

Board:	Date(s):	Item no.
Information Systems Sub Committee	25 th June 2014	
Subject: CTO Update and Overview of Technical Change Projects.	Public	
Report of: Chamberlain	For Information	
<u>Summary</u>		
<p>This report provides Members with an update on the City's managed IS service contract, PSN accreditation and work with City Police.</p>		
<p>Managed Service Contract</p> <p>Overall the Agilisys contract continues to perform well. Any issues identified by customers or at the formal review meetings are addressed promptly and positively.</p>		
<p>Public Service Network</p> <p>The City's latest Public Service Network (PSN) submission has been rejected by the Cabinet Office. This is as a result of a relatively small change implemented to enable the elections system to communicate with a new Cabinet Office service. Remediation is anticipated to be relatively straight forward and we are agreeing the scope and work with our PSN accreditor with a view to resubmit later this month.</p>		
<p>City Police Collaboration</p> <p>City Police are now technically engaged with a joint technical design authority meeting weekly. Where appropriate external resource is assisting with design and delivery of solutions.</p>		
<p>This report should be read in conjunction with the IS Programme Update which details the latest status for key IS projects including those covered within this report.</p>		
<p>Recommendation</p> <p>That the report be received.</p>		

Main Report

1. This report provides Members with an update on the City's managed IS service contract, Public Service Network (PSN) accreditation and work with City Police.

Managed Service Contract

2. Overall the service contract with Agilisys continues to perform well as expected. The introduction of new service management tools in February 2014 has enabled more accurate measurement of service delivery against the contracted SLA and KPIs. Rebaselining of service metrics following the introduction of the new service management tool has meant that it is difficult to accurately compare the service pre and post transition, however month on month service measurement and reporting is now achieved more easily and the general indication is of an improving service.
3. The Service Desk was identified as an area for improvement in March. Positive action has been taken by Agilisys and a noticeable improvement in service has resulted. This is evidenced by the positive feedback received at the regular direct customer engagement meetings with IS staff and survey based feedback.
4. Communications generally work well although again an area where a need for improvement has been identified. This is on-going but with positive progress.
5. Agilisys are scoping and implementing a number of key projects for the City including; Oracle R12 upgrade, in-sourcing of Business Rates, the move to Infrastructure as a Service, remote access and WiFi replacement to name a few. In general projects are progressing well although some delays to original delivery dates have been encountered. City and Agilisys are working together to improve project management reporting, resource allocation and project delivery.
6. Failure to recruit to the City's Supplier Relationship Manager (SRM) post remains an issue and requests for a higher market forces supplement and re-grading are with HR. The on-going failure to recruit is a risk, currently mitigated by assigning existing experienced in-house resource to cover.
7. The annual performance and service improvement report will be submitted to Information Systems Sub (Finance) Committee in September 2014.
8. Further details of the managed service contract will be provided in an Agilisys update presentation.

Public Service Network (PSN)

9. The City's PSN accreditation was approved in January 2014 with a renewal due in June 2014. Subsequent renewals are due annually thereafter.
10. The City's June submission has been rejected, primarily as a result of the work undertaken since January to extend the PSN connection to include the City's electoral registration system. The method of implementing this being considered outside of the scope of the original PSN Health Check.

11. It is anticipated that the City will receive notice that the service is non-compliant and as such the City faces disconnection. This is a three stage process with reviews monthly. Work is in progress to redesign and implement the elections service in a compliant manner prior to resubmission of the compliance paperwork later this month.
12. Given the work in progress to remediate the non-compliance issue and the projected timescale to complete this work, it is considered that the likelihood of disconnection is low.

Joint Working with City Police

13. Work with City Police continues both at a strategic and technical level.
14. A technical design authority now meets weekly and is progressing the alignment of City and City Police technical roadmaps. Consultants have been appointed to advise on future; network, telephony and service collaboration.
15. Agilisys have been appointed to deliver the IT technical fit out of Guildhall Yard East which is the first phase of the City Police accommodation programme. Agilisys will do this work in conjunction with City, City Police and others to ensure all requirements are scoped correctly and delivered.
16. The City IS and procurement teams continue to assist the Economic Crime department with both the on-going delivery and management of the existing Know Fraud system and the tender for its replacement.

Contact:

Chris Anderson

Chris.anderson@cityoflondon.gov.uk