DIGITAL SERVICES SUB (FINANCE) COMMITTEE
Monday, 16 November 2020

Minutes of the meeting of the Digital Services Sub (Finance) Committee held at VIRTUAL PUBLIC MEETING (ACCESSIBLE REMOTELY) on Monday, 16 November 2020 at 1.45 pm

Present

Members:
Randall Anderson (Chairman)
Alderman Sir Peter Estlin (Deputy Chairman)
Deputy Keith Bottomley
Deputy Roger Chadwick
John Chapman
Deputy Jamie Ingham Clark
Tim Levene
Jeremy Mayhew
Hugh Morris
Deputy Barbara Newman
James Tumbridge

Officers:

Rofikul Islam	-	Town Clerk's Department
Gemma Stokley	-	Town Clerk's Department
Joseph Anstee	-	Town Clerk's Department
Melissa Richardson	-	Town Clerk's Department
Ellen Wentworth	-	Chamberlain's Department
Sam Collins	-	Chamberlain's Department
Sean Green	-	Chamberlain's Department
Matt Gosden	-	Chamberlain's Department
Matt Mott	-	Chamberlain's Department
Graeme Quarrington-Page	-	Chamberlain's Department
Christopher Bell	-	Chamberlain's Department
Jonathan Chapman	-	Chamberlain's Department
Adam Fielder	-	Chamberlain's Department
James Gibson	-	Chamberlain's Department
Sean Green	-	Chamberlain's Department
Samantha Kay	-	Chamberlain's Department
Ross Oldfield	-	Chamberlain's Department
Alessia Ursini	-	Chamberlain's Department
William Roberts	-	Chamberlain's Department
Aqib Hussain	-	Chamberlain's Department
Tom Leathart	-	Chamberlain's Department
Ian Hughes	-	City Surveyor
Pete Digby	-	Department of the Built Environment
Rachel Cartwright	-	Department of the Built Environment
Amy Poole	-	Remembrancer's Office
Rebecca Riggs	-	Remembrancer Office

Gary Brailsford-Hart   - City of London Police

In attendance:
Anthony Byrne   Agilisys

1. **APOLOGIES**
   Apologies were received from Rehana Ameer.

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 and non-public summary of the meeting held on 11 September 2020, be approved as an accurate record.

4. **OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS**
   The Sub-Committee considered 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 Sub-Committee's proposed work plan for forthcoming meetings.

   RESOLVED – That the Sub-Committee notes the report.

5. **FORWARD PLAN**
   The Chairman noted that the ERP needed to be added to the forward plan for 2021.

   RESOLVED – That the Sub-Committee notes the report.

6. **USE OF IT AND DIGITAL BY THE REMEMBRANCER'S OFFICE: CHALLENGES AND OPPORTUNITIES**

   The Sub-Committee received an oral update on the use of IT and Digital by the Remembrancer's Department: Challenges and opportunities for the Remembrancers Department.

   The Sub-Committee was informed that the Remembrance's Office is utilizing its technology more now than ever before. Some of their Smart Working are carried out across the Corporation, whereas others are more specifically at a targeted audience. Some of the Smart Working of the Remembrance's Office includes the use of Microsoft Forms, a data capturing platform to register guest registration for the City's Events Team, as well as Microsoft Stream, which is a new platform being used to upload City's Webinar contents, this has been useful during COVID-19.

In terms of other developments, Microsoft Dynamic 365, a centralized CRM software, is used by multiple departments across the Corporation, including the Mansion House and Innovation and Growth Department. Microsoft Dynamic 365 allows the software to be integrated with other tools, including the recently introduced Dynamic Power Apps, enabling a real-time check-in app.

The Sub-Committee was further informed that in May 2020, Zoom Business was another app that had been utilized by the Remembrance's Department. Ten licenses for two webinars were purchased by the Department, this has now increased to 13 licenses, and 5 webinars add on, which are being used by the Mansion House and the Innovation and Growth Department.

The Sub-Committee was informed that since May 2020, the Zoom Business account was used for 274 meetings, 2974 meeting participants, 96 webinars, and 2983 webinar views.

In terms of plans for the department, technology advancement includes a centralized system that will enable sophisticated communication tools, RSVPs automatically record and registered on dynamics, and live recording across the Corporation. Besides, the Sub-Committee was informed that the Guildhall events website is under reconstruction and will be updated soon. Social media such as Instagram is increasingly becoming the shop window with image lead events industry.

