



## Digital Services Committee

**Date:** WEDNESDAY, 17 JANUARY 2024

**Time:** 2.00 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) James Tumbridge  
Alderman Timothy Hailes

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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.

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 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 22 November 2023.

**For Decision**  
(Pages 5 - 10)

4. **REVENUE BUDGETS - APPROVED REVISED BUDGET 2023/24 AND ORIGINAL ESTIMATES 2024/25**

Report of the Chamberlain.

**For Decision**  
(Pages 11 - 24)

5. **FINAL DRAFT HIGH-LEVEL BUSINESS PLAN 2024/25 - CHAMBERLAIN'S DEPARTMENT, DIGITAL, INFORMATION AND TECHNOLOGY SERVICES BUSINESS PLAN 2024/25 AND COMMERCIAL, CHANGE AND PORTFOLIO DELIVERY BUSINESS PLAN 2024/25**

Report of the Chamberlain.

**For Decision**  
(Pages 25 - 54)

6. **FUTURE NETWORK STRATEGY**

Report of the Chamberlain.

**For Decision**  
(Pages 55 - 80)

7. **MANAGED PRINT SERVICES PROCUREMENT**

Report of the Chamberlain.

**For Decision**  
(Pages 81 - 86)

8. **CO-CREATION SESSIONS**

The Chamberlain to be heard.

**For Information**  
(Verbal Report)

9. **PSTN UPDATE**

The Chamberlain to be heard.

**For Information**  
(Verbal Report)

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

Report of the Chamberlain.

Note: Appendix 2 is non-public and can be found under Agenda Item 14.

**For Information**  
(Pages 87 - 92)

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 Items**

14. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 22 November 2023.

**For Decision**  
(Pages 93 - 96)

15. **DIGITAL INFORMATION TECHNOLOGY SERVICE (DITS) - SERVICE DELIVERY SUMMARY**  
Report of the Chamberlain (non-public Appendix 2 – to be read in conjunction with agenda item 9).  

**For Information**  
(Pages 97 - 98)
16. **CYBER SECURITY UPDATE**  
Report of the Chief Information Security Officer.  

**For Information**  
(Pages 99 - 122)
17. **ENTERPRISE RESOURCE PLANNING (ERP) BUDGET UPDATE**  
Report of the Chamberlain.  

**For Information**  
(Pages 123 - 130)
18. **DIGITAL, INFORMATION, AND TECHNOLOGY SERVICE (DITS) RISK UPDATE**  
Report of the Chamberlain.  

**For Information**  
(Pages 131 - 140)
19. **GUILDHALL WI-FI UPDATE**  
The Chamberlain to be heard.  

**For Information**  
(Verbal Report)
20. **CROSS-CORPORATION CYBER SECURITY UPDATE**  
The Chief Information Security Officer to be heard.  

**For Information**  
(Verbal Report)
21. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
22. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**