DIGITAL SERVICES COMMITTEE

Wednesday, 19 July 2023

Minutes of the meeting of the Digital Services Committee held at Guildhall, EC2 on Wednesday, 19 July 2023 at 1.45 pm

Present

Members:
Dawn Wright (Chair)
Deputy Randall Anderson (Deputy Chairman)
Alderman Timothy Hailes
Eamonn Mullally (Ex-Officio Member)
Judith Pleasance

Officers:

Anna Clarke	-	Department of the Chief Operating Officer
Sam Collins	-	Department of the Chief Operating Officer
Zakki Ghauri	-	Department of the Chief Operating Officer
Emma Moore	-	Department of the Chief Operating Officer
Melissa Richardson	-	Deputy Town Clerk's Department
Blair Stringman	-	Deputy Town Clerk's Department

1. **APOLOGIES**
   Apologies were received from Ian Bishop-Laggett, Caroline Haines, James Tumbridge and Alderman Sir Peter Estlin.

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
   There were no declarations.

3. **MINUTES**
   RESOLVED: That the public minutes and non-public summary of the meeting held on 24 May 2023 be approved as an accurate record.

4. **FORWARD WORK PROGRAMME**
   The Committee received a report of the Chief Operating Officer regarding the Forward Plan.

   RESOLVED – That, the Forward Plan be noted.

5. **DATA MATURITY ASSESSMENT - FINDINGS AND RECOMMENDATIONS**
   The Committee received a presentation from Hitachi representatives.

   The following topics were discussed:

- Recommending aligning data governance activities with the corporate strategy.
- Define the implications for data governance and data strategy alignment.
- The importance of delivering promised value.
- Suggest managing and delivering this as a dedicated program.
- Propose establishing and funding a data management program.
- Recommend setting up a Centre of Excellence for data within the DITS team.
- Centre of Excellence to provide guidance and best practices for data solutions.
- Not advocating complete centralisation but offering templates and practices for adoption.
- Highlight the significance of building a centralised data platform, regardless of the chosen strategy (centralised, distributed, or hybrid).

RESOLVED – That, the presentation be noted.

6. **DEPARTMENT FILE SHARE MIGRATION**
The Committee received a report of the Chief Operating Officer concerning the project to remove the use of Departmental File Shares.

Officers noted that Last year, corporate file shares were decommissioned, and this year's focus is on departmental file shares. Members noted that file migration is straightforward and good progress had been made, with regular engagement and excellent cleansing efforts. It was noted that some smaller departments have already migrated to SharePoint and the goal was by the end of August, for all departmental file shares to be read-only.

A member inquired about the level of support provided for migrating to SharePoint, questioning whether it involved active facilitation or merely setting a deadline for independent action. Officers noted a preference for avoiding individuals conducting migrations themselves. Instead, the emphasis was on encouraging people to review and cleanse their data as it is their responsibility. After this step, when staff are prepared to migrate, they can request assistance. A dedicated team will handle the migration process, including scheduling and conducting a pre-migration scan.

RESOLVED – That, the report be noted.

7. **REVENUE OUTTURN 2022-23**
The Committee received a joint report of the Chamberlain and the Chief Operating Officer concerning the revenue outturn in 2022/23.

In response to a question raised by a Member, officers noted thorough analysis was conducted to compare unit costs between Corporate IT and Police IT. The results indicated that City of London Police has a higher unit cost than City of London IT, with over 80% of the cost difference explained by three main factors:

1. Azure costs: The police store more data, especially from 4K cameras, leading to increased storage expenses.
2. Managed service agreement: The police pay more, particularly in networking costs, which are slightly higher.
3. Staffing costs: Although there is a small average variance in staff costs between City of London and City of London Police, it is attributed to vetting processes.

It was noted that efforts will continue to ensure that the contract delivers value for money in collaboration with the police.

RESOLVED – That, the report be noted.

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

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

9.1 **Service Delivery Summary**
The Committee received a report of the Chief Operating Officer concerning service delivery summary.

RESOLVED – That, the report be noted.

10. **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.

11. **DITS RISK UPDATE**
The Committee received a report of the Chief Operating Officer.

12. **CYBER SECURITY**
The Committee received a report of the Chief Information Security Officer.

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

14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
There was no other non-public business.

15. **SERVICE TRANSITION PROGRAMME**
The Committee received a report of the Chief Operating Officer.

The meeting ended at 3.30pm.

Chairman

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