More recently, the department's moving its booking system to Priava, which is a dynamic, user-friendly venue management system that allows the department to capture and update event details in real-time and integrate with other tools, including the new website. Besides, the Remembrancer department uses Priava to manage bookings for Committee Rooms and Members' bedrooms and links to digital signage at West Wing Reception.

There was a mention of the challenges in terms of the technologies and the need for sharing knowledge, working collaboratively, and ensuring the technological development of the Corporation.

A Member noted that the digital offering at the City of London has been very good this year but noted that Mailchimp was an illegal operating tool. The Comptroller and City Solicitor was made aware of the fact Mailchimp was operating illegally. The Member asked that if this could be explored to ensure that the City of London is no longer using Mailchimp.

Another Member where the support of Zoom came from, as there was voting on whether to use Zoom of Microsoft Teams for City of London's official business, and Members voted to go with Microsoft Teams. The Director of IT responded that in terms of using both Zoom and Microsoft Teams for Committee meetings were not viable due to resource constraints. As such, the decision was made for the Committee meeting and City of London business that Microsoft Teams was a preferred option. The City of London had made sufficient investment in Microsoft Teams. He noted that although we do have a limited number of licenses for Zoom, which are used primarily for the webinars, as such, for

Zoom, there is limited support from the IT team to run events on Zoom. In contrast, Microsoft Teams has an enhanced support package.

This was followed by another Member who commented that the decision to go with Microsoft Teams was on the ground of costs and was surprised to see a Zoom presentation. The Chairman reassured the Sub-Committee that the only supported option is Microsoft Teams for Committee meetings. A Member commented that Zoom is being used for external events, which factors in the licenses' cost, and as such, the cost is covered by the hiring costs.

Another Member noted that there is a need to be flexible in terms of the platforms available across the board, and it will be helpful to know when Members can use other platforms.

There was a question about having events on Zoom, the Chairman informed the Sub-Committee that if Members have a specific event which requires the use of Zoom, they can ask the IT team for the use of its licenses; however, Members should be mindful of the fact that there are only a limited Zoom license that are available.

The Deputy Chairman commented that there is a need to move towards a common Architecture whereby the available technology and applications can operate collaboratively.

RESOLVED – That the Sub-Committee notes the verbal update.

7. **IT DIVISION - IT SERVICE DELIVERY SUMMARY**
The Sub-Committee received a report of the Chamberlain on the IT Division – IT Service Delivery Summary.

RESOLVED – That the Sub-Committee notes the report.

8. **IT DIVISION RISK UPDATE**
The Sub-Committee received a report of the Chamberlain on IT Division Risk Update.

RESOLVED – That the Sub-Committee notes the report.

9. **MEMBER'S IT PROVISION POLICY**
The Sub-Committee considered a report of the Chamberlain on the Member's IT Provision Policy.

The Sub-Committee was informed that the report proposes a new Policy for the provision of IT equipment to support the 125 elected Members of the City of London. The policy seeks to clarify some of the legacy support offered to Members, such as the use of printers and broadband.

The Sub-Committee was further advised that this policy and report was written before the security updates, and as such, Members should make a note of this. This was followed by another member who asked if the provision around the use of printers and the rules which govern the matter can be relaxed so that Members who do not live within the Square Mile can benefit from this given that in COVID-19, they are not allowed to come into the Guildhall in order to print any documents. The Chairman responded that the City of London is working to make better the use of electronic papers, rather than printing large volumes of papers. This was followed by another Member who echoed the same message as the Chairman.

Another member commented that in light of the virtual meeting, he has resorted to using multiple screens, and as such, he is not using any printed agenda packs; however, he raised concerns that once the meetings are in person again, the use of multiple screens may not be possible.

The Deputy Chairman commented that they are multiple tools available in terms of working from a portal but there is a need to look at the costs and security aspect of such tools. This will allow Members to access papers both from their devices as well as the City of London devices. This has been replicated by other local authorities.

The Chairman noted that there is a need to improve the Member's experience around the digital journey. The Chairman agreed that the report can be approved subject to looking at the period of renewal on the devices.

RESOLVED – That the Sub-Committee approves the Member's IT Provision Policy, as laid out in the Appendix to the report, and approves the actions in para 1.4 to deliver the £40K per annum savings on Member's IT services.

