Committee:	Date:
IT Sub Committee	7 June 2016
Subject: IT Division Member Update	**Public**
Report of: Chamberlain	**For Decision**
Report author: Simon Woods, Head of IT, IT Division	

Summary

This report provides an IT Division update for Members including the recent change to the management team. The key points to note are:

- Graham Bell, CIO has left the Corporation: Simon Woods, Head of IT will now head up the IT Division.
- There is a stronger IT Division focus on stabilisation, prioritisation and managing risk in pursuit of building a more robust platform for controlled change.
- The IT Division is re-modelling the approach to IT Service Management around a division-wide approach.
- The IT Strategy is being refreshed with the key theme of controlling change and supporting innovation through a stronger operating model for IT.
- The IT Division will be setting up a consultative forum that promotes engagement with the organisation and strengthens the IT Division's approach to the organisational impact of its work.

The IT Division also requests input from Members regarding the two points below:

- Consider the topics to be looked at by Members at the workshop we will set up to go into greater detail about IT issues and challenges.
- Consider the IT Division's request for the requirements that Members have for IT to support their interaction with the organisation. This will enable the service to meet the expectations of Members in terms of the IT they use.

Recommendation

Members are asked to:

a) Note the report.
b) Confirm their key areas of interest for future workshops.
c) Provide a steer on future Member IT needs.

Main Report

Background

1. As well as experiencing a significant management change, the IT Division has recently been changing its approach to the work it carries out in support of the

City and City Police. This change in approach is linked to an increased sensitivity around service issues and the need to manage change in a low risk and sustainable way. The information below provides an update on the changes and the focus of this stabilisation work.

Updates

2. Since the last IT Sub Committee Graham Bell has left the City Corporation to pursue new career opportunities after four successful years as the Chief Information Officer of the Corporation of London. During his time with the City Graham managed significant IT developments across the Corporation, the on-boarding of the City of London Police to the IT partnership and tangible progress on Superfast City, with significant commitments to improving broadband across the Square Mile.

3. The Chamberlain will be working with HR and the IT management team to design the future IT management team structure during the summer. The Head of IT has set an interim structure for the Division until this work is complete (Appendix A).

4. Although the number of major IT issues remains relatively low the Division has recently set an even greater emphasis on lowering the risk of changes to the IT infrastructure. This approach has been endorsed by the Town Clerk, Commissioner of the City of London Police, and The Chamberlain. Through the Strategic Co-ordination Group setup by the Town Clerk the senior leadership has also taken a deeper interest in the technical information being held by the IT Division and how they manage it.

5. The Head of IT is refreshing the approach to risk management within the IT Division and the first cycle of this approach will take place during June. The approach allows for all aspects of risk being managed across IT to be exposed to the leadership of the organisation. The approach aligns to the wider Corporation approach to risk management and its risk management system, Covalent.

6. The Head of IT is also leading on work to re-model the IT service management approach based on industry best practice policy and process. The complexity of the relationship between the City and Agilisys, our managed service partner, means that approaches need to be set at a Division wide level. As the Head of IT is currently leading the Division an IT Service Management Consultant is helping to progress this work.

7. The rapid changes in technology mean that the IT strategy set in 2013 is now considered to be out-of-date and in need of refresh. Rather than updating the existing version it is proposed to build a new strategy that will be based on a vision for the IT service in 2020. The 2020 Vision and supporting strategy will be presented to Members later in 2016.

8. The key focus of the new strategy will be about building a robust service operating model that is able to support the organisations change agenda and provide a platform for innovation.

9. To improve the impact assessment of technology change in the Corporation the IT Division will be setting up a consultative group. Chief officers will be nominating key individuals within their teams who can fully assess the impact of technological change on their working practices. The benefits of this approach will be improved engagement, better impact assessment, and an opportunity to influence the priorities of the work taking place in the IT Division.

Guidance from Members

10. The Division would like to progress the idea of a more in-depth workshop on IT that will be an opportunity for Members who have a background or significant interest in technology to take a closer look at the work we are doing, and the issues and challenges we face. Topics could include:

   - The IT Service in 2020.
   - An overview of the current technologies in use (technology stack).
   - The current key programmes of work.
   - Future IT provision for Members.
   - IT Division structure and working practices.
   - Public facing technology (Super Fast Cities, Safer Communities).

   The IT Division would welcome additional or alternative topics that Members would like us to cover.

11. To ensure the IT Division meets the needs of Members in terms of the IT they require to engage with the Corporation, we would like to ask for your support to understand the requirements more fully. The Division has attempted to support a significant number of requests over the years but increasing complexity and security implications are making this approach more difficult to maintain. Achieving a clear view of the needs of Members will enable the Head of IT to set the model of support more clearly so that expectations can be met, and a clear service offering provided for Members following the elections to the Court of the Common Council in 2017.

Appendices
Appendix 1 – Interim IT Structure following the departure of Graham Bell

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