

DIGITAL SERVICES COMMITTEE

Wednesday, 13 November 2024

Minutes of the meeting of the Digital Services Committee held at Guildhall, EC2 on
Wednesday, 13 November 2024 at 2.00 pm

Present

Members:

Deputy Dawn Wright (Chair)
Eamonn Mullally (Deputy Chair)
Deputy Randall Anderson
Ian Bishop-Laggett
Caroline Haines (Ex-Officio Member)

Observing Virtually:

James Tumbridge

Officers:

Caroline Al-Beyerty	- The Chamberlain
Sam Collins	- Chamberlain's Department
Tara Crombie	- Chamberlain's Department
Zakki Ghauri	- Chamberlain's Department
Simon Gray	- Chamberlain's Department
Shoid Islam	- Chamberlain's Department
Samantha Kay	- Chamberlain's Department
Ellen Murphy	- Chamberlain's Department
Dawn Polain	- Chamberlain's Department
William Roberts	- Chamberlain's Department
Gary Brailsford-Hart	- City of London Police
Christopher Bell	- City of London Police
Lorenzo Conigliaro	- City of London Police
Ruth Kocher	- Department of the Built Environment
Melissa Richardson	- Town Clerk's Department
Kate Doidge	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Deputy Timothy Butcher, Alderman Sir William Russell, Deputy James Thomson, and James Tumbridge.

James Tumbridge observed the meeting virtually.

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 and non-public summary of the meeting held on 5th September 2024 be approved as an accurate record.

4. **ENTERPRISE RESOURCE PLANNING (ERP) PROGRAMME UPDATE**

The Committee received a report of the Chamberlain, concerning an update on the progress made on the Enterprise Resource Programme (ERP).

A query was raised concerning whether the City Corporation's institutions were aware of the resource required for ERP, as this would impact upon their daily operations and might require the backfilling of resource. The response was that meetings were set to discuss the matters as such recruitment, including resources and backfilling.

RESOLVED – That the report be received, and its contents noted.

5. **WOMEN IN TECH**

The Committee received a report of the Chamberlain, concerning an update on the recently created Women in Tech network. Following the introduction to the report, it was requested that dates of events for the network be published further in advance, to expand the rate of attendance.

With regards to developing networks and communities across boundaries, there was a monthly networking meeting for the City Corporation and its institutions, and extended team management meetings. These were the forums used internally to discuss KPIs, best practices, share ideas, and help retain internal talent. The Women in Tech network was hoped to be a good addition to these forums.

The Women Pivoting to Digital Taskforce included approximately 170 companies and aimed to be a network utilising the same manifesto. It was key to fit into the growth agenda, for the City Corporation to support other FPS companies. Setting up an internal network was critical to information flow through this Taskforce, but this information flow may be less effective if companies were not signed up to the Taskforce. It was noted that the Livery Companies had parallel efforts via the Information Technologists.

RESOLVED – That the report be received, and its contents noted.

6. **DIGITAL, INFORMATION AND TECHNOLOGY SERVICE (DITS) - SERVICE DELIVERY SUMMARY**

The Committee received a report of the Chamberlain, concerning the service delivery summary for the Digital, Information and Technology Service. A query was raised regarding CCTV, which was answered in non-public session.

RESOLVED – That the report be received, and its contents noted.

7. **DIGITAL, INFORMATION AND TECHNOLOGY SERVICE (DITS) BUSINESS PLAN - QUARTERLY UPDATE**

The Committee received a report of the Chamberlain, concerning an update on the progress against the 2024/25 Business Plan for the Digital, Information and Technology Service.

It was confirmed that the contract had been signed for the provision of End User Devices and associated services and could include COLAT within the procurement.

RESOLVED – That the report be received, and its contents noted.

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

The Committee received a report of the Town Clerk, concerning the Annual Review of the Terms of Reference of the Digital Services Committee.

A Member queried what the process would be to establish a Sub-Committee. The response was that constitution of any new Sub-Committee or Working Party were subject to the approval of the Policy & Resources Committee, as set out in the City Corporation's Standing Orders. This included providing a 'business case' justifying the establishment of a new Sub-Committee.

A question was raised on the reporting of IT risks, which should be reported to the Committee on a quarterly basis. The City of London Police risks were reported to the Resource, Risk & Estates (Police) Committee, and it was agreed this matter would be taken away for consideration in terms of reporting to both Committees.

It was raised that data breaches were reported to the Digital Services Committee, such as those falling under the Data Protection Act 2018 by the Comptroller & City Solicitor. It was suggested that paragraph d) of the Committee's terms of reference be amended to codify this practice. It was agreed that this request would be taken away and appropriate wording would be drafted and reported to the Committee's next meeting for agreement and onward submission to the Court of Common Council in April 2025.

