CITY OF LONDON

Digital Services Sub (Finance) Committee	

Date: **MONDAY, 16 NOVEMBER 2020**

Time: **1.45 pm**

Venue: **VIRTUAL PUBLIC MEETING (ACCESSIBLE REMOTELY)**

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

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Accessing the virtual public meeting

Members of the public can observe this virtual public meeting at the below link:
https://youtu.be/mBaSODlYK3I

This meeting will be a virtual meeting and therefore will not take place in a physical location following regulations made under Section 78 of the Coronavirus Act 2020. A recording of the public meeting will be available via the above link following the end of the public meeting for up to one municipal year. Please note: online meeting recordings do not constitute the formal minutes of the meeting; minutes are written and are available on the City of London Corporation's website. Recordings may be edited, at the discretion of the proper officer, to remove any inappropriate material

John Barradell
Town Clerk and Chief Executive

AGENDA

Part 1 - Public Agenda

1. **APOLOGIES**

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

3. **MINUTES OF THE PREVIOUS MEETING**
   To agree the public minutes and non-public summary of the meeting held on 11 September 2020.

   For Decision
   (Pages 1 - 8)

4. **OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS**
   Joint report of the Town Clerk and Chamberlain.

   For Information
   (Pages 9 - 10)

5. **FORWARD PLAN**
   Report of the Chamberlain.

   For Information
   (Pages 11 - 12)

6. **USE OF IT AND DIGITAL BY THE REMEMBRANCER'S OFFICE: CHALLENGES AND OPPORTUNITIES**
   Deputy Remembrancer to be heard.

   For Information
   (Pages 13 - 26)

7. **IT DIVISION - IT SERVICE DELIVERY SUMMARY**
   Report of the Chamberlain.

   For Information
   (Pages 27 - 38)

8. **IT DIVISION RISK UPDATE**
   Report of the Chamberlain.

   For Information
   (Pages 39 - 46)

9. **MEMBER'S IT PROVISION POLICY**
   Report of the Chamberlain.

   For Decision
   (Pages 47 - 52)

10. **SCOPE OF THE DIGITAL SERVICES MEMBERS WORKSHOP**
Report of the Chamberlain.

For Information
(Pages 53 - 54)

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

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

13. **EXCLUSION OF THE PUBLIC**
MOTION - 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 Schedule 12A of the Local Government Act.

For Decision

Part 2 - Non-Public Agenda

14. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
To agree the non-public minutes of the meeting held on 11 September 2020.

For Decision
(Pages 55 - 60)

15. **OUTSTANDING ACTIONS**
Joint report of the Town Clerk and Chamberlain.

For Information
(Pages 61 - 62)

16. **CYBER SECURITY**
Report of the Chamberlain.

For Information
(Pages 63 - 80)

a) Members IT Security Changes (Presentation to Follow)

Director of Information, City of London Police to be heard.

17. **PENSION ADMINISTRATION SYSTEM PROCUREMENT**
Report of the Chamberlain.

For Decision
(Pages 81 - 108)

18. **REPORT OF ACTION TAKEN BETWEEN MEETINGS**
Report of the Town Clerk.

For Information
(Pages 109 - 110)

DIGITAL SERVICES SUB (FINANCE) COMMITTEE

Friday, 11 September 2020

Minutes of the meeting of the Digital Services Sub (Finance) Committee took place via Microsoft Teams on Friday, 11 September 2020 at 1.45 pm.

Present

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

In attendance:
Alderman Perm Goyal

Officers:
Rofikul Islam	- Town Clerks
Gemma Stokely	- Town Clerks
Kerry Nicholls	- Town Clerks
Jaime Rose	- Town Clerks
Ryan Dolan	- Town Clerks
Ellen Wentworth	- The Chamberlain's Department
James Gibson	- The Chamberlain's Department
Sam Collins	- The Chamberlain's Department
Sean Green	- The Chamberlain's Department
Kevin Mulcahy	- The Chamberlain's Department
Matt Gosden	- The Chamberlain's Department
Matt Mott	- The Chamberlain's Department
Graeme Quarrington-Page	- The Chamberlain's Department
Gary Brailsford-Hart	- The City of London Police
Jonathan Chapman	- The City of London Police
Alison Bunn	- City Surveyors

In attendance:
Eugene O'Driscoll - Agilisys
Nigel Muirhead - Agilisys

1. **APOLOGIES**
   Apologies were received from Sylvia Moys, Tim Levene and Deputy Hugh Morris.

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 3 July 2020 be approved as an accurate record.

4. **FORWARD PLAN**
   The Sub-Committee was informed that a presentation will be provided at the next meeting.

5. **OUTSTANDING ACTIONS FROM PREVIOUS MEETINGS**
   The Sub-Committee noted a joint report of the Town Clerk and the Chamberlain which provided updates of outstanding actions from previous meetings. The report also provided information of the Sub-Committee's proposed work plan for forthcoming meetings.

   RESOLVED – That the Sub-Committee noted the report.

6. **DESIGN, BUILD, SUPPORT AND HOSTING FOR NEW WEBSITE**
   The Sub-Committee received a report of the Director of Communications on the design, build, support and hosting for the new website. The Chairman noted that there were a range of issues being reported, including content missing in the planning department and search issues. It was acknowledged that there were problems with Google's ability to index some City of London pages.

   The Deputy Chairman raised concerns with the new website which had not captured historical data such as the elections results.

   The Project Manager for the website responded that there is a crossover of this, as the microsite has all the elections pages and had consulted with page owners to confirm this. Additionally, the Mod.gov website which includes the committee papers has a crossover between main pages as well.

   A Member noted that it was agreed that Mod.Gov was to be replaced. The Director of IT agreed to take this offline and inform the Sub-Committee once this had been completed.

   The Chairman had requested a report on how many pages on the website has been be eliminated. The Project Manager for the website informed the Sub-Committee that a report can be put together for the next meeting of the Sub-Committee to break this down. At a high level there were 3500 pages on the old website and 1500 pages on the new website.

   RESOLVED – That the Sub-Committee noted the report.

7.   **INFORMATION MANAGEMENT PROGRAMME PROGRESS UPDATE AND DEEP DIVE**
The Sub-Committee received a report of the Town Clerk on the Information Management Programme Progress Update and Deep Dive.

The Sub-Committee was informed that the report will be shared with the Audit and Risk Committee. The projects to mitigate the IM Corporate risk are making progress although this was slowed down by diversion of resources at the start of COVID-19.

The Deputy Chairman praised the set of principles and noted that it will be useful to revisit the principles and measure the progress against them for the City of London's digital services. The Director of IT mentioned that the Department is putting together a dashboard to produce some metrics and can bring this to Sub-Committee on a quarterly basis.

Furthermore, the Chairman noted that a few of the important projects in support of this effort had been approved in the capital bid rounds.

RESOLVED – That the Sub-Committee noted the progress update contained in the report and continues to support delivery of the programme in principle, standing ready to intervene practically when requested.

8.   **IT APPLICATION ROADMAP UPDATE**
The Sub-Committee received a report of the Chamberlain on the IT Application Roadmap Update.

The Sub-Committee was informed that the current Housing Management System is provided by Orchard but at present there is a current inflight project to transition to Civica's CX. The original proposal to go live date was October 2020 but due to COVID -19 this has now been moved to February 2021. The Chair asked to be kept up to date on progress. The Deputy Director of IT (Delivery) agreed to provide future updates outside of the meeting.

RESOLVED – That the Sub-Committee noted the report.

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

A Member noted that the Sub-Committee does not usually hear about the Members experience of IT issues and suggested that this should be investigated, particularly as Members now rely more heavily on IT services.   The Chairman commented that Officers can go through the Service Desk and get a ticket number, but Members do not get a ticket number. The Director of IT confirmed that tickets are raised by the VIP support unit when a Member logs an issue which is subsequently investigated by the Technology Support IT team. It was suggested that Members be copied on tickets raised on their behalf.

A Member raised a concern that Members can be seen on screen not concentrating in meetings and it would be good to remind Members that they are being watched at the start of the meeting.

The Sub-Committee was informed that the IT Services received the Public Services Network Accreditation which is part of the risk management process for accessing National Government systems. This was achieved with limited challenge from the National Government Cabinet Office.

The Chairman thanked the Officers involved with the process.

RESOLVED – That the Sub-Committee noted the report.

