Committee(s): Digital Services Committee	Dated: 20 September 2023
Subject: Co-Design Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	8, 9, 10, 11
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Emma Moore, Chief Operating Officer	For Information
Report author: Zakki Ghauri, Director of Digital & IT	

Summary

Following on from several co-design sessions that took place with DITS over the past few months, feedback and thoughts from the team were reviewed, which resulted in changes being made to the DITS Senior Leadership Team. All the changes we made were done with HR support and guidance, with a consultation not being required. The Unions were kept informed and were supportive of the approach.

Recommendation(s)

Members are asked to note this report.

Main Report

Background

1. As DITS insourced services from Agilisys there was a need to structure the team differently to ensure that the services coming in-house were aligned to the correct areas.

2. Following on from the staff survey, there was also strong feedback around the team not being part of decisions around structures. A decision was made to include staff in the future design of the team.

3. Several sessions were held with members of DITS, including colleagues from COLP. We were supported by colleagues in HR and our Transformation team.

Current Position

4. Changes to the DITS senior leadership team have been made and have been in place since 1ˢᵗ August.

5. These changes build on the discussions at the co-design meetings and will support our priorities over the coming months.

6. The senior leadership now in place will support more focused and detailed discussions around our functions and teams.

7. The new SLT includes:

    a. Head of Applications Management. □This role reflects the importance of simplifying and rationalising our applications estate.
    b. Assistant Director Cloud - Infrastructure, and Security. This role is currently being filled by a short-term interim leader to ensure that we have the capacity and expertise to support us as we continue to transition services from Agilisys, develop our cloud expertise, and introduce an innovative approach to security.
    c. Assistant Director Digital and Data. This role reflects the importance of data in how we work and our ability to deliver better and more transformative solutions for our residents, businesses, and visitors; and for our colleagues across the City of London Corporation – including our institutions.
    d. Assistant Director User Services. This is a new role, bringing new focus to our priority around providing the best support to our users and our ambition to deliver a new and more joined-up approach to the services that are provided to users. This role is being recruited to and will be key in transforming the approach we take to assisting our users through our Service Desk.

8. Budget management responsibility for all line managers is being phased in, which will include management of employee/staffing budgets and contract/supply and services budgets. This will be a managed and supported transition over the next few months with full budget responsibility from the start of the new budget year in April 2024.

Corporate & Strategic Implications

9. Strategic implications – The cross-cutting nature of our Department's work means that we provide leadership and support to a number of our Corporate Plan deliverables. Embedded into our DITS work is our support of the following Corporate Plan outcomes: safety (outcome 1) through our Cyber Security work; innovation in professional services (outcome 8); accessing skills and talent (outcome 9); digitally and physically well-connected (outcome 10), and to inspire excellence and collaboration (outcome 11).

10. Financial implications – None arising from this report.

11. Resource implications – None arising from this report.

12. Legal implications – None.

13. Risk implications – None arising from this update report. Our Departmental risks are captured and managed per the Corporation's framework.

14. Equalities implications – None

15. Climate implications – None.

16. Security implications – None arising from this report, however it should be noted that we are continuing work to enhancing the security posture of the organisation.

Conclusion

17. The new SLT structure is now in place, and positive feedback has been received in regard to it.

18. SLT and managers will shortly be starting the next phase of our co-design and Digital Services Committee will be kept updated with any further changes.

Appendices

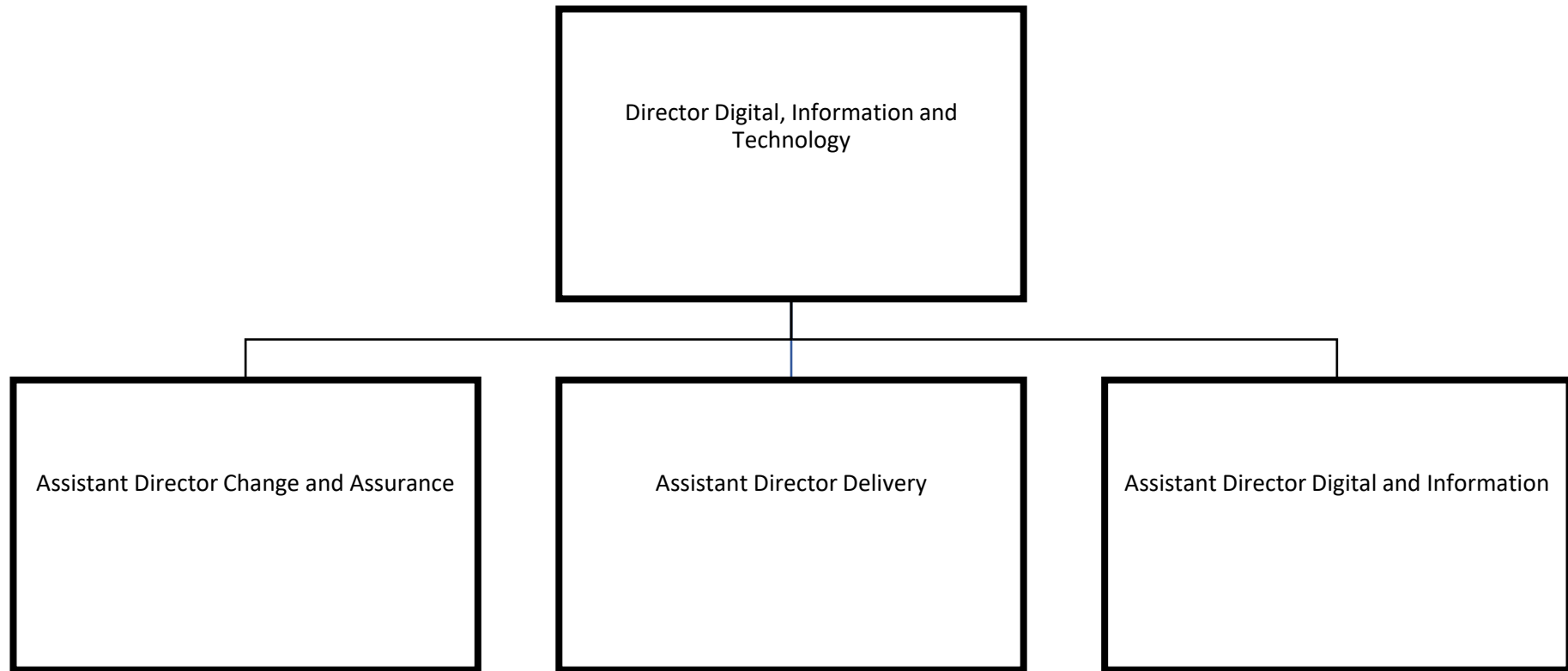**Appendix 1** – Pre-August DITS Senior Leadership Team Structure

Appendix 2 – Updated DITS Senior Leadership Team Structure

Zakki Ghauri
Director of Digital & IT
zakki.ghauri@cityoflondon.gov.uk

Appendix 1 – Pre-August Senior Leadership Team Structure

Director Digital, Information and Technology

Assistant Director Change and Assurance

Assistant Director Delivery

Assistant Director Digital and Information

Appendix 2 – New Senior Leadership Team Structure

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│  Director Digital, Information│
│        and Technology         │
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Head of Applications Management	Assistant Director Cloud, Infrastructure and Security	Assistant Director Digital and Data	Assistant Director User Services