

Committee(s)	Dated:
IT Sub-Committee – For Information	9 th February 2018
Subject: IT Division – IT Director Summary	Public
Report of: The Chamberlain	For Information
Report author: Sean Green, IT Director	

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.
- IT Transformation is broadly on plan and is on track with the allocated budget.
- Court of Common Council agreed the contract extension with Agilisys on 11th January 2018.
- CoLP Programme updates are provided in the body of this report.
- GDPR changes are going to plan.
- A consultancy has been appointed to conduct a review of Information Management at the City of London Corporation.
- PSN health-check remediation now being reviewed by the Cabinet Office PSN accreditation team.
- IT Revenue budget is forecast to contribute an £84,000 saving in this financial year.
- The extension of the Agilisys contract was agreed by Court of Common Council on the 11th January 2018.

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 November and December 2017.
2. Service Improvements
 - Agilisys provided end user familiarisation training for Windows 10, supported by floor-walking and online resources for end users. the sites from mobile devices.
 - The new and improved City of London intranet launches at the end of January.
 - A proposal is being submitted for the removal of redundant City of London data and servers following Transformation.
 - The customer perception survey process is being reviewed as part of the contract extension.
 - IT responded effectively to the Intel and ARM processor vulnerabilities that were well-publicised in December; the IT service mobilised a task force to assess the possible impacts and to implement protective measures immediately.

IT Transformation Summary

3. The programme is delivering to cost and scope. Timelines delayed for the LAN roll out.
4. Notable achievements include: Desktop rollout to the business has now commenced and 2500 users migrated to end of January and Microsoft 365 (email, SharePoint, Intranet, OneDrive) migrations underway.
5. Local Area Network and Wide Area Network implementation now underway with the infrastructure corporate risk now reduced to an Amber because of the extensive remediation work undertaken with IT Communications rooms.
6. 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.

7. Implementing the new IT Operating model and the changes to Agilisys with their new Service Operating model are important to ensure the benefits of IT transformation investment are realised over the coming years.

Police IT Programmes Update

CoLP Network Transformation Programme

8. With reference to the WAN workstream, site remediation's are completed except for 2 sites, currently being prepared for the provision of BT services.
9. With reference to the LAN workstream it is expected that both the programme and the BT low level designs will be completed by the end of January.

Emergency Services Communications Mobile Programme (ESCMP)

10. A 2-day planning workshop was carried out by members of the national programme, at which members of the CoLP ESCMP programme and IT attended. The workshop went through the high-level tasks required for CoLP's transition to ESN based on the plan used at the Civil Nuclear Constabulary.
11. There are two Direct Network Service Provider (DNSP) lines to be procured by the programme, the Emergency Services Network (ESN) / DNSP code of connection documentation for these are being reviewed by CoLP IT staff. The ESN Code of Connection (ESN CoCo) applies to all user organisations that are seeking to connect an ICT system to the ESN. The submission made will be reviewed by the ESN Connection Sub-Group, and if CoLP are viewed to be managing risk to an acceptable level a certificate will be issued.

NICHE

12. Normal Business as Usual (BAU) support is being provided through change requests, involving client upgrades, firewall reconfiguration and data extracts through Business Objects.

IMS-DRS Programme

13. Several solution proposals are being provided by Agilisys for the programme. One of these is for Agilisys to harden and build a vanilla Windows 10 build, specifically for and limited to 47 IMS-DRS devices. A Solution Design for these went to COLP TDA on the 9th January 2018 for approval.
14. Another solution proposal involves the IMS-DRS Programme rolling out intelligent IP ANPR cameras, which necessitates modifications to some networking and security related services managed by Agilisys. A draft design document regarding this should be ready on the 12th January 2018.

IP Telephony

15. This project is to upgrade telephony and voicemail currently used by CoLP. The Business Case went to the November 17 CoLP IT Strategy Board and Option 3 was

agreed subject to sourcing the funding. Terms of Reference for the Programme Board have been agreed, and membership is close to being agreed. Agreement has been reached with Procurement regarding the procurement route. It was agreed at the Corporate Projects Board on Thursday 21st December 2017 subject to Finance being available. Subsequently it has been decided to revise the submission to a Gateway 1-2 paper to allow the project scoping to begin whilst the full capital financing is sourced. This paper will be submitted to Projects Sub-Committee on the 21st January (see separate agenda item).

