Information Systems Sub Committee of the Finance Committee

Date:	**THURSDAY, 17 MAY 2012**
Time:	**11.30am**
Venue:	**COMMITTEE ROOM - 2ND FLOOR WEST WING, GUILDHALL**

Members: Roger Chadwick (Chairman)
Ray Catt (Deputy Chairman)
Nigel Challis
Deputy Pauline Halliday
Jeremy Mayhew
Matthew Richardson
John Tomlinson

A further 5 appointments will be made at the next meeting of the Finance Committee on 29 May 2012 after seeking expressions of interest from the Court of Common Council.

Enquiries: Claire Sherer
tel. no.: 020 7332 1971
claire.sherer@cityoflondon.gov.uk

Lunch for Members will be served in the Guildhall Club at the rising of the meeting.

Chris Duffield
Town Clerk and Chief Executive

AGENDA

Part 1 – Public Agenda

1. **APOLOGIES**

2. **DECLARATIONS BY MEMBERS OF ANY PERSONAL AND PREJUDICIAL INTERESTS**

3. **MINUTES OF THE PREVIOUS MEETING**
   To agree the public minutes and non-public summary of the meeting held on 17 January 2012.

   For Decision
   (Pages 1 - 6)

4. **UPDATE ON IMPLEMENTATION OF COMMITTEE MANAGEMENT SOFTWARE (MODERN.GOV)**
   Report of the Town Clerk.

   For Information

5. **VERBAL REPORT OF THE CHIEF INFORMATION OFFICER**

   For Information

6. **SHAREPOINT OVERVIEW PRESENTATION**
   Presentation of the Chamberlain.

   For Information
   (Pages 7 - 34)

7. **MEMBERS' EQUIPMENT REFRESH - UPDATE**
   Report of the Chamberlain.

   For Information
   (Pages 35 - 40)

8. **PROGRESS REPORT ON KEY PROJECTS**
   Report of the Chamberlain.

   For Information
   (Pages 41 - 48)

9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

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

11. **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 the Schedule 12A of the Local Government Act.

Item No.	Paragraph(s) in Schedule 12A
12 - 13	3
14 - 15	-

Part 2 – Non-Public Agenda

12. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
To agree the non-public minutes of the meeting held on 17 January 2012.

For Decision
(Pages 49 - 50)

13. **PP2P ICT CATEGORY BOARD REPORT ON PROGRESS AND PLANS**
Report of the Chamberlain.

For Information
(Pages 51 - 56)

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

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

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INFORMATION SYSTEMS SUB COMMITTEE

17 January 2012

Minutes of the meeting of the INFORMATION SYSTEMS SUB COMMITTEE held at Guildhall, EC2 on TUESDAY, 17 January 2012 1:45pm.

Present

Members:
Roger Chadwick (Chairman)
John Chapman
Deputy Pauline Halliday
Jeremy Mayhew
Hugh Morris
Sylvia Moys
Matthew Richardson
John Tomlinson

Officers:
Susan Attard	- Deputy Town Clerk
Lorraine Brook	- Town Clerk's Department
Katie Odling	- Town Clerk's Department
Daniel Hooper	- Town Clerk's Department
Chris Bilsland	- The Chamberlain
Bill Limond	- Director, IS Division
Chris Anderson	- Chamberlain's Department
Colin Ashcroft	- Chamberlain's Department
Neil Hocking	- Chamberlain's Department
John Saberi	- Chamberlain's Department
Keith Harvey	- Chamberlain's Department
Ellen Murphy	- Chamberlain's Department

Change of order of business as follows: -

The Chairman advised that Agenda Item 8 'Mobile Devices, Criteria and Costs' would be considered at item 6 and the remaining business would then follow.

1. **APOLOGIES**
    Apologies for absence were received from Deputy Douglas Barrow and Ray Catt (Deputy Chairman).

2. **DECLARATIONS BY MEMBERS OF PERSONAL OR PREJUDICIAL INTERESTS IN RESPECT OF ITEMS TO BE CONSIDERED AT THIS MEETING**
    There were none.

3. **MINUTES**
   The public minutes and summary of the meeting held on 18 October 2011 were approved.

4. **IS SHARED SERVICES REVIEW PHASE TWO – PROGRESS REPORT**
   Consideration was given to a report of the Chamberlain which outlined the purpose of the IS Shared Services Review and Phase 2 progress to date.

   Members referred to Appendix 1 of the report, noting that 10 posts were currently vacant in the CIO department and were advised that the impact on project delivery had not been adversely affected as a result of these posts being vacant.

   Received.

5. **PROGRESS REPORT ON KEY PROJECTS**
   Consideration was given to a report of the Chamberlain which summarised the progress made in implementing 18 key projects in the IS Work Programme for 2011/12.

   Windows 7 (phase 2) – Remote/Mobile/Offline – It was noted that the current period RAG status was amber.

   Exchange 2010 (Email) upgrade – Members noted this project had been delayed due to the need to maintain IS facilities for Members at their current levels due to the situation at St Paul's. The expected completion date was May 2012.

   Received.

6. **MOBILE DEVICES – CRITERIA, USE AND COSTS**
   Consideration was given to a report of the Chamberlain which provided information, as requested at the previous meeting, regarding the number of officers who had been issued with a mobile telephone/device, the criteria for doing so and also confirmation of the costs.

   Members were advised that this report was considered by the Establishment Committee on 12 January 2012, with the main questions from Members centred around when the Corporation would move to its new contract with O2 and how new contract arrangements to individual devices would be 'phased in'. It was noted that the contract with O2 would commence on 16 January 2012 for a period of 3 years.

   Questions were raised by the Establishment Committee around why the number of devices issued was higher in some departments than others. The Establishment Committee requested that the IS Sub Committee regularly monitor this data, taking into account lone worker considerations and core implications.

Members of the IS Sub Committee also raised concerns regarding the precise allocation of mobile devices by each department and specific reference was made to the Department of the Built Environment which appeared to have allocated a high number of devices. It was noted that the figures were provisional and subject to an on-going audit. The Chamberlain agreed to speak to the Director of the Built Environment to clarify these figures further. Members noted that the concise Corporate Guidelines for issuing mobile devices were available on the intranet.

A discussion took place regarding the charging arrangements for personal calls made on corporate devices as well as well as reimbursing Members/Officers for the cost of any business calls made on their personal mobile phones. It was noted that this might involve tax implications but the matter would be clarified.

Members noted this report was to be considered by the Finance Committee on 24 January 2012.

