



## Digital Services Committee

**Date:** WEDNESDAY, 22 MARCH 2023  
**Time:** 1.45 pm  
**Venue:** COMMITTEE ROOMS - WEST WING, GUILDHALL

**Members:**

Dawn Wright (Chair)	Deputy Madush Gupta
Deputy Randall Anderson (Deputy Chairman)	Alderman Timothy Hailes
Deputy Rehana Ameer	Eamonn Mullally
Aaron Anthony Jose Hasan D'Souza	Judith Pleasance
Mary Durcan	Paul Singh
Alderman Professor Emma Edhem	James Tumbridge
Alderman Sir Peter Estlin	

**Enquiries:** Blair Stringman  
Blair.Stringman@cityoflondon.gov.uk

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<https://www.youtube.com/@CityofLondonCorporation/streams>

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.

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**Ian Thomas**  
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**

To agree the public minutes and non-public summary of the meeting held on 25 January 2023.  
*(To Follow)*

**For Decision**

4. **DITS - SERVICE DELIVERY SUMMARY**

Report of the Chief Operating Officer.

**For Discussion**  
(Pages 5 - 8)

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

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

7. **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

8. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 25 January 2023.  
*(To Follow).*

9. **DITS RISK UPDATE**

Report of the Chief Operating Officer.

**For Information**  
(Pages 9 - 16)

10. **CONNECTIVITY ISSUES SUMMARY**

Report of the Chief Operating Officer.

**For Information**  
(Pages 17 - 22)

11. **ERP - UPDATE**

Report of the Chief Operating Officer.  
(*To Follow*).

**For Information**

12. **FRAUD AND CYBER CRIME REPORTING AND ANALYSIS SERVICE (FCCRAS)-  
TECHNICAL SOLUTIONS AND INTEGRATION**

Report of the Commissioner of Police.

**For Information**  
(Pages 23 - 32)

13. **CYBER SECURITY**

Report of the Chief Information Security Officer.  
(*To Follow*).

**For Information**

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

15. **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 Items**

16. **MINUTES**

To agree the confidential minutes of the meeting held on 25 January 2023.  
*(To Follow)*.

**For Decision**

17. **SERVICE TRANSITION PROGRAMME**

Report of the Chief Operating Officer.

**For Information**

# Agenda Item 4

<b>Committee(s)</b>	<b>Dated:</b>
Digital Services Committee – For Information	<b>22<sup>nd</sup> March 2023</b>
<b>Subject:</b> Digital Information Technology Service –Service Delivery Summary	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	8, 9, 10
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>£</b>
<b>What is the source of Funding?</b>	
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> The Chief Operating Officer	<b>For Discussion</b>
<b>Report author:</b> Eugene O’Driscoll – Agilisys Client Director. Dawn Polain – Service Delivery Manager, COL/CoLP	

## Summary

The majority of services managed by DITS have been stable and reliable over the last 3 months.

However there has been an intermittent issue related to the network connectivity within Guildhall and GYE/New Street.

At present it is believed that the issues are not connected but investigations into the root cause for each is continuing.

## Recommendation(s)

No recommendations to advise during this reporting period.

## Main Report

### Background

This is an overview of the current service provision as managed by DITs.

### Current Position

## **1. Incident statistics for services under the direct management and control of DITs or DITs Service Management - January 2023**