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

A Member raised concerns as to the YouTube Channel for the City of London committee meetings unexpectedly dropped out of service from a live session for a few minutes during the voting session of the Court of the Common Council. The Director of IT agreed to look further into the matter but noted that the incident was due a laptop malfunctioning and assured the Sub-Committee that Officers are now exploring ways to reduce points of potential failure.

This was followed by another Member who commented that considering the European Court of Justice in Luxembourg ruling that the agreement, known as Privacy Shield, did not comply with European privacy rights. The ruling affects big tech companies like Facebook and Google, as well as thousands of other multinational businesses. The Member asked if any of the City of London's contractors are affected on the data transfer ruling, as at present more than 100 complaints have been logged with regulators on this.

The Deputy Head of IT (Delivery) responded that the Department has carried out some work on this with the Comptroller and City Solicitor. The majority of the City of London's contracts are with Microsoft which stores most of the data within the United Kingdom with the possibility of a small number of contactors who may be storing out of the United Kingdom. It was noted that the Privacy Shield expired on 16 august 2020.

A Member noted that the City of London holds a lot of data in various programs. It may be leaving our shores by merit of how apps are structured. There is a need to provide an assurance that any contractors don't' just rely on privacy shield as they could put the City of London in disrepute. The Director of IT agreed to review this further and bring it back to the Committee.

The Director of Information & CISO at City of London Police noted that in terms of the CR16 risk, a lot more risks have taken place considering COVID-19. Although the risks level at the City of London remains unchanged, there is a need to scrutinize such risks carefully.

The Director of IT noted that the team have been working on improving IT resilience during COVID-19, with several areas seeing improvements with extra resilience being built in during the datacenter migrations from Agilisys to Microsoft Azure.

The Deputy Chairman request a separate session for Members to support the IT Director with a review of the new Digital Services Strategy.

RESOLVED – That the Sub-Committee noted the report.

11. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
There were no questions.

12. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
A Member queried that if the application programming interface (API) integrations with EU organisations and their systems had been taken into consideration as part of the Brexit decommissioning process. The Chairman replied that as the City of London have employees based in Brussels whose data is stored in the UK this is an issue being reviewed but it should not be a problem. Another Member commented that the City of London has a City Facebook account, Facebook is relying on privacy shield so can become an issue.

This was followed by second question from the Member who asked if the City of London's Digital services team is working together with the Government on the contact tracing App which is being launched soon. The Director of IT noted that the IT Division has not had any involvement with the National Government Contact and Tracing Application. The Director of IT agreed to find out if Public Health colleagues have had any involvement.

A Member asked if there has been an increase of internet phishing during the COVID-19. The Sub-Committee was informed that since the lockdown internet phishing has increased dramatically.

13. **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.

Item No. Exempt Paragraphs	Paragraph(s) in Schedule 12A
13	3
14	3
15	3
16	3
17	3
17A	3

14. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
RESOLVED - That the Sub-Committee considered and approved the non-public minutes of the meeting held on 3 July 2020 as an accurate record.

15. **REPLACEMENT OF THE COMPUTER AIDED FACILITIES MANAGEMENT SYSTEM**
The Committee considered a report of the City Surveyor on the Replacement of the Computer Aided Facilities Management System.

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

17. **INFORMATION SECURITY RISKS**
The Sub-Committee considered a report of the Chamberlain on the CR 16 Information Security Risk. Members were informed although the report was for noting there is also a decision which is required from the Sub-Committee.

17.1 **CR 16 Information Security Risk**
The Sub-Committee received an oral update on IT Security and Remote Working from the from the Director of Information & CISO at City of London Police.

18. **IT SECURITY AND REMOTE WORKING (SLIDES AND VERBAL UPDATE)**
The Sub-Committee received an oral update on IT Security and Remote Working from the from the Head of Police IT (Interim).

19. **POLICE IT PROGRAMMES UPDATE**
The Sub-Committee received of a presentation of the Commissioner of the City of London Police on the Police IT Programmes Update.

20. **IT SERVICES 2020 PROGRAMME UPDATE**
The Sub Committee received a report the Chamberlain on the IT Services 2020 programme update.

21. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
Two non-public questions were raised.

22. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
One item was discussed.

The meeting ended at 16.11.

 Chairman

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Item	Meeting Date	Action and target for completion	Officer responsible	To be completed/ Next stage	Progress update
8	11/09/2020	The Sub-Committee was informed that the current Housing Management System is provided by Orchard but at present there is a current inflight project to transition to Civica's CX. The original proposal to go live date was October 2020 but due to COVID -19 this has now been moved to February 2021. The Chair asked to be kept up to date on progress. The Deputy Director of IT (Delivery) agreed to provide future updates outside of the meeting	Matt Gosden	16/10/2020	Update sent to the Chair and Deputy Chair after the meeting. In summary, the system configuration and timelines were affected by COVID and the changes to ways of working. The team involved in the system project were called away to support existing business systems and ensuring business continuity. This has meant that the delivery of the system has been delayed by an additional two months. The launch of the new systems now looks like a late-January 2021.
10	11/09/2020	The Deputy Chairman request a separate session to assist the IT Division for Members to support the IT Director with a review of the new Digital Services Strategy.	Sean Green	16/10/2020	On the agenda and planned for 25th November 2020.

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Forward Plan – November 2020

Report Title	Report Month	Category
Presentation from Comptroller	January 2021	Strategic
Next Generation Fraud Technology Roadmap	January 2021	Strategic
Police IT Modernisation Programme Review	January 2021	Strategic
2020 Sourcing Contract Award Contract and Progress Report	January 2021	Strategic
IT Operating Model Following 2020 Contract	January 2021	Strategic
Digital Services Strategy Actions Progress	January 2021	Strategic
IT Business Plan Update	January 2021	Strategic
Information Management Update	January 2021	Strategic
Digital Services Strategy Roadmap Update	January 2021	Strategic
Presentation from Town Clerk Team	March 2021	Strategic
2020 Sourcing Contract Progress and Benefits	March 2021	Strategic
Digital Services Strategy Actions Progress	March 2021	Strategic
IT Business Plan Update	March 2021	Strategic
Information Management Update	March 2021	Strategic
Presentation from CoLP	May 2021	Strategic
Capital Programmes Update	May 2021	Strategic
IT Operating Model	May 2021	Strategic
IT Risks Deep Dive	May 2021	Strategic
IT Security Deep Dive	May 2021	Strategic
Presentation from the Barbican	June 2021	Strategic
Information Management Deep Dive	June 2021	Strategic
Digital Services Strategy Deep Dive	June 2021	Strategic
LAN Contract Update	June 2021	Strategic
WAN Contract Update	June 2021	Strategic

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Use of IT and Digital by the Remembrancer's Office: challenges and opportunities

DIGITAL SERVICES SUB-COMMITTEE

16 NOVEMBER 2020

SMART working

- Office 365

- Teams

- SharePoint

- Condecco desk booking

- Forms

- Microsoft Stream

- Tablets as a visual aid on site visits

- WhatsApp

Digital Technology

Most recent innovations:

◦Dynamics

◦Zoom Business

◦Dynamic Power Apps

◦Mail Chimp

◦Perfect Table Plan

◦Smart Sheet

◦Priava

Zoom Business

Zoom Business was implemented in May 2020 for managing and delivering a virtual events programme during COVID-19.

Since May the account has been used for:

- **274** Meetings

- **2974** Meeting participants

- **96** Webinars

- **2983** Webinar viewers

The top 10 locations of meeting participants are UK, USA, China, India, Australia, France, Japan, Belgium, Germany and Sweden.

Benefits and Challenges

Benefits	Challenges
Dynamics • Centralised CRM system across Corporation • GDPR compliant documents • Live information • Current status of events, guests and contacts	Dynamics • Data accuracy • Need to maintain coordination between departments
Zoom Business • Well known to users • Reliable and easy to manage • Regular updates and features which keep the software safe to use and internationally recognised	Zoom Business • Not integrated with Dynamics

Benefits and Challenges

Benefits	Challenges
Dynamics Power App • Integrated with Dynamics • Custom built to users specifications	**Dynamics Power App** • Funding the project
Mail Chimp • Free design tool • Next stage of event marketing automation to use Mail Chimp as email provider	**Mail Chimp** • Funding the automation project
Smart Sheet • Event templates created for recurring events	
Perfect Table Plan • Remote access optional	**Perfect Table Plan** • Separate software that is not integrated with Dynamics

Future Plans

Event Automation Communications and RSVPs

1. An integrated platform that designs and sends communications

2. RSVPs are automatically recorded and registered on Dynamics

3. Live reporting Corporation wide

It is estimated that this stage will cost £50,000 to set-up and £10,000 pa to maintain.