RESOLVED : - That,
  (i)   the report be noted; and
  (ii) the IS Sub Committee be requested to continue to monitor data in respect of mobile devices deployed by each department.

7.   **COMMITTEE MANAGEMENT SOFTWARE**
Consideration was given to a report of the Town Clerk which provided clarity on the work undertaken by the Town Clerk's department and the IS Division over the recent months in respect of purchasing and implementing a new Committee Management system and the activities that were planned for the future.

Following an overview of the project, the Chairman thanked the Committee and Member Services Manager and her team for all their efforts during the period of change over recent months and comments on the improvements that would be realised through implementation.

In recognising the linkage between the Committee Management Software Project and the iPad trial, which was now well underway and involving all Members of the IS Sub Committee, Officers in the Town Clerks Department, the IS Division and the Web Development Team where necessary would continue to work closely together in order to consider and meet Members expectations.

Members discussed the options of synchronising all Committee dates, including Sub-Committees and timings in their Outlook Calendar. The Committee and Member Services Manager advised that discussions were on-going with the Committee Management Software supplier to address these priority areas.

Received.

8.   **MEMBERS' IT EQUIPMENT**
Consideration was given to a report of the Chamberlain and Deputy Town Clerk which provided details of work undertaken by the IS Division in finding an

alternative IT solution that would enable Members to access e-mail, diaries and committee reports in a more efficient manner and potentially reduce the amount of paper in circulation. It was again noted that these activities were complemented by the Committee Management Software Project

Members were advised that the upgrading of laptops to Windows 7 was currently on hold until such time as a final decision had been made about wholesale and the wider implementation of iPads.

The Chairman proposed that all Members who had currently been issued with an iPad should have their device installed with 'Good' technology to allow access to their City of London e-mails/calendar. The 'Good' technology also meant the devices were secure and encrypted so, in the event the devices were lost or stolen, data could be wiped. The technology would also allow access to the Corporation's intranet.

The Chairman invited Members to provide feedback of their experiences of the iPad. The majority of Members agreed the device was a step change forward and was an easy to use, friendly device. In terms of wider use by Members, it was felt that this would be a long process and Officers would therefore need to be mindful that different people respond in different ways to change. Furthermore, training provision for the iPad would need to be considered; a matter that could be submitted to, and considered by, the Member Development Steering Group. Members were advised that the iPad was not intended to replace hard copy documents entirely; however, implementation of the new Committee Management System which would take place as the iPad trial progressed and which would provide the Modern.Gov iPad app provided scope for reducing the circulation of hard copy Committee documentation. Members discussed the need for a solution for the printing of some documents from iPads, whilst noting that it was not an option to invest in Apple printers for each Member. It was therefore requested that further consideration be given to the different options for wireless printing.

Members agreed that officers should not proceed with commissioning the development of a separate iPad application, and instead use the iPad application which would be provided as an integrated part of the new Committee Management System. A copy of the 'iPad app: screenshot walkthrough' guide was circulated to Members at the meeting.

A discussion took place regarding additional devices that may be required or, favoured by Members such as a Corporate Blackberry or laptop. In respect of co-opted members, it was noted that whilst information could be provided to those with their own devices, the Corporation would not supply them with Corporate devices.

It was suggested that Officers write to Members to identify an additional 25 Members to trial the iPad, (favouring Chairman and Deputy Chairman) advising that the trial would continue to be limited to the named Committees only as a result of resource implications. Those additional Members trialling the iPad

would be required to provide feedback to officers on a regular basis from the outset.

Further to the discussion at Item 7, the Chamberlain advised that due to the linkage between implementation of the Committee Management Software and the wider iPad trial, both of which reflected efforts to enhance Members' access to Committee information, both the Project Team and the IS Division should work closely together to ensure that both projects ran in tandem, to schedule and in line with Members' expectations. Where necessary, training and awareness about the use of modern technology would be considered by the Member Development Steering Group. Budget implications and costings for the wider iPad trial would be established in due course.

> **RESOLVED** : - That,
> 1. the report be received;
> 2. officers be instructed not to proceed with commissioning the development of a separate iPad application, and instead use the iPad application which would be provided as an integrated part of the new Committee Management System;
> 3. the Town Clerk and Chamberlain, in conjunction with the Chairman and Deputy Chairman, be tasked with agreeing a budget and the most economical approach for the supply and implementation process of the wider and longer term iPad trial;
> 4. officers be requested to write to all Members to identify an additional 25 Members to trial the iPad, advising that the trial would continue to be limited to the named Committees only as a result of resource implications; and
> 5. once established, those additional Members of the trial be requested to provide feedback about the device.

9.   QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE
There were none.

10.   ANY ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT
There were none.

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.

Item No.	Paragraph(s) in Schedule 12A
12	3
13 & 14	-

SUMMARY OF MATTERS CONSIDERED WHILST THE PUBLIC WERE EXCLUDED

12. **MINUTES**

The non-public minutes of the meeting held on 18 October 2011 were approved.

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 AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There were no urgent items.

The meeting closed at 3:40pm.

CHAIRMAN

Contact Officer: Katie Odling
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e-mail: Katie.odling@cityoflondon.gov.uk

Committee(s):	Date(s):	
Information Systems Sub Committee of the Finance Committee	17 May 2012	
Subject: Sharepoint overview		**Public**
Report of: The Chamberlain		**For Information**

Summary

The attached slides will be used during the Sharepoint presentation and to accompany the video produced in conjunction with Infusion.

Contact:
Keith Harvey
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Sharepoint – an overview

Prepared by **Keith Harvey**

April 2012

The Building Blocks

Key features

- Content portals – Intranet, Intranet

- Team sites – case management, document storage

- Business Intelligence

The Benefits

- Improved search

- Collaboration between groups internally with the potential to extend to include external groups