- 1.1. There were no P1/P2 incidents for Agilisys in January 2023. The following list are P1 and P2 incidents that are under the responsibility of CoL/CoLP DITs or DITs 3<sup>rd</sup> parties:
  - 1.1.1. 1 incident affecting application shortcuts disappearing from the desktop/quick access bar due to a Microsoft Defender vulnerability error. This affected multiple MS customers. MS deployed a new update and shortcuts were restored. Some non-MS shortcuts had to be manually setup. This impacted CoL and CoLP.
  - 1.1.2. 1 incident affecting CoL on premise LAN users due to a London BT exchange outage.
  - 1.1.3. 1 incident impacting MS apps (Outlook, Teams, SharePoint and OneDrive) within CoL due to a Microsoft routing change. The change was reversed and the issue was resolved.
  - 1.1.4. 2 incidents affecting the CoLP HR Origin Self service portal and BOBO, which was resolved by the 3<sup>rd</sup> party Capita.
  - 1.1.5. 4 x incidents impacting PNC/ANPR. The root cause is unknown and is being investigated as part of Problem Management.
  - 1.1.6. 1 incident affecting Pronto-Niche where the data did not synchronise between the two systems. This was resolved by Motorola (Airwave).
  - 1.1.7. 1 incident where PNC was not accessible via Niche. An interface was not working at Lincs Police.
  - 1.1.8. 1 incident affecting a Livescan connection at Bishopsgate Custody. The connection was restored by the 3<sup>rd</sup> party supplier.
  - 1.1.9. Incidents related to Network connectivity in Guildhall are under investigation.
  - 1.1.10. Reported issues with Network connectivity in GYE/New Street continue to be investigated.
- 1.2. Total outage time for services managed by DITS was 3 days, 1 hr and 30 minutes (mostly in the Livescan connection incident).
- 1.3. Key service provider status:
- 1.4. Since January 2023, SLAs and KPIs are reducing for Agilisys as services transition back in house. Agilisys now report on 'service targets', all of which were met.
- 1.5. Roc had 0 P1/P2 incidents reported for City of London/City of London Police in January.
- 1.6. Konica had 0 P1/P2 incidents reported for City of London/City of London Police in January.
- 1.7. Daisy had 0 P1/P2 incidents reported for City of London/City of London Police in January.
- 1.8. BT had 1 P1 incident reported for City of London in January.

## **2. Service improvements and highlights**

- 2.1. Agilisys have successfully transferred the following services to CoL/P management since the last report:

- 2.1.1. Cloud server management (31/01/2023)
- 2.1.2. Systems/End User Computing including device patching and packaging of applications (31/01/2023).
- 2.1.3. ITSM tool (31/01/2023)
- 2.1.4. Configuration Management (31/01/2023)

2.2. From 31<sup>st</sup> January most technical services shall be operated directly by the DITs team and its 3<sup>rd</sup> party suppliers. Agilisys services from 31<sup>st</sup> January will continue to be provided for Service Desk, Security Management, Account and Service Management functions until the 31<sup>st</sup> August 2023.