Income Generation

Current usage:

- Priava – a multi-functional event analysis and diary management system
- Embed Digital Signage – digital signage for Committee Rooms and event clients
- Guildhall Venue website - currently being refreshed
- Social Media Platforms – Instagram
- LinkedIn – marketing and industry social media platform
- SurveyMonkey – online feedback form

Priava

Priava was implemented in July 2018 to replace the previous diary management system for the hireable spaces at Guildhall.

Priava is also used to manage bookings for Committee Rooms and Members' bedrooms and links to digital signage at West Wing Reception.

Priava manages over 1500 confirmed bookings per year across 32 hireable spaces.

Benefits:
- Provides a single source of sales and operational information
- Supports Sales and Marketing strategies through analysis tools
- Provides accurate financial reporting to aid income forecasting
- Aids the clear and accurate communication of event details with custom-made reporting tools
- Ability to integrate with other systems including digital signage and website

AV and Digital Connectivity

A standard PA service is provided for all events through the existing analogue AV system. This is in need of urgent replacement.

In 2019, following soft market testing, the installation of a digital network was recommended as the first step towards an upgraded AV infrastructure.

Phase 1 – installation of high-density Wi-Fi and hardwired connectivity to provide a dedicated event-specific network increasing AV capabilities significantly.

Phase 2 – replacement of the end-of-life analogue AV system with upgraded equipment run from the network. Hire / purchase options are being considered.

AV and Digital Connectivity

Benefits of venue-wide digital network:

○ Enables the hosting of events requiring greater virtual and technological elements - fundamental to the future delivery of events as a result of Covid-19 and responding to client expectations / competitor venue activity.

○ This includes reliable, high-definition and secure live-streaming; broadcasting (externally and across multiple rooms/events); videoconferencing; immersive 3D experiences and other audience interaction elements.

○ Provides flexibility and improved user capabilities for the future.

○ Ability to continue maximising income generation, including the opportunity to charge for levels of network usage.

○ This would assist in meeting the requirements for hybrid committee meetings.

Challenges

- Procurement and implementation (high density network)

- Data accuracy and maintenance

- Make best use of data (stored in various systems) to inform / speed up business decisions

- Automate routine / time intensive tasks to free staff to focus on more added value / complex work

- Digital education / staff upskilling

- Utilising in-house expertise to support decision-making

- Digital innovation in marketing – accessing the tools to produce the required materials

- Shortage of laptops available on the network

- Access to file sharing sites for large data transfer is restricted

- Home broadband speeds during remote working

- Digital innovation in marketing – accessing the tools to produce the required materials to stay competitive

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Plans for the Future

SMART WORKING

DIGITAL BY DEFAULT
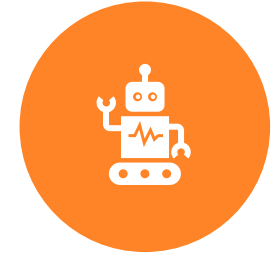
AUTOMATION

BUSINESS INTELLIGENCE
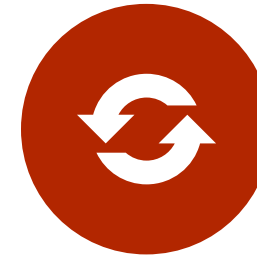
CONTINUOUS IMPROVEMENT

UP-SKILLING

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Agenda Item 7

Committee(s)	Dated:
Digital Services Sub-Committee – For Information	**16th November 2020**
Subject: IT Division – IT Service Delivery Summary	**Public**
Report of: The Chamberlain	**For Information**
Report author: Eugene O'Driscoll, Client Director and Matt Gosden Deputy IT Director	

Summary

There was a total of 7 P1 and 4 P2 incidents for the City of London Corporation and City of London Police in September. 9 of the incidents were caused by external factors such as supplier works outside of the direct control of Agilisys.

Problem records have been created where appropriate to identify root causes and to manage improvements.

- There were 5 x P1 incident for City of London Corporation and 3 for City of London Police.

- There were 2 x P2 incidents for the City of London Corporation and 1 for City of London Police.

- **90%** of users reported a good or very good experience of the City of London Service Desk and **100%** of users reported the same for the City of London Police Service Desk.

Recommendations

Members are asked to note this report

Main Report

Service levels and exceptions

1. City of London Police (CoLP) P1 incidents

There were 3 P1 incidents

Affected Service	Duration	Reason	Resolution	Problem Management plan
Holmes	01:25	The root cause of this 3rd party outage is unknown	Holmes cloud service was restored by the 3rd party	Supplier management
Pronto	07:37	Failed Websocket layer connection between Pronto and Niche.	Services were restarted by 3rd party Airwave/Motorola	Problem record
Pronto	02:00	Failed Websocket layer connection between Pronto and Niche.	Services were restarted by 3rd party Airwave/Motorola	Problem record

2. City of London Police P2 Incidents

There was 1 P2 incident

Affected Service	Duration	Reason	Resolution	Problem Management plan
Blackberry	14:45	Construction company caused fibre damage to 3rd party Virgin Media cabling.	3rd party Virgin Media replaced fibres	Supplier management

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3. City of London (CoL) P1 incidents

There were 5 P1 incidents

Affected Service	Duration	Reason	Resolution	Problem Management plan
Orchard	00:34	Memory leak within licence management software consumed server resources.	Agilisys disabled the licence management agent withdrew it from service.	Completed
Azure	08:32	Microsoft data centre failure caused by a cooling plant issue.	Microsoft repaired the cooling fault and returned the data centre to operation.	Microsoft internal plan
Pubnet	03:02	Failed change by the supplier in which an incorrect DNS setting was applied.	The 3rd party corrected the DNS setting.	n/a
Office365	00:19	An error when preparing a planned change caused users to be unable to access Microsoft Office.	The error was corrected immediately.	Completed
Tower Bridge network (power failure)	00:41	Tower Bridge telephony and network were unavailable during a planned power outage. This was not communicated to IT in advance.	CoL restored power under planned works.	n/a

4. City of London P2 Incidents

There were 2 P2 incidents

Affected Service	Duration	Reason	Resolution	Problem Management plan
Oracle receipts approval	00:30	Microsoft known issue affecting access to Office365 prevented Oracle from processing receipts.	Agilisys implemented a workaround to permanently resolve this	Completed
On-site users (20) access to Office365	00:18	Change to configure Autopilot blocked access to Microsoft Office365 for 20 users.	The change was reversed	Replan

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Service performance summary is detailed in the dashboard below:

Gauges to monitor performance – September 2020

CoL

90%	100%	33%	86%	100%
Target 80%	Target 99.9%	Target 98%	Target 87.5%	Target 98%
Customer Satisfaction	IAAS Availability	P1 Incident (CoL)	First Time Fix	P1 Incident (Agilisys)
(Green)	(Green)	(Red) 2 x P1 supplier incidents resolved outside SLA,	(Red) Improved since August	(Green)

CoLP

100%	100%	66%	81%	100%
Target 80%	Target 99.9%	Target 98%	Target 80%	Target 98%
Customer Satisfaction	IAAS Availability	P1 Incident (CoLP)	First Time Fix	P1 Incident (Agilisys)
(Green)	(Green)	(Red) 1 x P1 supplier incident resolved outside SLA	(Green)	(Green)

5. Security incidents in October

- In addition to the IT Security Director's report regarding security breaches of Members' user accounts, Agilisys received from the National Cyber Security Centre a notification of suspicious activity originating from a device in the City of London. The activity was relevant to malware known as 'Qakbot' which is used by criminals to infect organisations with software to encrypt data and hold it to ransom.

- Within 30 minutes the Agilisys investigation team identified the device and applied the relevant security protocols to disable it and arrange for its recovery. The team confirmed there were no other malware issues in the CoL estate and further investigation provided information used to block access to malicious external servers.

- The Service Desk sent an advisory email to all users to encourage vigilance when opening emails with attachments.

- Whilst the response to this incident was very prompt and effective, Agilisys has made recommendations to the Corporation about improvements that can be made to its security model:

    a) Upgrading end user licensing to provide access to enhanced security tools and features designed to:

    - Prevent data leakage protection
    - Ensure apps are secure
    - Automatically detect and respond to threats
    - Provide protection against phishing attacks
    - Provide attack-based threat intelligence

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b) Investing in up to date security orchestration tooling (latest best-of products are referred to as Security Orchestration Automated Response (SOAR)). These products combine information from different sources to provide a holistic security view of activity with alerting and response when suspicious activity is detected.