- Uniform framework for managing information

- Personalisation – My Site

Content portals

- Intranet

- Internet
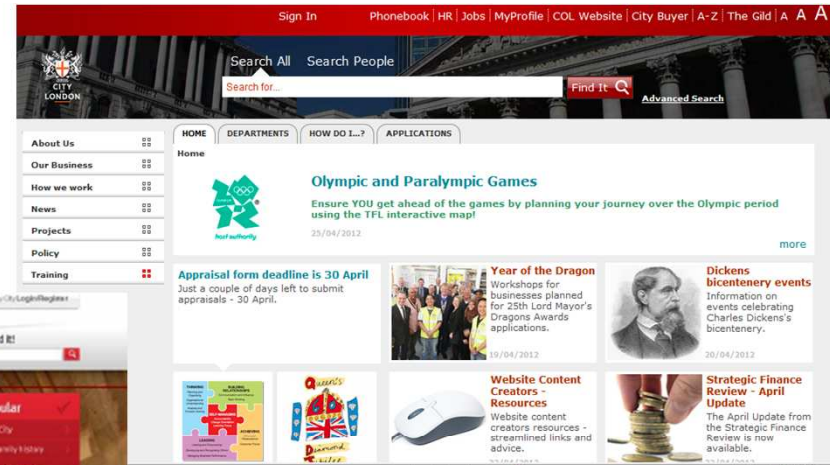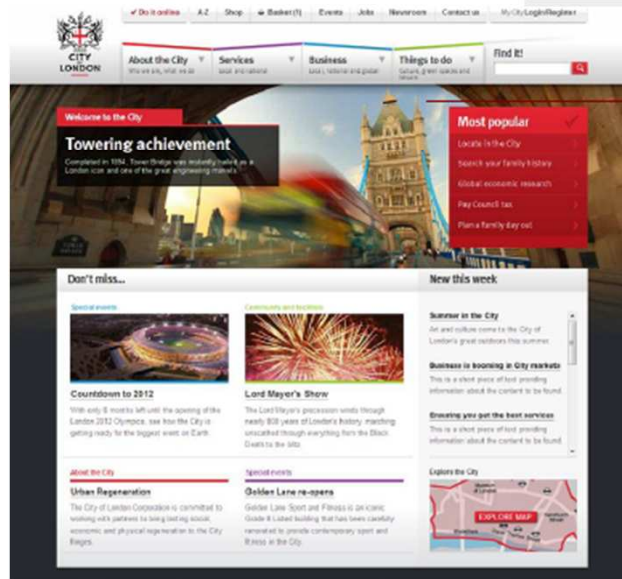
Team sites

- Structured case management

Team sites

- Function or project based work

Business Intelligence

Dashboards ….
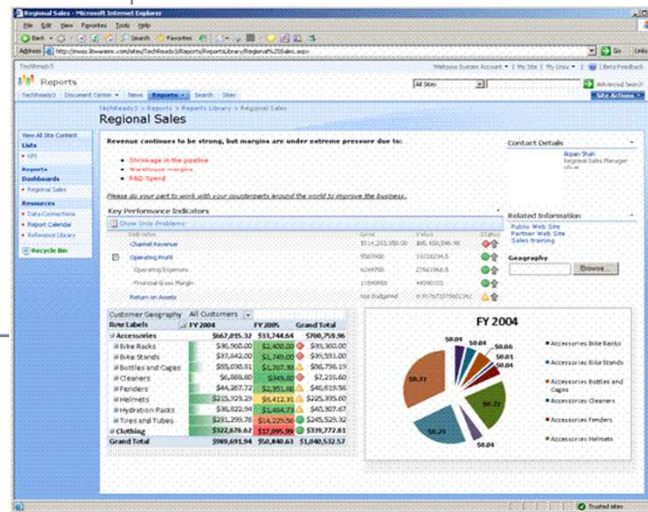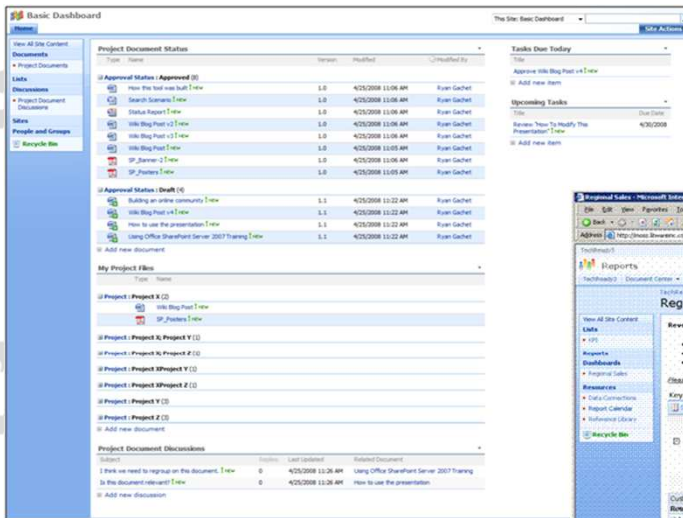
Tasks or figures or both – it's up to you ….

Improved search and retrieval

Federated search …..

Scoping the results
- Intranet
- My profile
- You tube

Etc. etc …
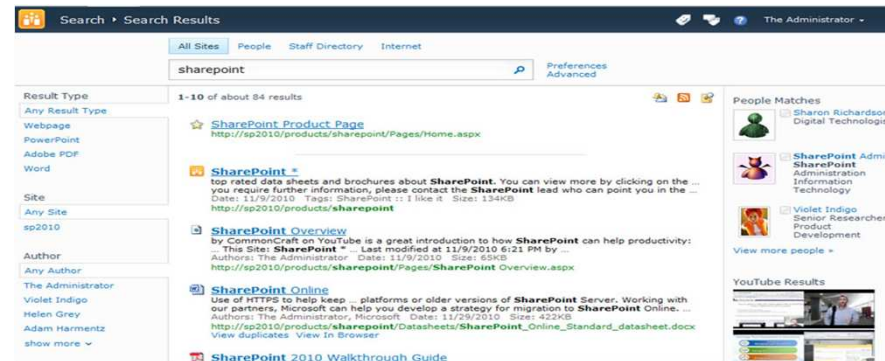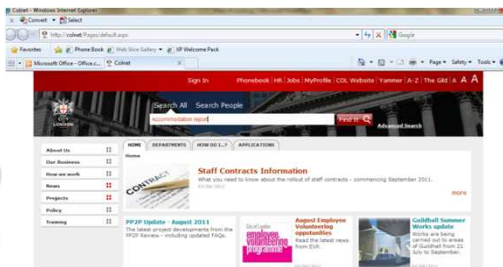
What are the next steps
Decide what to do with existing information

Information management

What information have we got ?
Top 10 file types total 14,214,132.38 Mb equating to 32,338,244 files. Who owns it ? What does it relate to ? Many of these files will be obsolete - 25% were created more than a year ago

What do we want to do with it ?
What is the City's ambition for Information management and what principles are to be established. How are we going to get there in bite size chunks ?

How should we organise it ?
Folder structures have been personal but need to be functionally based to aid flexibility, sharing and collaboration. Metadata must be consistent.