SafeQ Printing

16. Konica have completed audits of Police sites, and produced Audit Reports for each site – these have been reviewed and approved by IT and Accommodation teams, and will result in a largely like-for-like deployment. However, in some locations where demand is high, larger devices will be deployed, equally where there is surplus capacity, a small number of devices will be scaled back. Prior to deployment of new printers, a SafeQ server upgrade needs to be carried out in both the Protected (IL3) and Secured (IL4) environments, and these are planned for late January 2018. Once these upgrades are complete, close to 100 Multi-function Devices will be replaced over the course of February/March 2018. It is essential to have good engagement from facility managers at local sites to deliver to the agreed timetable.

High Tech and Cyber Crime Unit

17. Work has been carried out to look at the issues of data storage capacity experienced by the High-Tech and Cyber Crime Units. Remediation solutions have been identified. The IT team are progressing the solution proposals with these teams.

National Enabling Programmes (NEP)

18. IT have been engaging with members of the NEP to identify what their requirements are for the roll out of Office 365. There is a requirement to inform the NEP the number of Microsoft licences required to secure a national pricing model. The IT team are providing this information to the NEP. There is a need to renew the CoLP MS Enterprise licence for the end of this month. IT will seek support from NEP to ensure that CoLP can benefit from any national pricing model negotiated without any penalties for having to renew the MS agreement at the end of the month.

Home Office Biometrics Programme (HOB)

19. IT have been engaging with Home Office Biometrics's team to identify the specifications that an Android phone will need to meet for the use of the Mobile Fingerprint Reader. In order to use the new Mobile Fingerprint Reader application, the Force will need to procure a minimum of 3 Android devices. It has been established that we do have contracts which will enable the purchase of Android phones and SIMs. The current Mobile Device Management (MDM) will work with Android phones.

CoLP IT Road Map

20. Following the agreement in principle at the November CoLP IT Strategy Board and the request to have engagement with members of the Force, sessions at Directorate SMT meetings has been set up for January and February 2018.

GDPR and Information Management Update

21. General Data Protection Regulations are enforced from the 25th May 2018
 22. The table below highlights some the key deliverables from the IT Workstream
 23. A consultancy called Glue Reply have been appointed to review Information Management for the City of London Corporation.
 24. The work should commence in February 2018 and complete by July 2018
 25. The scope with cover information management governance, operating model, architecture, tools and policies.

IT Delivery – Policy and Standards		G
	Update IM policy and Standard Update Information and IT System Security policy Implement Unstructured Data policy Write procedures / guides Develop a revised Data Retention Schedule	
Mazar's Interim Audit Requirements		G
	Create PIA and guidance as on-line documents Create an on-line form for internal and external breaches Implement an incident management process for breaches Create central log of the legal basis for processing	
Security of IT Systems & Personal Data (Article 32)		G
	Secure personal data; systems; identify retention periods Locate unstructured data Process for data removal (retention period ended / data subject request) Create information asset register Process for data removal (retention period ended / data subject request) Restore personal data in the event of a physical or technical incident Anonymization of data subjects Drive clean up and rationalisation Impact assessment of IT Transformation programme Identify & secure CoL Apps that hold personal data Secure CoL apps which process personal data Outputs from 3rd party data security questionnaire Armadillo / Exonar Software demo	
IT Delivery - Documents and Libraries		G
	Create GDPR library of documents, policies etc. Create a central register of apps and systems which process personal data Log of evidence of proof of consent from data subject	

PSN Update

26. The Corporation submitted our PSN remediation action plan based on the IT Healthcheck that was completed earlier in 2017 to the Cabinet Office in December 2017. The actions completed are being now discussed in the detail with assessors. We await a date for agreement of the actions completed and the PSN accreditation certificate. A similar exercise for PSN remediation actions are currently being reviewed in a similar way for the City of London Police PSN-P accreditation.

Finance Update

27. The Corporation IT revenue budget is forecasting a saving of £84,000.
28. There is possibility of underspend on IT Security budget as highlighted in the IT Security report one project is awaiting the allocation of an appropriately qualified project manager.
29. Forecast Corporation IT Revenue budget for 2018/19 is £10,079,000 which includes savings expected from the investment in IT Transformation during 17/18

Delegated Action from Finance Committee

30. An action regarding secure solutions for sending sensitive documents via email was delegated from the Finance Committee meeting in January 2018 to the IT Sub-Committee for update and discussion.
31. Members wanted to know if they could use an encrypted email solution to send sensitive documents. The IT Director can confirm the Corporation uses Egress and this can be provided through Committee Services on request.

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