6. Members Support

- During September the Team deal with over 60 calls; these were predominantly service requests relating to Microsoft applications (26 relating to Teams); there were a small number of password resets requested (3); three calls related to mobile telephony and two for printing; a number of Members required new equipment and this was ordered and sent directly to their homes.

- The majority of the calls met the three days resolution times excepting those for the delivery of equipment from third party suppliers. There are two outstanding calls at the time of this report relating to the merging of calendars, for which we are awaiting the Member in question to test and one for the Lord Mayor's Appeal Team. The introduction of MFA for Members at the end of October due to an increase in the number of security incidents has meant a spike in calls to the Team.

- Since the recess, the Technology Support Team have streamed 78 Committee meetings to Thursday 22nd October.

- The Team are providing weekly online training sessions 'Building Confidence for Virtual Meetings' and will continue to do so until Christmas.

- Other projects for the Team include the provision of the AV facilities in the Corporate and Officer meeting rooms at the Guildhall.

Service improvements and highlights

7. City of London Police Improvements include:

- Lessons learned has been conducted in regards a Niche upgrade where some users were unable to access Niche. This should help to improve future upgrades.
- Pronto outages due to large attachments being downloaded on receipt of tasks and briefings has been eliminated. Problem management worked with engineers to identify the root cause of these regular outages, and a change in working practice has prevented a reoccurrence.

8. Corporation improvements include:

- At the request and in Partnership with Microsoft, Agilisys and CoL are publishing a Case Study that will be shared by Microsoft on the successful Agilisys Cloud migration from IaaS to Azure for the Corporation.

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- Conditional access policies were applied to Members' user accounts to improve security.
- Steps taken to improve security on laptops by enforcing weekly restarts which are essential to triggering and completing patching.
- Microsoft Azure Information Protection Unified Labelling client trialled and moved to implementation to support information protection by enabling users to classify documents according to the sensitivity of the content.

9. **2020 Contract status**:

- The Corporation awarded a new 3 to 5-year contract to Agilisys in December 2019.
- Between February and August Agilisys and CoL & CoLP IT worked on the detailed contract schedules to get to a position ready for contract signature on September 1st.
- Agreement has been reached on most of the detail regarding the services that will be delivered.
- 2 key subjects remain to be resolved:
  - **ServiceNow**
    - Shared or separate Instance
    - Automated assurance for new users
    - Datacentre currently outside of the UK which will be resolved 01/11/20
  - **Pensions**
    - Understand and agree on the position for any pension deficient risk to Agilisys for CoL staff that were part of the TUPE process to Agilisys in 2012.
- Agilisys and CoL will meet during November 2020 to jointly work through these issues in order to get to a position for contract signature.

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Appendix 1 – Trend Graphs

CoL and CoLP Net Promoter Score (scores above 50 are 'very good').

