INFORMATION TECHNOLOGY SUB (FINANCE) COMMITTEE

Friday, 2 November 2018

Minutes of the meeting of the Information Technology Sub (Finance) Committee held at Guildhall, EC2 on Friday, 2 November 2018 at 1.45 pm

Present

Members:
Deputy Jamie Ingham Clark (Chairman)
Randall Anderson (Deputy Chairman)
Deputy Keith Bottomley
John Chapman
Jeremy Mayhew
Sylvia Moys

Officers:

John Cater	-	Town Clerk's Department
Richard Holt	-	Town Clerk's Department
Bob Roberts	-	Director of Communications
Melissa Richardson	-	Town Clerk's Department
Peter Kane	-	Chamberlain
Kevin Mulcahy	-	Chamberlain's Department
Sean Green	-	Chamberlain's Department
Sam Collins	-	Chamberlain's Department
Mohamed Hussain	-	Chamberlain's Department
Michael Cogher	-	Comptroller and City Solicitor
Gary Brailsford-Hart	-	City of London Police
Andrew Bishop	-	City of London Police

In attendance:

Eugene O'Driscoll	Agilisys

1. **APOLOGIES**
   Apologies were received from Tim Levene, Alderman Sir Andrew Parmley and James Tumbridge.

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**

The IT Sub-Committee considered the public minutes of the meeting held on 10 July 2018.

<u>Matters arising from the Minutes</u>

A Member asked for feedback on the use of the Piranha mobile stock control application at Billingsgate Market. The IT Director responded that discussions had been taking place on the cost effectiveness of the Piranha App and whether the App's implementation at other markets would be appropriate. It was agreed that a report be presented to the next meeting of the IT Sub-Committee to provide Members with an update on the Piranha Application.

Replying to a Members comment on GDPR and CRM, the Chairman explained that it would be more suitable for these discussions to take place at the relevant items later in the agenda.

RESOLVED: That the public minutes of the meeting held on 10 July 2018 be approved as an accurate record.

4. **OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS**
   The IT Sub-Committee considered a joint report of the Town Clerk and the Chamberlain which provided updates of outstanding actions from previous meetings. The report also provided information of the IT Sub-Committee's proposed work plan for forthcoming meetings.

   RESOLVED: That the Outstanding Actions report be noted.

5. **WORK PROGRAMME FOR FUTURE MEETINGS**
   The IT Sub-Committee received a report of the Town Clerk and the Chamberlain detailing those reports that were scheduled to be submitted to The IT Sub-Committee through to May 2019. The Chairman commented that the report displayed the considerable work which the IT Sub-Committee oversaw.

   RESOLVED: That the Work Programme be noted.

6. **CUSTOMER RELATIONSHIP MANAGEMENT PROJECT UPDATE**
   The IT Sub-Committee received a report of the Chamberlain on the approach for managing personal information across both City Dynamics and City Services. It was noted that the report was produced to answer Members queries at the last meeting of the Information Technology Sub-Committee.

   RESOLVED: That the Customer Relationship Management Project Update be noted.

7. **CHANGE AND ENGAGEMENT ADOPTION PLAN**
   The IT Sub-Committee received a report of the Chamberlain regarding an update on the Change and Engagement Adoption plan. The report informed Members that since the IT transformation Programme completed in February 2018 there had been a steady increase in the adoption of new Office 365 technologies. The report also noted that the IT Division continued to encourage

further adoption including through the 'Collaborate' campaign and this would continue with the rollout of Microsoft Teams. The Head of Change and Engagement noted that there was an error in paragraph 2 and the 'h' should read 'has'.

The Chairman highlighted that the use of the Skype application was particularly useful for offsite working. A Member asked the IT team how best Members should organise the IT training and queried whether a more formal programme of training was due to be implemented. The Director of IT clarified that Member training was planned to take place on a one to one basis on request by Members.