What are we going to move ?
Systems rationalisation, simplification of information store to aid search and findability

Do it ....
Restructure filestore, migrate to Sharepoint where appropriate. Training

Inventory → Strategy → Architecture → Plan Migration → Implementation

INFORMATION MANAGEMENT GOVERNANCE
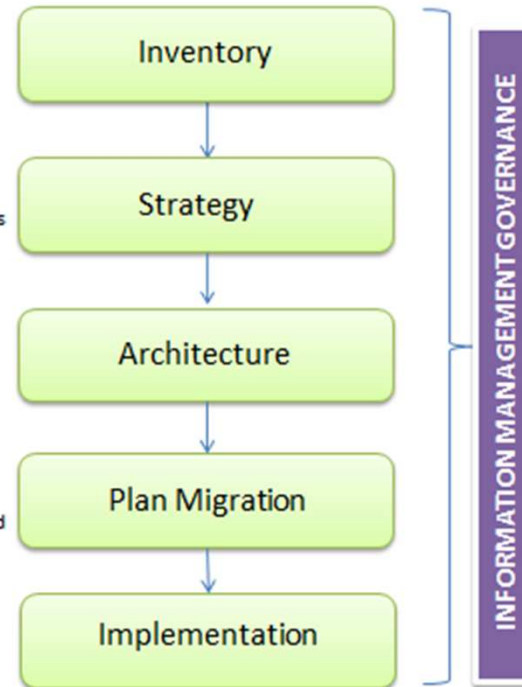
What are the next steps
What might it look like

MY SITE

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City of London Corporation

- 10,000 residents
- 300,000 workers
- 5.44m visitors per year
- Over 800 years old

- 3,500 employees
- 125 Elected Members
- Queen's Diamond Jubilee
- 2012 Olympics & Paralympics

Vision/Strategy

- Deliver world-class services and experience

- Improve organisational efficiency

- Use technology in innovative ways

- Use technology to deliver business change

- Leverage investment in Microsoft EA

- Partner for success

Business Drivers

- Improve customer service

- Facilitate channel shift & self service

- Enable 360° customer view

- Devolve content management into departments

- Create operational efficiencies

- Build core capabilities

Challenges

- Outdated technology no longer fit for purpose

- Organisational change & alignment

- Fragmented - unable to find relevant information

- Cumbersome processes and tools

- Difficult and slow to change and improve services

Online Programme Approach

- Use Microsoft Connected Government Framework

- Leverage core capabilities of integrated platform

- Create compelling and usable application designs

- Build common development and operational skills
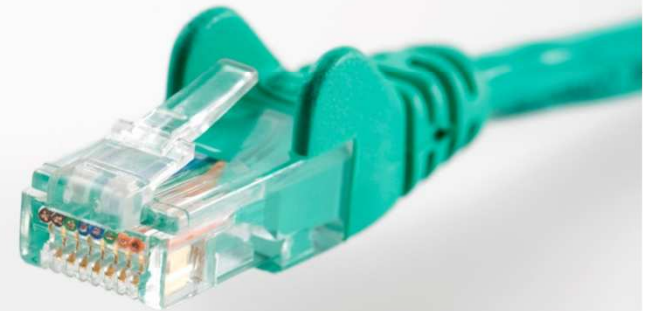
Online Programme Journey
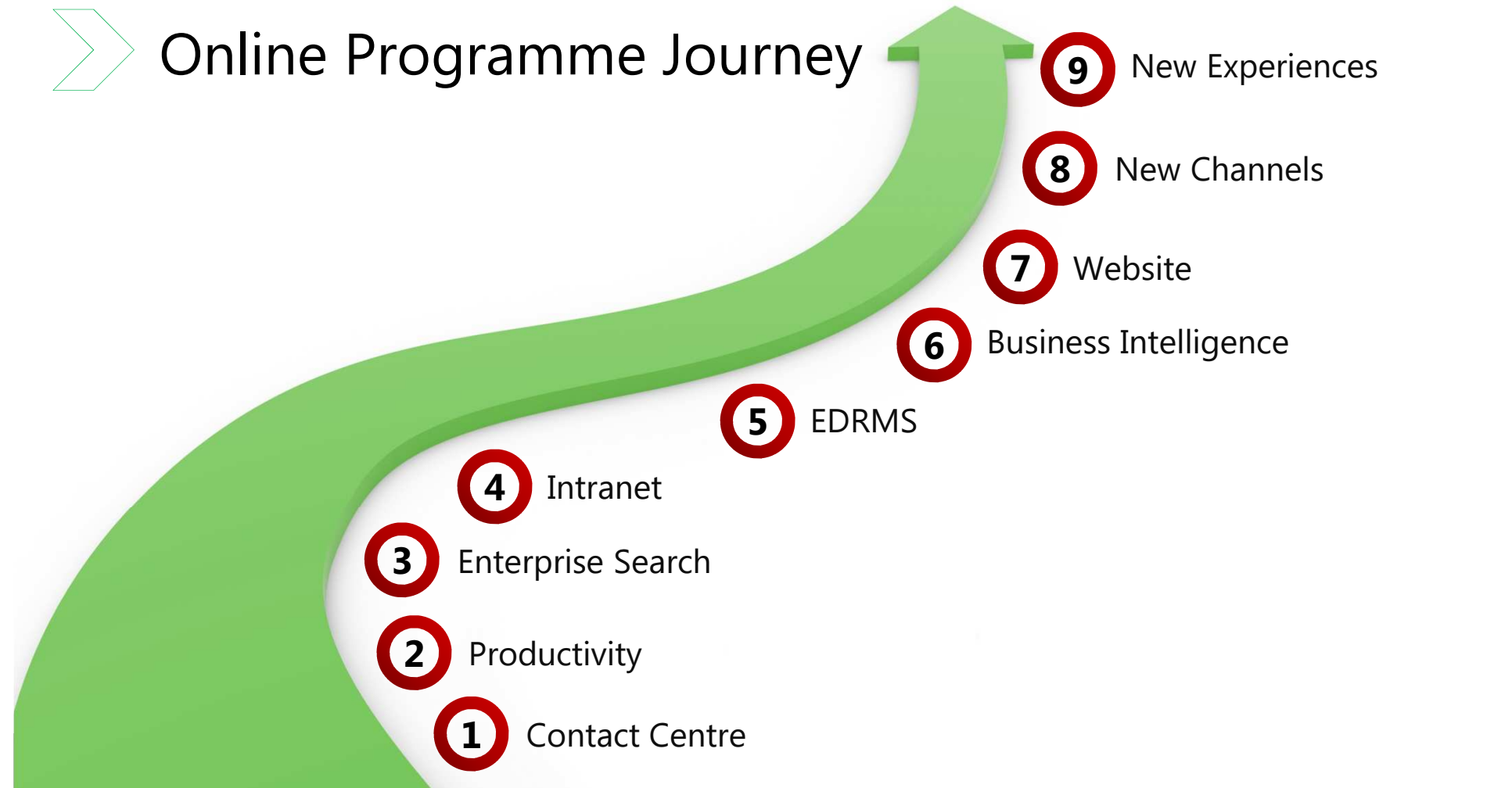
9 New Experiences

