

## DIGITAL SERVICES SUB (FINANCE) COMMITTEE

Friday, 5 April 2019

Minutes of the meeting of the Digital Services Sub (Finance) Committee held at Guildhall, EC2 on Friday, 5 April 2019 at 1.45 pm

### Present

#### Members:

Deputy Jamie Ingham Clark (Chairman)  
Randall Anderson (Deputy Chairman)  
John Chapman  
Tim Levene  
Jeremy Mayhew  
Sylvia Moys  
Rehana Ameer

#### Officers:

Rofikul Islam	-	Town Clerk's Department
John Cater	-	Town Clerk's Department
Sean Green	-	Chamberlain's Department
Matt Gosden	-	Chamberlain's Department
Sam Collin	-	Chamberlain's Department
Sammantha Kay	-	Chamberlain's Department
Ryan Dolan	-	Town Clerk's Department
Carol Boswarthack	-	Children & Community Services
Paul Hykin	-	Freemen's School
Gary Brailsford-Hart	-	City of London Police

#### In attendance:

Eugene O'Driscoll	-	Agilisys
Ed	-	Agilisys

#### 1. APOLOGIES

Apologies were received from Deputy Hugh Morris, Sir Andrew Parmley, James Tumbridge and Deputy Keith Bottomley.

#### 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 and summary of the meeting held on 4 February 2019 be approved as a correct record.

4. **OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS**

The Sub-Committee received a joint report of the Town Clerk and the Chamberlain outlining outstanding action from the previous meetings. The current outstanding action to be completed by the next meeting.

**RESOLVED** – that the Sub Committee:

- The report be noted.

5. **FORWARD PLAN - MARCH 2019**

The Sub-Committee received report of the Chamberlain concerning a forecast of events relevant to the Digital Services Sub Committee.

**RESOLVED** – that the Sub Committee:

- The forward plan be noted.

6. **CHANGE AND ENGAGEMENT UPDATE**

The Sub Committee received a report of the Chamberlain on the change and engagement update.

The Sub Committee was informed that there has been an improved service and the deployment of Microsoft Teams across the City of London Corporation, which is being utilised by over 600 members of staff. Members were further informed that work has started on upgrading the current Audio Visual (AV) equipment's and as part of the process, an installation of Skype Room system has been put in place in key locations such as the Chief Officer's rooms, Corporate meeting rooms and Committee rooms.

The Chairman asked about the use of IT in the overseas offices of the City of London Corporation. Senior members of Staff assured the Chairman and the Committee that currently, the Chamberlain is reviewing the IT services and its infrastructure of the overseas offices with an imminent meeting put in place with the City of London Corporation's Economic Development Office to discuss this further.

**RESOLVED** – that the Sub Committee:

- The report be noted.

7. **DIGITAL SERVICES SUB-COMMITTEE (DSSC) TERMS OF REFERENCE**

The Sub Committee considered the report of the Town Clerk on the Annual Review of the Sub-Committee's Terms of Reference.

A Member asked to add a section on the Terms of Reference covering the General Data Protection Regulation characteristic. The Chairman welcomed the comment and assured the Committee that the General Data Protection Regulation is covered within the Terms of Reference.

**RESOLVED** – that the Sub Committee:

- Subject to any comments and agreement approves the Terms of Reference of the Digital Services Sub Committee for submission to the Court (as a subset of the Finance Committee Terms of Reference) as set out in the appendix 1;
- Considers the frequency of meetings of the Sub-Committee; and
- Agrees that any changes to the Terms of Reference required in the lead up to the appointment of Committees be delegated to the Town Clerk, in consultation with the Chairman and Deputy Chairman.

8. **CR 16 INFORMATION SECURITY RISK**

The Sub Committee received a report of the Chamberlain on the CR 16 Information Security Risk. Members were informed that there has been an increase of Spear Phishing. Members have raised concerns on the same subject in the past with Officers from the City of London Corporation. Officers assured the Committee that this is being investigated.

Members were informed that the Information Commissioner, the watchdog responsible for data protection has fined Newham Council £145,000 due to its breach of information management and the way it was handled. Officers further emphasised the seriousness of such breach and the fact that large fines should focus the attention of councils, including the City of London Corporation and provides further incentive to ensuring that the City of London Corporation is up to date with all its Information Security Risks.

The City of London Corporation is addressing a wide range of potential Information Security Risks, as any failure to demonstrate appropriate control in such risk areas will expose the City of London Corporation to high-level risks and hinder various strategic objectives of the Corporation.

A Member asked why the dates we had on maturity levels were very broad and what were the intended maturity levels. Members were assured that the City of London Corporation has controls that allow the Corporation to monitor the progress on maturity levels. In addition, the City of London Corporation has a number of programmes put in place to mitigate any risks.

A Member asked if the City of London Corporation has plans put in place to respond to incidents without hampering any of the core services. The Committee were informed that the City of London Corporation designs its services with resilience in mind and makes every effort to avoid causing disruption to the services. As part of such services, there are testing and services in place to ensure that the City of London Corporation is prepared for the eventuality of disruption to service at present, the City of London Corporation runs its services through two different centres, working in partnership with Agilisys.

The Committee agreed that the Information Security Risk should remain as a Corporate Risk, as it is still live and remains as a constant risk. The Sub

Committee agreed to send a memorandum to the Chair of the Audit and Risk Management Committee on the importance of Information Security Risk remaining as a Corporate Risk. The Chairman noted the Chairman of Audit and Risk was receptive of such note.

A further report on Information Security Risk is to be tabled at the next meeting.

**RESOLVED** – that the Sub Committee:

- The report be noted.

