

Committee(s)	Dated:
IT Sub-Committee – For Information	24 th November 2017
Subject: IT Division – Steering Group 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 the last two months 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 October feedback from users achieved a score of 6.1 for City of London and 6.72 for City of London Police.
- IT Transformation is broadly on plan and is on track with the allocated budget.
- The procurement activities for the LAN Hardware and services design, build and support was completed with a consortium, Freedom, appointed that includes Agilisys.
- CoLP Programme updates are provided in the body of this report.
- GDPR changes are going to plan.

Recommendation(s)

Members are asked to:

- *Note the report.*

Main Report

1. The service performance for both the City of London Corporation and City of London Police was good for the period September and October 2017.
2. There was 1 P1 incident in City of London Police - The ANPR system database was corrupted and restored from backup.
3. There was 1 P1 incident in City of London - The Barbican Library network and telephones had an outage due to a Broadcast storm where a telephone was incorrectly cabled by a member of staff.

4. There were 4 P2 incidents for City of London Police:
 - a. There were 2 brief disruptions to printing outside of core business hours.
 - b. The Property Management System was unavailable for longer than expected during the monthly Microsoft patching process
 - c. A fault in the Vodafone infrastructure meant that COLP was unable to send or receive external email.
5. There were 6 P2 incidents for City of London
 - a. Some printers were unavailable following an upgrade to the printing software.
 - b. The intranet was unavailable on several occasions due to a possible conflict with Antivirus software
 - c. Outlook was unavailable for some users following patching
 - d. Wifi was unavailable in the Guildhall due to a Public Service Network (PSN) conflict
6. Service Improvements
 - Agilisys provided end user familiarisation training for Windows 10, supported by floor-walking and online resources for end users.
 - The IT Service Desk has increased the number of agents until January 2018 in order to provide effective support for users during the deployment of Windows 10 and Office 365. The Service Desk and technical teams have had additional training and workshops and established a Transformation team Knowledge Base.
 - Servers in City of London Police local datacentres were migrated to use Infrastructure As A Service (IaaS) backups from October. This removes the risks associated with end of life legacy backup equipment.

IT Transformation Summary

7. The programme is delivering to cost and scope. Timelines delayed for the Local Area Network (LAN) roll out.
8. Notable achievements include: Desktop rollout to the business has now commenced and 500 users migrated to end of October and Microsoft 365 (email, SharePoint, Intranet, OneDrive) migrations underway.
9. Freedom Communications were identified as the new Local Area Network (LAN) supplier following a competitive tender. The LAN Gateway 5 paper submitted to Projects Sub and Finance committees for decision and presented to this committee for information.
10. The Wide Area Network (WAN) site remediation is nearing completion and 117 of 128 sites remediated, and rollout of new circuits is well underway.

11. Policy framework defined, and moving to implementation. The policies are critical to ensure we get a return on investment on the Transformation programme and deliver the business benefits.

Police IT Programmes Update

12. NICHE (Main Police Records Management System) - The Niche programme went live on the 25th October 2017. The Niche Records Management System (RMS) has been rolled out to all devices, and users were asked to log into Niche-Pronto during w/c 16th October 2017 to ensure that they had correct role permissions.
13. OFFICE 2013 - Office 2013 has been rolled out to all managed CoLP devices both to upgrade them from Office 2007 and to support the Niche Roll Out. Installation of Office 2013 on devices on the deployment schedule was completed on the 10th October 2017.
14. EMERGENCY SERVICES MOBILE COMMUNICATIONS PROGRAMME (ESMCP) - CoLP are progressing all internal preparations around this programme within the CoLP infrastructure. As part of this preparatory work for the Emergency Services Mobile Communications Programme, two Network lines are being procured and will then be installed.
15. INTEGRATED MANAGEMENT SYSTEM – DIGITAL RECORDING SYSTEM (IMS-DRS) - A Solution Proposal has been produced for rolling out intelligent IP ANPR cameras in order to support the IMS-DRS Programme, which is a platform providing CCTV information management. Solution Proposals have also been produced to configure and test 47 vanilla Windows 10 workstations, and also for the supply & installation of the CoLP Network into 4 corporation locations across three sites. The programme does have a reliance on delivery by Third Parties (BT) prior to its implementation and completion.
16. CoLP NETWORK TRANSFORMATION PROGRAMME - With the site surveys of police sites having been completed, Remediation scoping documents to bring the sites up to the necessary standard have been produced and approved at the CoLP Technical Design Architecture (TDA) meeting. Remediation work at these police sites is currently taking place.
17. CoLP TELEPHONY - This is a key project for CoLP and is a currently a high risk to the Force until implemented. System functionality and performance issues need to be addressed by the project. A Solution Proposal is currently being developed with a potential implementation date within 2018.
18. CYBERARK PRIVATEARK - CyberArk PrivateArk is software required for the new ActionFraud / KnowFraud system. It is being deployed to all endpoint devices in the National Fraud Investigation Bureau (NFIB) which will be a maximum of 100 devices. The application is undergoing compatibility assessment, packaging, system testing, and user acceptance testing, rollout and sign off. The project is on track and planned to be completed by the 8th November 2017.

19. CoLP IT ROAD MAP - An IT Road Map is being developed for CoLP, to be presented to police colleagues at the November CoLP IT Strategy Board. The road map includes CoLP Transformation Programmes; National Policing Programmes; managed Applications & Infrastructure.
20. NATIONAL DIGITAL POLICING PROGRAMME - Digital policing nationally will in the future play a significant role in how police IT Services are delivered and supported nationally. The IT Police Portfolio Lead has been actively engaging with the different National Policing Programmes in order to understand the IT elements that will need to be put in place and when, in order to deliver these programmes within CoLP.

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