8 New Channels

7 Website

6 Business Intelligence

5 EDRMS

4 Intranet

3 Enterprise Search

2 Productivity

1 Contact Centre

New Website Preview

fortune cookie

Results & Benefits

- Better customer experience

- Easy to find useful information

- One version of the truth

- New ways of working collaboratively

- Building core competence and capability

- Employee engagement and peer sharing

- More efficient for the organisation

- Integrated platform for the future
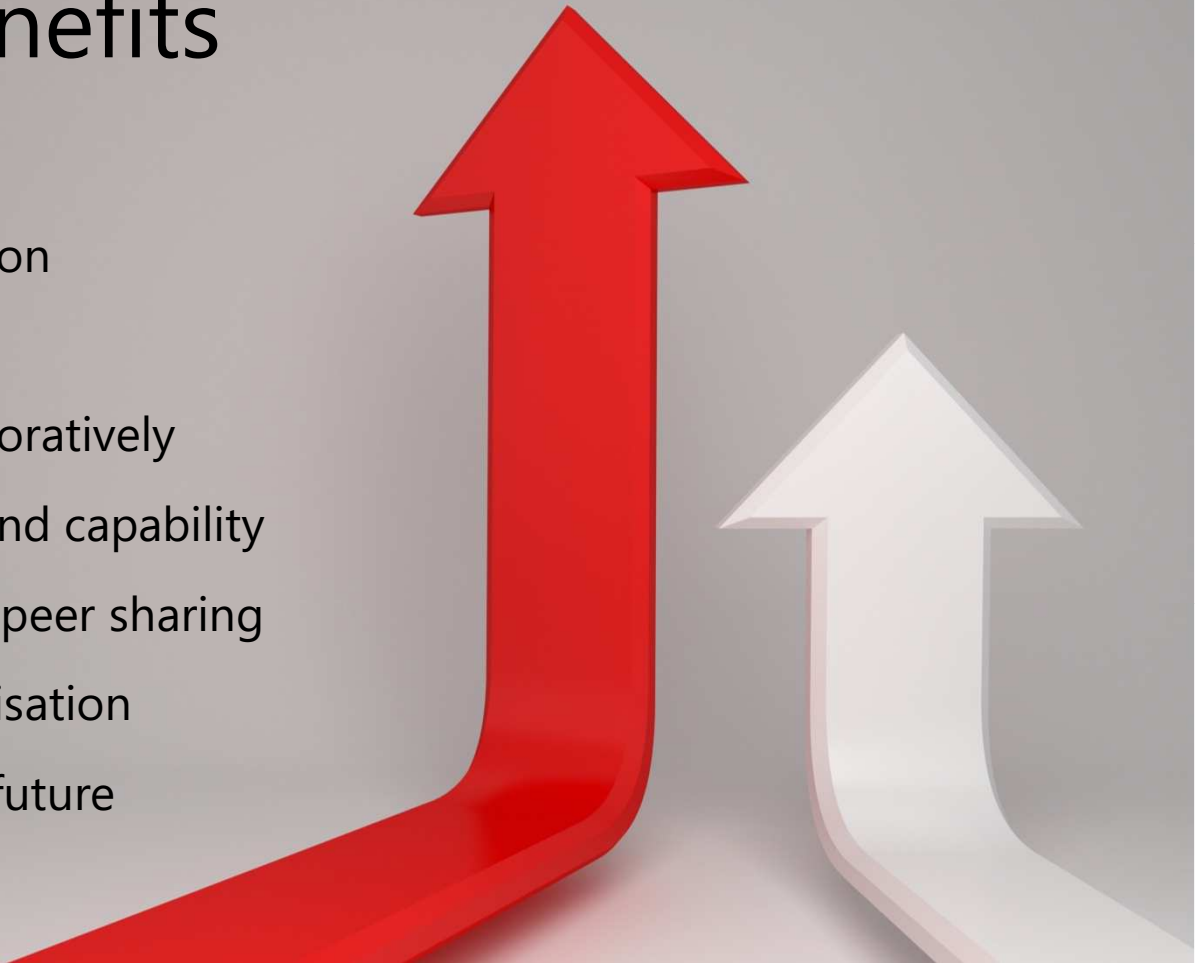
Learning & Insight

- Leverage internal and external partnerships

- Invest in an integrated platform for growth

- Engage employees for feedback and ideas

- Build skills and capabilities internally first

- Organise content around users (e.g. clusters)

