Committee(s)	Dated:
IT Sub Committee – For Information	20 January 2017
Subject: IT Division – Member Update	**Public**
Report of: The Chamberlain	**For Information**
Report author: Simon Woods, IT Director	

Summary

The number of serious, negtively impacting issues has been at a very low level since the last IT Sub Committee. The IT Division has maintained a focus on service availability whilst seeking to progress the transformation programme that will uplift the overall quality of IT services at the Corporation and City Police. Core updates:

- The in-year budget uplift has been approved by all the forums required and is now in-place to meet the commitments the IT Division has in this financial year. The uplift will further enable activities to be progressed to lower the risk associated with the ageing IT infrastructure. Since the approval we have also established an estimate of the additional Capital required to reset the quality of IT services in the longer term. Initial modelling points to a total figure in the order of £8.1 – 8.4m (depending upon the amount that can be capitalised) on top of the requests that have already been approved at committee.
- IT Division has been working with City Procurement to engage a third party consultant to further develop our strategy and target operating model. This work follows on from the development of the high level vision and the IT transformation strategy. We aim to appoint a suitable consultancy organisation by the end of January.
- The next IT Member workshop is currently being set-up. The focus will be a deeper examination of the transformation programme and what the impact will be for all the users of IT services. This engagement will enable Members to understand the entire programme as the Division builds the next phase of project requests that will need to go through Projects Sub Committee.
- I have been supporting the on-boarding of both the new IT Director, Sean Green, and the new Deputy IT Director (Delivery), Matt Gosden. Matt started with the Corporation on Wednesday 4th January and Sean has spent two days with me ahead of his official start date of the 16th January.
- Activities to prove our ability to maintain the bulk of the IT services should there be an issue at Guildhall are on-going. Within the next few weeks we hope to demonstrate that a major outage linked to connectivity, power, and/or a lack of access to Guildhall would not prevent users from accessing core services.
- The structure of the IT Division is being strengthened so that key support activities such as financial controls, risk management, and audit compliance

are brought together in a new grouping called IT Business Management: the job description for the lead officer role, IT Business Manager, is currently being evaluated .

Staffing update:

- My last day as IT Director was Thursday 12th January.
- Sean Green has started as the new IT Director as of Monday 16th January.
- Matt Gosden has started as the new Deputy IT Director (Delivery) as of Wednesday 4th January. As well as being a deputy for Sean, Matt replaces Dave Price, a contractor who covered the Head of IT Delivery role within the team.
- Stuart McGowan has joined the IT Division on a contract basis as our new Enterprise Architect.
- Rajiv Rathod, the IT Division Contracts and Supplier Manager, has moved to Chris Bell's new Commercial Team. Rajiv will continue to focus on IT but will have more support from Chris and the team to drive out the maximum value from our IT contracts.

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 now been submitted to all of the governance forums required. The IT Division is confident of now being able to meet all the financial commitments it has in this financial year and is also now able to invest in remediations that will lower the overall risk of the the IT services being provided. Some money has already been spent on the replacement of network infrastructure and other options are currently being considered to improve resilience and/or uplift the performance of the IT services being provided.

2. Within the budget uplift paper the IT Division stated that additional Capital requests would be made in addition to what has already been approved at IT Sub Committee and Projects Sub Committee. The requirements gathering and deeper analysis of the work required has now been pulled together in a financial model and we have our first indication of the level of investment required. The initial figure is currently estimated at £8.1 – 8.4m on top of what has already been agreed at Committee. Detailed Gateway reports will be submitted to both IT Sub Committee and Projects Sub Committee over the coming months to request the funding required.

3. Following the discussions linked to the recent budget uplift and the work completed around the high level vision and transformation strategy, the IT Division has been working with City Procurement to procure consultancy services to both verify our approach and proposed operating model, and to ensure we manage the transition to the new model with minimal risk, and in partnership with our key suppliers. We have used the Nepro framework for the procurement and aim to appoint a suitable partner by the end of January.

4. The next Member workshop is being planned. The focus for the workshop will be a deeper view of the transformation programmes that will lead to a fully refreshed network and new way of deploying and managing desktop computers. Members will gain a greater understanding of the user impact of the large scale investments being made and how the additional requests currently being created link to the end-to-end solution being implemented. The workshop will also help Members support officers as the IT Division engages with the Chairman of Projects Sub to socialise the entire package of activities that will be presented.

5. I have been supporting the on-boarding of both the new IT Director (Sean Green) and new Deputy IT Director (Delivery) (Matt Gosden). Matt started on the 4th January and is spending significant time with Dave Price, the contractor who has been covering the Head of IT Delivery role that will be replaced by Matt's new role. Dave will remain with the organisation until the end of January to support Matt getting up to speed. (The updated structure of the Division is provided as Appendix A).