RESOLVED – That Members considered changes to the Digital Services Committee's Terms of Reference, and that the Town Clerk return to the Committee's next meeting with amendments, for approval and onward submission.

9. **CITY OF LONDON POLICE (COLP) ORGANISATIONAL LEVEL AGREEMENT**

The Committee heard a verbal report, concerning an update on the City of London Police (COLP) Organisational Level Agreement (OLA). The current OLA was older, and therefore did not cover all areas of business at COLP (such as the Fraud and Cyber Crime Reporting and Analysis Service Procurement). It was therefore necessary to refresh the OLA, to ensure that it was fit for purpose, including the use of external consultants. The review would

also include what support was required from the Digital, Information and Technology Service. It would also provide clarity on responsibilities. It was aimed to complete the work with the external consultants in early 2025.

RESOLVED – That the verbal report be received.

10. **CO - PILOT DEMONSTRATION**

The Committee received a verbal report of the Chamberlain, concerning a demonstration of Microsoft Co-Pilot. The Committee heard that Co-Pilot could be used, for instance, to summarise emails, schedule meetings, and summarise meeting actions. Licenses were being funded from individual Department budgets, but also depended on the aptitude of the individual and whether they wished to utilise Co-Pilot. There were signs on the return of investment, but the technology needed to continue to be used in the long-term and be embedded into everyday use.

The Committee viewed a demonstration of Microsoft Co-Pilot. Following this, it was invited to ask questions.

It would be investigated as to whether Members could have a Co-Pilot license. The Town Clerk's Department were one of the early adopters of the license. One of the abilities of Co-Pilot was to provide basic summaries of committee agendas. Co-Pilot could be used to schedule meetings, but this would have to be investigated further.

The Committee were reminded of the importance of guardrails and risk assessments when using any Artificial Intelligence (AI), including being mindful of where data was pulled from and used. There was also internal data that was highly sensitive and could unintentionally create bias.

In terms of using other Generative AI applications, the Committee had approved a Generative AI Policy, and there was the ability to switch off the use of Generative AI on City Corporation devices, but this had not been used as there was little to no evidence of misuse. When a device connected to the internet, there was web filtering which could detect the use of Generative AI. There would also be mandatory training informing use, which would extend to Members.

RESOLVED – That the verbal report be received.

11. **MEMBER IT PROTOCOL**

The Committee received a verbal report of the Town Clerk, concerning the Member IT Protocol. The Committee noted the forthcoming elections and new Member induction in 2025. Questions had arisen concerning general IT provision, training, and support to Members. Officers had noted that this information currently existed but was disaggregated into disparate policies or documents. These would be drawn together in a single reference document. Members were invited to provide comments on any areas for specific focus that may be helpful for the induction.

The Chair requested that mandatory cyber security training be provided to Members.

RESOLVED – That the verbal report be received.

12. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

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

There were no items of urgent business.

14. **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.

15. **NON-PUBLIC MINUTES**

RESOLVED – That the non-public minutes of the previous meeting held on 5th September 2024 be approved as an accurate record.

16. **IT NETWORK SEGREGATED TUNNELLING PROJECT**

The Committee received a report of the Chamberlain, concerning the IT Network Segregated Tunnelling project.

17. **IT SERVICE TRANSITION PROGRAMME**

The Committee received a report of the Chamberlain, concerning the IT Service Transition Programme.

18. **ORACLE PROPERTY MANAGER REPLACEMENT PROGRAMME - MRI HORIZON**

The Committee received a report of the City Surveyor, concerning the Oracle Property Manager Replacement Programme.

19. **SECURE CITY PROGRAMME (SCP) ISSUES REPORT**

The Committee received a joint report of the Executive Director of Environment and the Commissioner of City of London Police, concerning an update on the Secure City Programme (SCP).

20. **CYBER BREACH ACTIONS**

The Committee received a report of the Chamberlain, concerning cyber breach actions.

21. **CYBER SECURITY UPDATE**

NOTE – During this item, the Committee agreed that, under Standing Order 40, the meeting be extended in order to conclude its business.

The Committee received a report of the Chief Information Security Officer, concerning an update on cyber security.

22. **REPORT OF ACTION TAKEN**

The Committee received a report of the Town Clerk, concerning details of decisions taken under urgency between Committee meetings.

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

There were no non-public questions.

24. **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 non-public urgent business.

25. **INDEPENDENT REVIEW - OUTCOME REPORT**

The Committee received a confidential report of the Commissioner of Police.

The meeting ended at 4.27 pm

Chairman

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