

INFORMATION TECHNOLOGY SUB (FINANCE) COMMITTEE

Tuesday, 10 July 2018

Minutes of the meeting of the Information Technology Sub (Finance) Committee held at Guildhall, EC2 on Tuesday, 10 July 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
Alderman Andrew Parmley
James Tumbridge

Officers:

Lorraine Brook	- Town Clerk's Department
Paige Upchurch	- Town Clerk's Department
Mel Richardson	- Town Clerk's Department
Sean Green	- Chamberlain's Department
Matt Gosden	- Chamberlain's Department
Samantha Kay	- Chamberlain's Department
Neil Hocking	- Chamberlain's Department
Kevin Mulcahy	- Chamberlain's Department
Sam Collins	- Chamberlain's Department
Paul Wilkinson	- City Surveyor
Richard Steele	- Department of the Built Environment
Gary Brailsford-Hart	- City of London Police

In Attendance:

Eugene O'Driscoll - Agilysys

1. APOLOGIES

Apologies for absence were received from Hugh Morris.

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

There were none.

3. MINUTES OF THE PREVIOUS MEETING

The Sub Committee considered the minutes of the last meeting held on 31st May 2018.

RESOLVED: That the public minutes of the meeting held on 31 May 2018 be approved as an accurate record.

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.

In respect of item 5 (GDPR Mazars Audit), the Comptroller & City Solicitor advised Members that a draft report had been received from Mazars and shared with the Chairman but was still being considered to ensure there were no inaccuracies. The Comptroller & City Solicitor added that the report referenced the City Corporation's material compliance with the General Data Protection Regulation (GDPR) and the issue of uniform retention schedules, a matter that had previously been considered by the Sub-Committee. It was noted that the final report, with comments, would be submitted to the September meeting for consideration.

RESOLVED – That the list of outstanding actions from previous meetings be noted.

5. **WORK PROGRAMME FOR FUTURE MEETINGS**

The Sub-Committee received a report of the Town Clerk and The Chamberlain detailing those reports that were scheduled to be submitted to the Sub-Committee through to January 2019.

RESOLVED – That the rolling programme of reports to the Sub-Committee be noted.

6. **INTERACTIVE DIGITAL SESSION - BILLINGSGATE MARKET APP**

The Sub-Committee received an interactive demonstration, from the Billingsgate Market Manager, of the Piranha mobile stock control app which was in-use at Billingsgate Market.

Members were advised that the app had been only recently been introduced in an effort to streamline administrative processes in respect of the requisition and allocation of stock which had previously involved a lot of paper work and manual data entry. Whilst the impact of the app was yet to be properly known, it was expected to save approximately one hour per week due to a reduction in manual entry tasks and enhanced stock control. In respect of costs, it was noted that in addition to the set-up cost of £2,627.06 and £120 per device, there was also an annual fee of £2,735 which was not cost prohibitive and allowed the app to be used across all of the City Corporation's markets.

In response to a question, the Market Manager commented that the app was not integrated with any internal financial systems or corporate solutions such as CBIS but that this would be preferable in the future. In noting that the app was not a bespoke product, albeit it had been developed to appropriately meet the Market's needs, the Chairman commented that use of a 'buy not build' product on this occasion had been the best solution.

RESOLVED – That the update in respect of the Piranha app be noted.

7. IT TRANSFORMATION PROGRAMME - UPDATE REPORT

The Sub-Committee received a report of The Chamberlain regarding an update on the IT Transformation Programme which included the end-user device refresh, the Local Area Network (LAN)/Wi-Fi, Fileservers and Citrix and GJR exit.

Members were advised that the Desktop Transformation element of the Programme was now complete and the Network Programme was proceeding to budget and plan. The IT Director commented that projects would now be prioritised in accordance with the allocated funds.

A Member commented that it was important for the business benefits and outcome focus of all work streams to be set out for Members in future reports to the Sub-Committee so Members could be clear as to how technology was aiding the City Corporation's business outcomes. The Chairman commented that this tended to be reported at the Gateway 7 stage to the Projects Sub (Policy & Resources) Committee and therefore all future Gateway 7 reports which involved IT projects should also be submitted to the Information Technology Sub-Committee for information.