- Foster teamwork and collaboration
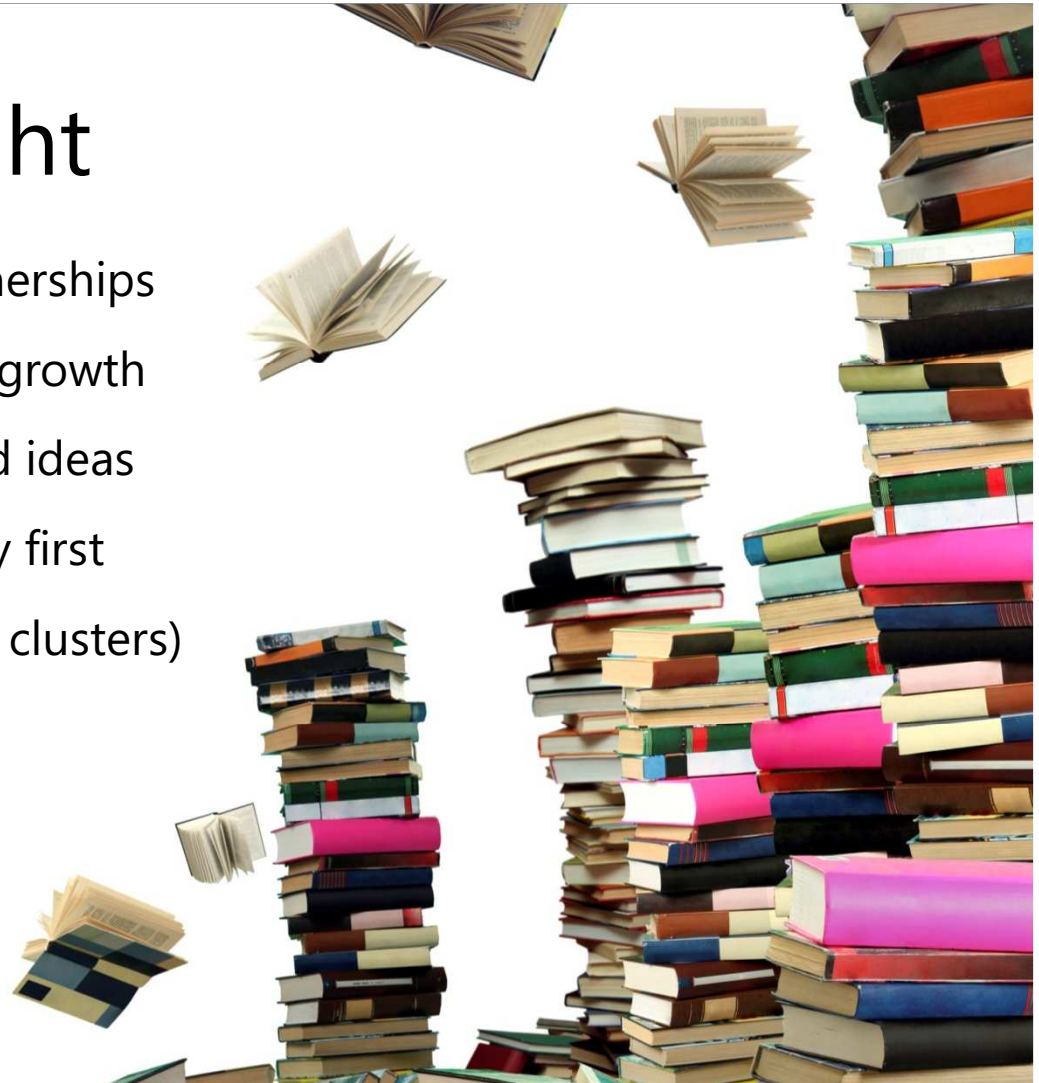
World Class City

- State-of-the-art platform

- Multi-channel delivery

- Accessible and valuable services

- Stakeholder engagement

- Continuous improvement

"Innovation is the creation of the new or the rearranging of the old in a new way"
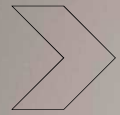
Contacts

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Committee(s):	Date(s):
Information Systems Sub Committee of the Finance Committee	17 May 2012

Subject: Members' Equipment Refresh – Update	Public
Report of: The Chamberlain	**For Information**

Summary

The purpose of this report is to update on the progress of the Members' Equipment Refresh and the iPad trial.

Recommendations

- That the security review of iPad, Blackberry and the Modern.Gov application currently underway is completed to confirm that there is appropriate protection in place for the sensitivity of the data to be stored on these devices.
- Following the satisfactory outcome of this review, that iPads are added to the list of equipment available to Members and moved from a pilot into business as usual.
- That the savings from reduced printing enabled by these devices are used to offset their costs.

Main Report

Introduction

1. This report details the current state of the roll-out of IT equipment and facilities to Members and reports on the iPad trial.

Current Facilities

2. The PCs in the Members' areas of the West Wing have all been upgraded to Windows 7, including stand-alone machines used for internet access.

3. All Members have been given a roaming profile as a result of the work on Windows 7 which means that all files used by Members will be stored on network drives rather than the local PC as was the case for some Members previously.

4. Members will be migrated to Outlook 2010 before the Olympic change restrictions come into force and once the upgrade to Exchange 2010 has been completed. This is likely to be during May.

5. Sixty five Members have a City of London laptop.

6. Members' Citrix applications have been upgraded to Office 2010.

7. Seventy one Members have a City of London BlackBerry. The City of London has recently signed a contract with O2 and plans are in place to migrate Members to 02 contracts later this year. A detailed plan will be developed for this migration and more details will be sent to Members nearer the time.

8. Forty eight Members have a City of London provided ADSL service. Members who are on the Claranet service will be migrated to the BT ADSL platform during 2012.

9. There have been three new Members to the Court so far this year Ms Wendy Hyde, Mr John Brewster and Alderman Peter Hewitt. Ms Hyde has been provided with equipment and Mr Brewster, who was a Member previously, also has City of London equipment. We are waiting to hear from Alderman Hewitt about his requirements.

10. Fifteen Members have chosen not to have access to City of London systems.

iPad Trial

11. Twenty eight further Members are now taking part in the iPad trial, making a total of 44.

12. A further six Members are using the Good technology for access to Corporate email on their own devices.

13. Feedback clearly demonstrates the advantages of these devices in respect to replacing the need for printed meeting papers and allowing Members to work more flexibly. In addition the following benefits were identified:
    a. Lightweight – iPads are considerably lighter than laptops
    b. Battery Life – An iPad can run for several days or more on a single charge
    c. Anywhere Access – connection is available via either mobile phone or WiFi access
    d. Ease of Access – An iPad starts up almost instantaneously where as a laptop can take several minutes.
    e. Replaces Paper documents and is considerably lighter than several sets of major committee's papers
    f. Security / Encryption – iPads are encrypted and therefore more secure than paper documents. An iPad can be remotely wiped, paper cannot.

14. Some negative feedback has also been received which includes:
    a. A committee Chairman may need paper copied of documents to enable fast switching between documents and the agenda.
    b. Annotation of committee reports is easier on paper.
    c. Creation of additional email folders is not currently possible within the Good application making filing of emails more difficult than using a laptop.

15. A report to the October 2010 IS Sub Committee stated: "Until recently, the City Corporation was circulating over 32,000 hard-copy agendas per annum to Members, officers, business organisations and members of the public at a cost of almost £132,000. The review was the first for many years and highlighted the need to make some positive changes in the way that committee-related information is circulated both internally and externally. Measures to reduce the circulation of hard-copy committee reports are continuing to be implemented, both internally and externally. Such measures reflect a more sustainable approach to accessing information and maximise the use of existing technologies. The use of new technologies such as modern mobile devices may complement that approach. It is anticipated that cost-savings will be realised as a result of the revised circulation arrangements."

16. The postage costs to deliver papers to Members were not included in the above financial assessment but recent increases in postal charges will see this increase significantly.

17. The Town Clerk's department are in the process of implementing a new Committee Minute system (Modern.Gov). This system will have an iPad

application to enable committee dates and committee papers to be transferred to iPads.

