

DIGITAL SERVICES COMMITTEE

Wednesday, 22 November 2023

Minutes of the meeting of the Digital Services Committee held at Guildhall, EC2 on
Wednesday, 22 November 2023 at 1.45 pm

Present

Members:

Dawn Wright (Chair)
Deputy Randall Anderson (Deputy Chairman)
Ian Bishop-Laggett
Alderman Timothy Hailes
Eamonn Mullally (Ex-Officio Member)
James Tumbridge

Officers:

Zakki Ghauri	- Director of Digital Information and Technology
Sam Collins	- Chamberlain's
Simon Gray	- Chamberlain's
Dawn Polain	- Chamberlain's
Dawit Araya	- Chamberlain's
Samantha Kay	- Chamberlain's
Micheal Cogher	- Comptroller and City Solicitor
Dominic Smith	- Barbican Centre
Gary Brailsford-Hart	- City of London Police
Kate Doidge	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Caroline Haines.

Judith Pleasance observed the meeting virtually.

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 20 September 2023 be approved as an accurate record.

4. DIGITAL SERVICES COMMITTEE WORK PROGRAMME

Members received the Digital Services Committee work programme.

5. **REVENUE BUDGETS - LATEST APPROVED 2023/24 AND ORIGINAL ESTIMATES 2024/25**

The Committee received a joint report of the Chamberlain and the Chief Operating Officer, concerning the annual submission of the revenue budgets, for Members to note the 2023/24 latest revenue budget and approve the draft revenue budget for 2024/25. The Committee heard an update to the report that there was a £28k late cost increase for the E5 Licenses. The budget for 2024/25 would therefore increase to £510k.

The Committee heard that the 3% inflation uplift provision had been agreed as being affordable for the Corporation as a whole.

Following a query, the Committee heard that there was work on a new operational-level agreement (OLA) with the City of London Police, to look at a different way of charging for services based on outcomes. It was currently based on inputs, which was not optimal. Outcomes would be agreed with the Police.

Queries were raised with the draft capital budgets, and why figures did not appear for later years. The response was that some of the projects would have been completed, and for others the figures had not yet been approved. It was commented that those figures needed to be reviewed prior to their approval.

The Committee raised questions in relation to its role in approving the draft revenue budget and raised questions in relation to ways in which Members provided feedback on the budget approval process. Comments and concerns were raised with the level of detail of the figures within the report and commented that it wished to see further break down and delineation, and such as further details on supplies and services. The Committee agreed that it would defer approval, and that the report be received at its next meeting with the further detail requested.

RESOLVED – That the report be deferred until the next meeting of the Digital Services Committee.

6. **GENERATIVE AI STANDARD OPERATING PROCEDURE**

The Committee received a report of the Director of Information, concerning procedures and policies for Generative Artificial Intelligence (GenAI), which would subsequently form the Data Ethics Framework. The Committee heard that there were three options for using AI: a complete ban; unrestrained use; or using guardrails. Offices wished to use an educative approach to inform on the secure and safe use of AI.

Members of the Committee commented that the procedure was a good start for a policy on the use of AI. Comments and some concerns were registered in connection with the copyright, confidentiality, violation reporting, and on the quality of the data sets. The Committee heard that though there were risks in connection to uploading data sets, officers were looking into methods to govern the AI platforms and where restraints could be implemented. Data being used should be clean and high-quality to enforce good decision-making. Officers

enforced the importance of the governance of AI and educating the workforce on what data sets can be used, and when. It was suggested that Members send any further comments on the procedure to the Director of Information.

The Committee heard that there was an aim for the procedure be adopted across the Corporation, and a Digital and IT Strategy was being developed to be used across the Corporation and its institutions, though there was a recognition that some institutions may have local strategies specific to its function. The Committee heard that as part of Phase 2 of the strategy, there would be an organisational restructure in the workforce.

The Committee further heard that officers were looking at a private AI that used only local data, but that the Corporation had already been using forms of AI (such as detection of logging in from abroad). Officers had been meeting with other Local Authorities to learn about different approaches to the use or implementation of AI.

