Committee(s)	Dated:
IT Sub Committee – For Information	26 May 2017
Subject: IT Division – Member Update	**Public**
Report of: The Chamberlain	**For Information**
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Summary

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 procurement activities for the LAN Hardware and services design, build and support have been completed with an intention to award following the standard cooling off period. Communications, presentations and roadshows are accelerating to support IT transformation in particular the roll out of new devices and office 365 with the CoL desktop transformation.
- The Mitel Telephony support contract is been awarded to Daisy Telecommunications.
- The Print contract for supplying MFD's to the Corporation should be completed with recommendations for award by end of May 17.
- CoLP Programmes updates are provided in the body of this report. A business case will be prepared shortly for CoLP desktop transformation.
- The number of Priority 1 and Priority 2 incidents continued to stay low during the last 3 months.
- Meetings should begin in early July with Agilisys to negotiate a 2 year extension to the existing contract.
- Soictm advisory have completed the discovery phase of their IT assurance review providing some early insights. The full recommendations report will be brought to the IT Sub-Committee in July 17.
- Questions raised at the previous IT Sub Committee concerning:
  - IT staff employed pre the Agilisys contract vs. IT staff currently employed today
  - The division of responsibilities between Facilities staff and IT staff with the Network remediation work currently underway
- A complete review of IT risks has been completed, with risks transferred from spreadsheets to the Corporate Covalent Risk register. More details on risks are included in the body of this report

Recommendation(s)

Members are asked to:
- *Note the report.*

Main Report

Updates

IT Support and Service

1. The number of Priority 1 and Priority 2 incidents continued to stay low during the last 3 months. Performance in City of London Corporation (CoL) in March was high, with sustained contractual compliance and high customer satisfaction. City of London has not had a P1 incident for over 9 weeks.

2. Performance in City of London Police (CoLP) in March was also high, with sustained contractual compliance and very high customer satisfaction. A higher than usual number of P2s had a very limited business impact and was caused by issues with just 2 services which are under investigation by suppliers. This represents a significant improvement since March 2016 when there were 4 P1 incidents which affected service to users.

3. At the Finance Committee meeting on 2nd May a question was raised regarding the P1 performance of 54% within 2 hours for CoLP over the 12 months 1st April 2016 to 31st March 2017. 54% is an average of all CoLP P1s across both Agilisys and internal teams combined for the last 12 months (target is 98%).

This underperformance, which was concentrated in the first half of the year to September, reflected a number of factors:

-   External factors - 4 of the 9 incidents were due to third party suppliers and power problems
-   Underlying infrastructure issues, which will be addressed through the transformation programmes
-   Changes, which were not sufficiently risk assessed. Tighter risk assessment and testing procedures have now been put in place.

Performance improved significantly in the second half of the year, with only three incidents over the last 8 months and none during April and May.

Until we have completed the IT transformation programme by the end of 2017 there will continue to be risks around the aging infrastructure. But the IT Division will continue to work closely with Agilisys on learning and implementing lessons learned from P1 and P2 outages, implementing any remediation required and where there are dependencies on third party IT suppliers ensuring contact service levels reflect support required to achieve the P1 agreed targets.

Enhancements to the current IT services provided to the CoL and CoLP have been commissioned with Agilisys:

*   CoLP 24 x 7 Service Desk
*   CoL 24 x 7 Service Desk including support for PC Encryption software (Bitlocker) and direct access in preparation for IT Transformation roll out

Corporate IT and Agilisys Contract Extension

4. Preparation for contract negotiations with Agilisys for the extension of the existing IT contract has begun. The expectation is that negotiations will start in July 2017 and be completed by October 2017. A recommendations report regarding changes and improvements to the existing contract will be brought back to the IT Sub-Committee after this date.

IT Staffing Pre and Post the Award of the Agilisys Contract

5. A question was raised at the last IT Sub-Committee meeting about the IT personnel employed pre and post the contract with Agilisys. In summary the number of staff employed in IT pre the Agilisys contract were 102 for City of London Corporation and 29 for City of London Police. Today there are 81.5 CoL staff (split between Corporate IT and Agilisys) and 31 CoLP staff (split between Corporate IT and Agilisys). The main reasons the number of IT resources supporting CoLP has increased is due to the amount of IT driven digital and application changes being worked on within CoLP.

Police IT Programmes Update

6. Police IT Programmes are progressing well as detailed in the update below:

- Corporate IT is working with the CoLP programme office on building a record of the interdependencies that each CoLP Transformation Programme workpackage has with other programmes. This is now almost complete. A full programme interdependency plan should be available as a result of this work.

- National ANPR Service (NAS) - NAS is the new National APNR Service where data on Automatic Number Plate Recognition is to be held centrally and individual forces will feed into and search this data. Corporate IT are working with the Project team to identify what needs to be put in place to set up and run the project.

- Corporate IT are developing a Roadmap & plan for CoLP Office 2013, Office 365, Windows 10, & Desktop refresh to ensure that there is a clear alignment & strategy between the different pieces of work required. Stage Gateway1/2 papers are being produced for both Windows 10 and also for Office 2013 for CoLP.

- Niche Programme (Note: Niche is the brand name for a single, unified, operational policing system that manages information in relation to the core policing entities – people, locations, vehicles, organizations (businesses or other groups), incidents (or occurrences) and property/evidence). The current focus is working with this programme regarding the installation of Virgin lines into Bishopsgate to provide the connectivity to the East Midlands regional network.

- Integrated Management System (IMS) and Digital Recording System (DRS) Programme - The programme is having a WAN & LAN installed into Wood Street which will provide a Disaster Recovery build and ensure business continuity.

Socitm Advisory - IT Review and Assurance

7. Socitm Advisory was awarded a contract to provide assurance on the following areas: The IT Division Operating Model; Managed Service Supplier Performance Measures (KPI's); Review of the IT Financial Model; Transition planning looking beyond 2020 and the end of the current contract with Agilisys. They have interviewed 20 staff, facilitated three workshops and reviewed a number of documents. They have now completed their discovery phase and will be working through recommendations and findings that will be presented to Members at our Committee meeting in July 2017.

Remediation Responsibilities

8. A question was asked at the last IT Sub-Committee about the division of responsibilities for IT Data Communications rooms between Corporate IT and Facilities Management. From a meeting held with the City Surveyor and Corporate IT on 24th February 2017 the following was agreed:

- The current state of the cabling supporting the IT infrastructure is a Corporate IT responsibility
- The remediation is the responsibility of IT and cost to resolve is within the Corporate IT budget
- All works will comply with relevant standards especially Health and Safety Standards
- IT will be responsible for all electrical cabling from the distribution board to the communications cabinet and all IT infrastructure cabling
- We will communicate on a site by site basis directly with the end users
- Corporate IT would provide advance notice to your Facilities Management of any works being undertaken
- Once fully remediated new processes will be enforced to ensure consistent good practice and management of IT assets and data communications rooms across the Corporation and City of London Police estate

Risk Actions

9. Software Asset Management (SAM) – Current situation

    'There is a risk of not having the correct number of licences for the software that CoL and CoLP use.'

    The IT Division has commissioned Agilisys to provide additional licence support and use a new software licence management tool in our estate to help mitigate this risk.

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