In addition, the Chairman highlighted the issue that City of London Corporation Licensing department wasn't fully engaging with the SharePoint system and asked for the department to be made aware of its facilities. A Member noted that for some members of City of London Corporation staff the use of applications such as Skype was not always practical due to working pattern.

Resolved: That the Change and Engagement Adoption plan be noted.

8. **APPLICATIONS STRATEGY**
The IT Sub-Committee considered a report of the Chamberlain on the Applications Management Strategy proposed by the IT Division for the City of London Corporation ('CoL') and the City of London Police ('CoLP'). Officers explained that the Strategy had previously been agreed by the Police Projects board. The report advised that the proposed strategy aimed to maximise the value-for money that the CoL and CoLP obtain from their joint applications estate through ownership formalisation, estate consolidation and product optimisation. The Assistant IT director explained that the Applications Strategy had been agreed by Police Projects board and was presented to the IT Sub-Committee for Members views.

A Member queried if the endorsement of the Application Strategy would have any significant financial implications. The Assistant IT director explained that the Application Strategy was not expected to involve significant spending and was designed to limit wastage.

RESOLVED: - That –
  I.   The IT Sub-Committee agreed to endorse adoption of the Applications Management Strategy by CoL and CoLP as the overarching guide to the ongoing ownership, operation and enhancement of their joint applications estate; and
  II. That authority be delegated to the IT Director to enable the implementation of the strategy in conjunction with senior officers and the heads of business units.

9. **END USER DEVICE REFRESH PROJECT**
The IT Sub-Committee considered an Outcome Report of the Chamberlain on the End User Device Refresh project. The Chairman highlighted the success of the project and thanked officers for achievements listed in the report. A Member

noted the importance of laptops remaining at a low weight was key to mobile working continued practicality.

RESOLVED: -That-
I.   that The IT Sub-Committee noted the lessons learnt; and
II. endorsed that the underspend from the hardware budget is used to refresh further aged devices; and
III. endorsed that following the purchase of the additional hardware, the closure of the project is agreed.

10. **UNIFIED COMMUNICATIONS GATEWAY**
The IT Sub-Committee considered a Gateway 2 report of the Chamberlain related to the Unified Communications Programme. The Chamberlain explained that the £50,000 spent outlined in the report was subject to consideration at the Resource Allocation Sub-Committee.

A Member commented that the estimated cost quoted in the report was an unhelpfully wide range and queried if a more accurate range could be provided. The Chairman confirmed that the correct estimate was closer to £800,000-£1,200,000. The Member queried if the £1,200,000 was within a budgeting structure. The Chamberlain confirmed that the spending was viewed as an investment which would save money in the long term and the funds had been 'earmarked' within the Medium Financial Plan.

It was noted by Members that there was no GDPR assessment included in the report and queried if this was problematic, highlighting the potential for telephone conversations to be recorded. The Comptroller explained that specific GDPR assessments were only completed on high risk projects as directed by the ICO and that as telephone recordings were not a key element of the programme it was not considered a high-risk project. The Comptroller explained that a DDIA could be completed if deemed necessary.

RESOLVED: -That-
i) that the IT Sub-Committee approved the proposal set out in the Gateway report to initiate the Unified Communications Programme.
ii) an impact assessment will be considered for the programme at design stage.

11. **IT SERVICE REPORT (INCLUDE MANAGING CACHED EMAIL ADDRESSES)**
The IT Sub-Committee received a report of the Chamberlain on the IT Division's IT Service Delivery Summary. The IT director explained that IT Service performance had been good for both the City of London Corporation and City of London Police, but that the IT division was committed to continuing high level of service. Furthermore, the IT Director explained that work had been undertaken to remove private Members' cached email addresses from Outlook but that this had proven to be problematic and that continuing communication to officers on the issue of using non-City of London Corporation email addresses was the most effective approach.

