INFORMATION TECHNOLOGY SUB (FINANCE) COMMITTEE

Friday, 25 November 2016

Minutes of the meeting of the Information Technology Sub (Finance) Committee held at Guildhall, EC2 on Friday, 25 November 2016 at 1.45 pm

Present

Members:
Deputy Jamie Ingham Clark (Chairman)
Randall Anderson
Deputy Douglas Barrow
Deputy John Chapman
Jeremy Mayhew
Sylvia Moys
Graham Packham
Chris Punter
Deputy John Tomlinson
James Tumbridge

Officers:

Fern Aldous	-	Town Clerk's Department
Peter Kane	-	Chamberlain
Simon Woods	-	Chamberlain's Department
Kevin Mulcahy	-	Chamberlain's Department

In attendance:

Sean Grimes	-	Director of IT Services, Agilisys
Graham Everitt	-	Agilisys

1. **APOLOGIES**
    Apologies were received from the Deputy Chairman, Deputy Roger Chadwick, and Nigel Challis.

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 30 September 2016 be approved as an accurate record.

4. **OUTSTANDING ACTIONS AND WORK PROGRAMME**
    The Sub-Committee considered a report of the Town Clerk which provided updates of outstanding actions from previous meetings. The report also provided information of the Sub-Committee's proposed work plan for forthcoming meetings.

A Member asked that the date of completion/progression of the action to set-up IT workshops be amended to reflect the date of the next workshop.

The Chairman confirmed that, in future, the work plan would reflect where updates had been made.

RESOLVED – That the report be noted.

5. **IT DIVISION UPDATE**
The Sub-Committee received a report of the Chamberlain providing an update on the recent activity of the IT Division. The Chamberlain advised that the newly developed strategy had been well supported across the organisation and at the IT Steering Group; the strategy would be bought to the February meeting of the Committee for approval.

In response to a query from a Member, the Chamberlain confirmed that the significant issue involving a virtual router which had affected Good Messaging was unlikely to reoccur due to more thorough monitoring now being put in place. The messages sent during the outage had been queued until the issue was resolved and then delivered to the intended recipients.

RESOLVED – That the report be noted.

6. **IT SERVICE PERFORMANCE UPDATE**
The Committee received a report of the Chamberlain providing details on recent service performance. A number of the priority one incidents had been caused by a reoccurring outage at Walbrook Wharf, which had now been stabilised. The outage which had affected the City of London Police had been caused by a fault with the provider, Vodafone, which had affected multiple Vodafone users.

In response to a query from a Member it was explained that the "shift left" referred to the desire for the service desk to gain more knowledge so they could resolve more queries at the first point of contact with the user. It was further explained that the cause of the surge in incidents following the holiday period was due, in part, to staff forgetting passwords. The re-set password self-service had only been partly successful in the Corporation (it had seen wider success with the City of London Police). This would be addressed under the managed service desktop transformation programme.

Officers undertook to add narratives to the graphs in future iterations of the report.

RESOLVED – That the report be noted.

7. **CONTRACTS UPDATE: MANAGED PRINT AND MICROSOFT LICENSE VOLUME RESELLER CONTRACT**
The Sub-Committee considered a report of the Chamberlain concerning the review of two existing contracts; the managed print service and the Microsoft volume reseller contract.

<u>Managed Print Service</u>
There was confidence that the short tender process would be manageable, with the City Procurement team closely involved in the process. Members felt that the procurement presented an opportunity to discourage unnecessary printing. It was noted that this would be further addressed by the wider measures outlined in the strategy for departments to be responsible for their IT resources.

<u>Microsoft Volume Reseller</u>
Members discussed the number of licenses required, and whether this could be reduced with the introduction of Office 365. Officers confirmed that there would be scope to remove licenses for peripheral products, and for there to be expiration on unused licenses, however core product licenses would still be required for almost all staff. The Chairman asked for a report on the matter to be brought to the next meeting of the Committee.

RESOLVED – That the report be noted.

8. **AGILISYS ORACLE LESSONS LEARNED REPORT**
The Committee received a report of the Chamberlain outlining the lessons learnt from the Oracle upgrade project. Members felt that although the lessons had been outlined, they had yet to be embedded in practice. It was felt that capturing on the risk register the risk from not learning lessons from previous procurement process would be beneficial.

Limited staff development on project management programmes had also contributed to recent difficulties and training was now in place to address this issue.

RESOLVED – That the report be noted.

9. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
There were no questions.

10. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
Members discussed the results of the recent Member survey. The following points were noted:

- Members would need to decide on the approach to the level of the VIP services.
- Simple issues, such as the hardware in the Member's Room needed to be addressed. Officers assured Members that a replacement printer for the Member's Room would be shortly installed, and a simplified photocopier was being investigated.
- A Member felt that the wrong questions were asked on the survey, and the results did not reflect Member sentiment.
- Members were encouraged to gather feedback from the wider Membership.
- Structured interviews would be held.

- Lessons learnt would be developed and circulated.

The Chamberlain undertook to develop the results. Members could still send comments in relation to the survey.

11. **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.	Paragraph(s) in Schedule 12A
12-13, 15-17	3
14	7
18	4

12. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
    The Sub-Committee reviewed the non-public minutes of the meeting held on 30 September 2016.

13. **OUTSTANDING ACTIONS FROM NON-PUBLIC MINUTES OF PREVIOUS MEETINGS**
    The Sub-Committee received a joint report of the Town Clerk and the Chamberlain outlining the actions outstanding since the last meeting of the Committee.

14. **RISK UPDATE AND TRENDS**
    The Sub-Committee received a report of the Chamberlain which provided analysis on the IT division's risk register.

15. **CONTRACT EXTENSION PROPOSAL**
    The Sub-Committee considered a report of the Chamberlain regarding the managed services contract.

16. **TRANSFORMATION PROGRAMME UPDATE**
    The Sub-Committee received a report of the Chamberlain providing Members with an update on four of the priority projects.

17. **IT FINANCE UPDATE**
    The Sub-Committee received a report of the Chamberlain regarding the IT Division budget for the current financial year.

18. **IT LEADERSHIP UPDATE**
    The Chamberlain updated the Sub-Committee on the IT leadership in a Members only session.

19. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
    There were no non-public questions.

20. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
There was no other non-public business.

The meeting ended at 3:25pm

Chairman

Contact Officer: Fern Aldous
tel.no.: 020 7332 3113
fern.aldous@cityoflondon.gov.uk