18. Other Members have expressed an interest in joining the trial and these Members have been added to a list of those who will be included in any further roll out..

Security / Risks

19. It should be noted that the Good Technology application that enables access to corporate email on iPads has been certified to handle Impact Level 2 (IL2[1]) data and Apple have submitted evidence to enable iPads to also be certified to that level. If an iPad is lost or stolen it can be remotely wiped of all data by the IS Division.

20. There are risks associated with storing emails and documents on iPad devices should may be lost or stolen. However, these devices are password protected and encrypted and can be remotely wiped by the IS Division.

21. The IS Division will work with the Town Clerk's department to ensure that security of iPads and the Modern.Gov application are assessed and appropriate controls put in place commensurate with the sensitivity of the information being handled by summer 2012.

22. Members should be aware that they have a responsibility to keep their devices secure. Passwords or usernames should not be written down and stored with the device. The IS Division must be notified if the device is lost or stolen so that it can be reset to factory defaults and all data removed. In addition data should be handled in line with the requirements detailed in the Data Protection Act.

23. Password complexity for iPads and Good technology have been set to a minimum of 4 characters to match that currently required on Blackberry devices. The IS Division recommends that this is reassessed with Members' input to ensure that sufficient security is in place in order to match the sensitivity of the data being handled. An eight character password is recommended.

Budgets

Revenue Budget:

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[1] IL1 = unrestricted, IL2=protect, IL3=Restricted – equivalent to Non-Public Marked Committee papers

24. The annual revenue budget for the Members' Project is £35,000; as of 29th February the total spend against this budget was £42,106.15. There is increased pressure on this budget from the increase in mobile devices and expenditure for the iPad trial.

Capital Budget

25. The original Capital Budget was £275,000 and there is £60,775 remaining in the budget.

Proposal

26. That the security review of ipad devices is completed as soon as practicable, including an assessment of the modern.gov ipad app for committee papers.

27. That, once this review is satisfactorily completed, iPads are adopted as a solution available to Members in order to enable them to contribute to reducing the number of printed committee papers.

28. That the savings from reduced printing enabled by these devices are used to offset the cost of them.

29. That existing Members laptops remain on Windows XP and are not upgraded to Windows 7 and if possible Members choose either a laptop or iPad as their City of London supplied device.

30. That Members recognise that they have a responsibility to keep their devices secure and that they do not store any sensitive data on these devices or allow that data to be accessed by others.

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Committee(s):	Date(s):
Information Systems Sub Committee of the Finance Committee	17 May 2012

Subject: Progress Report on Key Projects	Public
Report of: Chamberlain	For Information

Summary

This report summarises the progress made in implementing 18 key projects in the IS Work Programme for 2011/12 and introduces a revised list of 16 projects for 2012/13.

Further explanation is provided on projects which have been subject to major change, represent significant risk or where progress is rated as "amber" or "red".

As of the 23rd April the new CIO is in post and at the start of May is in the process of reviewing these projects and their progress. The various RAG Status and other measure will be amended as required as a result of this review.

Recommendation

That the report be received.

Main Report

Background

1. A report on the IS Division's work programme for 2011/12 was presented to your Committee in July 2011. It identified the 20 projects from the programme which were considered to be the most critical for the Sub Committee to monitor, either because of their strategic importance, size or Member involvement.

2. The IS Division's Work Plan is a rolling programme and this report provides a chart summarising progress for the projects for 2011/12 and introduces a revised list of projects for 2012/13.

3.	The report provides a short progress report on the most significant projects. Some of these projects feature in both of the charts, and to avoid duplication have been combined in this single report.

4.	The format of the report reflects the changes agreed by your Committee in January 2012 and now includes the direction of travel indicator and information on staff hours required to complete the projects.

5.	The report includes staff hours for new projects that have been formally established within the work programme. No estimates are included for previous projects which were already in existence, nor those that have yet to be formally approved. Estimates given are banded for presentational purposes. As the process is new, the level of detail provided will be refined in future reports.

6.	The process for monitoring actual time spent is being developed and results will be included when they are available.

PROJECTS 2011-12	Current Period RAG Status	Previous Period RAG Status	Direction Of Travel	Project Sponsor	Original Target Date	Current Target Date	Original Budget for 3rd party payments	Staff Hours In Project (Budget/ Used)	Notes
City's Web Site	AMBER	GREEN	→	Susan Attard	Jun 2012	Jun 2012	£818k		See main report for update.
EDRM (Phase 1) Migration	AMBER	GREEN	↘	Chris Bilsland	Aug 2010	Mar 2012	£220k		See main report for update.
Intranet (Phase 2)	N/A	N/A		Susan Attard	Sep 2011	Sep 2011	£0		Completed
Business Intelligence Phase 1 - Energy	N/A	GREEN		Peter Lisley	April 2012	April 2012	£113k		Completed
IS Review (Phase 2) – Restructure & Refocus	N/A	GREEN		Chris Bilsland	Jan 2012	Jan 2012	£0		Completed
IS Review (Phase 3) – Sourcing Options	N/A	GREEN		Chris Bilsland	Sep 2011	Oct 2011	£0		Completed
Windows 7 Upgrade	AMBER	GREEN	↘	Bill Limond	Jan 2011	May 2011	£1.4m		See main report for update.
Windows 7 (Phase 2) – Remote/Mobile/ Offline	GREEN	RED	↑	Bill Limond	July 2012	TBC	£0		Roll out of iPads and Good technology to the trial group has progressed and feedback received.
Payroll and Human Resources (iTrent) Phase 2a – Recruitment	GREEN	GREEN	↑	Chrissie Morgan	Jun 2012	Jun 2012	£10k		The web view has been built and demonstrated to the users' satisfaction. Servers to support the live service are currently being built in time for the website launch in June.

