



## Digital Services Committee

**Date:** WEDNESDAY, 22 NOVEMBER 2023

**Time:** 1.45 pm

**Venue:** COMMITTEE ROOMS - WEST WING, GUILDHALL

**Members:**

|  |                                     |
|--|-------------------------------------|
| Dawn Wright (Chair)  | Caroline Haines (Ex-Officio Member) |
| Deputy Randall Anderson (Deputy Chairman)  | Eamonn Mullally (Ex-Officio Member) |
| Ian Bishop-Laggett   | Judith Pleasance                    |
| Alderman Professor Emma Edhem, City of London Police Authority Board (Ex-Officio Member) | Paul Singh                          |
| Alderman Sir Peter Estlin  | James Tumbridge                     |
| Alderman Timothy Hailes  |                                     |

**Enquiries:** **Kate Doidge**  
**Kate.Doidge@cityoflondon.gov.uk**

### Accessing the virtual public meeting

Members of the public can observe all virtual public meetings of the City of London Corporation by following the below link:

<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.

Whilst we endeavour to livestream all of our public meetings, this is not always possible due to technical difficulties. In these instances, if possible, a recording will be uploaded following the end of the meeting.

**Ian Thomas CBE**  
**Town Clerk and Chief Executive**

# AGENDA

## 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 20 September 2023.

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

4. **DIGITAL SERVICES COMMITTEE WORK PROGRAMME**

**For Information**  
(Pages 9 - 10)

5. **REVENUE BUDGETS - LATEST APPROVED 2023/24 AND ORIGINAL ESTIMATES 2024/25**

Joint report of the Chamberlain and the Chief Operating Officer.

**For Decision**  
(Pages 11 - 20)

6. **GENERATIVE AI STANDARD OPERATING PROCEDURE**

Report of the Director of Information.

**For Information**  
(Pages 21 - 32)

7. **DIGITAL INFORMATION TECHNOLOGY SERVICE (DITS) -SERVICE DELIVERY SUMMARY**

Report of the Chief Operating Officer.

**For Information**  
(Pages 33 - 40)

8. **ANNUAL REVIEW OF THE TERMS OF REFERENCE OF THE DIGITAL SERVICES COMMITTEE**

Report of the Town Clerk.

**For Discussion**  
(Pages 41 - 44)

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

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

11. **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**

12. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 20 September 2023.

**For Decision**  
(Pages 45 - 48)

13. **HUMAN RESOURCES, PAYROLL, AND FINANCE SOLUTION - ENTERPRISE RESOURCE PLANNING (ERP)**

Report of the Chamberlain.

**For Decision**  
(Pages 49 - 120)

14. **DIGITAL INFORMATION TECHNOLOGY SERVICE (DITS) - CORPORATE LICENCE & CLOUD SERVICE PROVIDER PROCUREMENT**

Report of the Chief Operating Officer.

**For Decision**  
(Pages 121 - 128)

15. **ELECTIONS DATA BREACH**

Joint report of the Comptroller and City Solicitor, and Town Clerk.

**For Decision**  
(Pages 129 - 132)

16. **TECHNOLOGY STACK ANALYSIS**

Report of the Chief Operating Officer.

**For Information**  
(Pages 133 - 140)

17. **CYBER SECURITY UPDATE**

Report of the Chief Information Security Officer.

**For Information**  
(Pages 141 - 194)

18. **CUSTOMER SERVICE**

Report of the Chief Operating Officer.

**For Information**  
(Pages 195 - 198)

19. **REPORT OF ACTION TAKEN**

Report of the Town Clerk.

**For Decision**  
(Pages 199 - 202)

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

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