

<b>Committee:</b> Finance Committee	<b>Date:</b> 6 <sup>th</sup> June 2017
<b>Subject:</b> IT Division - Quarterly Update	<b>Public</b>
<b>Report of:</b> The Chamberlain	<b>For Information</b>
<b>Report author:</b> Sean Green, IT Director	

### Summary

Service and Performance - The number of serious, negatively impacting issues remained at a low level during the quarter February-April 2017. The IT Division maintains 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.

**IT Strategy and Transformation with Member and staff engagement** – Work has begun well with agreed funding and activities underway to transform CoL and CoLP networks and desktops. Current phases for the network remediation are progressing well, new desktops, Windows 10 and Office 365 are due to roll out from June 17 and the procurement of LAN equipment and services should have been completed by the end of May 17. The level of engagement with staff and Members has been very good with workshops held with both Members and Staff and roadshows beginning in May 17 at the Gild and several of remote locations to share with staff the new equipment and desktop build that Corporate IT will be rolling out.

**Business Continuity** – Core resilience to enable Business Continuity for CoL and CoLP is provided through the Infrastructure as a Service (IAAS) through our IT Partner Agilisys. There are still vulnerabilities in our estate caused by services being housed or connected through our legacy data centre that runs out of the Guildhall Justice Rooms.

**SOCITM Review** – The Corporation commissioned SOCITM Advisory in February 2017 to carry out a review of our IT Strategy and IT Operating Model. Socitm 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.

**Agilisys Contract Extension** - Meetings should begin in early July with Agilisys to negotiate a 2 year extension to the existing contract.

**Risks review** - The Corporate IT Deputy Director completed a review of IT risks and the consistency of approach in the IT team in recognising, reviewing and managing risks.

### Recommendation

Members are asked to note the report.

## Main Report

### Updates

1. **Service and Performance** - 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) was high, with sustained contractual compliance and high customer satisfaction. City of London has not had a P1 incident for over 9 weeks.

Performance in City of London Police (CoLP) was also high, with very high customer satisfaction as indicated by Help Desk response. 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. P1 resolution during this period was 92%. When removing the dependency on third parties the Agilisys response to this target is 100%. The paragraph below explains this in more detail.

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.

Enhancements to the current IT services to provide 24x7 service desks to CoL and CoLP have been commissioned with Agilisys

2. **IT Strategy and Transformation Programme** is focused on enhancing the IT service within the CoL and bringing the underlying end user services up to a consistent level.

The IT Strategy - documents for both the City of London Corporation (CoL) and City of London Police (CoLP) have been endorsed by Officer and Member committees (just awaiting sign off from Police Senior Management Board and the Police Committee). The strategy covers our delivery for the next 18 months. Further strategy updates will be provided on Applications and Digital.

Transformation work has been completed on:

- Several of the key IT Policies.
- The Processes which support the services we deliver to the business.
- The Governance which controls our delivery.
- The supporting technology we deliver to the business – WAN, LAN, Managed Desktop, O365, Optimisation.
- Procurement of our Wide Area Network supplier.
- Start of the Network remediation work.
- Procurement (but not appointment) of LAN Hardware and Services suppliers.

The Programme has moved from Strategy and design into mobilisation and delivery and the focus is to ensure we have control to realise the business benefits:

- Policy framework being signed off to drive new ways of working and behaviour.
  - Communications and business engagement in place to partner with the business.
  - New Programme Management Office to enable effective governance and control.
  - Transformation impact assessment completed to inform our decisions on future Operating model.
  - Financial tracking framework in place to ensure delivery to budget.
  - End user computing technology platform designed, built and in pilot.
  - Engagement and communications with Members and Staff
3. Business Continuity – Guildhall Justice Room (GJR) is being decommissioned with most of the equipment moving to IAAS with some on- premise equipment being moved to a dedicated new communications room in the Guildhall. In addition, the Network transformation programme will provide additional network resilience to the new on-premise communications room.
  4. Socitm Review - 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 the IT Sub-Committee meeting in July 2017.
  5. Agilisys Contract Review - 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.

6. Risks review - The Corporate IT Deputy Director has completed a review of IT risks and the consistency of approach in the IT team in recognising, reviewing and managing risks. As a result of this review, many duplicate risks have been removed, the number of live IT risks rationalised to 23 (this had 140 risks registered at the end of January 2017). IT risks will be reviewed, monitored and reported on a monthly basis or as required when risk factors change.

Sean Green  
IT Director, IT Division

T: 020 7332 3430

E: [sean.green@cityoflondon.gov.uk](mailto:sean.green@cityoflondon.gov.uk)