



Digital Services Committee

Date: MONDAY, 21 NOVEMBER 2022
Time: 11.00 am
Venue: COMMITTEE ROOMS - WEST WING, GUILDHALL

Members:

Dawn Wright (Chair)	Deputy Madush Gupta
Deputy Randall Anderson (Deputy Chairman)	Alderman Timothy Hailes
Deputy Rehana Ameer (Ex-Officio Member)	Eamonn Mullally (Ex-Officio Member)
Aaron Anthony Jose Hasan D'Souza	Judith Pleasance
Mary Durcan (Ex-Officio Member)	Paul Singh
Alderman Professor Emma Edhem, City of London Police Authority Board (Ex-Officio Member)	James Tumbridge
Alderman Sir Peter Estlin	

Enquiries: Blair Stringman
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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/GhpiqrB7PG0> >

A recording of the public meeting will be available via the above link following the end of the public meeting for up to one civic 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

NB: Certain items presented for information have been marked * and will be taken without discussion, unless the Committee Clerk has been informed that a Member has questions or comments prior to the start of the meeting.

Part 1 - Public Items

1. **APOLOGIES**

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

3. **MINUTES**

To agree the public minutes and non-public summary of the meeting held on 22 September 2022.

For Decision
(Pages 5 - 8)

4. **MATTERS ARISING**

5. ***FORWARD PLAN FOR FUTURE MEETINGS**

Joint report of the Town Clerk and Chief Operating Officer.

For Information
(Pages 9 - 10)

6. **VERBAL UPDATE OF THE DIGITAL, INFORMATION AND TECHNOLOGY DIRECTOR**

Verbal Update of the Chief Operating Officer.

For Discussion

7. ***DITS SERVICE UPDATE**

Report of the Chief Operating Officer.

For Information
(Pages 11 - 12)

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

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

10. **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 Items

11. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 22 September 2022.

For Decision
(Pages 13 - 14)

12. **MATTERS ARISING**

13. ***SECURITY CITY PROGRAMME (SCP) ISSUES REPORT**

Report of the Executive Director of the Environment Department Commissioner, City of London Police.

For Information
(Pages 15 - 36)

14. **CYBER SECURITY**

Report of the Chief Information Security Officer.

For Discussion
(Pages 37 - 82)

15. **GATEWAY REPORTS**

Report of the Chief Operating Officer.

For Decision

a) **DITS Local Area Network Security Project (Pages 83 - 92)**

Report of the Chief Operating Officer.

b) **Segregated Tunnelling Project (Pages 93 - 104)**

Report of the Chief Operating Officer.

16. ***DITS RISK REPORT**

Report of the Chief Operating Officer.

For Information
(Pages 105 - 114)

17. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

18. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

Part 3 - Confidential Item

19. **MINUTES**

To agree the confidential minutes of the meeting held on 22 September 2022.

For Decision

20. **DITS SERVICE TRANSITION PROGRAMME UPDATE**

Report of The Chief Operating Officer.
(Confidential Item to be Circulated Separately).

For Information

DIGITAL SERVICES COMMITTEE

Thursday, 22 September 2022

Minutes of the meeting of the Digital Services Committee held at Guildhall, EC2 on Thursday, 22 September 2022 at 9.00 am

Present

Members:

Dawn Wright (Chair)
Deputy Randall Anderson (Deputy Chairman)
Mary Durcan (Ex-Officio Member)
Alderman Timothy Hailes

Officers:

Jonathan Chapman	- City of London Police
Sam Collins	- Operation's Department
Matt Gosden	- Operation's Department
Samantha Kay	- Operation's Department
Tom Leathart	- City Surveyors Department
Emma Moore	- Operation's Department
Melissa Richardson	- Town Clerk's Department
Blair Stringman	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Alderman Sir Peter Estlin, Eamonn Mullally and Paul Singh.

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

There were no declarations.

3. MINUTES

RESOLVED – That, the public minutes of the meeting held on 12 July 2022 be approved as an accurate record subject to the following amendment - At page 7 that Sheldon Hind and Melissa Richardson be recorded as officers present.