A Member queried whether the root cause of the P1 incidents had been properly identified. In reply to this query the IT director said that the Major Incidents Review's identified the root cause in each of the P1 incidents. Replying to a question regarding the IT service delivery at London Councils, the IT Director informed Members that this was due to aged infrastructure of London Councils and that a transformation programme was now in place.

RESOLVED: that the IT Service Delivery Summary be noted.

12. **IT DIVISION RISK UPDATE**
The IT Sub-Committee received a report of the Chamberlain providing an update on the IT Division Risk. The report provided a summary of the IT department's risks including the status of current risks, progress made against previous risks and the new risks which had been identified. The Chairman noted the quality of the report and the work that had been done to refine the report on IT Division Risk. In addition, the Chairman explained that the issues of GDPR and CR16 would be taken under items 14 and 27 respectively.

Resolved: That the IT Division Risk update be noted.

13. **DIGITAL DECLARATION**
The IT Sub-Committee considered a report of the Chamberlain on the Digital Declaration.

The report provided details of the Government initiative and recommended that the City of London Corporation endorses and formally signs up to it. The report further informed Members that the Ministry for Housing, Communities and Local Government had set up a £7.5m fund for local authorities to bid for, to develop digital ways of working, citizen engagement and skills development. The Chamberlain explained that by signing up to the Digital Declaration the City of London Corporation would become an early adopter of the national Scheme and would represent an organisation commitment to digital working.

The Chairman highlighted the opportunity for the City of London Corporation to connect the Digital Declaration with the new Lord Mayor's proposed Digital Skills Strategy. It was further expressed by the Chairman that a change in the name of the IT Sub-Committee was appropriate to incorporate digital services, to better represent the breadth of work the Sub-Committee would be likely to be scrutinising in future. Members expressed board support for this potential change of name but noted that it should not be connected to a change to the IT Sub-Committee's Terms of Reference.

Resolved: that the IT Sub-Committee recommends to the Policy and Resources Committee that the City of London Corporation should sign up to the UK Ministry for Housing, Communities and Local Government (MHCLG) Digital Declaration is agreed.

14. **GDPR UPDATE**
The IT Sub-Committee received a report of the Comptroller and City Solicitor which provided an update on the internal audit of phase 1 of the Corporation's

arrangements for compliance with the General Data Protection Regulation. The report highlighted that oversight of GDPR is the responsibility of the IT Sub-committee and the Audit and Risk Management Committee. The Comptroller highlighted that the Mazars report appended to the main report was in draft but that the finalised report had been produced with no material differences. In addition, the Comptroller provided an update on the issue of third-party contractor's compliance with GDPR, explaining that the relevant departments had been informed of the issue and that the Comptrollers department had administered 120 data processing agreements, with a further update expected in early 2019.

On the issue of GDPR training the Comptroller clarified that the 94% quoted in paragraph 20 of the report was difficult to improve as staff moving departments and leaving or joining the City of London Corporation meant that in practice a higher percentage was unlikely to be achieved. In addition, Members were advised that 85% or over was considered a good industry standard.

A Member expressed a concern on the issue of GDPR compliance with bodies affiliated with the City of London Corporation, but not formally within scope of the City of London Corporation's GDPR oversite, such as the City of London Academy Trust (COLAT). The Comptroller confirmed that the City of London Corporation would offer informal support to organisation such as the COLAT but responsibility for GDPR compliance will remain with the organisation's information officer. Members highlighted that this was a potentially problematic issue as the City of London Corporation's connection to these organisations caused a reputational risk if they were non-GDPR compliant. The Comptroller confirmed that a report would be produced and considered at the May Information Technology Sub-Committee.

Replying to a Member's question regarding a discrepancy in the data in Mazars' report, the Comptroller explained that the he could not provide any further information regarding the data as it was produced by Mazars.

RESOLVED: - That-
  I.   The report be noted; and
  II. That further GDPR monitoring reports be produced on a quarterly frequency.

