Committee(s)	Dated:
Digital Services Sub-Committee	26th September 2019
Subject: Implementing the Application Management Strategy – the Application Roadmap	**Public**
Report of: The Chamberlain	**For Information**
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Application Roadmap

Introduction

Contributing toward the City of London Corporation's (CoL) and City of London Police (CoLP) digital and modernisation agendas and to ensure the management of the lifecycle of the organisation's application estate CoL's IT Team have developed a high-level Application Roadmap.

This document describes:

1. The relationship between the Technology Strategy, the Technology Roadmap and the Application Strategy and Roadmap.

2. The in-flight projects to improve the management of the Corporation's application estate.

Recommendations

Members are asked to note this report

Main Report

Background

1. The Application Management Strategy 2018-2023 (agreed in November 2018) sets out the principles of effective application management throughout the various stages of an application within its management lifecycle.

2. As a reminder managing applications effectively and efficiently is important for the following reasons:
    *   Applications are where staff and customers interact with information and processes to create business value, with everything else in the IT estate being enablers for this;
    *   A significant amount of money is spent on the procurement and ongoing operation of applications; therefore, efficiencies and savings are desirable and likely feasible;
    *   Enhancement or replacement of key applications will be essential to support the strategic plans of CoL and CoLP, especially proposed new (digital) ways of working;
    *   Business continuity and regulatory compliance are dependent on the proper working of applications, and as a result, applications can be key sources of business risk.

3. The CoL application estate is a large, complex and varied estate. Following the Desktop Transformation programme, approximately 320 applications remained within the CoL estate containing a mixture of purchased and in-house developed applications.

4. As well as the in-house developed applications which require modernisation or replacement, some of the applications are only compatible with Windows 7 and therefore need addressing.

5. These are documented in the Roadmap, which documents the proposed lifecycle for these applications.

6. To this end, there are two streams of work currently underway is the Application Roadmap and the managing of the Application lifecycles in question.

Application Roadmap

7. An application roadmap is a visual representation of the application management strategy. (Note: A simplified version of this is provided as Appendix A).

8. The roadmap enables CoL to manage the stages of an application lifecycle i.e. acquisition, ownership, and disposal efficiently by projecting events/activities for each application. As such the roadmap is dynamic document. The CoL

roadmap contains information such as the name of application, version, vendor details, support details etc.

9. Typically, the lifecycle of an application is driven by the vendor or developer and these are considered within the Corporation's own Roadmaps, including the overarching Technology Roadmap.

Technology Roadmap

10. A workstream is currently underway to create a technology road map which is the culmination of the Application roadmap, Projects & Development roadmap and General IT systems roadmap, which will encompass information around and not be limited to compliance, network, security etc. The Technology Roadmap guides the operational delivery of the IT Strategy.

Therefore, the Application Roadmap follows all four of the core tenets of the IT Strategy:

- Buy-not-build.

- Use fewer systems more effectively.

- Compliant Systems and services

- Move from complexity to commodity

Policies and Guidance

11. A new or reviewed and improved set of policies will be created which are more inline with current working practices and will provide guidance to staff with regards to purchasing, access, security and lifecycle management of applications.

Delivery of the Application lifecycle

12. There are multiple workstreams underway on several applications, which have been identified within the Application Roadmap as requiring updating, either due to support, contract or no longer fit for purpose.

13. The current Housing Management System (Orchard) will be phased out to be replaced by Civica's CX Housing service. Civica is currently used for Housing Benefits, so this migration reduces CoL's software footprint and follows the strategic tenets of buying and not building and using fewer systems more effectively.

14. In a similar vein, there is a tender currently out to replace the Department of Planning's Uniform system and Market and consumer protection's M3 system to a single system, the aspiration is to complete this migration by Autumn 2020.

15. The IT team are currently working on removing or replacing 4 legacy in-house developed applications which the business still currently uses. These applications have been written in a programming language which is now an obsolete and unsupported platform and therefore requires disproportionate support.

    The 4 applications are:

    - **The Phone book** - The Phone book is currently used on the intranet and is accessible by both CoL users and institutional Departments. The application was created approximately 7 years ago. CoL needs to replace the system as it still provides a crucial business function. To this end, the Application team are seeking to use a vendor produced and supported application.