CoL/CoLP Net Promoter Score

CoL Priority Incident trending – 6-month view

CoL P1 incidents: 6-month trend by month

Number of incidents

Month	Number
April	0
May	1
June	0
July	1
August	2
September	5

CoL P1 incidents: 6-month trend by service

Number of incidents

Service	Number
Azure	3
Gower	1
Internet	1
Office365	1
Orchard	1
Power	1
Pubnet	1
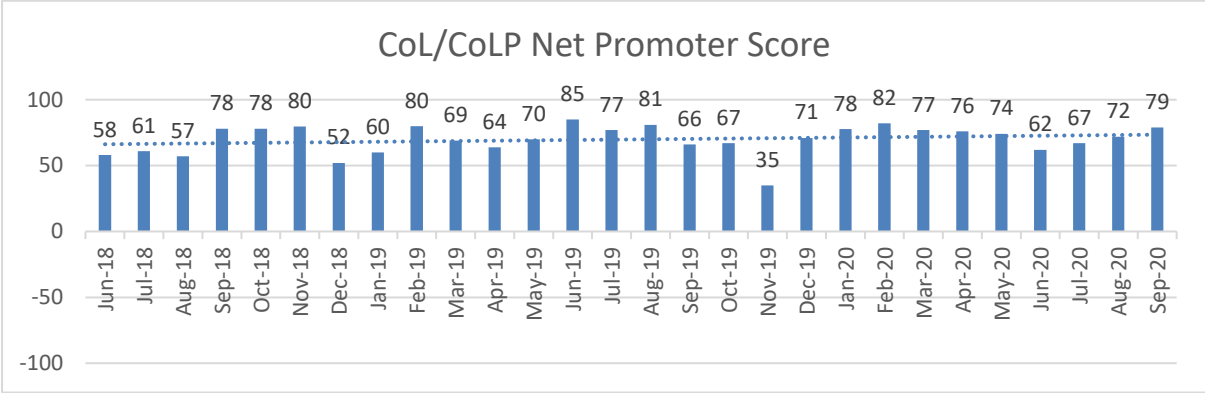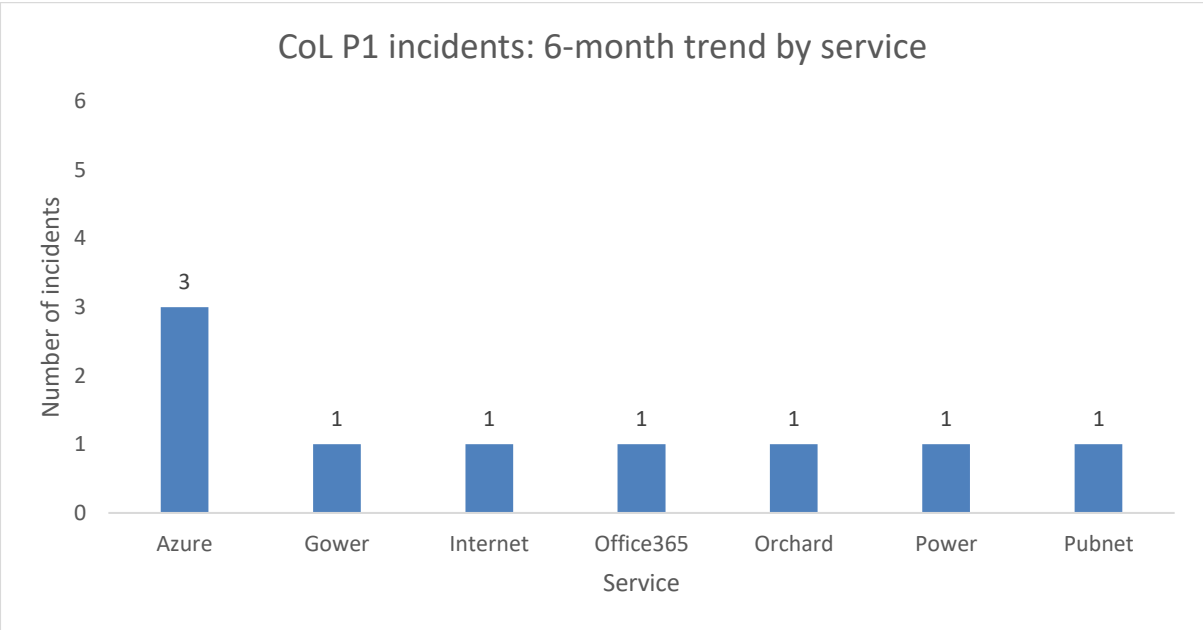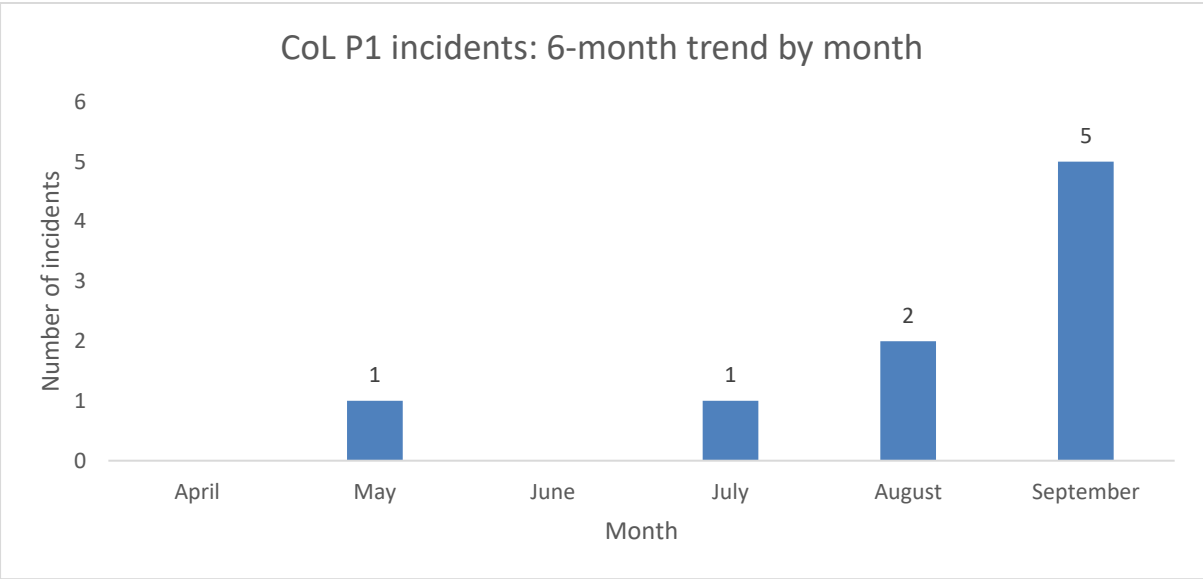
2 P1 incidents for Agilisys in the last 6 months (total outage time of 53 minutes).
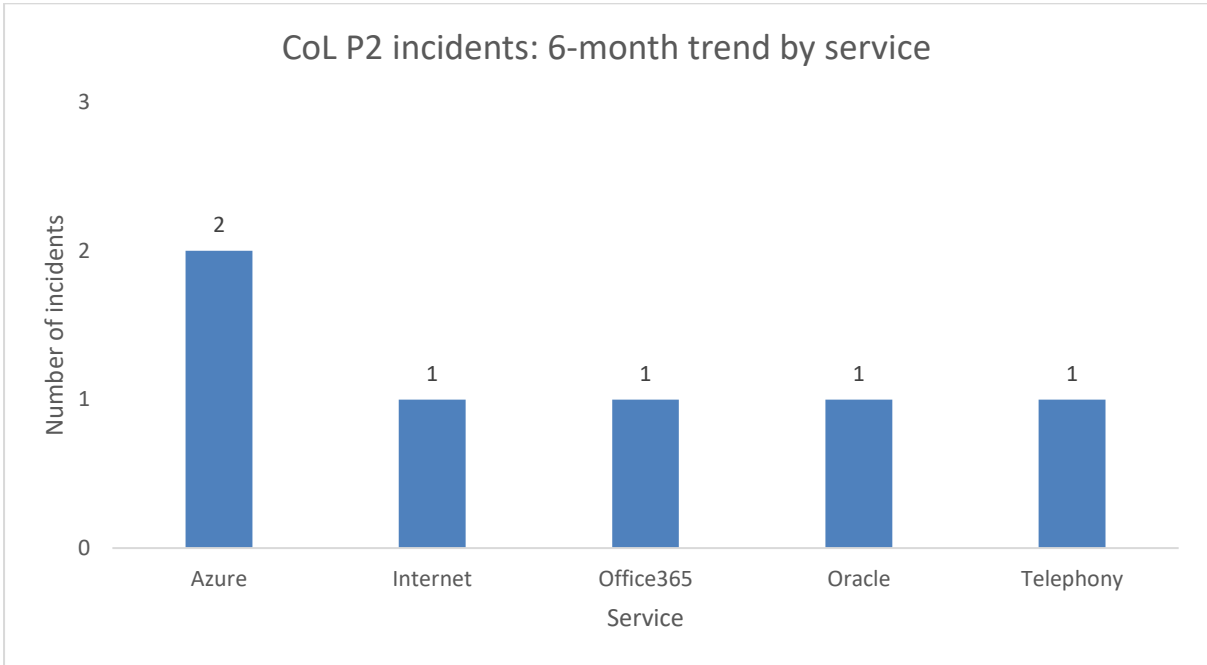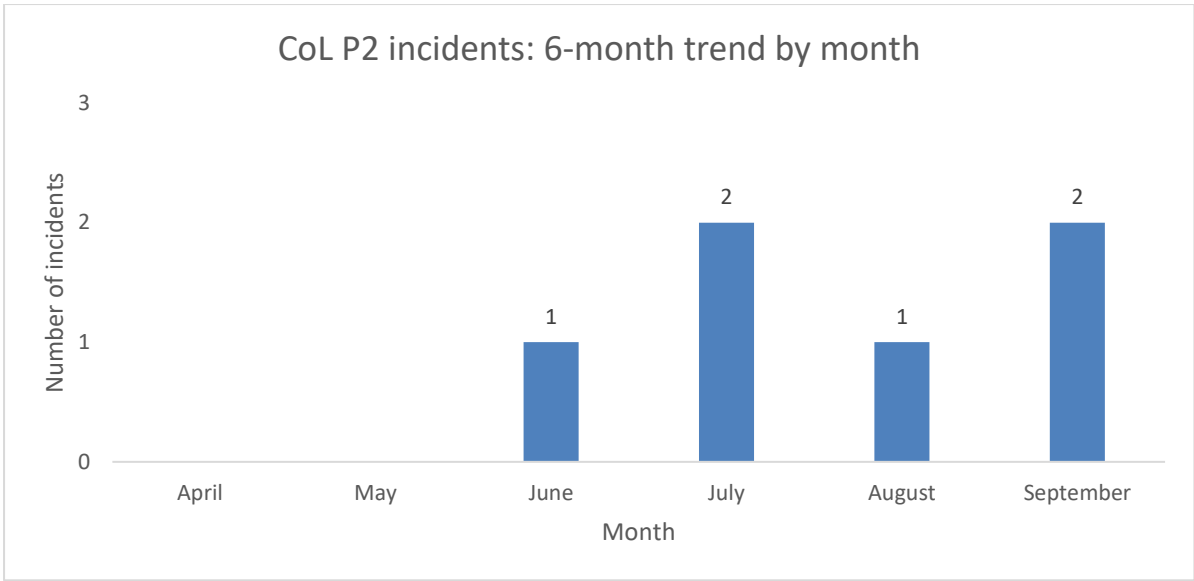
Page 34

CoL P2 incidents: 6-month trend by month

CoL P2 incidents: 6-month trend by service

No P2 incidents for Agilisys in the last 6 months.

Page 35

CoLP Priority Incident trending – 6-month view

CoLP P1 incidents: 6-month trend by month

Number of incidents

	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
	3	4	2	5	4	3

Month

CoLP P1 incidents: 6-month trend by service

Number of incidents

Email	Holmes	Internet	Network	Pronto	Telephony	PNC	IMS/DRS
2	1	1	2	8	1	5	1

Service

No P1 incidents for Agilisys in the last 6 months.

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CoLP P2 incidents: 6-month trend by month

Number of incidents

	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
	2	2	1	1	0	1

Month

CoLP P2 incidents: 6-month trend by service

Number of Incidents

Blackberry	HR Origin	Internet	VPN	Storm	Charter
1	2	1	1	1	1

Service

No P2 incidents for Agilisys in the last 6 months.