15. **DESIGN, BUILD, SUPPORT AND HOSTING FOR NEW WEBSITE**
    The IT Sub-Committee received a report of the Town Clerk on the design, build, support and hosting for the new website. The report informed Members of the progress on the website project, specifically with relation to date of the tender process. The IT Sub-Committee noted that the current website did not meet the City of London Corporation's needs and did not reflect well on the City of London Corporation. The Director of Communications confirmed that a winning bid for the contract had been decided and that he would confirm the details of this winning bid following the exclusion of the public.

    RESOLVED: That the report on the new website be noted.

16. **GIGABIT CITY PROGRAMME UPDATE**
    The IT Sub-Committee received a report of the Chamberlain on the Gigabit City Programme. Gigabit City aimed to improve wired and wireless connectivity in the Square Mile. The City's Strategic Infrastructure Advisor informed Members that progress on this project has been good. The main factor that had slowed progress had been engagement with certain landlords within the City of London, but that legal advice had been sourced to resolve the issue.

    RESOLVED: That the update on the Gigabit City Programme be noted.

17. **POLICE UPDATE AND NATIONAL PROGRAMMES DRIVERS AND BENEFITS**
    The IT Sub-Committee received a presentation from the Director of the Law Enforcement Programme at the Home Office who updated Members on police and national programmes drivers and benefits. The presentation provided a detailed and comprehensive overview of the use of technology in law enforcement and how these technologies could be used by forces such as the City of London Police.

    A Member highlighted the issue of redundancies with the ANPR system when fully implemented. The Home Office representative replied that the NAS system was due to replace the APNR and would involve significant improvements. Members highlighted the issue of broadband reaching basements in the City of London which had proven to have limited broadband connectivity. The Home Office representative explained that mobile base stations being introduced in Police vehicles should enable better connectivity, and in areas without broadband connectivity device to device networks would be used as a contingency.

    The Chamberlain highlighted the opportunities provided by the Police National Enabling Programme but noted delays in the Programme's delivery and the importance of the impact on financial planning.

    RESOLVED: That the presentation be noted.

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

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

20. **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.

21. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
The IT Sub-Committee approved the non-public minutes of the meeting held on 10 July 2018 as an accurate record.

22. **OUTSTANDING ACTIONS FROM NON-PUBLIC MINUTES OF PREVIOUS MEETINGS**
The IT Sub-Committee received a joint report of the Town Clerk and the Chamberlain which provided updates of non-public outstanding actions from previous meetings.

23. **HOUSING MANAGEMENT SYSTEM GATEWAY**
The IT Sub-Committee considered a Gateway 2 report of the Director of Community & Children's Services on the Housing Management System.

24. **TRANSFORMATION PHASE 2 UPDATE**
    A) The IT Sub-Committee considered a joint report of the Chamberlain and the Commissioner of the City of London Police on the City of London Police IT Modernisation MTFP Provision Request.

    B) The IT Sub-Committee considered a joint report of the Chamberlain on the City of London Corporation IT Modernisation MTFP Provision Request.

25. **POLICE UPDATE REPORT**
The IT Sub-Committee received a report of the Chamberlain and Report of the Commissioner of the City of London Police providing a Police Update Report.

26. **IT TRANSFORMATION PROGRAMME - NETWORK TRANSFORMATION PROGRAMME - ISSUE REPORT**
The IT Sub-Committee received the Issue Report of the Chamberlain on the IT Transformation Programme.

27. **IT SECURITY UPDATE - CR16 AMBER AND FUTURE IT SECURITY PROJECTS**
The IT Sub-Committee received a report of the Chamberlain on the CR 16 Information Security Risk.

28. **2020 SOURCING PROJECT - POSITION STATEMENT**
The 2020 Sourcing Project report was deferred.

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

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

The Chairman accepted a report of the Chamberlain on the Waiver for Virgin Media Ltd Network Provision as an item of non-public urgent business.

There were no further items of urgent business considered in the non-public session.

The meeting ended at 3.48 pm

Chairman

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