

DIGITAL SERVICES SUB (FINANCE) COMMITTEE

Friday, 1 November 2019

Minutes of the meeting of the Digital Services Sub (Finance) Committee held at the Guildhall EC2 at 1.45 pm

Present

Members:

Randall Anderson (Chairman)	Deputy Hugh Morris
Deputy Jamie Ingham Clark (Deputy Chairman)	John Chapman
Deputy Keith Bottomley	Barbara Newman
Rehana Ameer	James Tumbridge

Officers:

Rofikul Islam	- Town Clerk's Department
Sean Green	- Chamberlain's Department
Kevin Mulcahy	- Chamberlain's Department
Ryan Dolan	- Town Clerk's Department
Matt Gosden	- Chamberlain's Department
Sam Collins	- Chamberlain's Department
Samantha Kay	- Chamberlain's Department
Andrew Carter	- Community and Children's Services
Mohammed Hussain	- Community and Children's Services
Gary Brailsford-Hart	- City of London Police
John Awosoga	- City of London Police
Graeme Quarrington-Page	- Chamberlain's Department

In attendance:

Asif Iqbal	- Agilisys
Anthony Byrne	- Agilisys

1. APOLOGIES

Apologies were received from Jeremy Mayhew, Deputy Roger Chadwick and Sylvia Moys.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES OF THE PREVIOUS MEETING

RESOLVED: That the public minutes of the meeting held on Tuesday 8 October 2019 be approved as an accurate record, subject to the changes suggested by the Digital Publishing and Content Strategy Lead and Sylvia Moys.

4. **FORWARD PLAN**

The Committee received a joint report of the Town Clerk and the Chamberlain which provided updates of outstanding actions from previous meetings. The report also provided information on the Committee's proposed work plan for forthcoming meetings.

RESOLVED – That the Sub Committee notes the report.

5. **OUTSTANDING ACTIONS FROM PUBLIC MINUTES OF PREVIOUS MEETINGS**

The Sub Committee received a joint report of the Town Clerk and the Chamberlain outlining outstanding action from the previous meetings. The current outstanding action points are to be completed by the next meeting.

RESOLVED – that the Sub Committee notes the report

6. **COMMUNITY AND CHILDREN'S SERVICES - TECHNOLOGY OVERVIEW**

The Sub Committee received a verbal update and presentation of the Director of Community and Children's Services on his Department's use of Technology.

Members were informed that the department has 14 housing offices managed by the City of London across different locations. The Department was one of the early adopters of agile working, as part of its business continuity and reduction in travel time for staff.

The Director spoke of the success of using the MOMO App, which has enabled the City of London to engage with its younger generation of residents. The MOMO App allows the young people to tap into the department resources in an innovative way. Although the Department uses its technology to advance its objectives, it is also mindful of the fact that the human touch needs to be visible when dealing with vulnerable residents.

Members were further informed that the new Housing Management System will allow advanced usage. The system will allow the use of social media to act as a sign posting service and will enable improved business intelligence. Furthermore, the new system will allow residents to access a range of services through self-services online.

The Director spoke of the need for moving away from being paper based and allow room for innovation and growth. An example of the need for innovation is the current system to book any of the City of London's Community Rooms. Currently a hirer has to call into a dedicated phone line to check its availabilities. A paper booking form is completed, and an approval process is engaged. If charges are incurred, an invoice is prepared. All of this is expensive and needlessly complex. Going forward the Department would like to be able to allow its customers to check availabilities, make bookings and pay for the room booking via an online system.

A Member asked how the department measured its targets and effectiveness. The Sub Committee was informed that at present the Department is looking at

mapping out customer processes and customer requirements. This work which will take a further 3 months will better inform the targets and measures the department develops to measure effectiveness.

A Member queried how much of Artificial Intelligence (AI) can the City of London embrace to provide a better service. The Committee was informed that using AI technology is on the roadmap, but we are not making use of any AI systems currently.

The Sub Committee was advised that the City of London has information sharing agreements with relevant partners to improve the integrated and joined up service that can be provided to customers. The City of London continues to learn from others and shares its own good practices too.

RESOLVED – That the Sub Committee notes verbal update.

7. **CITY OF LONDON CORPORATION INFORMATION MANAGEMENT METRICS**

The Sub Committee considered the report of the Comptroller and City Solicitor on the City of London Corporation Information Management Metrics. It was noted that quarterly reports on the matter should be provided to the Sub Committee.

A Member asked who is driving the information management strategy forward. The Sub Committee was informed that the Comptroller and City Solicitor is the Senior Information Risk Owner (SIRO) for the City of London and as such in his capacity he has set up an Advisory Group on Information Management that jointly developed the Information Management strategy. The strategy is a Corporate strategy and is owned by the Town Clerk. The Sub Committee was further informed that the Advisory Group consists of Lead Officers from various Departments within the City of London and City of London Police.

RESOLVED – That the Sub Committee approves the report and the draft metrics documented in Appendix B.

