

INFORMATION SYSTEMS SUB (FINANCE) COMMITTEE

Wednesday, 25 June 2014

Minutes of the meeting of the Information Systems Sub (Finance) Committee held at Guildhall, EC2 on Wednesday, 25 June 2014 at 11.30 am

Present

Members:

Roger Chadwick (Chairman)
Jeremy Mayhew (Deputy Chairman)
Randall Anderson
Nigel Challis
Jamie Ingham Clark
Hugh Morris
Sylvia Moys
Dhruv Patel
Deputy John Tomlinson

In attendance:

Deputy John Chapman
Graeme Smith
Tom Sleigh

Officers:

Susan Attard	Deputy Town Clerk
Julie Mayer	Town Clerk's
Christopher Braithwaite	Town Clerk's
Peter Kane	Chamberlain
Graham Bell	Chamberlain's
Chris Anderson	Chamberlain's Department
Ellen Murphy	Chamberlain's Department
Kay Andrewes	Director, Agilisys
Pearl Roberts	Director, Agilisys
Avril Stokes	Chamberlain's Department

1. APOLOGIES

Apologies were received from Alderman Peter Estlin, Graham Packham and Chris Punter.

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**

RESOLVED: that,

The public minutes and non-public summary of the meeting held on 25 March 2014 be approved as an accurate record, subject to an amendment showing Mr Chapman and Mr Smith as having been present.

Matters arising

The Chairman advised that the three members in attendance today: Mr Chapman, Mr Smith and Mr Sleight had previously been members of the Information Systems Sub Committee but, for various reasons, had not put themselves forward this year. Given that these Members had a vast amount of experience between them and added value to the Sub Committee, Members agreed that they be invited to attend IS Sub Committee Meetings, as ex-officios. The Members understood that they would be able to contribute to the debates but they would not be able to vote.

4. **PROGRESS REPORT ON STRATEGIC PROGRAMMES AND ALL IS PROJECTS**

The Sub Committee received a report of the Chamberlain setting out progress on Strategic Programmes and all IS projects.

In respect of the Oracle upgrade, which was in 'amber' status, the Chief Information Officer advised that, following the detailed design workshops, the extent of customisation versus the original scope of the project had been challenged. Of 20 outcomes from the workshops, only 5 remained outstanding but the project itself had been flagged as amber to ensure thorough tracking.

During the discussion and debate of this item, the following issues were raised/noted:

- The basic specification was still valid and being adhered to. The resolution of the last few issues should bring the project back to its original format.
- No additional costs had been incurred at this stage and all corrections were being approached with structure and discipline.
- There had been several hundred customisations removed from the 'off-the-shelf' product; other local authorities had required similar customisations.
- Whilst noting that the City of London's financial structure was unique, it might be an option, in future, to consider the benefits of moving to a shared service.
- In respect of other items in the report, Members noted that projects remained 'green' until they had been formally signed off.

- The Chief Information Officer explained that the presence of amber projects indicated that issues were being raised, actioned and monitored appropriately.
- Members asked if the next update report could highlight generic issues.

RESOLVED, that:

The Progress Report on Strategic Programmes and all IS Projects be noted.

5. CHIEF TECHNOLOGY OFFICER (CTO) OVERVIEW OF TECHNICAL CHANGE PROJECTS

The Sub Committee received the Chief Technology Officer's update and overview of technical change projects. During the discussion and debate on this item, the following issues were raised/noted:

- On 13th June 2014, Members of the IS and Projects Sub Committees had received a briefing on the City of London Police's IT collaboration projects.
- Other neighbouring local authorities; i.e. Camden and Newham had experienced difficulties with the Public Services Network.
- In respect of the City of London's Electoral Services, the business vote and Aldermanic elections would need to be communicated over the PSN. Whilst this was a unique and complex requirement, it was being managed and the Chief Technology Officer was confident of a satisfactory outcome.

RESOLVED, that:

The Chief Technology Officer's update and overview of technical change projects be noted.

6. A PRESENTATION FROM AGILISYS ON PERFORMANCE LEVELS AND PROGRESS

The Sub Committee received a presentation by Agilisys on their performance levels and progress. Members were invited to put questions after the presentation and the following items were raised/noted:

- Members had visited the Agilisys site at Barking and Dagenham on 25 March 2014. During the visit they had been given an opportunity to speak to those officers who had transferred from the City of London Corporation, under TUPE regulations. The Chairman was pleased to advise that staff appeared to be very happy with the outcome.
- Members asked if the next performance report could include an analysis of down-time in terms of the number of days lost, not just shown as a percentage, and include value for money. Agilisys stressed that they always worked to the higher end of performance targets and had consulted industry experts to ensure best practice and appropriate

standards. Members noted that performance since January had been very good, as had customer feedback.

- Due diligence would be given to the Police SLA, to ensure it met their requirements.
- As there was no break point in the Agilisys Contract, the governance arrangements were very pro-active in terms of performance.
- Members asked if password re-setting instructions could be more visible, particularly on i-pads.
- Some Members were calling Agilisys for fault reporting, rather than the VIP team. It was therefore suggested that the notices in the Members' areas be more visible.
- Agilisys hold regular supplier relationship meetings with BT and Virgin and work with third parties to improve performance.
- Agilisys were committed to appointing 100 apprentices during the term of their contract, to both IT and Digital Marketing projects, and would cross refer candidates to the City of London Corporation's schemes.
- Members asked if the next presentation could include the top 3 behaviours the City of London Corporation should adopt to help make the contract work.

7. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There were no questions.

8. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There was no other business.

9. 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.

Item No.

10 - 13

Paragraph(s) in Schedule 12A

3

10. NON-PUBLIC MINUTES OF THE PREVIOUS MEETING

RESOLVED: That the non-public minutes of the meeting held on 25 March 2013 be approved as an accurate record.

11. CITY TELECOMMUNICATIONS STRATEGY: CONCLUSIONS OF THE STRATEGIC CONSULTANCY & NEXT STEPS

The Sub Committee considered a joint report of the City Surveyor and the Chamberlain, which provided an update on the City Telecommunications Strategy.

12. NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

There was one question asked whilst the public were excluded.

13. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED

There was no other non-public business.

The meeting ended at 1.15 PM

Chairman

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