Page 37
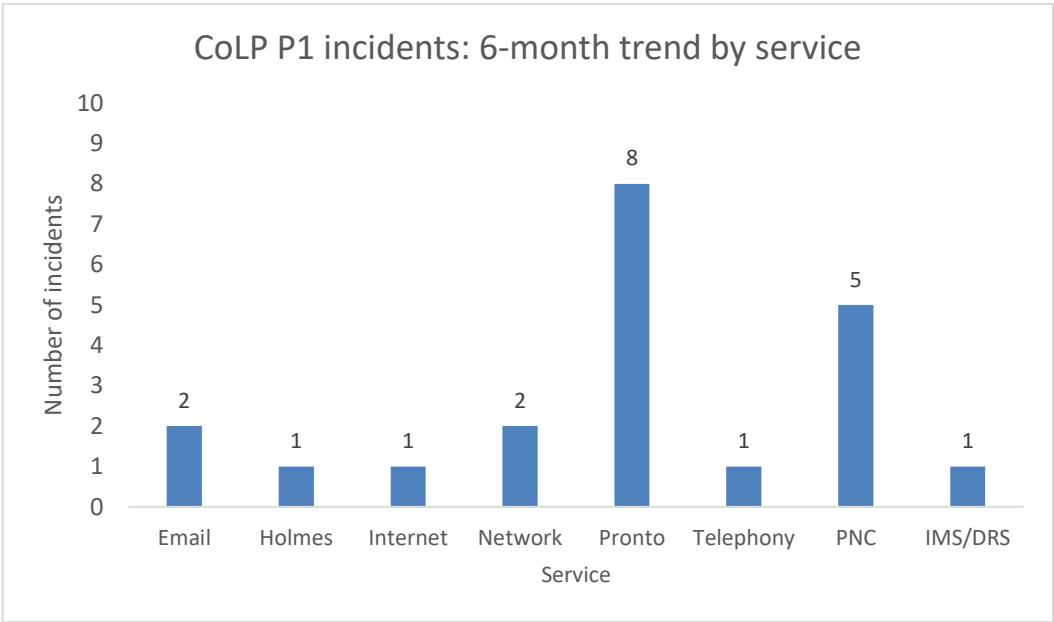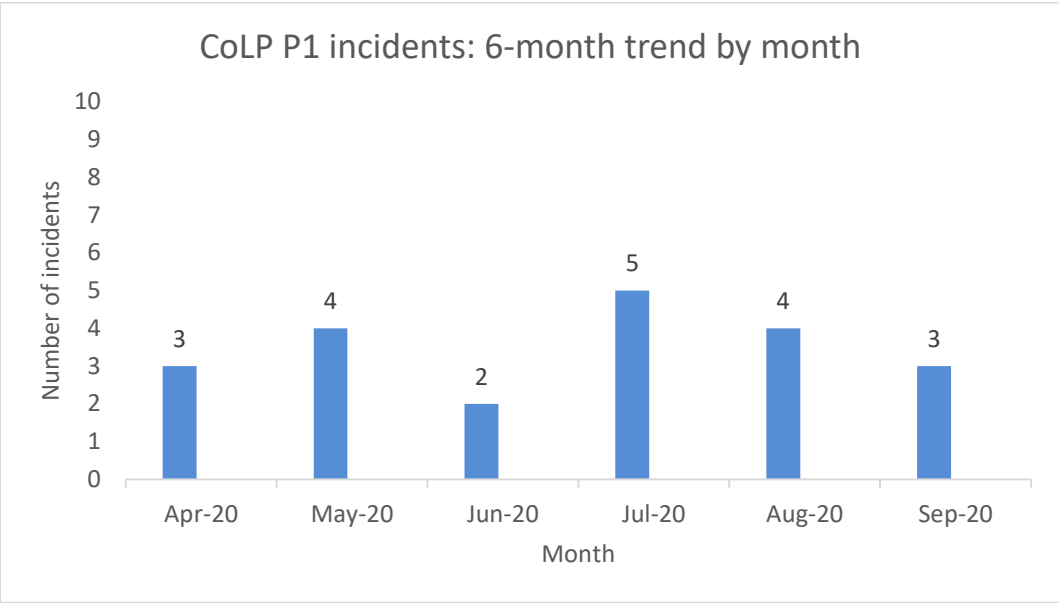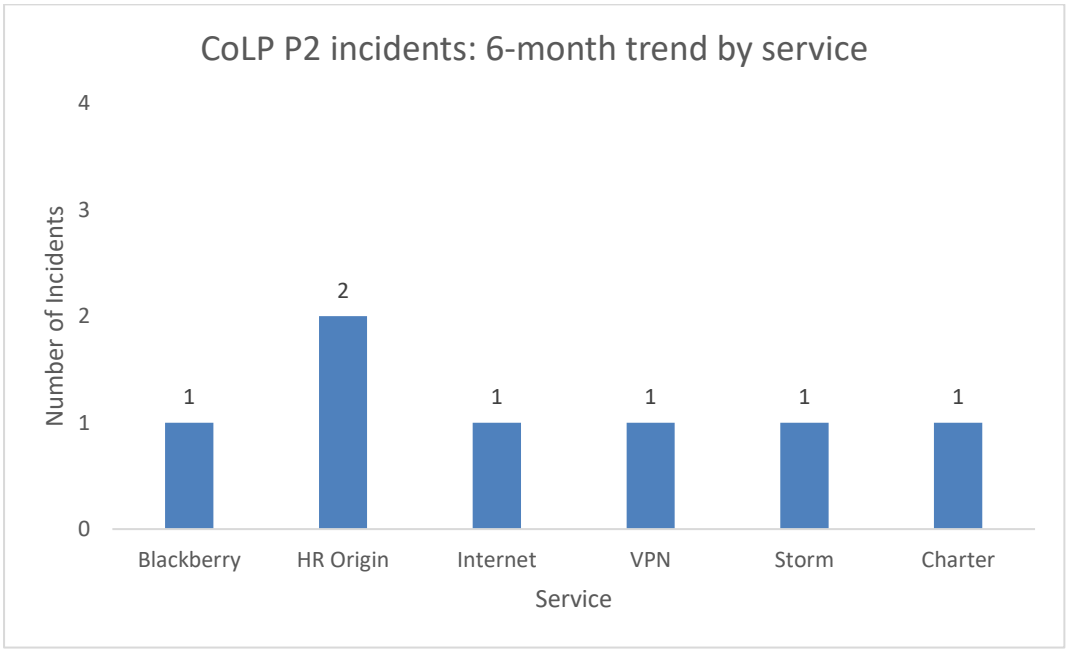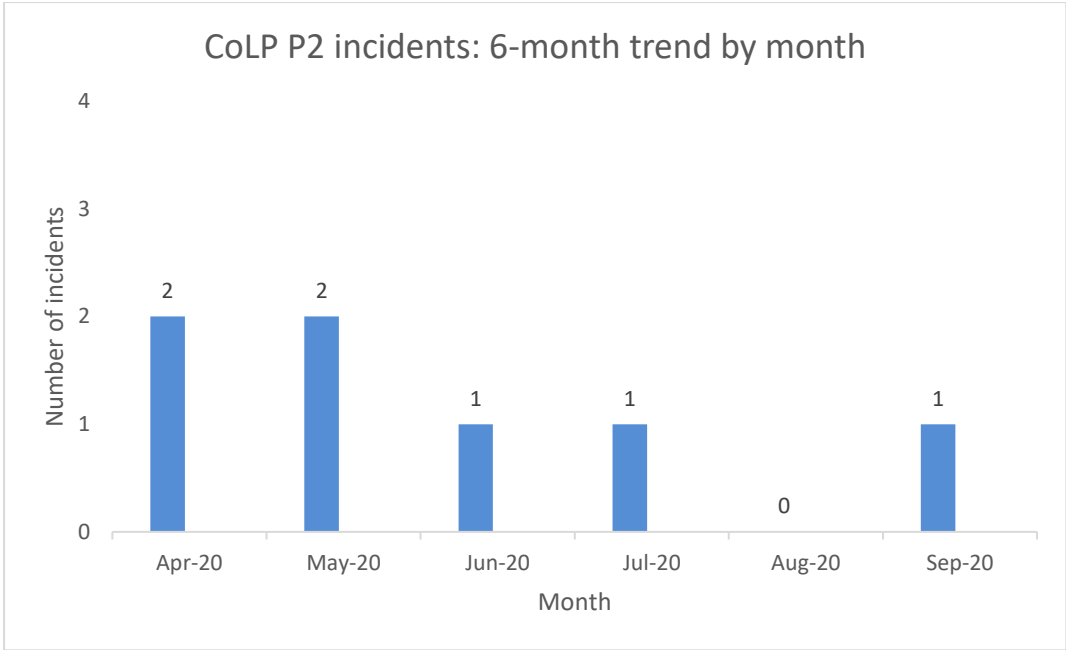
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Committee(s)	Dated:
Digital Services Sub Committee – For Information	16th November 2020
Subject: IT Division Risk Update	**Public**
Report of: The Chamberlain	**For Information**
Report author: Samantha Kay – IT Business Manager	

Summary

All IT Risks are now in the Risk Management System, with actions included, for the ongoing improvement and continuing assessment to the Management of Risk within the IT Division. The IT Division currently holds 4 risks. There are currently no RED risks. There are no extreme impact risks, there are 3 major impact, 1 serious impact and no Minor impact risks.

IT currently holds 2 risks on the Corporate Risk Register.

Summary of the Corporate Risks

CR 16 – Information Security -

- Regular security updates have been provided to relevant stakeholders throughout COVID.