Members of the Committee raised questions on training, education, and upskilling of the workforce on the use of AI. It heard that officers aimed to upskill the organisation on AI in advance of implementation, and that officers were looking at how to embed using AI into mandatory training for the workforce. This would include education on how to control the amount of data entered to AI. Training would focus on how to safely use AI.

Comments were also made that the Committee should decide on the procedure and framework surrounding use of AI. The Committee agreed that the item return to a future meeting where it could adopt the procedure and wider Data Ethics Framework.

RESOLVED – That the report be received and the contents noted.

7. DIGITAL INFORMATION TECHNOLOGY SERVICE (DITS) -SERVICE DELIVERY SUMMARY

The Committee received a report of the Chief Operating Officer, concerning the Digital Information Technology Service (DITS) service delivery summary. It was confirmed that if the service received negative feedback, this would be followed up.

RESOLVED – That the report be received and its contents noted.

8. ANNUAL REVIEW OF THE TERMS OF REFERENCE OF THE DIGITAL SERVICES COMMITTEE

The Committee received a report of the Town Clerk, concerning the Committee's Annual Terms of Reference review. There were two additions for consideration by the Committee, which included acting as the lead in Digital Services at the Corporation and across its institutions; and acting as the lead for the Enterprise Resource Planning programme.

The Committee discussed its nomenclature, as it was raised that 'digital' referred to specific parts of the industry. The Committee heard that the name

for Digital Services was not consistent across the institutions, and its was agreed to retain the name of the Committee.

A Member referred to points (a) and (b) in the Terms of Reference, and raised that there were often new laws and regulations that could or would apply to the work of the Committee. Officers would consider broadening the scope of those points in its report back to the Committee.

The Committee raised the Committee acting as the lead across the institutions. The Committee heard that officers from across the institutions had been invite to attend the Committee's meetings. It was suggested that Members of the relevant institutions Committee be included as ex-officio members. Officers would consider this in its report back to the Committee.

A Member suggested that a dashboard be provided to provide assurance that all the points within the Terms of Reference were being met and delivered. Officers would consider this in its report back to the Committee.

RESOLVED – That Members considered any changes to the Committee's terms of reference.

9. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE

There were no questions.

10. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items of urgent business.

11. 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.

12. NON-PUBLIC MINUTES

RESOLVED – That the non-public minutes of the meeting held on 20 September 2023 be approved as a correct record.

13. HUMAN RESOURCES, PAYROLL, AND FINANCE SOLUTION - ENTERPRISE RESOURCE PLANNING (ERP)

The Committee received a report of the Chamberlain, concerning a decision on the Enterprise Resource Planning (ERP).

14. DIGITAL INFORMATION TECHNOLOGY SERVICE (DITS) - CORPORATE LICENCE & CLOUD SERVICE PROVIDER PROCUREMENT

The Committee received a report of the Chief Operating Officer, concerning a proposed route for the DITS Corporate Licence and Cloud Service Provider Procurement

15. **ELECTIONS DATA BREACH**

The Committee received a joint report of the Comptroller and City Solicitor, and Town Clerk, concerning a data breach within the elections, to consider next actions.

16. **TECHNOLOGY STACK ANALYSIS**

The Committee received a report of the Chief Operating Officer to consider further information on the analysis undertaken on the City of London Corporation's current technology stack.

Note: Under Standing Order 40, the Committee agreed that the meeting be extended by fifteen minutes to conclude its remaining items of business.

17. **CYBER SECURITY UPDATE**

The Committee received a report of the Chief Information Security Officer, concerning an update on cyber security.

18. **CUSTOMER SERVICE**

The Committee received a report of the Chief Operating Officer, concerning an update on Customer Service for IT Services.

19. **REPORT OF ACTION TAKEN**

The Committee received a report of the Town Clerk, concerning a report of action taken on decisions taken under urgency between Committee meetings.

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

There were no non-public questions.

21. **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.

The meeting ended at 3.54 pm

Chairman

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