move to use of Zoom had to be taken into account. Members noted that Microsoft Teams was the City Corporation's primary collaboration and video conferencing tool and a robust tiered support model was provided through the IT Managed Service, with further expertise and support provided to Members by the Technology Support Team. If Zoom were adopted as the video conferencing software for Committee meetings, this would result in significant costs as a result of additional support and licensing requirements. Given the current situation, the financial implications of using Zoom were therefore considered to be a significant factor.

Members further noted several practical committee management considerations set out in Appendix A and highlighted by the Town Clerk, one of which was the need to identify a single platform for future use so all members could be provided with appropriate training and IT support. It was noted that twice weekly drop-in sessions would be offered to all Members once a decision had been reached by the Sub-Committee so the sessions could be tailored to participation via the chosen platform. All the aspects were discussed at length and, on the grounds that there were no significant benefits for choosing Zoom over Teams, the Sub-Committee agreed that all formal committee meetings should be facilitated through Microsoft Teams. In response to a query regarding whether it was possible to use both Zoom and Microsoft Teams, officers advised that it was not possible to support two different platforms due to significant resource implications and the confusion this may cause amongst some users.

The Sub-Committee, noting that the City Corporation has only one You Tube Channel on which to host live streamed meetings, which consequently restricts the number of meetings that can be scheduled in close proximity, requested that this be addressed as a matter of urgency to ensure that the calendar of meetings was not compromised as a result of technical factors. The Chairman and Deputy Chairman asked to be kept updated about this matter. With regards to live-stream viewing statistics, officers advised that this data could be made available going forward.

The Sub-Committee requested that an email be circulated by the Town Clerk to all Members of the Court of Common Council, following consultation with the Chairman and Deputy Chairman, to advise them about the outcome of the Zoom test and how the decision in respect of future use of Teams had been reached by the Sub-Committee.

RESOLVED – That the Sub-Committee:

(i)   Notes the report;

(ii)   Agree that Microsoft Teams should be used by the Committee and Member Services Team to facilitate formal virtual committee meetings going forward;

(iii)   Agrees that an update about the Sub-Committee's decision be drafted in consultation with the Chairman and Deputy Chairman of the Digital Services Sub-Committee and circulated to all Members of the Court of Common Council to clarify how the decision was reached;

(iii)   Agrees the Microsoft Teams development roadmap be sent to all Members of the Sub-Committee by the IT Division; and

(iv)   Agrees that the IT Division undertake to establish a second You Tube channel on which City Corporation committee meetings can be hosted to minimise committee meeting scheduling.

7.   **IT DIVISION - IT SERVICE DELIVERY SUMMARY**
     The Sub-Committee received a report of the Chamberlain relative to the IT Division – IT Service Delivery Summary.

     RESOLVED – That the Sub-Committee notes the report

8.   **IT DIVISION RISK UPDATE**
     The Sub-Committee received a report of the Chamberlain on the IT Division Risk Update.

     RESOLVED – That the Sub-Committee notes the report.

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

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

11. **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.

Items	Para
12-19	3

12. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
The Sub-Committee approved the non-public minutes of the meeting held on Friday, 24 January 2020 as an accurate record.

13. **AV EQUIPMENT REPLACEMENT**
The Sub Committee received the report of the Chamberlain on the Committee Rooms Audio Visual Equipment.

13.1 **Shared Drives to Sharepoint**
The Sub-Committee received a report of the Chamberlain on the IT – Project to Migrate Unstructured Information into SharePoint.

13.2 **Secure City Programme**

The Sub-Committee received a joint report of the Director of the Built Environment and the Commissioner of the City of London Police on the Secure City Programme.

13.3 **eDiscovery Project**

The Sub-Committee received the report of the Commissioner of the City of London Police on the eDiscovery Project.

14. **CR16 IT SECURITY DEEP DIVE**
The Sub-Committee received the report of the Commissioner of City of London Police on CR16 IT Security Deep Dive.

15. **IT SERVICES 2020 PROGRAMME UPDATE**
The Sub-Committee received the report of the Chamberlain on IT Services 2020 programme update.

16. **CITY OF LONDON POLICE IT MODERNISATION PROGRAMME - PRESENTATION**
The Sub-Committee received the presentation of the Commissioner of the City of London Police on City of London Police IT Modernisation Programme.

17. **HR INTEGRATED TIME MANAGEMENT AND E-EXPENSES**
The Sub-Committee received the report of the Commissioner of the City of London Police on HR Integrated Time Management and e-Expenses.

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

19. **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 3.21.

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Chairman

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