INFORMATION SYSTEMS SUB (FINANCE) COMMITTEE

Tuesday, 18 June 2013

Minutes of the meeting of the Information Systems Sub (Finance) Committee held at Guildhall, EC2 on Tuesday, 18 June 2013 at 11.30am

Present

Members:
Roger Chadwick (Chairman)
Randall Anderson
Nigel Challis
Deputy John Chapman
Andrew McMurtrie
Sylvia Moys
Dhruv Patel
Graham Packham
Graeme Smith
Deputy John Tomlinson

In attendance:
Chris Punter

Officers:

Susan Attard	-	Deputy Town Clerk
Matthew Pitt	-	Town Clerk's Department
Chris Bilsland	-	Chamberlain
Graham Bell	-	Chief Information Officer
Suzanne Jones	-	Chamberlain's Department

1. **APOLOGIES**
   Apologies were received from Ray Catt and Hugh Morris.

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

3. **MINUTES OF THE PREVIOUS MEETING**
   The public minutes and summary of the meeting held on 19 February 2013 were approved.

   Matters Arising:

   Members Technology Fund
   In response to a Member's question the Chairman suggested that looking at the introduction of iPads on a cost basis alone was not sufficient and suggested

that it would be better to ask the question, have iPads impacted working practices, as part of a wider review.

4. **IS STRATEGY 2013 - 2018**
The Sub-Committee received a report of the Chamberlain which followed on from the IS Strategy consultation document presented at the February 2013 meeting.

The Chamberlain stressed that the strategy was a living document that would evolve over time. He added that it shifted the departmental focus from backroom facilitators to a customer facing department.

In response to a Member's question on data protection issues, the Chamberlain responded that an organisational refresh was underway and this would also be given to Members.

In response to a Member's question regarding assisting with the digitisation of the London Metropolitan Archives (LMA), the Chief Information Officer, responded that colleagues in his department would be working with the LMA on this project. He added that the team intended to learn from the digitisation project undertaken at the British Library.

In response to a Member's question regarding ORACLE Property Management software, the Chief Information Officer responded that a decision on adoption of the software would be taken in July. The Chamberlain clarified that the new system would be used for investment property management and not rental properties.

RESOLVED – That the strategy be adopted and be subject to review after a period of six months.

5. **WEBSITE - USER FEEDBACK AND STATISTICS**
The Sub-Committee received a presentation of the Deputy Town Clerk providing Members with user feedback and statistics from the 2012 website overhaul.

The Deputy Town Clerk advised that whilst there were still areas that could be improved upon, notably the search function and integration with social media, overall user feedback from the new site had been positive. She added that areas identified for improvement were being worked on as a matter of priority.

It was noted that the website had received a Webby Award as recognition of the improvements.

In response to a Member's query, the Deputy Town Clerk advised that users surveyed for feedback were a mix of staff, residents and business users.

Members raised a number of concerns regarding integration of the website function with other applications search functions, for example the planning system and Modern.gov committee management software. In response, the Chief Information Officer advised that his team would examine marrying the systems into the website's search function.

RECEIVED.

6. **INTERNET PROJECT - WEB LESSONS LEARNED**
The Sub-Committee received a report of the Chamberlain outlining lessons learnt from the website overhaul project.

The Chief Information Officer stated that issues with the project had stemmed from two key areas, the absence of strong project management and inadequate testing; these had added significant risk to the new sites launch. He added that contractors had been brought in to make improvements. He highlighted that the changes made as a result of the lessons learnt on this project would assist in the smooth running of future projects.

In response to a Member's question, the Chief Information Officer advised that other projects had been affected as a result of the extra resources required to finish the website refresh.

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7. **PROGRESS REPORT ON KEY PROJECTS**
The Sub-Committee received a report of the Chamberlain summarising the progress made on the delivery of key IS projects which were considered to be most critical for the committee to monitor.

The Chairman requested that a project number be added to the table within the report but welcomed the improvements officers had made to the document in its latest iteration.

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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 urgent items.

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. **TENDER FOR IS MANAGED SERVICES**
    The Sub-Committee approved a report of the Chamberlain.

12. **IS DIVISION REORGANISATION - PROGRESS REPORT**
    The Board received a report of the Chamberlain.

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

14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
    There were no urgent items.

15. **CONFIDENTIAL MINUTES OF THE LAST MEETING**
    The confidential minutes of the meeting held on 19 February were approved.

The meeting ended at 1.05pm

Chairman

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