### Options

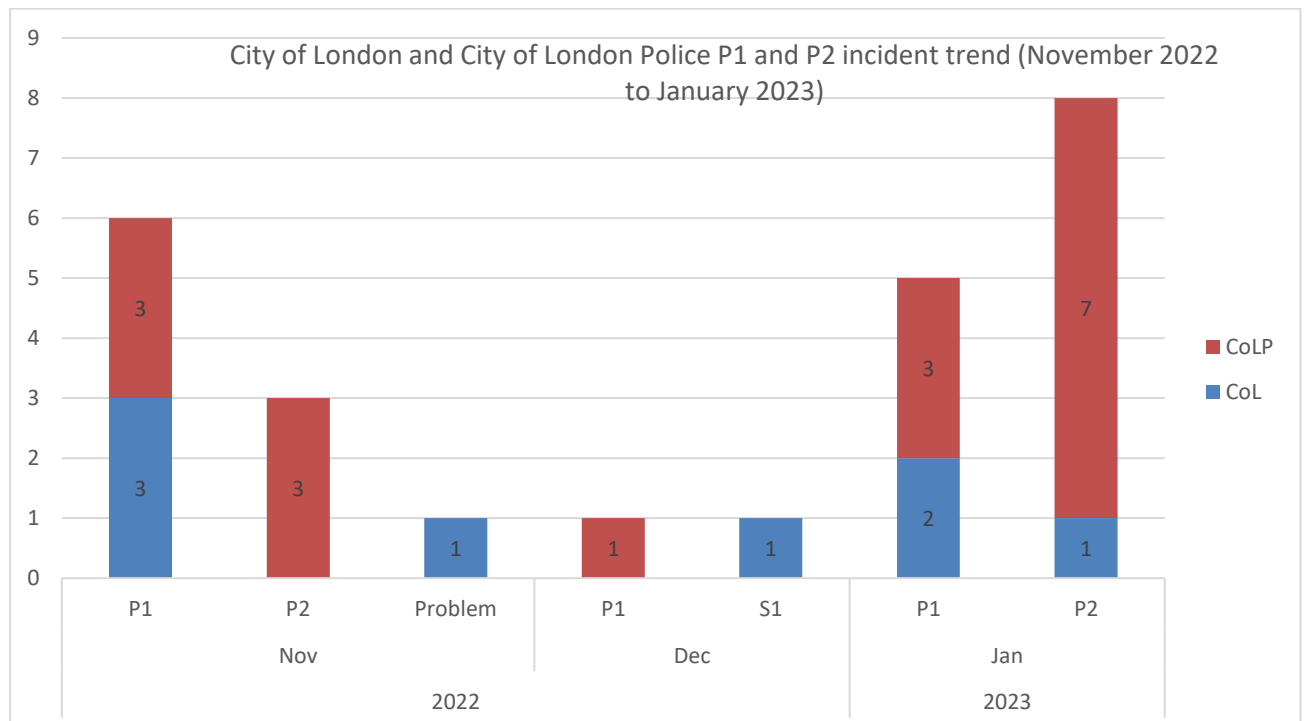
None to advise this reporting period

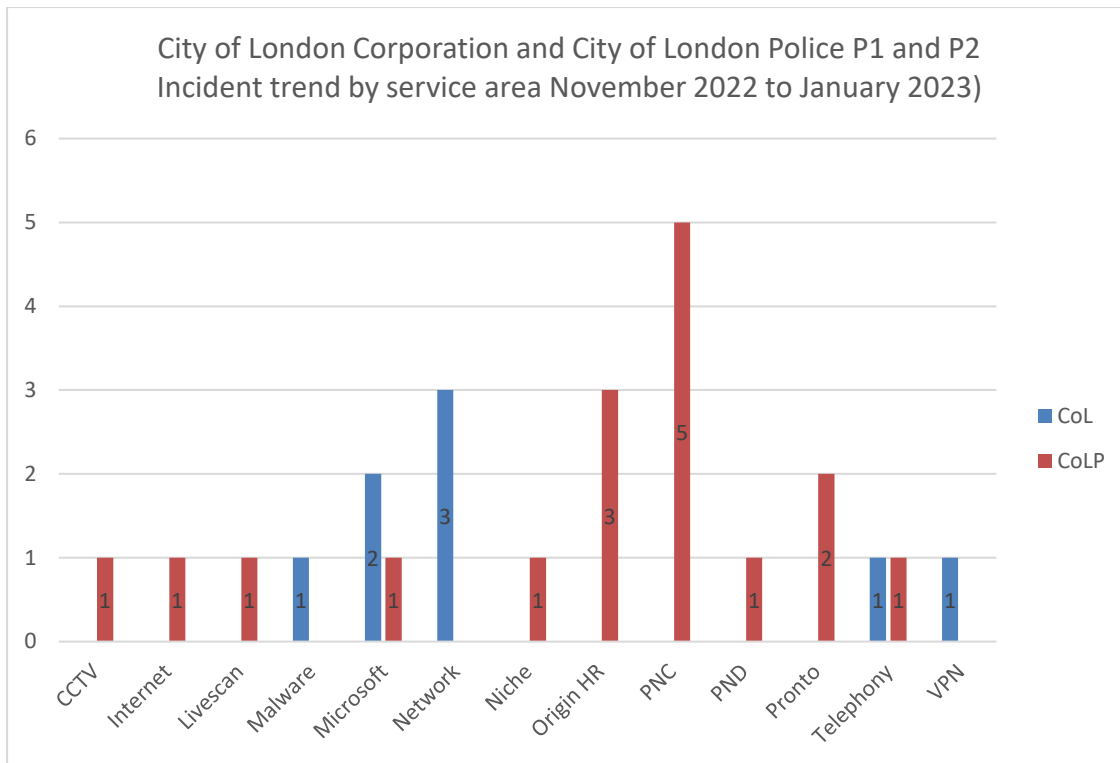
### Proposals

None to advise this reporting period

### Key Data

Trend reports and graphs





### Corporate and Strategic Implications

None to advise this reporting period

### Conclusion

Work continues on transitioning managed services from the Agilisys service provider to an in house service provision.

Work continues to establish a root cause for the intermittent network connectivity issues being experienced in Guildhall and GYE/New Street.

### Appendices

None

**Eugene O'Driscoll**  
Agilisys Client Director

**Dawn Polain**  
Col/CoLP Service Delivery Manager  
Digital Information and Technology (DITS)

T: 07895 330693  
E: dawn.polain@citiyoflondon.gov.uk



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