Committee(s)	Date(s):
Finance Committee – For Information	10th December 2019

Subject: IT Division – Member Update	Public

Report of: The Chamberlain	For Information
Report author: Sean Green, IT Director	

Summary

This report updates Members on the work of the IT Division and the key areas of progress for the last quarter:

 i. The committee paper for the 2020 Sourcing tender for putting in place a new IT contract to replace the current contract for IT Services that we have with Agilisys is navigating successfully through the committee stages to be presented to Court of Common Council on the 5th December 2019;

 ii. Current 2019/2020 Q2 service performance achieved for both City of London Corporation (CoL) and the City of London Police (CoLP).

 iii. Good progress continues to be made on Digital Adoption for the City of London Corporation.

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 critical programmes, business as usual service performance, the rate of adoption of digital ways of working and the IT Operating model review of the IT Division in readiness for the Fundamental Review.

2020 Sourcing Programme

2. The contract for IT Services currently provided to CoL, CoLP and London Councils ends on 31st August 2020.

3. Significant work has occurred since October 2018 to scope requirements and develop a tender that was issued on a Crown Commercial Services Framework in June 2020. The tender closed on 19th August with 4 responses.

4. The committee report to obtain agreement to proceed to with the award of the new IT Services contract is making its way through relevant committees culminating in the presentation of the report by the Chairman of the Finance Committee at Court of Common Council on the 5th December 2019.

5. With the new recommended IT Services Contract, we will be getting more for less, with significant savings and service improvements over the course of up to a five-year contract, for both the CoL and CoLP, including:
   a. the setting up of a new Technology Support Desk in convenient locations in Guildhall and for the Police.
   b. More automation of our IT infrastructure management to help IT staff diagnose possible infrastructure performance issues or problems at an early stage before they cause disruption to our IT services
   c. Improved infrastructure security, resilience and our capability to quickly set up new IT services when required and quickly remove IT services when not required.

6. The transition to the new contract starts from the 1st February 2020.

CoLP IT Modernisation Programme

7. The high-level design for the IT Modernisation solutions is completed.

8. The equipment for a new security zone to support the implementation of enhanced CoLP infrastructure security has been procured.

9. Governance groups set up including a new CoLP business user group.

10. Application rationalisation progressing well with a net reduction of 69 desktop applications to date.

IT Capital Projects

11. The IT capital bids for the City of London Corporation have been submitted for consideration by Members.

12. The projects cover areas of invest to save, security and resilience and corporate risk mitigation.

13. The projects for the City of London Police cover essential application and infrastructure replacement.

14. Consultancy has been specified to review the future of the Oracle applications used in the City of London Corporation with a view to replace both the current Property and HR Systems in the next 2 years.

IT Service Performance

15. The P1 and P2 incidents for CoL and CoLP are summarised in the table below.

16. Satisfaction for July 19 (+77), August 19 (+81) and September 19 (+66). This is an average of +75 (anything with a score above + 50 being viewed as good).

IT Service Performance (new KPI)	Fixing Issues											
	P1 incidents fixed within 2hrs (98%)						P2 incidents fixed within 6hrs (98%)					
		Jul-19		Aug-19		Sep-19			Jul-19		Aug-19		Sep-19
	CoL	1	0%	0	100%	1	100%	CoL	0	100%	0	100%	1	100%
	CoLP	0	100%	0	100%	0	100%	CoLP	0	100%	0	100%	0	100%

Digital Adoption

17. Take up of digital new ways of working is progressing well. With regular training and communications campaigns with staff, we are can see increasing using of Skype for business for remote contact/conferences and SharePoint/Teams for managing one version of documents and collaboration on information both internally and externally.

18. We have seen a 27% increase on the previous record for the number of audio / video conferences (using Skype and Teams) across the organisation. The previous record was set in July.

19. We are seeing increasing use of the Skype Room Systems, with the Chamberlain's Office setting the example with 42 meetings in October 19.

20. We now have a total of 840 active SharePoint sites across the Corporation – our previous peak was set in September 19 at 776.

21. The increasing use of Skype, Sharepoint and Teams shows the commitment of colleagues to digital new ways of working. This is illustrated in the graphs provided below.

Skype and Teams Meetings in last 12 months
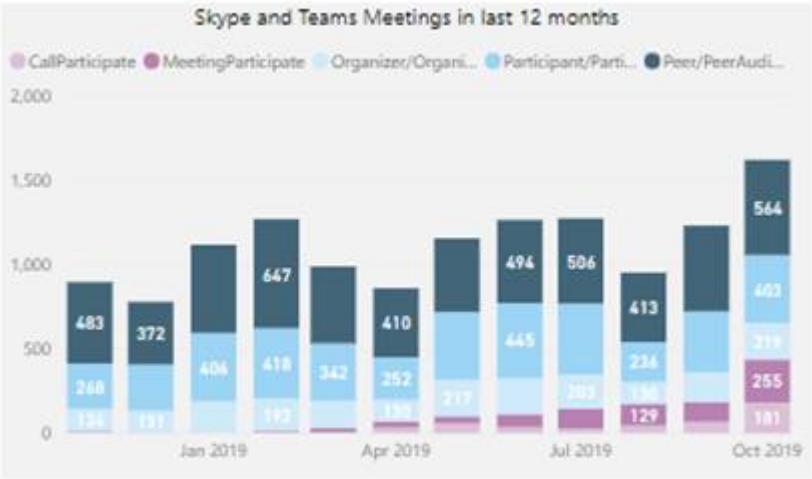
DisplayName	SFB_TotalofAllActivities
CHB-ChamberlainsOffice	42
CHB - Director's Meeting Room	26
DBE - TPR Directors Office	26
CHB - Large Meeting Room	19
TC - HR Meeting Room 1	19
M&CP - Director's Office	14
GuildhallChairmansRoom	12
COL - Room 9	7
TC - DirComms	7
Chairmans Room 2	3
CS - SurveyorsOffice	2
DBE - Directors Office	0
TC - DMP Office	0
TheTCOffice	0
Total	**177**

Total vs Active Sites in last 12 months

Sean Green
IT Director

T: 020 7332 3470
E: sean.green@cityoflondon.gov.uk