10. **SCOPE OF THE DIGITAL SERVICES MEMBERS WORKSHOP**

The Sub-Committee received a report of the Chamberlain on the Scope of the Digital Services Members Workshop. The Director of IT in the City of London commented that the paper summarises the scope of the Members Digital Services Workshop, which is planned for 25 November 2020 at 4-5.30pm. The workshop aims to look at the priorities of the City of London's IT services and the costs aligned to the services.

The proposed agenda was provided to the Sub-Committee, and the Director of IT sought further guidance from the Sub-Committee. The Chairman welcomed any further ideas and asked that the invite to the workshop be sent to this Sub-Committee.

RESOLVED – That the Sub-Committee notes the report.

11. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
A Member noted that the use of or proactive marking is no longer being cited on the papers. The Director of IT in the City of London commented that this has

now been rolled out to several services, but there have been some challenges from the Comptroller and City Solicitor, which need to be addressed.   He assured the Sub-Committee that the future committee's papers would have a proactive marking.

12. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
There were no items of urgent business.

13. **DESIGN, BUILD, SUPPORT AND HOSTING FOR NEW WEBSITE**
The Sub-Committee received a report of the Town Clerk on the Design, Build, Support and Hosting for New Website.

There was a discussion around the new web site and a Member raised a comment that the Member Register of Interest information section of the website is rather difficult to negative to. Officers agreed to look further into this and come back to the Sub-Committee, after the meeting.

RESOLVED – That the Sub-Committee notes the report.

14. **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.

Items	Para
15 - 28	3

15. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
The non-public minutes of the meeting held on 11 September 2020 were approved.

16. **OUTSTANDING ACTIONS**
The Sub-Committee considered a joint report of the Town Clerk and the Chamberlain which provided updates of outstanding actions from previous meetings.

17. **CYBER SECURITY**
The Sub-Committee received the report of the Chamberlain on Cyber Security.

17.1   **Members IT Security Changes**

The Sub-Committee received the verbal update of the Chamberlain on Members IT Security Changes.

18. **PENSION ADMINISTRATION SYSTEM PROCUREMENT**
The Sub-Committee considered a report of Chamberlain on Pension Administration System Procurement

19. **REPORT OF ACTION TAKEN BETWEEN MEETINGS**
The Sub-Committee received a report of the Town Clerk on the report of action taken between meetings

20. **GUILDHALL EVENT SPACES AV REPLACEMENT / UPGRADE**
The Sub-Committee considered a report of the Remembrancer on the Guildhall event spaces AV replacement/upgrade.

21. **PERSONAL DEVICE REPLACEMENT (LAPTOPS, DESKTOPS AND TABLET/MOBILE DEVICE)**
The Sub-Committee considered a report of the Chamberlain on the Personal device replacement (Laptops, Desktops and tablet/mobile device.

22. **COMPUTER EQUIPMENT ROOMS (CER) UNINTERRUPTED POWER SUPPLIES (UPS) UPGRADES.**
The Sub-Committee considered a report of the Chamberlain on the Computer Equipment Rooms (CER) Uninterrupted Power supplies (UPS) upgrades.

23. **NEXT GENERATION SERVICE - NATIONAL FRAUD AND CYBER CRIME REPORTING AND ANALYSIS**
The Sub-Committee received the joint report of the Chamberlain and the Commissioner of the City of London Police on the Fraud and Cyber Crime Reporting and Analysis Service – Stage 1 Procurement Strategy Report.

24. **ORACLE PROPERTY MANAGER (OPN) REPLACEMENT**
The Sub-Committee considered a report of the City Surveyor on the Oracle Property Manager (OPN) Replacement.

25. **SECURE CITY PROGRAMME (SCP) – CCTV & TELECOMMUNICATIONS WORKSTREAM**
The Sub-Committee received the joint report of the Director of the Built Environment and the Commissioner of the City of London Police on the Secure City Programme (SCP) – CCTV & Telecommunications Workstream.

26. **IT SERVICES 2020 PROGRAMME UPDATE**
The Sub-Committee received the report of the Chamberlain on the IT Services 2020 programme update.

27. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
There were no non-public questions.

28. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
There was no other non-public business.

The meeting ended at 4.04 pm

Chairman

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