Committee(s)	Date(s):
Finance Committee – For Information	13th November 2018
Subject: IT Division – Quarterly Member Update	**Public**
Report of: The Chamberlain	**For Information**
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Summary

This report updates Members on the work of the IT Division and the key areas of progress for the second quarter 2018.

   i.   IT Strategy updates for the City of London Corporation (CoL) and City of London Police (CoLP) were agreed by the IT Sub-Committee;
   ii. Phase 1 of the IT Transformation programme is now completing with closedown activities. Phase 2 scoping has been completed with financial proposals being presented to relevant committees during November and December to align funding requirements with the update of the Medium-Term Financial Strategy (MTFS);
   iii. The IT Division have started the review that will lead to the procurement of new IT services to replace the current contract in place with Agilisys;
   iv. The new CRM system for the contact centre has gone live. New CRM capabilities going live shortly for Strategic Engagement (Economic Development) and the Events teams;
   v.   A new Digital Strategy is being developed for the Corporation and City of London Police;
   vi. Current 2018/2019 Q1 service performance achieved for both City of London Corporation and the City of London Police.

Members are asked to:

Note the progress report on key strategic improvement projects and IT Service performance:

Main Report

Background

1. The IT Division provides services to the City of London Corporation, City of London Police and London Councils. 5 main functions are provided from the in-house IT team: i) IT Finance and Performance Management ii) Change and Engagement Management iii) Projects and Programmes Management iv) IT Operations and Service Management and v) Police IT Services. This report updates on progress on IT Transformation, Key projects and current performance of IT delivery against the service delivery KPI's set out in the Chamberlain's Business Plan in April 2018.

Phase 2 IT Strategy and Transformation Programme CoL and CoLP

2. The Phase I desktop platform has been delivered and is in live use, supported by the Operational Service teams in CoL IT Division and Agilisys. The Desktop Transformation Programme has successfully delivered a much-improved technology platform, and this has been achieved in an environment where there has historically been a lack of investment in the desktop estate. The Network Transformation Programme has been successfully delivered and is now entering the closedown phase. The benefits of the Network Transformation Programme include: enhanced service levels with 24x7 monitoring for faster remediation of any issues; enhanced Wi-Fi coverage in the Gild and other main CoL and CoLP sites; and enhanced resilience of the overall network infrastructure with new network circuits and hardware installations.

3. During October CoL IT have been running a campaign with the support of the Communications team called CoLaborate to raise awareness of the new Microsoft tools that are availability to staff that enables modern digital and collaborative working – this also included an insight lunch where over 50 colleagues attended and heard a keynote presentation from a colleague at the London Borough of Croydon who was live on Skype for business presenting from Croydon to CoL colleagues at the Gild. An example of one of the Office 365 dashboards that is regularly reviewed is detailed in Appendix A.

IT Sourcing Plan Post 2020

4. The IT services provided by Agilisys include: Service Desk, End User Support (for the desktop based on PCs, laptops and mobile devices), Infrastructure as a Service (IaaS) providing data storage and servers to run applications, Website hosting and support, Oracle system hosting and support, Business Rates and Council tax application hosting and support and Ad-hoc project management services.

5. The current Agilisys IT Services contract ends in August 2020 with no options for any further extensions. The current Agilisys contract is based on what was best-practice standards for IT service provision and management in 2012/13 when the contract was written. As a first-time outsourcing for IT services, a significant amount of change has happened to the core IT service during the implementation and business-as-usual delivery of the contract.

6. The IT team has started work with the IT Category Manager in Procurement to investigate options for sourcing the next generation of contract(s). A report on this is going to the IT Sub-Committee in November with Member engagement planned during the next two months to help support an understanding of requirements and key business drivers for a new IT services contract. Once a procurement process has started it is proposed that a Member reference group is formed, made up of Members of the IT Sub-Committee and the Procurement Sub-Committee.

CRM Project

7. The CRM Project has replaced the current Corporate CRM (CRM 2011) with two separate solutions. City Dynamics (Dynamics 365) will provide functionality to manage the Corporation's Strategic Engagement activity and Events. City Services (Firmstep) has been implemented in the Contact Centre for managing customer transactions including reports, applications, bookings and payments. Firmstep will also provide a customer portal for online transactions. City Dynamics is being implemented in Strategic Engagement and should be implemented in Events by January 2019 (this date is dependent on business user resource availability for system testing).

Digital Strategy

8. A one-page summary digital strategy has been developed jointly by the Corporate Strategy and Performance team and the IT Division - it sets out four outcomes:

    - Engagement - Communities benefit from the information presented through digital engagement tools;
    - Smarter - Communities benefit from the addition of smart technologies.
    - Insight and Analytics - Officers benefit from the acquisition, analysis and use of vast sets of data;
    - Co-ordination - Officers benefit from the sharing of information via joined-up digital platforms.

    This is currently being agreed by Officer committees prior to being shared with Member committees in the next few months.

IT Service Performance

9. There was 1 P1 incident for CoL (67%) out of the 2-hour target which was resolved in 2 hours and 39 minutes and was caused by a fault in a switch in the IaaS datacenter. All other SLA's targets were achieved.

IT Service Performance (SLA with Agilisys is monthly so a yearly average does not necessarily reflect their performance across the year)	Fixing Issues		Application Availability			
	P1 incidents fixed within 2hrs (98%)	P2 incidents fixed within 6hrs (98%)	Application availability (99%)	Telephony Availability (99.5%) moved to Freedom. From 1st September	Datacentre LAN Availability (99.9%)	Corporate Network Availability (99.5%) moved to Freedom. From 1st September
	CoL 67%* CoLP 100% *Just 1 incident resolved out of SLA	Col 100% CoLP 100%	Col 100% CoLP 100%	CoL 100% CoLP 100%	CoL 100% CoLP 100%	CoL 100% CoLP 100%

10. Customer Satisfaction levels against an SLA of 80% were:

	Apr-18	May-18	Jun-18
CoL	84%	88%	87%
CoLP	100%	96%	100%

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Appendix A – Office 365 Tools take-up at the City of London Corporation

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