Committee:	Date:
Finance Committee	12 April 2016
Subject:	**Public**
Information Technology Division – Quarterly Update	
Report of:	**For Information**
The Chamberlain	
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Summary

The focus of the IT Division over the last quarter has been on continued Service Improvements, the completion of the Police Service Transition to Agilisys, with attendant decrease in risk, and our Priority Programmes.

In addition, Cyber Security and Information Management is a critical risk that has come to the fore in recent months. In March, the Corporation was subject to a Malware attack. This was limited to a few users and a small number of files, however it highlighted the importance of addressing this area across People, Process and Technology. We are working jointly with the Police to implement a structured programme of work to ensure we are best prepared to deal with this risk.

The Police Service transition is nearing completion and we will be reviewing the red risk for the Police IT service during April & May, with a view to moving this to an Amber position, moving to green with the completion of the three Priority Programmes.

The IT Division continues to operate under significant load and we are currently reviewing this against our resources to allow both prioritisation and the matching of resource to this workload.

Superfast City is progressing, with Golden Lane now live and orders being placed by Residents. BT are progressing their 23 cabinets committed for a broader superfast roll out and we continue to support them, along with other providers, to improve broadband provision. The procurement process is well underway for the Wireless concession; we are currently moving through the Competitive dialogue process with shortlisted vendors.

Recommendation

Members are asked to note this report.

Main Report

IT Division and the Agilisys Strategic Partnership

1. Our partnership with Agilisys continues in a positive position, working collaboratively to improve services and complete a number of major projects, in particular further service improvements, the Police Service Migration and the three Priority Programmes.

2. A number of service improvement activities have been completed, including the move of the Service Desk for the Corporation to Rochdale. This has improved the service for the Corporation and we anticipate similar improvements for the Police once their transition is complete during April.

3. Work is also underway to improve Service Management and apply more rigour to our processes. This is being performed in conjunction with the three Priority Programmes and will deliver significant upgrade and improvements to end user devices, networks and telephony.

4. These programmes are moving forward to plan, with a comprehensive design review completed during January and February. This was discussed in detail at the March IT Sub Committee and Members have agreed informal workshops to review and challenge the approach and principles of these projects to provide further scrutiny, support and add value.

5. Following major outages in November, we have completed work with both Agilisys and the City Surveyor to increase resilience of our remote access services and agree operational service levels for Guildhall complex power supplies. Work continues to review this for key remote offices.

6. Our planned consolidation of our application teams into one, with single leadership has now progressed through IT Sub and Establishment Committee. We are now beginning the formal consultation process, with a view to implementing these changes in mid 2016

7. The cost pressure in the Agilisys contract highlighted to Members during the early part of 2016 continues to be addressed as a priority. Good progress is being made implementing technical changes that will make a significant impact on storage and server volumes. Our stated intention to cover these costs within the existing Chamberlain's budget remains on track.

8. Resourcing to meet our workload and finding the right skills to operate in a very complex environment continues to be a challenge. We currently have recruitments underway for additional Business Partners, to raise performance in this area and support/mentor existing staff. We are also bringing additional resource to bear on both Project Management and IT Service Management.

9. We are also reviewing our workload against available resource to identify gaps and ensure our projects and improvements are deliverable. This process will also allow us to prioritise this workload for discussion with Officers and Members.

10. Our strategic resourcing plan with Agilisys is working well, with a flexible pool of resource being accessed to support the major change projects underway. Agilisys are also providing technical resource, most notably one of our Technical Architect Roles and support for the Oracle Reporting tool.

Information Management & Cyber security

11. Cyber Security is a growing risk for all organisations, however there have been a number of incidents affecting local authorities in recent months. During March the Corporation was also subjected to a Malware incident, although its impact was restricted to a small number of files and users.

12. Recognising this threat, and the need to implement more rigorous Information Management Processes, we are working jointly with the City of London Police to implement a structured programme of work to address this.

13. This work will cover the following areas:
    a. Engagement across Chief Officers and their Departments
    b. Review of Governance and the CR 16 Corporate Risk
    c. Definition of Information Assets Owners across all major system
    d. Development of an Information Management Policy.
    e. Implementation of an appropriate Data Classification Scheme
    f. Develop and implement recurring communication and training programmes across Cyber Security and Information Management.
    g. Creation of an annual statement of Compliance to Summit Group
    h. Creation of audit, KPI's, reporting and monitoring schemes to allow clear reporting to Officers & Members.

14. The majority of these proposals relate to People and Process and will require the support of Members and the Business to implement. A paper proposing this business change project will go to Summit Group in April and Members thereafter. In the meantime, we are continuing to communicate to Members to raise awareness of the Cyber Security Risks, ensure our technology is secure and our processes robust.

City of London Police

15. The last few Police IT systems are completing their migration to the Infrastructure as a Service (IaaS) platform with Agilisys and we anticipate completing this project during April.

16. The Police IT service continues to operate under a red risk, however with the completion of the IaaS move, and some further work being conducted around DR testing and telephony this risk will be significantly reduced. We are aiming to review this red risk with Police Leadership in April / May.

17. The IT Department continues to support a number of significant change programmes within the Police, including:
    - Accommodation Project
    - New National Fraud System Implementation
    - Mobile working Project
    - Various telephone and networking upgrades
    - Crime, Case, Custody & Intelligence (CCCI) replacement.
    - Ring of Steel replacement
    - Airwave Replacement

Superfast City Programme

18. The Superfast City Programme aims to engage and incentivise telecommunications providers to invest in providing affordable, superfast broadband services to the Square Mile and to increase the coverage and capacity of mobile coverage in the City. The Programme has been running since November 2014, when it was approved by the Policy & Resources Committee.

19. On the wired work stream, Golden Lane has now gone live with Superfast Broadband (up to 80MB/s) available to all residential units. This now takes our residential coverage to 50% in the City.

20. 408 SME's and their buildings now have fibre connections under the Connectivity Voucher Scheme. This scheme has now ended.

21. BT have committed to roll out 23 Superfast Broadband Cabinets across the City during the years 15/16 & 16/17. They are currently installing or in survey for c50% of these and it is anticipated the first cabinets will go live shortly, however BT are behind their original timescale for this work. We continue to work closely with them to support their installation and progress to meet the commitments made.

22. We are currently working with BT to define the areas covered by these cabinets to assess the coverage of both Residential and SME properties at the end of this process. We anticipate there will be areas without fast broadband services and we will be developing options for how service might be provided to these areas once they are defined.

Conclusions

23. The IT Department continues to deal with a challenging workload in both the Police and the Corporation. We are currently reviewing this workload and the resources available, we will then work with the business to prioritise this.

24. Progress is being made on critical areas of Service Improvements, Police Service Transition and our Priority Programmes.

25. Cyber Security is recognised as a growing and very serious risk and working jointly with the Police a series of People, Process and Technology changes are underway or being planned to mitigate risk and the impact of any attack.

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