4. MATTERS ARISING

There were no matters arising.

5. *FORWARD PLAN FOR FUTURE MEETINGS

The Committee received the joint report of the Town Clerk and Chief Operating Officer which outlined the plans for reports at future meetings.

RESOLVED – That, the report be noted.

6. ***IT BUSINESS PLAN - MEDIUM TERM PRIORITIES**

The Committee received a presentation of the Chief Operating Officer concerning the IT Business Plan, Medium Term Priorities which was revised as a discussion item.

A Member asked what was needed for efficiencies and savings to be made for Digital Transformation. The Chief Operating Officer commented that two to three roles would be required and at present the department was progressing to employ a Head of Transformation and Improvement, as well as a Continuous Improvement Specialist which would upskill City of London Corporation staff to deliver improvements and facilitate rapid improvement events.

In response to a question raised by a Member, the Chief Operating Officer informed the Committee that at present, there was still several legacy applications which the Corporation used with access databases being an on-going issue. However, the greatest area of challenge was with those departments who did not have suitable software to manage their business. The Chief Operating Officer noted there were areas of the Corporation which were excellent and completely onboard with technology with investment being maximised providing exceptional services.

RESOLVED – That, the presentation be noted.

7. ***ERP PROGRAMME VERBAL UPDATE**

The Committee received a verbal update of the Chief Operating Officer concerning the ERP Programme.

The Chief Operating Officer informed the Committee that the ERP Programme had been in discussion for several years and was an area where the Corporation could make incremental benefits. However, a transformational change was necessary to drive benefits and efficiencies to unlock the potential of Corporation staff. A decision on the future direction of the programme is sought by January 2023 with an aim for the ERP solution to go live in April 2024.

In response to a question raised by a Member, the Chief Operating Officer informed the Committee that over time, third-party support for Oracle would become impractical and more expensive, however, at present it was not an immediate risk.

RESOLVED – That, the verbal update be noted.

8. **GATEWAY REPORTS**

The Committee considered a report of the Chief Operating Officer concerning an end user device refresh (EUDR) programme of works to replace end of life devices for Elected Members to the Court of Common Council. Additionally, the Committee received a late supplementary report on Social Care Case Management System.

RESOLVED – That,

- a) That the earmarked budget of £300,000 is approved for these works. The next Gateway will be Gateway 6.
- b) Note the project budget of £300,000 (excluding risk);
- c) Note the total estimated cost of the project at £300,000 (excluding risk);
- d) That Option 1 - Purchase & Deploy new End User Devices is approved.

9. ***DITS - SERVICE DELIVERY SUMMARY**

The Committee received a report of the Chief Operating Officer concerning the service provided to the Corporations customers.

The Chief Operating Officer informed the Committee that the report covered all major partners and suppliers across the service. Members were informed that the Public Services Network health check was currently underway and early indications showed positive outcomes. Thanks were also given to Agilisys, in particular the field engineers who assisted with operation London Bridge.

RESOLVED – That, the report be noted.

10. ***DITS RISKS REPORT**

The Committee received a report of the Chief Operating Officer concerning DITS Risks with actions included.

In response to a question raised by a Member, the Chief Operating Officer informed that there had been an internal audit report concerning information management and agreed to provide a deep dive to the Committee at a future meeting.

RESOLVED – That, the report be noted.

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**

There were no items of urgent business.

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.

14. **NON-PUBLIC MINUTES**

The Committee approved the non-public minutes of the meeting held on 12 July 2022 as an accurate record.

RESOLVED – That, the non-public minutes of the meeting held on 12 July 2022 be approved as an accurate record.

15. **MATTERS ARISING**

There were none.

16. ***POLICE ACCOMMODATION UPDATE**

The Committee received a report of the City Surveyor & Commissioner, City of London Police concerning the future police estate portfolio.

17. ***IT SECURITY REPORTS**

There was no report provided to the Committee, the Chief Operating Officer noted an update would be provided to the next committee meeting.

