

<b>Committee(s)</b>	<b>Dated:</b>
IT Sub-Committee – For Information	31 <sup>st</sup> May 2018
<b>Subject:</b> IT Division – IT Director Summary	<b>Public</b>
<b>Report of:</b> The Chamberlain	<b>For Information</b>
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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 City of London Corporation (CoL) and City of London Police (CoLP).

- Key priorities for the IT Service in April and May are implementing the new Service Operating Model in City of London.
- Phase I Desktop transformation programme is now being closed. Network Transformation for CoL will be completed in July 18.
- Phase II IT Transformation proposals and roadmaps have been discussed with relevant Officer committees. These are being presented at the May meeting of the IT Sub-Committee for agreement.
- The IT Operating Model has completed the consultation phase with a final structure now issued. It is expected that the IT restructure will be implemented during June.
- Both organisations experienced external issues such as power failures which affected critical services.
- IT Service Desk User feedback in April remained above target, with 86% for City of London and 99% for City of London Police.
- GDPR changes are going to plan (there is a separate agenda item on this subject).

### ***Recommendation(s)***

*Members are asked to:*

- *Note the report.*

## ***Main Report***

### **1.0 IT Transformation Summary**

#### **Phase I IT Transformation**

The Desktop rollout to the business is now complete with lessons learned documented with actions for the Phase II IT transformation programme. The IT Target Operating Model and Policy set are progressing well, and management actions are in place to limit any impact to the user community during transition.

Programme closure activities are now underway, including the completion of closure reports, supporting documentation, and data sets handed over.

#### **Phase II IT Transformation CoL and CoLP**

Separate agenda items set out the scope of Phase II for CoL and CoLP. The roadmap for both programmes has also been produced with the next steps including business cases being prepared for relevant Member committees to seek funding.

### **2.0 Service Experience**

Both City of London and City of London Police experienced incidents in April – for time synchronisation in City of London Police, and internet access for City of London. The causes of these are understood, were remediated and are not expected to return.

#### **P1 incidents**

##### There was one P1 incident in City of London Police

- A Network Time synchronisation error caused Pronto (forms access to Niche the Crimes reporting and intelligence system) to be unavailable. This was caused by a local server hardware issue which was permanently fixed.

##### There were 6 P1 incidents in City of London Corporation

- A malware incident in London Councils affected multiple services
- iTrent (HR System) was unavailable when an archive log filled up
- The Library Management System was unavailable because of failure of an external VPN connection
- Internet access was unavailable on 2 occasions when a domain controller stopped authenticating with the Barracuda proxy device (two incidents)
- A power failure caused issues with network login, internet access and telephony

There was a serious malware incident in London Councils affecting all services. Agilisys was able to restore all services with no loss of data. Agilisys are currently in

discussions with London Councils to move to the existing local environment to IaaS as per the standard operating model for City of London. This will reduce the chances of this type of incident reoccurring and vastly improve resilience.

The Service Desk for City of London Police went live in April for 24 x 7 for **all** calls. Previously the CoLP 24 x 7 Service Desk was for Critical applications only. Although the number of calls outside of core hours is small the requirement to resolve these calls is very important. So far, all calls placed have been resolved.

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