

DIGITAL SERVICES SUB (FINANCE) COMMITTEE

Tuesday, 8 October 2019

Minutes of the meeting of the Digital Services Sub (Finance) Committee held at the Guildhall EC2 at 11.00 am

Present

Members:

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| Randall Anderson (Chairman) | Deputy Roger Chadwick |
| Deputy Jamie Ingham Clark (Deputy Chairman) | John Chapman |
| Jeremy Mayhew | Sylvia Moys |
| Rehana Ameer | Barbara Newman |

Officers:

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| Rofikul Islam | - Town Clerk's Department |
| Sean Green | - Chamberlain's Department |
| Matt Gosden | - Chamberlain's Department |
| Gary Brailsford-Hart | - City of London Police |
| Kevin Mulcahy | - Chamberlain's Department |
| Mel Richardson | - Town Clerk's Department |
| Ryan Dolan | - Town Clerk's Department |
| Sarah Williams | - City of London Police |
| Matt Gosden | - Chamberlain's Department |
| Sam Collins | - Chamberlain's Department |
| Dorian Price | - City Surveyors |
| Samantha Kay | - Chamberlain's Department |

In attendance:

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| Eugene O'Driscoll | - Agilisys |
| Nigel Muirhead | - Agilisys |
| Graeme Everitt | - Agilisys |

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

There were no declarations.

2. APOLOGIES

Apologies were received from Deputy Keith Bottomley, Deputy Joyce Nash, Deputy Hugh Morris and James Tumbridge.

3. MINUTES OF THE PREVIOUS MEETING

RESOLVED: That the public minutes of the meeting held on 5 July 2019 be approved as an accurate record.

4. FORWARD PLAN

The Committee received a joint report of the Town Clerk and the Chamberlain which provided updates of outstanding actions from previous meetings. The report also provided information on the Committee's proposed work plan for forthcoming meetings

RESOLVED – That the Committee notes the report.

5. **DESIGN, BUILD, SUPPORT AND HOSTING FOR NEW WEBSITE**

The Committee received the report of the Town Clerk (Director of Communications) on the design, build, support and hosting for new website.

The report was provided to keep the Committee updated on the progress of the website project, as agreed earlier on in the year. The Digital Publishing and Content Strategy Lead informed the Committee that the Department has so far completed the design phases and is proceeding through the build phases with the intention to launch the testing phase soon.

The search facility is currently being built. Members will be invited to test out the the search engine before going live.

At present, the Department is working towards early 2020 to have all the contents ready and to go live in April 2020. This provides significant tolerance for unexpected issues to be resolved before the site must go live. The customer journey will be easier ensuring that it will not take no more than 3 or 4 clicks for the user to get to their desired page.

A Member asked how easy it will be for a user to find the "Contact Us" button. Officers reassured the Member that the "Contact Us" link will continuously appear on the footer of the page, throughout the users experience on the website.

There was a discussion around making sure that the website provides users with positive and easier experiences.

A Member asked if past complaints about the website had to been factored in the new design phase. The Committee were informed that all the past issues and complaints regarding the websites were addressed.

A Member asked if there was a budget for post-go-live analysis and improvement. The Committee were informed that there was a small amount for such work. Members were informed that the project has a green status and currently is on time, on budget and within its scope.

RESOLVED – That the Members note the report and the oral update.

6. **GENERAL DATA PROTECTION REGULATION (GDPR/DATA PROTECTION ACT 2018 - DPA)**

The Committee received the report of the Comptroller & City Solicitor on the General Data Protection Regulation (GDPR/Data Protection Act 2018) (DPA)

The Comptroller & City Solicitor informed the Committee, that between 1 January 2019 to 22 August 2019 there had been 45 data breaches which were notified to the

Data Protection Officer. Amongst the 45, 2 were deemed to be notifiable to the Information Commissioner's Office. The Information Commissioner's Office has responded to one of the data breaches suggesting that no further action needed to be taken, but made recommendations which were implemented by the City, whilst the remaining identified breach is currently awaiting a response from the Information Commissioner's Office.

Additionally, two Departments are yet to complete their retention schedules. The Comptroller & City Solicitor Department is actively encouraging the departments to do more to protect their data.