- A Gateway paper is currently being drafted for further IT Security Investment.

- Reviewing the National Cyber Security Training with the view to provide training to all staff.

- PSN Accreditation has been approved for a further 12 months.

- Am IT health check has been carried out for the City of London Police.

This is a dynamic risk area and whilst the maturity of 4 is the target, the control scores will go down as well as up as threats, risks and vulnerabilities change.

CR 29 – Information Management

- New business intelligence dashboards continue to be developed for improved decision making by the Corporate Strategy and Performance team

- An Information Management Awareness campaign has been completed.

- Work has begun to review relevant staff roles that should have an information management competency added

- An investment Gateway paper has been drafted

- A new Local Information Manager (LIM) Role is currently being launched into the organisation. Training has been completed for the initial group of LIM's.

- The Technical Pilot for protective marking was completed prior to COVID. This will be rolled out in stages, and has commenced in October

<div align="center">**Recommendation(s)**</div>

Members are asked to:
- Note the report.

<div align="center">**Main Report**</div>

Background

1. Risk remains a key focus for the IT Division and we are continuing to ensure that it drives the priority for project works and Change Management decisions. Regular reviews will ensure the ongoing successful management of these risks across the division

Current Position

2. The IT Division Currently holds 2 Amber risks on the Corporate Risk Register. The IT Division currently holds 4 risks, none of which are scored as Red.   All risks have owners, clear actions, with target dates to enable focussed management, tracking and regular and consistent reviews.
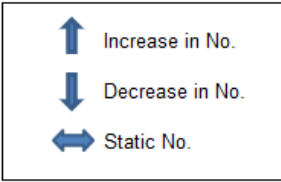
Current status

3. Since the last report, the IT Risk Register has been closely monitored and actions have been completed to continue the work to mitigate the risks, however, there has been no movement of scores in this period.

The current headline figures for the identified risks in the Division are:
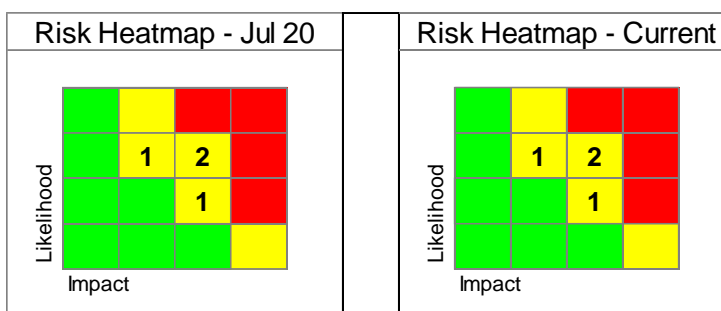
8. Further breakdown of current Division risks:

Major Impact:			Trend
Risks with "likely" likelihood and "major" impact:	0	0	⬌
Risks with "possible" likelihood and "major" impact:	2	2	⬌
Risks with "Unlikely" likelihood and "major" impact:	1	1	⬌

				⬆ Increase in No.
				⬇ Decrease in No.
				⬌ Static No.

Serious Impact:			
Risks with "likely" likelihood and "serious" impact:	0	0	⬌
Risks with "possible" likelihood and "serious" impact:	1	1	⬌
Risks with "unlikely" likelihood and "serious" impact:	0	0	⬌

9. Next steps

- Ensuring that IT deal with Risks in a dynamic manner.

- Ensuring all actions are up to date and allocated to the correct responsible owners.

- Ensuring all members of the IT division including suppliers are aware of how Risk is managed within the Corporation and have a mechanism to highlight areas of concern across the estate.

- IT management processes, including Change Management, Problem Management, Continuous Improvement and Incident Management will all now reference or identify risk to ensure that Division risks are identified, updated and assessed on an ongoing basis.

- The work detailed above ensures that the Risk register remains a live system, rather than a periodically updated record.

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IT Business Manager
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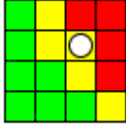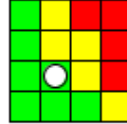
APPENDIX A - CHB IT All CORPORATE & DEPARTMENTAL risks

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
R16 Information Security (formerly CHB IT 030) 10-May-2019 Peter Kane	**Cause**: Breach of IT Systems resulting in unauthorised access to data by internal or external sources. Officer/ Member mishandling of information. **Event**: The City Corporation does not adequately prepare, maintain robust (and where appropriate improve) effective IT security systems and procedures. **Effect**: Failure of all or part of the IT Infrastructure, with associated business systems failures. Harm to individuals, a breach of legislation such as the Data Protection Act 2018. Incur a monetary penalty of up to €20M. Compliance enforcement action. Corruption of data. Reputational damage to Corporation as effective body.	Likelihood / Impact grid	12	Regular security updates have been provided to relevant people throughout COVID. A Gateway paper is currently being drafted. Reviewing the National Cyber Security Training with the view to provide training to all staff. **28 Oct 2020**	Likelihood / Impact grid	8	30-Apr-2021	Constant

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
CR29 Information Management 03 Apr-2019 John Barradell	**Cause:** Lack of officer commitment and investment of the right resources into organisational information management systems and culture. **Event:** The City Corporation's IM Strategy (2018-2023) is not fully and effectively implemented **Effect:** • Not being able to use relevant information to draw insights and intelligence and support good decision-making • Vulnerability to personal data and other information rights breaches and non-compliance with possible ICO fines or other legal action • Waste of resources storing information beyond usefulness		12	New business intelligence dashboards continue to be developed for improved decision making by the Corporate Strategy and Performance team • A new Information Management Awareness campaign has been delivered during October • Work has begun to review relevant staff roles that should have an information management competency added • Gateway paper has been drafted • Local Information Manager Role has been launched into the organisation. Individuals have been identified and training has occurred • The Technical Pilot for protective marking was completed prior to COVID. Rollout has begun and will be rolled out in stages. **28 Oct 2020**		6	31-Jan-2021	Constant

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
CHB IT 001 Resilience - Power and infrastructure. 30-Mar-2017 Sean Green	**Cause:** There is a lack of resilient or reliable Power services or Uninterruptable Power Supply (UPS) provision in multiple Comms rooms and datacentres in COL and COLP buildings. **Event:** There will be intermittent power outages of varying durations affecting these areas/buildings. **Effect:** • Essential/critical Systems or information services are unavailable for an unacceptable amount of time • Recovery of failed services takes longer than planned • Adverse user/member comments/feedback • Adverse impact on the reputation of the IT division/Chamberlain's Department		12	The migration of COL servers and data from Agilisys' datacentres into Microsoft Azure has completed, The work to move the critical Spatial application suite from the Guildhall datacentre into Azure has also now been successfully migrated These two workstreams will significantly reduce the risk of unavailability of applications and services. As such, a reduced capital bid has been submitted to fund the provision of replacement UPS protection in the Guildhall. **26 Oct 2020**		4	28-Feb-2021	 Constant

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
CHB IT 030 2020 - Managed Service Contract 23-Oct-2019 Sean Green	**Cause:** New IT Services contract being implemented to replace the current contract we have with Agilisys **Event:** The transition and implementation are delayed beyond the end of the contract on the 31st August 2020 **Effect:** Additional costs/dual running costs incurred and potential reputational impact of any failures or service disruption during the Transition and Implementation		12	Contract negotiations and transition of services are ongoing, contract signature expected by end of November 2020. There is a dispute across some of the delivery strands which are being worked through with the Supplier with Go Live on new Service Management and Service Delivery tools due by 30th November. Areas that are not migrating to the new Managed Service Contract have now been addressed. Scope of TUPE implications have been agreed with consultations with impacted staff having been carried out. **26 Oct 2020**		4	30-Nov-2020	Constant

Risk no, title, creation date, owner	Risk Description (Cause, Event, Impact)	Current Risk Rating & Score		Risk Update and date of update	Target Risk Rating & Score		Target Date	Current Risk score change indicator
CHB IT 004 Business Continuity / Disaster Recovery Management. 30 Mar-2017 Sean Green	**Cause:** A lack of robust infrastructure and restore procedures are not in place on aging infrastructure. **Event:** The IT Division cannot provide assurance of availability or timely restoration of core business services in the event of a DR incident or system failure. **Effect:** The disaster recovery response of the IT Division is unlikely to meet the needs of COL leading to significant business interruption and serious operational difficulties.		8	Most of COL's servers and applications have been migrated away from local datacentres and into Microsoft's public cloud, Azure. The migration of the Spatial suite of applications has also been migrated to Azure from the Guildhall datacentre. Following this work, the Azure server and services will be reviewed and where suitable, optimised for efficiency and criticality. **26 Oct 2020**		4	31-Mar-2021	Constant

Committee(s)	Dated:
Summit Digital Services Committee	16th November 2020
Subject: Member's IT Provision Policy	**Public**
Report of: The Chamberlain	**For Decision**
Report author: Sam Collins, Head of Change and Engagement	

Summary

This paper proposes a new Policy for the provision of IT equipment and support to the City of London Corporation's elected members. 'Elected Members' are defined as elected Members of the Court of Common Council. This policy does not apply to Co-Opted Members including Verderers.