8. **CITY OF LONDON CORPORATION INFORMATION MANAGEMENT PROTECTIVE MARKING**

The item was withdrawn from the agenda, pending a decision from the Summit Group.

9. **IT SERVICE DELIVERY UPDATE**

The Sub Committee received a verbal update of the Deputy Director of IT and the Agilisys Service Director on the IT service delivery update.

The Committee was informed that the present service performance maintains a high-level satisfaction. There were several P1 and P2 category issues reported in the period. Any P1 issue is documented with a lesson learned report.

The Sub Committee was further advised that there will be a forensic security check on the City of London's IT network to support the application that the City

of London prepares for the annual PSN service provision certificate due in April 2020.

RESOLVED – That the Sub Committee notes the report.

10. **IT RISKS**

The Sub Committee received a verbal update of the Director of IT on the IT risks. There were not material changes in IT risks since the last meeting of the Sub-Committee. The Director of IT noted that the Mazars GDPR Compliance Review draft audit report undertaken in July & August 2019 was received in September 2019 and reviewed by the Data Protection Officer for the City of London and C&CS Information Compliance Manager.

The draft audit report rated GDPR compliance as amber 'an adequate control framework is in place but there are weaknesses and or a lack of compliance which may put some system objectives at risk'.

Some suggested amendments to the report findings were made and the revised report is awaited, the core findings and recommendations remain unchanged. Further updates on this corporate risk will be provided to the Sub-Committee at future meetings.

RESOLVED – That the Sub Committee notes the report.

11. **WINDOWS 7 MIGRATION AND EXTENDED SUPPORT**

The Sub Committee received the report of the Chamberlain on the Windows 7 Migration and Extended Support. The Sub Committee was informed of the plans to remediate the remaining applications prior to the end of Windows 7 support in January 2020.

The Sub Committee stated that it did not expect to any see Windows 7 devices left on the City of London network by the end of the Windows 7 support in January 2020.

RESOLVED – That the Sub Committee notes the report.

12. **THE CASE FOR A SECURITY OPERATING MODEL**

The Sub Committee received the report of the Chamberlain the case for a Security Operating Model.

Members were informed that the report presented before them is to formalise the IT Security management processes and ensure that IT security is provided to the City of London within a programme of continuous improvement to protect the organisation and sufficiently mitigate the Corporate IT Security risk CR16.

RESOLVED – That the Sub Committee;

- Support the development of a Security Operating Model; and
- Endorse the identified measures within the 10 steps gap analysis.

a) **Formalisation of Governance Structure to Support Senior Information Risk Owner (SIRO) and Information Management Risk Appetite**

Item 19 was moved to the Public Session of the meeting thus seen as 12.1.

The Sub Committee received the report of the Chamberlain on the case for a Security Operating Model.

The Sub Committee was advised that one of the key roles in the organisation is that of the Senior Information Risk Owner (SIRO) currently held by the Comptroller. To assist the corporate SIRO all Chief Officers in the City of London have agreed to take on local SIRO roles in their departments.

Members were further informed that data retention schedules are in place with all departments across the City of London. This allows the City of London to dispose of information when it is no longer required and retain information only for as long as it is necessary ensuring we comply with the Data Protection act. Additionally, a new Records Management policy has been agreed by Chief Officers to support the enforcement of good records management practices across the City of London.

RESOLVED – That the Sub Committee notes the report and the updated Records Management Policy Appendix C.

13. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

There were no questions.

14. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

There were no items of urgent business.

15. **EXCLUSION OF THE PUBLIC**

RESOLVED - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.

16. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**

The Sub Committee approved the non-public minutes of the meeting held on Tuesday 8 October 2019 as an accurate record.

17. **OUTSTANDING ACTIONS FROM NON-PUBLIC MINUTES OF PREVIOUS MEETINGS**

The Sub Committee received a joint report of the Town Clerk and the Chamberlain outlining outstanding action from the non public minutes from the previous meetings.

18. **NON-PUBLIC APPENDIX: THE CASE FOR A SECURITY OPERATING MODEL - APPENDIX 1**
The Sub Committee received the report of the Chamberlain on the case for a Security Operating Model.
 19. **FORMALISATION OF GOVERNANCE STRUCTURE TO SUPPORT SENIOR INFORMATION RISK OWNER (SIRO) AND INFORMATION MANAGEMENT RISK APPETITE**
Item seen at 12.A.
 20. **POLICE DEEP DIVE IMS/DRS.**
The Sub Committee received a report of the of the City of London Police Programme Lead on the Police Deep Dive IMS/DRS.
 21. **DISASTER RECOVERY TESTS UPDATE**
The Sub Committee received a report of the Chamberlain on the Disaster Recovery Tests Update.
 22. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
There were no non-public questions.
 23. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
The Sub Committee received a verbal update from the Director of IT at the City of London on the websites being taken down during working hours.
- Confidential Paper**
24. **IT MANAGED SERVICES - PROCUREMENT STAGE 2 AWARD REPORT**

The meeting closed at 15.40.

Chairman

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