Project	Status 1	Status 2	Trend	Owner	Start	End	Cost		Comments
Property Management (Manhattan replacement)	WHITE	WHITE		Peter Bennett	Tbc	Tbc	Tbc		A report analysing the risks associated with continuing to run the existing system was provided for the February meeting of the IS Strategy Board. Remedial security work is being progressed.
Swift (Social Services system) Replacement	GREEN	WHITE	↑	Neal Hounsell	Apr 2013	Tbc	£125k		Procurement process has started with an intended supplier selection in August 2012.
Port Health System	AMBER	GREEN	↘	David Smith	Dec 2011	Dec 2011	£150k		See main report for update.
Committee Management System replacement	GREEN	GREEN	↑	Susan Attard	May 2012	May 2012	£30k to £50k		See main report for update.
Cleansing Re-Tender project	N/A	GREEN		Phillip Everett	April 2012	April 2012	£0		Completed.
Exchange 2010 (Email) Upgrade	AMBER	AMBER	→	Bill Limond	Dec 2011	April 2012	£110k		See main report for update.
CityUK move to MS Office 365	AMBER	WHITE	↘	Bill Limond	Tbc	Mar 2012	£0		See main report for update.
Disaster Recovery Review	GREEN	WHITE	↑	Bill Limond	Dec 2012	Tbc	£0		Currently working with the City Surveyor to establish the building requirements for a move to the LMA offices which will inform the project cost.
Project Athena	WHITE	WHITE		Chris Bilsland	Tbc	Tbc	£500k		Watching brief on 2 initiatives: Tri-Borough Vendor Neutral Managed services and One Oracle Joint Service. Both are at EU tender stage.

PROJECTS 2012-13	Current Period RAG Status	Previous Period RAG Status	Direction Of Travel	Project Sponsor	Original Target Date	Current Target Date	Original Budget for 3rd party payments	Staff Hours In Project (Budget/ Used)	Notes
City's Web Site – Ph1	AMBER	GREEN	→	Susan Attard	Jun 2012	Jun 2012	£818k		See main report for update.
City's Web Site – Ph2	WHITE			Susan Attard	Tbc	Tbc			
Business Intelligence Phase 2	WHITE			Peter Lisley	Tbc	Tbc			
Committee Management System replacement	GREEN	GREEN	↑	Susan Attard	May 2012	May 2012	£30k to £50k		See main report for update.
Committee Management System – phase 2	WHITE			Susan Attard	Tbc	Tbc			
IS Review (Phase 3) – Sourcing Options	WHITE			Chris Bilsland	Tbc	Tbc			Scope to be confirmed.
Windows 7 (Phase 2) – Remote/Mobile/ Offline	GREEN	RED	↑	Bill Limond	July 2012	TBC			Roll out of iPads and Good technology to the trial group has progressed and feedback received.
Payroll and Human Resources (iTrent) Phase 2a – Recruitment	GREEN	WHITE	↑	Chrissie Morgan	Jun 2012	Jun 2012	£10k		PID for the overall three year programme approved December 2011. This project covers the recruitment module.
Property Management (Manhattan replacement)	WHITE	WHITE		Peter Bennett	Tbc	Tbc	Tbc		Remedial security work is being progressed.

Swift (Social Services system) Replacement	GREEN	WHITE	↑	Neal Hounsell	Apr 2013	Tbc	£125k		Procurement process has started with an intended supplier selection in August 2012.
Disaster Recovery Review	GREEN	WHITE	↑	Graham Bell	Dec 2012	Tbc	Tbc		Currently working with the City Surveyor to establish the building requirements for a move to the LMA offices which will inform the project cost.
Mobile telephony migration	GREEN	WHITE	↑	Graham Bell	Mar 2012 ongoing		SAVING £608k over 5 years	<100 hours plus 1 hour for each user to have their phone SIM changed	A PP2P initiative involving the migration of mobile phones from Vodafone to o2. Migration of individual users is dependent upon the timing of existing contracts.
Managed Print Service	GREEN	WHITE	↑	Graham Bell	Jun 2012		SAVING £326k over 5 year contract	300 - 400 hours plus user input during the audit of requirements	A PP2P initiative. Contract signed with Konica to provide a single umbrella contract for all multi function (print/scan/copy) devices. Currently working with Konica on a detailed study of office requirements.
Oracle R12	WHITE			Chris Bilsland	Tbc	Tbc			
Accommodation moves	WHITE				Tbc	Tbc			
Sharepoint document management	WHITE				Tbc	Tbc			

Comments on Selected Projects

City's Web Site (Amber)

7.	The website project is on schedule to deliver on time in June.

8.	A slight delay has been incurred whilst a problem with the workflow was investigated and fixed. The workflow enables a content page to progress through a predefined approval process, starting with the page editor before progressing to the cluster composer and finally to the Public Relations Office for publishing.

9.	This process enables the necessary quality control to be exercised and is automated to ensure that the correct stages are followed. The delay has not however, prevented the pages of content from being created, and over 50% of the expected number is now ready for review.

10.	In view of the delay, corrective action has been taken but the project is currently Amber whilst the population of content work continues.

11.	Phase two of the project, which will commence after the site is live, includes the merging of other City websites into the new website, the residual transaction development and the decommissioning of the old infrastructure.

Windows 7 and Exchange 2010 Upgrade (Amber)

12.	The rollout of both Windows 7 as the new desktop operating system and Exchange 2010 as the email service is now largely complete.

13.	The new software has been well received now that the majority of initial performance issues have been overcome.

14.	There remain a number of users who continue to use Windows XP and Exchange 2003 as they require desktop software that is not compatible with Windows 7. Discussions are ongoing with the users and suppliers in order to manage this legacy situation. The upgrade of laptops is the final stage and progressing to schedule.

Port Health System (Amber)

15.	The two Port Health locations at Thamesport and Tilbury were live using the new system by the end of January 2012.

16.	Two issues are still being dealt with relating to the interface with CBIS, the City's general ledger, for which some additional development work started

in April and with macros needed for printing for which a solution has been identified but not yet rolled out to all users.

Committee Management System (Green)

17. Implementation of Modern.gov is progressing well. The system will deliver the ability to manage the committee diary and papers as well as providing new benefits to Members through the integration of the diary with Outlook calendars. All users will have the ability to access the public papers initially through an "App" for use on iPads.

EDRMS Migration (Amber)

18. All Sharepoint development work is complete. Adult Social Care and Building Control are now using the live service having had their documents migrated from R/KYV Opentext.

19. There was a slight delay in the migration of the Building Control service due to the volume and size of documents to be moved (over 300 Gb) which took longer than expected due to processor problems. This has had a knock on effect to the final Pensions service which is currently being migrated.

City Uk move to MS Office 365

20. The City Uk have been using Microsoft's online business productivity suite (BPOS) since June 2010. Microsoft upgraded their online service to Office 365 and provided a transition date of March 2012. Microsoft does not provide a test environment for their online services and therefore it was not possible to confirm whether the City Uk would be affected by the transition.

21. Following the transition, a number of features would not work in the expected way and users were adversely affected. Workarounds are being implemented wherever possible and this activity is ongoing.

Conclusion

22. The IS Division's work programme continues to make good progress, with a number of projects completed on time, no projects rated as "red" and action being taken to manage the position on the "amber" projects.

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