

Committee(s)	Dated:
IT Sub Committee – For Information	11 November 2016
Subject: IT Division – Member Update	Public
Report of: The Chamberlain	For Information
Report author: Simon Woods, IT Director, IT Division	

Summary

The IT Division has continued to focus on medium and longer term transformation whilst reacting quickly to business interrupting events that have occurred. Core updates:

- The budget uplift paper has been approved by Finance Committee and has been submitted to Policy and Resources Committee. The uplift will enable commitments to be met and activities to be undertaken to lower the level of risk being managed by the Division.
- There have been few disruptive IT service outages but a small number have caused some disruption. Failures of ageing network equipment and one significant outage at the Agilisys data centres were the most disruptive during the period.
- The discussions linked to a potential contract extension with Agilisys have continued and a report will be presented to this Committee.
- The workshop with some Members of the IT Sub Committee in October was very helpful in shaping the final version of the finance update paper.
- The IT Division is shaping a requirement that will draw-in additional support from outside the organisation to support the development of a full strategy and future operating model.
- Improvements to our business continuity position have progressed and further testing is planned to prove that we can continue to function should staff be unable to access Guildhall.
- Issues raised about connectivity at the Old Bailey and Magistrates Court have been investigated and we are confident that no IT issues exist that would deter the Courts Service from using the Old Bailey as its premier court.

Staffing update:

- As some Members already know, I resigned from the organisation in October and will take up a newly created position at the National Citizen Service in January. The Chamberlain is working through leadership options for the Division and will provide a verbal update at this Committee.
- We have recruited a contract PMO Manager, Chris Forth, into the IT Division who is supporting the management of our key projects.

- We are currently in the process of seeking a secondment into a role that will enable us to manage the set-up and commissioning of mobile devices across both the Corporation and Police. We hope to announce the successful candidate soon.

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Updates

1. The budget position that was presented at the last IT Sub Committee has been further refined with the support of Members, Chief Officers and the Finance Division of the Corporation. The total figure has moved to £2.8m to cover an additional £100k that was identified as the team reviewed the Police element of the budget in more detail. The paper has been strengthened in terms of the approaches to gaining more control in the future, and by breaking down the request more clearly. The full revised report is shared at this Committee for information.
2. Although there has been no additional work in developing the IT strategy since the last IT Sub Committee, all activities are now assessed against the high level vision we have created. As part of any new initiative there is a review of whether the new system or service is in line with the approach we wish to take in the future. The vision is therefore already helping to shape our approaches to new systems and services.
3. The number of priority 1 and 2 issues has remained low and there have been very few that have had a significant impact on the ability of the Corporation and the Police to do their work. The ageing network infrastructure did cause issues in two locations and for Walbrook Wharf this was particularly disruptive. The site had multiple short outages that caused a significant interruption to the work of the teams. To resolve the situation the failing network hardware was replaced with a loan device. A permanent replacement has been scheduled for installation. The other serious outage was linked to the failure of highly resilient infrastructure in the Agilisys data centres. The equipment did not behave as expected and Agilisys have already ensured there is no further risk of similar failures.
4. The IT Division has continued to engage with Agilisys on the options for contract extension linked to how we adapt to the changing IT market place and extract the maximum benefit from the relationship we have. There is broad agreement on the likely future operating model and Agilisys have endorsed our thinking on the future strategy. The full proposal will be shared at this Committee.

5. Our second workshop with Members focussed on the re-working of the Finance Committee paper linked the IT Division budget uplift. This was prioritised ahead of the planned workshop on the potential managed service contract extension due to the urgency of getting this in the best possible state for Finance Committee and Policy & Resources Committee. The IT Division is very grateful for the input by Members that has made the report clearer for all the forums it will pass through.
6. As well as considering the changing leadership in the IT Division the Chamberlain has requested that we seek additional third party support to verify our strategic approach, and to support the work leading to a full IT Division strategy and coherent future operating model. I will be working with the Commercial Director and his team to finalise a requirement and then we will seek an expert partner who will support us.
7. Business continuity planning has been a significant topic over the past two months and work to investigate what can actually be done in the event of a major incident has highlighted areas for improvement. The approaches that the Corporation had to business continuity some years ago are no longer valid as they were based on a different model of response by the IT Division. At the current time some staff do have the ability to keep working during some of the potential scenarios, but not all. We are planning to carry out further testing soon that will provide more assurance. However, a clearer understanding of the maximum tolerable outage for systems will ultimately be required. This information will enable IT Division to build plans to meet that expectation where there is a gap.
8. The IT Division has been asked to investigate the current state of IT connectivity and services at the Old Bailey and the Magistrates Court. This was initiated following issues with a standalone broadband service. I met with an IT lead from the Courts service and can confirm that they have all they need to manage their operations at both the Old Bailey and the Magistrates Court. We may be able to assist them with some public Wi-Fi provision whilst they deal with an old legacy service that is not supported, but overall they are confident there are no IT limitations to their continuing use of the two locations.

Staffing updates

9. The Chamberlain has already made some Members aware of my departure from the City in January. I will be leaving to take up a new position as the IT Director of the National Citizen Service, a community interest company set-up by David Cameron during his time as Prime Minister. The organisation has grown rapidly and expects this to continue as it gains its Royal Charter. The Chamberlain has been considering a number of options to ensure that the recent efforts to stabilise IT are maintained as I exit the organisation. The Chamberlain will provide a verbal update on this at the end of today's meeting.
10. We have been successful in recruiting a contract PMO Manager since the last IT Sub Committee. Chris Forth has joined us and brings significant experience from working in PMO roles over many years. Chris will help establish our approaches

to project tracking and prioritisation.

11. We are also seeking to manage a secondment into the team for someone to help manage the provision of mobile devices to staff and Members. Interviews have just taken place and we hope to be able to announce a successful outcome over the coming days.

Appendices

- None

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