

Committee(s)	Dated:
IT Sub-Committee – For Information	26 th March 2018
Subject: IT Division – IT Director Summary	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 Police (CoLP) and City of London Corporation (CoL) was good in February. Customer satisfaction remained high at average 6.61 out of 7 for CoLP and 5.71 out of 7 for CoL.
- IT Transformation Phase 1 desktop transformation has now been completed and handed over to Business as Usual teams in Agilisys and Corporate IT. The Network Transformation programme that was delayed due to a first round failed procurement is on track to complete by the end of May 2018.
- A paper was presented to the Establishment Committee on the 26th February proposing changes to the IT Operating model and structure (IT Operating model proposals signed off by IT Sub-Committee in July 2017). This was agreed by the Establishment Committee. The proposal has now been shared with the staff that work in the IT Division. There is now a 4-week consultation period. If there are no material changes to the proposed structure it is anticipated that the new IT Division structure will be implemented by June 2018. There is a separate agenda paper on this item. Members can be reassured that the same level of service received from the VIP team will remain with the current proposal including a 'lift and shift' of the team to the Change and Engagement function.
- The IT infrastructure performed very well with the recent cold spell with over 70% of staff now laptop enabled. Teams were able to continue as normal despite staff living a distance from the office having to work from home for possibly 2-3 days of their normal working week.
- GDPR changes are going to plan (there is a separate agenda item on this subject)
- The extension of the Agilisys contract was agreed by Court of Common Council is being signed by the Chamberlain and the Chief Executive of Agilisys on the 26th March 2018.

Recommendation(s)

Members are asked to:

- *Note the report.*

Main Report

1. Service Experience:

The service performance for both the City of London Corporation and City of London Police was good for the period February 2018.

i) P1 incidents:

- There were no P1 incidents in City of London Police
- There were 2 P1 incidents in City of London
 - a) Issues were experienced with the Corporation's IDox systems and Planning Portal which began on the evening of the 30th January and was finally resolved on evening of Tuesday 13th February. The failure of this system was a consequence of a combination of hardware failure and database corruption. The risk of this occurring again will be mitigated through new Hardware to improve reliability and resilience or moving the application to the Corporation's Infrastructure as a Service facilities hosted by Agilisys. A report on this incident and mitigation of a future incident will be presented to the Planning and Transportation Committee.
 - b) Gower, the Cemeteries booking system server was unavailable for a short period due to an unresponsive server.

IT Transformation Summary

2. The Desktop rollout to the business is now complete with 2527 Windows 10 devices deployed to end users across City of London Corporation.
3. The new Office365 based Intranet went live in February with the solution fully cloud compliant.

4. Server decommissioning has commenced to realise the £420k of savings identified from the Office365 business case.
5. IT Target Operating Model and Policy set are progressing, and management action is in place to limit any impact to the user community during transition.
6. Phase1 Desktop Transformation Closedown activities are now underway, including the completion of closure reports, supporting documentation, and data sets handed over.
7. Police Programme updates are included in the Transformation update report

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