

Committee(s)	Dated:
IT Sub Committee – For Information	18 th September 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:

- Performance in City of London and City of London Police in July remained high, with sustained contractual compliance and high levels of customer satisfaction.
- Customer satisfaction with City of London and City of London Police Service Desks is consistently very high and feedback from users achieved an average score of 95% over the last 3 months (Appendix A).
- The Service Desks resolve over 80% of all calls and consistently ensure that calls are answered within target.
- Detailed discussions about extending the Agilisys contract from August 2018 to August 2020 began in July and will continue into Q4 2017.
- The procurement activities for the LAN Hardware and services design, build and support was issued on the 7th June with a final submission date of 19th July. A decision on the tender award is expected by mid-August. Windows 10 and Office 16 roll out has now begun with the IT team going live week commencing 14th August. There have been some delays with completing the roll-out schedule that will be discussed in more detail in the IT Transformation update paper.
- CoLP Programme updates are provided in the body of this report. A Transformation Roadmap is being prepared to present to the City of London Police during September 2017.
- GDPR Projects have been kicked off covering Information Governance and IT impacts. The Project plans (GDPR readiness) will be audited by Mazars in September 2017 and January 2018.
- Questions raised at the previous IT Sub Committee concerning:
 - The Chairman of the IT Sub Committee, who is also a Member of the Audit and Risk Management Committee, agreed that the IT Sub Committee would follow up on the IT issues – i.e. IT asset management and the disposal policy.

- A question was raised by the Finance Committee and delegated to the IT Sub-Committee to get an update on progress with placement of IT Apprentices through the IT contract with Agilisys
- Agilisys Contract extension discussions are progressing as planned with a report due with the IT Sub-Committee in November 2017. A separate checkpoint report is detailed on the agenda.

Recommendation(s)

Members are asked to:

- *Note the report.*

Main Report

IT Service and Support

1. The service performance for both the City of London Corporation and City of London Police was good for the period July 2017. There was 1 P1 incident in City of London Police due to a power failure and 2 P1 incidents in City of London Corporation due to: i) the Good application was unavailable because of a fault in the supplier's data centre and ii) Internet services were slow because of an issue enabling Windows 7 computer users to access Office365.
2. There were 3 P2 incidents for City of London Police and the City of London Corporation
3. Security patches were deployed to servers and computers in City of London and City of London Police on schedule in June. Completion rates for servers within the June cycle were 100% (City of London Police) and 96% (City of London). There were some issues installing Windows updates to a small number of servers. These are being addressed and the updates will be installed in line with the August cycle.
4. The IT Division are proposing a maintenance window schedule with for IT Steering Group approval. This will mean the business is better able to predict and prepare for planned IT work. Maintenance windows will be used for essential, but simpler, smaller changes and maintenance tasks. Larger pieces of work will continue to be performed out of hours where sensible. Maintenance windows are standard practice in most organisations.

IT Transformation Summary

5. The Programme is delivering to quality and cost.
6. The business case saving target of £240k in IaaS, now been identified and validated. There also now appears to further savings of 3rd party contract costs, which are under review.
7. Some slippage has occurred due to change freezes, Microsoft licensing and LAN re-tender which have now been resolved.
8. Desktop rollout to the Business has now commenced with the IT team, Remembrancers and Comptrollers. Remembrancers
9. The WAN site remediation and rollout of new circuits is well underway.

10. LAN design, build and operate tender has been re-run and evaluation currently underway with a view to completing by end of August.
11. TOM design principles defined, though the implications of the Transformation Programme need to be socialised more widely to ensure the Corporation is aligned to the future technology stack.
12. New Service landscape defined to align the Agilisys service deliverables to the new technology stack. The contractual position with Agilisys needs to be resolved to enable transition into support.
13. Policy framework defined and some resistance to change being encountered which is slowing down the change process. The policies are critical to ensure we get a return on investment on the Transformation and deliver the Business benefits.
14. The investment plan will be finalised following completion of the remaining procurement activities for Network Solution Design and Build. Where Programmes are in flight all projects are delivering to forecast and approved budget.

Police IT Programmes Update

15. Niche Programme (Criminal Intelligence System) – Programme for going live with Niche in on track for October 2017. A resilient line for the provision of service has started with completion by 2nd September. The set up the training facility for the system is being finalised.
16. Deployment of Office 2013 - User Acceptance Testing of Office 2013 is to commence on the 29th August involving User Testers using critical applications across a range of departments. Following completion of the User Acceptance Testing the deployment schedule for Office 2013 will commence. This is a dependency for implementation of the Niche programme.
17. Emergency Services Mobile Communications Programme - The programme is taking part in the tender process that the National ESCMP is running regarding the Mobile Devices to be nationally tendered for. Updates will be provided once the tender process is completed end of December 2017.
18. Information Management System and Data Recording System(IMS/DRS) - Programme (covering CCTV replacement integrated with intelligence systems) - At the request of the programme, Agilisys are producing Solution Proposals for the following 3 pieces of work:
 - Automatic Number Plate Recognition Internet Protocol Camera & Network Circuit Provision
 - IMS / DRS Network Requirement
 - Windows 10 Build for CoLP
19. National ANPR Service - IT are testing the secure network connection as requested by the National Programme, as this is the connection that will be used for the National ANPR Service.
20. A Transformation roadmap is being prepared to present Police colleagues during September 2017.

GDPR Update

21. Projects are now underway within Information Governance(Comptroller) and IT. Mazars will support an assessment of our readiness reviewing plans and implementation in September 2017 and January 2018.

Work underway includes:

- A programme of awareness raising and training from September 2017
- Documenting data held (including considering the reasons for its collection and retention)
- Reviewing privacy Information
- Reviewing policies and procedures
- Reviewing contractual impacts
- Reviewing system capabilities to implement privacy impact assessments, retention schedules and the right to be forgotten.

Audit Committee Action Update

22. A question was left outstanding at the last IT Audit Committee relating to evidence of policies for asset management and IT disposal. These policies have been identified and provided to the Head of Audit to review. A further update will be provided at the next IT Sub-Committee when this outstanding audit action should be closed.

Agilisys Apprenticeships

23. A question was raised at the last Finance Committee regarding the number of apprentices placed by Agilisys through the IT contract. During the term of the contract there has been 50 apprentices allocated the scheme run by Agilisys. It is expected that by July 2018 this would have increased to 60. Corporate IT are engaging with Corporation Departments to encourage them to take advantage of the Agilisys Apprenticeship Programme and discussions are progressing to determine if the scope of apprenticeships could be broadened to cover broader Digital specialities and not just IT.

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