#### 8.1 **IT Division Risk Update**

The Sub Committee received a report of the Chamberlain on the CR 16 Information Security Risk.

**RESOLVED** – that the Sub Committee:

- The report be noted.

#### 9. **IT DIVISION - IT SERVICE DELIVERY SUMMARY**

The Sub Committee received a report of the Chamberlain on the IT Division - IT Service Delivery Summary.

There were discussions around the two incidents of interruptible power supply (UPS) due to the electrical apparatus that provides emergency power having failed to respond. This was due to the fact that the UPS are old and are not very well maintained. Responsibility for this equipment has recently been transferred to Digital Services and they will be updated and maintained on an appropriate schedule.

**RESOLVED** – that the Sub Committee:

- The report be noted.

#### 10. **FREEMEN'S SCHOOL: IT MANAGED INFRASTRUCTURE SERVICE**

The Sub Committee considered a report of Roland Martin, Headmaster, Freeman's School, as Chief Officer on the Freeman's School: IT Managed Infrastructure Service.

The school's IT service is in use 24/7 by teachers, pupils, parent and guardians with a small team of officers based at the school providing the background support to the stakeholders. A Member suggested that the City of London Corporation's IT team to work in collaboration with the school and provides support in terms of negotiating and managing contracts.

The City of London Police offered to work with the school and provide support around its IT security, which was welcomed by the school. Officers from the City of London Police IT services are in contact with the school and will be driving this forward.

Officers assured that the tender currently being prepared for the City's outsourced IT provision would permit the school to opt in to the services, if that was determined to be advantageous.

**RESOLVED** – that the Sub Committee:

- Approve combined G1-4 progression of project to G5;
- Approve recommended option (1); and
- Note total estimated cost of project of £530,000 over 5 years, all funded from Freeman's school fees.

#### 11. **LIBRARY SELF SERVICE KIOSKS**

The Sub Committee received a report the Director of Community & Children's Services on the Library Self Service Kiosks.

There are three libraries across the City of London that provide services through self-service kiosks. These kiosks were acquired at different times and from different suppliers. Some are now out of support. The computers at the libraries provide free access to the internet and Microsoft Office. As the computers are currently connected to the public network, there is a vulnerability and reputational risk to the City of London Corporation of having unsupported kiosks.

Officers assured the Members that are restrictions put in place to prevent misuse and hacking occurring from the computers within the City of London Corporation's libraries and that the kiosks keyboards are not accessible by the public the machines are self-service, but they do not permit contactless payment, or in some instances any payment mechanism.

World Pay was suggested as a payment provider, as it is used by most other Local Authorities to receive payments for services. It was further explained to the Members that World Pay is a secure and easy to use kit.

The Chairman agreed that there are various payment processors and asked officers to find the right system for the City of London Corporation and report back to the Committee.

**RESOLVED** – that the Sub Committee:

- Approve Option 2 to source a new system, for proceeding to procurement and Gateway 4a;
- Approve the total estimated cost of £120,000; and
- Approve request for additional Capital budget of £70,000 to proceed to procurement and reach the next Gateway

#### 12. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

There were no questions.

#### 13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

There were no items of urgent business.

**14. 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.

**15. NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**

**RESOLVED** – That the Sub Committee:

- Approved the non-public minutes of the meeting held on 4 February 2019 be approved as a correct record.

**16. 2020 SOURCING PROJECT - PROGRESS UPDATE MARCH 2019**

The Sub Committee received the report of the Chamberlain on the City of London Police IP Telephony and Call recording upgrade.

The Sub Committee received a presentation from the Director of IT on the City of London Corporation's vision 2020.

Members and Senior Officers also took the opportunity to thank the Chairman for his service to the Committee in terms of providing advice, leadership and steering the Committee forward.

Officers were praised for their hard work and service as the City of London Corporation was named as a recipient of the LGC's Highly Commended award for the Digital Impact award.

**RESOLVED** – that the Sub Committee:

- The report be noted.
- The Director of IT to share his presentation slides to Members.

**17. POLICING PROGRAMMES - UPDATE REPORT**

The Sub Committee received a report of the Chamberlain on the Policing Programmes - Update Report.

**RESOLVED** – that the Sub Committee:

- The report be noted.

**18. TRANSFORMATION UPDATE - COL & COLP**

The Sub Committee received a report of the Chamberlain on the Transformation Update for the City of London Corporation and the City of London Police.

**RESOLVED** – that the Sub Committee:

- The report be noted.

19. **WAIVER REPORT ORACLE LICENSING, SUPPORT & MAINTENANCE FOR FINANCIAL MANAGEMENT SYSTEM & PROPERTY MANAGEMENT SYSTEM FOR COL**

The Sub Committee received a report of the Chamberlain on the Waiver Report Oracle Licensing, Support and Maintenance for Financial Management System & Property Management System for the City of London.

**RESOLVED** – that the Sub Committee:

- The report be noted.

20. **CITY OF LONDON POLICE IP TELEPHONY AND CALL RECORDING UPGRADE**

The Sub Committee received the report of the Chamberlain on the City of London Police IP Telephony and Call recording upgrade.

**RESOLVED** – that the Sub Committee:

- The report be noted.

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

There were no non-public questions.

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

As part of the AOB, Members and Senior Officers took the opportunity to thank the Chairman for his service to the Committee in terms of providing advice, leadership and steering the Committee forward.

Officers were praised for their hard work and service as the City of London Corporation was named as a recipient of the LGC's Highly Commended award for the Digital Impact award.

**The meeting ended at 3.43PM.**

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Chairman

**Contact Officer: Rofikul Islam  
Rofikul.islam@cityoflondon.gov.uk**