6. Testing to ensure that any power, connectivity, or issues with access to Guildhall do not prevent staff from using their IT systems is on-going. Although some of the testing has identified issues, the work has been extremely valuable in helping us ensure that should the worst happen, we will be ready and able to connect staff to most of the information resources they need. The IT Division will continue to report on the status of this testing and it is hoped that we will be able to report a positive outcome by the time of the February IT Sub Committee.

7. Further changes are being progressed to strengthen the IT Division in terms of increasing resource for important back-office tasks that will help measure and manage the Division as a whole. A new IT Business Management team is being established that will focus on supplier management, financial controls, audit compliance, service performance reporting, and risk management. The job description and person specification for the lead role of the new team has been created and is currentlybeing evaluated. The key aim of creating the new team and roles is to separate these important supportactivities from front-line teams. Urgent issues tend to take precedence and this has sometimes prevented a focus on these important areas of work in the past.

Staffing updates

8. My last day with the Corporation and City Police as IT Director was Thursday 12th January. I would like to take the opportunity to thank Members for their support during a time when some challenging issues had to be put before Committee. I would especially like to thank the Chairman, Jamie Ingham-Clark for his enthusiastic and positive support over the past 6 months.

9. Sean Green has started as the new IT Director as of Monday 16th January after leaving his role at Tower Hamlets as their IT Director. Sean has experience of working with Agilisys at Tower Hamlets and is looking forward to the new challenge here at the City.

10. Matt Gosden has started as the new Deputy IT Director (Delivery) as of Wednesday 4th January. Matt was most recently Interim CIO at the Department of Energy and Climate Change and has lots of experience of large scale IT transformation programmes. As well as being a deputy for Sean, Matt replaces Dave Price, a contractor who has been successful in strengthening our approach to IT change and service management. Dave will complete his handover by the end of January.

11. Stuart McGowan has joined the IT Division on a contract basis as our new Enterprise Architect and will ensure that the requirements of the Corporation and City Police are matched by the delivery of the transformation programmes.

12. Rajiv Rathod, the IT Division Contracts and Supplier Manager, has moved to Chris Bell's new Commercial Team. The team is being established this year to improve the City's approach to the commercial management of suppliers. Rajiv will continue to focus on IT but will have more support from Chris and the team to drive out the maximum value from our IT contracts.

Appendices

- Appendix A – Current IT Division Structure

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Appendix A

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                                    IT Director              Agilisys Senior
                                    Sean Green               Leadership
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[Part covered by IT Contracts & Supplier Mgr until appointment is made]

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Strategy &        IT Business      Head of Engagement      Head of IT Projects              Deputy IT DIrector
Research Lead     Manager          & Communication         & Programmes                     (Delivery)
                  VACANT                                                                     Matt Gosden
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Finance & Secretariat

INFORMATION MANAGEMENT & SECURITY

- (Supported by) CoLP Information Directorate
- Agilisys Security & Compliance

IT BUSINESS MANAGEMENT (FINANCE, RISK & SERVICE IMPROVEMENT)

- Finance & Risk Officer VACANT
- Supplier Manager
- Service Delivery Manager VACANT
- Agilisys Commercial

COMMUNICATIONS & ENGAGEMENT

- Business Partner
- Business Partner
- Business Partner
- Business Partner
- Business Partner VACANT

IT TRANSFORMATION

- Police Portfolio Lead
- Programme Lead
- Project Manager
- Project Manager VACANT
- Project Manager
- Agilisys PMO
- Senior Business Analyst
- Business Analyst VACANT
- Business Analyst
- Business Analyst
- PMO Manager
- Enterprise Architect
- Enterprise Architect
- Digital Transformation

IT DELIVERY

- VIP Support & Training Lead
  - Technical Business Partners
  - Technical Business Partners
  - Senior Business Support Officer
  - VIP Support Analyst VACANT
  - VIP Support Analyst VACANT

- Agilisys Managed Services Contract:
  - Service Desk
  - Systems Team
  - Field Engineering
  - Change control
  - Problem Management
  - Capacity Management
  - Availability Management
  - IaaS Services
  - Training
  - SIP/CSI

- Head of Applications
  - Application Support Analyst
  - Application Support Analyst
  - Application Support Analyst
  - Application Support Analyst
  - Application Support Analyst
  - Application Support Analyst
  - Application Support Analyst
  - Business App Delivery Analyst
  - Business App Delivery Analyst
  - Business App Delivery Analyst
  - Business App Delivery Analyst
  - App Development Analyst VACANT
  - Application Support Analyst
  - Application Support Analyst VACANT

- Head of IT Services - Police
  - Police Business Systems Lead
  - Snr Infrastructure & Network Analyst
  - Network Analyst (CCTV)
  - Oracle Snr Analyst VACANT
  - Application Support Analyst
  - Application Support Analyst
  - Senior Network Analyst (Airwave)

Key

- Permanent
- Vacancies
- Contract
- Agilisys