Recommendation(s)

- *To approve the Member's IT Provision Policy, as laid out in Appendix 1.*
- *Approve the actions in 1.4 to deliver the £40K per annum savings on Member's IT services.*

Main Report

1. Background

1.1. The City of London Corporation's elected members (100 Common Councilmen and 25 Alderman) represent a wide range of professions and City interests and take the major strategic decisions that direct the work of the City Corporation.

1.2. The IT Division is charged with the provision of IT equipment, services and support to Members in the effective fulfilment of their duties.

1.3. The budget for Members' IT Equipment is £125k per annum. In 2019/20, the main areas of spend were as follows
   - O2 Line Rental and Call Charges - £55.7k
   - Mobile Phones and iPads - £8.7k
   - Accessories and Peripherals - £9.1k
   - Desktop and Laptop Computers - £6.7k
   - Broadband Charges - £8.1k
   - Printers and Cartridges - £2.1k

1.4. Members have approved a saving of £40k per annum as part of the ongoing Fundamental Review and this updated policy will assist in delivering these savings. The principle areas for the savings have been identified as follows:

- The application of a 4-year device refresh to bring the approach in line with Officers. This will reduce the purchase of new laptops, iPads, Mobile phones and in any case, there has been an increasing trend for Members to use their own IT Equipment;
- A tighter management of O2 line rental and call charges;
- A reduction in the Corporation bearing the full cost of broadband provision;
- A reduction in printer provision.

2. Member's IT Provision Policy

2.1. The proposed Member's IT Provision Policy is set out in Appendix One (attached).

2.2. The key principles of the Policy are;

- To ensure that Members are provided with the IT Equipment required to fulfil their duties, in addition to the provision of IT and Telephony Facilities in the Members' IT Suite and the Members' IT Room at Guildhall.
- That Members IT Equipment will be replaced if lost, stolen, faulty, broken or out of support – otherwise equipment will be replaced or upgraded every 4 years.
- Printers, replacement print cartridges and home broadband are no longer included in the IT Provision for new Members and new requests from existing Members will not be considered.
- IT Support will be made available through the Technology Support Team and through the IT Service Desk but should not be utilised for purposes unrelated to Member's duties.

3. Members Support

3.1. IT Support will be made available to assist Members in their duties. IT Support should not be utilised, as a matter of course, for personal equipment, software, accounts or other services unrelated to Member's duties.

3.2. The Technology Support Team (formerly VIP Team) are available to address issues with the IT equipment provided, and support Members to make best use of technology. A drop-in service or appointment service is provided between 9 am and 5 pm, Monday to Friday, excluding Bank and Public Holidays (modified to when attendance in the office is required during the current Pandemic).

3.3. The IT Service Desk can be contacted by telephone on **020 7332 1001** and operates 24x7.

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Appendix 1: Member's IT Provision Policy
City of London Corporation (COL)

Version Control:

Version	Date	Comment	Amended by
0.1	03/07/19	Created	Sam Collins
1.0	03/09/20	Redraft	Sam Collins

Approval:

Approvers	Signature	Date
Sam Collins	*Sam Collins*	03/09/20
Sean Green	*Sean Green*	10/09/20

Purpose of the Policy

The purpose of this policy is to define the provision and support of IT and Telephony Equipment for the City of London Corporation's elected Members.

'Elected Members' are defined as elected Members of the Court of Common Council. This policy does not apply to Co-Opted Members including Verderers

Scope of the Policy

The intention of this policy is to outline the IT services and equipment that can reasonably be expected by Members, to assist Members in their duties.

Policy Renewal

This policy will be reviewed annually or sooner if there is a valid business reason.

Policy Principles

This policy adheres to the following principles;

IT Facilities and Telephones

- Desktop PCs are available with full Microsoft Office software, including e-mail and Internet access, in the Members' IT Suite, adjacent to the Members' Reading Room on the third floor of the Guildhall West Wing, Chairmen's IT Room on the second floor of the Guildhall West Wing and the Members' IT Room on the Mezzanine Floor.

- The PCs and telephones in the Members' IT Suite, are to assist Members in their duties and must not, as a matter of course, be used for other purposes.

- It is the intention of the City Corporation for all Members to have access to appropriate IT facilities. Members may choose from a variety of equipment including;

    - Laptop – a portable device combining a PC, screen and keyboard.

    - Tablet – a portable device for viewing electronic documentation and accessing corporate email.

    - Smart Phone – a pocket sized device which provides wireless communication to the corporate environment allowing the user to send and receive emails, update their diary and browse the internet.

- Alternatively, Members are also able to use their own IT equipment, though are required to use a CoL e-mail address for all Member duties.

- Standard Feature Mobile phones (non-Smart Phones) are not provided by the City Corporation.

- A Member's IT Equipment will be replaced if lost, stolen, faulty, broken or out of support. Otherwise a Member's IT Equipment will be replaced or upgraded every 4 years. A request for new or upgraded IT Equipment that does not meet the criteria, will be at the discretion of the IT Director.

- Associated line rental costs and bolt on calling plans for non-UK Travel will be paid by the IT Division but should only be requested where this is required to assist Members in their duties.

- Printers, replacement print cartridges and home broadband are not included in the IT Provision for new Members.

- Members' City of London.gov.uk address will be displayed on the Corporation's webpages. In respect of personal email addresses, these cannot be used by City Corporation officers in relation to any City Corporation business.

Member's IT Support

- IT Support will be made available to assist Members in their duties. IT Support should not be utilised, as a matter of course, for personal equipment, software, accounts or other services unrelated to Member's duties.

- The Technology Support Team (formerly VIP Team) are available to address issues with the IT equipment provided, and support Members to make best use of technology.

- A drop-in or appointment service is provided at Guildhall between 9 am and 5 pm, Monday to Friday, excluding Bank and Public Holidays. Where in-person support is required Members are encouraged to use this service. Home visits will only be made in exceptional circumstances and will be limited to properties within the City boundary.

- The Technology Support Team can also be contacted by e-mail or telephone between 9 am and 5 pm, Monday to Friday, excluding Bank and Public Holidays.

- The IT Service Desk can also be contacted by telephone and operates 24x7.

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Committee(s)	Dated:
Summit Digital Services Committee	16th November 2020
Subject: Scope of the Digital Services Members Workshop	**Public**
Report of: The Chamberlain	**For Information**
Report author: Sean Green	

Summary

This paper summarises the scope of the Members Digital Services Workshop which is booked for 25th November 4-5.30pm.

Recommendation(s)

- *To note this report*

Main Report

1. Background

1.1. The City of London Corporation's IT Strategy is due for review having been agreed for a period of 3 years from 2017 to 2020.
1.2. A Draft Digital Services Strategy is being produced and would benefit from the involvement of ideas and support from Members of the Digital Services Committee (DSSC).
1.3. DSSC Members have agreed to attend a workshop on the 25th November.
1.4. The Workshop will be facilitated by the IT Director and an Executive consultant from the International consultancy Gartner.

2. Scope of Workshop

2.1. Brief review of principle and outcomes for the Strategy (see attached slides)
2.2. Consider the priorities and environment for digital enabled change from a Members perspective using a SWOT analysis.
2.3. Map the gaps between the draft roadmap and the Members views on the digital tools, capabilities and skills required for the Corporation now and in the future.

3. Proposed Agenda

3.1. Introduction – IT Director and Chair of DSSC
3.2. Presentation what does good like – Gartner
3.3. Presentation on key principles and priorities from the draft Digital Services Strategy
3.4. Breakout session with SWOT to use for discussion

3.5. Review SWOT and the proposed
   Map the gaps between the draft roadmap and the Members views on the digital tools, capabilities and skills
3.6. Summary and Next Steps – IT Director

Sean Green

IT Director

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