    - **Epping Forest Stores** - The Epping Forest Stores systems contains information about the assets and is an application which was created approximately 6 years ago. We have identified Piranha as a suitable match in providing the same functionality. Piranha was demonstrated to this Committee previously and is an existing application within the CoL estate and is currently being utilised by Billingsgate Market for a similar function.

    - **Central Criminal Courts Lunches** - The Central Criminal Courts system records the details of the daily lunches the judges have along with their guests. It is an application which was created 12 years ago and is now out of date and is unsupported by a vendor as it was developed in-house. CoL needs to replace the system as it still provides a crucial business function which cannot be replicated within any other existing applications without additional configuration and coding.

    - **Corporate Trust Register** - The Corporate Trust register's keeps a record of all the trusts which CoL are involved in, the information has legal and financial implications. The app was created approximately 15 years ago. CoL needs to replace the system as it still provides a crucial business function which cannot be replicated within any other existing applications without additional configuration and coding.

Funding

16. Subject to funding and approval, the plan is to migrate these applications to a supported platform. The aim is to migrate these services and functionalities to an existing platform within the CoL estate thus reducing acquisition, support and maintenance costs.

Conclusion

17. The objective of the Application Management Strategy is to reduce the application estate to its optimum. The application roadmap will help identify inefficiencies within the estate and the application life cycle management will alleviate the inefficiencies. A key requirement of application optimisation is to use the same software application for more than one business application with a good example being the Highways Management example given above.

18. The prioritisation of the applications reviewed in the roadmap are based on:

   a. Remove or replace applications running on a Windows 7 environment and in-house developed applications;

   b. Retire or consolidate legacy line of business applications before they can no longer be supported;

   c. Review business processes where there is the opportunity to choose one application that replace one or more existing applications;

   d. Update and replace applications that support and enable modern digital working practices across our organisation (where there is a suitable business case).

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Appendix A – Excerpt from the Applications Roadmap

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Extract from Application roadmap

The application road map in its textual format contains all the relevant information about the applications.

#	Application Name	Description	Version	Support Model	Support Expiry date	Critical
25	Amtech Pro Design	Engineering software	9.22	Supported: 3rd Party	01/01/2020	No
28	ARCHIBUS Smart Client	Facilities management	23.1.10330.018	Supported: 3rd Party	20/11/2019	No
32	ARGUS Developer	Property development feasbility mod	7.7	Supported: 3rd Party	30/09/2019	Yes
33	ARGUS Enterprise	Property Performance and asset man	11.8.1	Supported: 3rd Party	30/09/2019	Yes
34	ARGUS Valuation Capitalisation	Property valuation software	2.5	Supported: 3rd Party	31/12/2018	Yes
35	ARGUS Zone Panel	Property security	N/A	Supported: 3rd Party	31/03/2020	No
61	Carina (CTPlayback) (Call Recorder)	Call recording	6.5.0.10_003	Supported: 3rd Party		No
66	Citrix Receiver	Citrix	4.12	Supported: 3rd Party		No
67	City Bridge Trust Website		n/a	Supported: 3rd Party	n/a	Yes
75	Condeco Add-in	Room booking	6.3.2	Supported: 3rd Party	31/05/2019	No
76	Condeco Room Booking URL	Room booking	3.2.15	Supported: 3rd Party	31/05/2019	No
81	Covalent cpm (Classroom)	Audit software		Supported: 3rd Party		No
106	Energy Management (Systems Link)	BMS	2019.1.005	Supported: 3rd Party	31/05/2019	No
107	eNeStimator (Now MTCQS)	Energy manangement software	N/A	Supported: 3rd Party	31/07/2019	No
115	Express Scribe	Transcribing software	5.82	Supported: 3rd Party		No

Extract from Application roadmap

	End of support	2019-2020				2020-2021			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Amtech Pro Design	01/01/2020	Review		End of Life	Retire				
ARCHIBUS Smart Client	20/11/2019	Review		End of Life	Retire				
ARGUS Developer	30/09/2019	Review	End of life	Retire					
ARGUS Enterprise	30/09/2019	Review	End of Life	Retire					
ARGUS Zone Panel	31/03/2020		Review		End of Life	Retire			
Revit	30/03/2020		Review		End of Life	Retire			
Rightfax	31/12/2019	Review		End of Life	Retire				
Timemaster Timesheet Entr	31/03/2020		Review		End of Life	Retire			

The diagram above is an excerpt from the Application roadmap, providing a visual representation of the key stages for these applications within their lifecycle.

This information drives the workstream for application life cycle management.