In response to a question regarding delays to progress as a result of installation challenges, the Head of IT Projects commented that the division had been working hard to address those challenges by highlighting the on-going cost implications arising from delayed works with specific individuals. It was added that the City Surveyor was aware of the matter and happy to assist, where possible, in respect of the City Corporation's operational sites. Members stressed that on-going difficulties must be flagged to the Sub-Committee particularly where there would be cost implications.

RESOLVED – That the IT Transformation Programme Update report be noted.

8. IT DIVISION - IT SERVICE DELIVERY SUMMARY

The Sub-Committee received a report of The Chamberlain regarding the City Corporation's IT service delivery throughout May 2018 and performance against a number of Key Performance Indicators (KPIs) during this period including telephony availability, customer satisfaction and network availability.

The IT Director commented that there was an increased focus was on customer satisfaction and referred to the performance dashboard and trend graph within the report to highlight how customer satisfaction had increased. It was noted that the dashboard currently focused on the City Corporation's performance as the Police Transformation Programme was on-going. In response to a query regarding the proposal to move London Councils to the cloud environment, the IT Director advised Members that discussions were underway with London Councils Management as to how and when the move would take place.

RESOLVED – That the IT Service Delivery Summary report be noted.

9. **CUSTOMER RELATIONSHIP MANAGEMENT PROJECT UPDATE**

The Sub-Committee received a report of The Chamberlain regarding the Customer Relationship Management Project and the future timescales for implementation of City Services and City Dynamics.

A Member commented on references within the report to the “approaching General Data Protection Regulation (GDPR) legislation” when the new legislation had now been introduced. It was suggested that the report failed to give regard to the Data Protection Act 2018, which took a wider view on data protection issues beyond GDPR and assurances were sought that this was not the case.

Further comments were made in respect of the decommissioning of CRM 2011 and a query was raised regarding the decommissioning of the infrastructure which, was secondary to the cleansing and deletion of non-compliant data, as this seemed to be an unnecessary procedure.

With regards to the decision that had already been taken that no Contact Centre customer data from CRM 2011 would be migrated to City Services and customers would be asked to sign up for a new account and give express consent to hold their data, in line with GDPR, clarification was sought as to whether this included personal data or transactional data only. In response, the IT Director informed Members that full consent would be requested where members of the public were entering data that would be stored for three years but where no accounts were created, the data would not be held. It was further commented that all transactional data would be anonymised for analysis purposes. In response to a question from a Member, the IT Director replied that any customer data that was provided prior to 2013, would not be migrated to the new City Services platform and would be deleted once the new system goes live.

In light of the comments raised by Members and requests for clarification regarding the reconciliation of personal data held or deleted as a result of the City Services and City Dynamics projects and the introduction of GDPR and the Data Protection Act 2018, it was suggested that a further report be submitted the Sub-Committee for consideration.

RESOLVED – That a further report about the Customer Relationship Management Project and the management of customer data (in accordance with GDPR and the Data Protection Act 2018) be submitted to the next meeting of the Sub-Committee for consideration.

10. **GUILDHALL WORKPLACE UTILISATION PROGRAMME - UPDATE REPORT**

The Sub-Committee received a joint report of The Town Clerk, The Chamberlain and the City Surveyor regarding the Guildhall Workplace Utilisation Programme.

The City Surveyor commented that the City Surveyor’s department was working closely with the IT division and Human Resources to progress each of the workstreams and, despite some delays, the IT Transformation Programme was producing good outputs, particularly with regards to remote working which was tested during the bad weather in early 2018 and the anticipated decant from Walbrook Wharf by the end of 2018.

With reference to the focus of the Agile Working Group on the introduction of new ways of working with new technologies and a shift of culture around behaviours and expectations, the Chairman commented that this report had been submitted to the Sub-Committee due to the significance of having the right IT Infrastructure in place across the City Corporation. It was noted that investment into the project would continue to deliver important outcomes and better, more flexible ways of working across the organisation.