In terms of the data breach incident related to the secure bag containing a variety of documents in relation to a small number of data subjects being stolen, a Member asked if the bag was retrieved. In response to this question, the Comptroller & City Solicitor agreed to look further into the matter and report back to the Committee in writing. A Member also asked if the training for employees included the fact that data privacy laws extend to information on paper. The Comptroller & City Solicitor confirmed that it was included.

RESOLVED: That Members are asked to note the report.

7. **CUSTOMER RELATIONSHIP MANAGEMENT - UPDATE**

The Committee received the report of the Chamberlain on the customer Relationship Management – update.

The report provided an update to the Committee on the Customer Relationship Management Project, which commenced in December 2017. Members were further informed that there are now capabilities for online payments, taking bookings and soon departments will be able to sell their products and services online.

RESOLVED: That Members are asked to note the report.

8. **IT DIVISION - IT SERVICE DELIVERY SUMMARY**

The Committee received the report of the Chamberlain on the IT Division – IT Service Delivery Summary. The Committee were informed that Agilisys are working with IBM to ensure greater resilience and ensuring that the networks are not impacted in the future.

The Chairman enquired about the telephone line failures at the call centre. Members were informed that the service affected was triggered by planned power maintenance work by datacentre. Moving forward the City is now in a better position, to be well prepared with adequate resilience in place for such eventualities.

A Member asked how extensive this P1 incident was and if all the due processes were followed. Officers confirmed to the Committee that the department has a Change Approval Board in place and in the event the incident is critical then the incident undergoes a major incident review process.

Members were further informed that the DR test will now be carried out on a rolling basis Furthermore, Members were informed that whenever such tests are done, the

department explores the timing for tests and changes to ensure that there are lowest possible service disruptions across the City of London.

It was agreed that a paper on the Change Process will be presented to the Committee at a future meeting.

RESOLVED: That Members are asked to note the report.

9. **IT DIVISION RISK UPDATE**

The Committee received the report of the Chamberlain on the IT Division Risk Update. Members were informed that there are 3 corporate risks at present.

RESOLVED: That Members are asked to note the report

10. **IMPLEMENTING THE APPLICATION MANAGEMENT STRATEGY - THE APPLICATION ROAD MAP**

The Committee received the report of the Chamberlain on the Implementing the Application Management Strategy – the Application Roadmap. The Committee were informed that the Chamberlain have developed a high-level Application Roadmap.

Members were further informed that the City of London along with other stakeholders manages around 300 Applications. The Chamberlain's department is ensuring that all the Applications are supported, updated and if not in use ensuring a smooth retirement of the Applications. The full road map will be presented at a future meeting.

A Member asked if there are any ways of monitoring the usage of the Applications. The Committee was told as part of application management process, all the Applications usages are monitored thus as a result, if an Applications are not in use for 90 days the Application would become ineffective in the installed devices.

There was also a mention that a discussion around the future of Oracle version 12.1 needs to take place. Officers agreed that this will be addressed in the future too.

RESOLVED: That Members are asked to note the report.

11. **SMART WORKING AND ACCOMMODATION - PRESENTATION**

The Committee received a verbal update from the City Surveyor on the smart working and accommodation. Members were advised that the project was initiated in 2016, however, since 2018 the City Surveyor's department has been taking a lead with the project. The immediate focus has been on accomadating the move of people currently housed at the Walbroke wharf site into the Guildhall complex..

The City Surveyor's department is now working towards delivering smart working with greater efficiency, modern and agile use of office space. Works has started in the Guildhall Complex by the implementation of clean desks policy and reduced linear storage.

The Chairman commented that there needs to be an element of flexibility around agile working with providing greater IT support. Members were assured that the laptops have allowed the City to provide staff with agile working. There are fissures in

service which needs to be addressed in order to add value to the services that are in existence. As we go through the transition process, we will require time to smooth up the processes with investments, priorities and enablement.

One of the key challenges is that this is a lengthy project with a timeline of 3 to 5 years.

RESOLVED – That the Committee notes the verbal update.

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

The meeting closed at 1.10 pm

Chairman

Contact Officer: Rofikul Islam
Rofikul.islam@cityoflondon.gov.uk