18. ***ORACLE PROPERTY MANAGER (OPN) REPLACEMENT**

The Committee received a report of the City Surveyor.

19. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

There were no non-public questions.

20. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There were no items of urgent business.

The meeting ended at 10.36 am

Chairman

**Contact Officer: Blair Stringman
Blair.Stringman@cityoflondon.gov.uk**

Forward Plan – November 2022 Update

Report Title	Report Month	Category
FCCRAS Programme (Police) Update	January 2022	Strategic
IT Digital Services Strategic Roadmap Update	January 2022	Strategic
IT Zero Based Budget Review	January 2022	Strategic

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PORTFOLIO BREAKDOWN DIAGRAM

DOCUMENT NAME
CORPORATE DITS PORTFOLIO 2021-23

AUTHOR/VERSION
Sam Collins

ORGANISATION
City of London Corporation

DATE
Nov-22



PORTFOLIO	CORPORATE DITS PORTFOLIO 2021-23					
DITS PROJECT PORTFOLIO (COL)	END USER EXPERIENCE P1	SECURITY & COMPLIANCE P2	SERVICE TRANSFORMATION P3	CONNECTIVITY & RESILIENCE P4	APPLICATIONS & DATA P5	SERVICE TRANSITION PROGRAMME
PROJECT	1.1 Device Refresh & Modern Management	2.1 Cloud App Security (E5)	3.1 Future Operating Model - Design	4.1 Medium Term LAN Model/Contract	5.1 Applications Rationalisation	6.1 Field Engineering
	1.2 Web filtering solution (E5)	2.2 Advanced Threat Protection (E5)	3.2 Future Operating Model - Commercial/Procurement	4.2 Medium Term WAN Model/Contract	5.2 ERP Programme Engagement/Support	6.2 SQL Support (COL)
	1.3 Telephony/Phone System Voice replacement (E5)	2.3 Azure Information Protection (E5)	3.3 Future Operating Model - Finance	4.3 SD WAN Discovery	5.3 Property System Programme Engagement/Support	6.3 Telephony Support
	1.4 Direct Routing/Calling Plans	2.4 Advance Threat Analytics (E5)	3.4 Future Operating Model - People, change & engagement	4.4 SD WAN roll-out/migration	5.4 SharePoint Unstructured Data migration (Corporate W Drive)	6.4 SQL Support (COLP)
	1.5 Device Refresh & Modern Management(Members)	2.5 Conditional Access Polices (E5)	3.5 Future operating Model - Governance	4.5 Wireless controllers migration to Cloud	5.5 SharePoint Unstructured Data migration (Departmental H Drives)	6.5 End User Compute
	1.6 Microsoft Managed Desktop Discovery	2.6 Azure Identify & Access Management (Zero Trust policies) (E5)	3.6 Future operating Model - Transition/implementation	4.6 PSN Replacement	5.5 Power Bi Pro Licence deployment (E5)	6.6 Azure Cloud Support
	1.7 Microsoft Managed Desktop roll-out/migration	2.7 M365 Advanced Data Governance & e-Discovery (E5)	3.7 Target Enterprise Architecture model	4.7 BMS Segmentation	5.6 Define & deploy data capabilities to support organisational insight (E5)	6.7 ITSM Toolset Implementation
		2.8 Implement Security Information and Event Management (SIEM) Solution (Sentinel)	3.8 Print Contract review	4.8 LAN Security	5.7 Northgate M3 / IDOX Replacement	6.8 Security Management
		2.9 Implement Privilege Identity Mgt		4.9 Decomission of Legacy Datacentres	5.8 HR Self-Service Portal	6.9 Service Management
		2.10 Corporate Social Media Security enhancements			5.9 Income Manager Implementation	6.10 Service Desk
					5.10 CRM for Markets Scoping	
					5.11 Data Warehouse Scoping	
					5.12 IT Server Upgrade (SQL)	

Key	
In progress	
Awaiting funding release	
On Hold / Cancelled	
Complete	

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