RESOLVED – That the report, and the progress being made in respect of the Guildhall Workplace Utilisation Programme, be noted.

11. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE

Patching and laptop updates

The Chairman mentioned that, during an earlier meeting of another committee a laptop, which was in-use for presentational purposes, had started updating halfway through a presentation. Officers were asked if it was possible to delay automatic updates, so meetings were not disrupted. The Director of IT commented that City Corporation laptops were subject to patching on an automated basis but communications around the patching timetable and scope to delay updates would be explored.

12. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items of urgent business.

13. 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.

14. NON-PUBLIC MINUTES OF THE PREVIOUS MEETING

The Sub-Committee considered the non-public minutes of the meeting held on 31 May 2018.

RESOLVED: - That the non-public minutes of the meeting held on 31 May 2018 be approved as an accurate record.

15. OUTSTANDING ACTIONS FROM NON-PUBLIC MINUTES OF PREVIOUS MEETINGS

The Sub-Committee received a joint report of the Town Clerk and The Chamberlain which provided updates of non-public outstanding actions from previous meetings.

RESOLVED:- That the report be noted.

16. CR 16 INFORMATION SECURITY RISK

The Sub-Committee considered a report of the Chamberlain regarding CR16 information risks.

RESOLVED:- That the report be noted.

17. IT TRANSFORMATION PROGRAMME - IT STRATEGY UPDATE REPORT

The Sub-Committee received a report of the Chamberlain regarding the City of London Corporation and City of London Police IT Strategy. The Chairman, having reviewed the content of the report and with the Sub-Committee's agreement, moved the report into the public domain whilst the appendices to the report remained not for publication.

The IT Director explained that this item had been brought back to the Sub-Committee as Members had not previously had the opportunity to consider the Executive Summary and Design Principles (Appendix 1) and there had been a number of inconsistencies between the City of London Corporation and City of London Police strategies. The Chairman commented that the points made in the previous meeting had now been sufficiently addressed.

With reference to the inspection regime and whether the City of London Police should have a separate IT Strategy, Members were advised that a separate document was not necessary so long as it adequately demonstrated the City of London Police's approach to managing specific risks and planning for future business and operational needs.

RESOLVED: - That the updated City of London Corporation and City of London Police IT Strategy and Roadmaps be approved.

18. PLANNING AND REGULATORY SERVICES CASEWORK MANAGEMENT SYSTEM (PRSCMS) PROJECT - GATEWAY 3/4 OPTIONS APPRAISAL

Members considered a Gateway 3-4 Detailed Options Appraisal report of the Director of Markets and Consumer Protection and the Director of the Built Environment relative to the Planning and Regulatory Services Casework Management System (PRSCMS) project.

The Chairman commented that he had requested that this report be submitted to

19. IT DIVISION RISK UPDATE

The Sub-Committee considered an update report of The Chamberlain regarding IT Divisional risk. Members agreed that the report should not be exempt from publication and the report therefore moved into the public domain. Given the level of detailed discussion that Members wished to have, the item was considered in the non-public section of the meeting on the basis that the details within the appendices to the report remained not for publication.

RESOLVED:- That the recommendations in the report be approved and a further recommendation regarding CR-25 be approved.

20. NATIONAL POLICING PROGRAMMES - UPDATE REPORT

The Sub-Committee received an update report of The Chamberlain regarding National Policing Programmes.

RESOLVED:- That the report be noted.

21. **BRIEFING ON THE IDOX UNIFORM APPLICATION FAILURE JANUARY 2018**
The Sub-Committee received a report of The Chamberlain which provided a briefing on the City of London Corporation's IDox Uniform Application and Planning Portal failure which began on 30th January 2018 and was resolved on 13th February 2018.
22. **WAIVER REPORT - MDRS SYSTEM SUPPORT FOR CITY OF LONDON POLICE**
Members received a late report of The Chamberlain regarding a waiver application for an external contract extension.
23. **ACTION TAKEN BETWEEN MEETINGS**
The Sub-Committee received a report of the Town Clerk which described the action taken under urgent authority since the last meeting.
24. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
There were no non-public questions.
25. **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 3.42 pm

Chairman

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