

Committee(s)	Date(s):
Finance Committee – For Information	21 st July 2020
Subject: IT Division – Member Update	Public
Report of: The Chamberlain	For Information
Report author: Sean Green, IT Director	
Summary	
<p>This report updates Members on the work of the IT Division and the key areas of progress for the last quarter:</p> <ul style="list-style-type: none">i. The COVID-19 Pandemic update;ii. The IT Contribution to the Recovery Plan;iii. An update on the change of contract with Agilisys which will go live on the 1st September 2020;iv. Progress of the Police IT Modernisation Programme;v. Last quarter service performance achieved for both City of London Corporation (CoL) and the City of London Police (CoLP);vi. Good progress continues to be made on Digital Adoption for the City of London Corporation. – Use of MS Team and attendance at MS Teams Training have been significant during the period of lockdown and COVID-19.	
<p>Members are asked to:</p> <p><i>Note the progress report on how the IT Division have supported the orgainsation during COVID-19, key strategic improvement projects and IT Service performance.</i></p>	

Main Report

Background

1. The IT Division provides services to the City of London Corporation, City of London Police and London Councils. 5 main functions are provided from the in-house IT team: i) IT Finance and Performance Management, ii) Change and Engagement Management iii) Projects and Programmes Management, iv) IT Operations and Service Management and v) Police IT Services. This report updates on progress on how the team have supported the organisation during COVID-19, critical programmes, business as usual service performance, the rate of adoption of digital ways of working and the review of the IT Operating model.

COVID-19 Review

2. The IT Service Desk performed well during lockdown maintaining continuous and uninterrupted service providing practical advice to staff to improve their homeworking environment and practices.

3. The IT Division have had to provide over 330 extra laptops and other devices to colleagues across the City of London Corporation (CoL) and the City of London Police (CoLP).
4. The team have also had to provide IT Services to the London Strategic Resilience Group (SRG).
5. The team have also provided over 300 Teams Telephone numbers for staff to use instead of the Mitel Phone extensions that they would normally use. They also set up at short notice hunt groups for the Housing Repairs team and the Revenue and Benefits team to maintain seamless working whilst staff are at home.
6. The team have stabilised the aged infrastructure for CoLP which is maintaining a level of stability that has allowed CoLP colleagues to continue working remotely.

The Recovery Plan

7. The IT Director has been working with colleagues across CoL and CoLP on a digital and technology plan with projects that could enable and support organisational and financial recovery.
8. A draft paper was presented to the Gold recovery group and is now being worked up into business cases for consideration for COVID funds or future Capital bids.
9. A new Digital Services Strategy has been drafted which will reflect the recovery objectives and the new digital imperative that has emerged with even more emphasis since COVID-19.

2020 Sourcing Programme

10. The contract for IT Services currently provided to CoL, CoLP and London Councils goes live on the 1st September 2020.
11. Work has started on the migration of our IT infrastructure from the Agilisys data centres to the Microsoft Azure Cloud. We have already migrated approx. 50 servers and following a period to ensure that the migrations have been completed successfully they will be decommissioned during July.
12. With the new recommended IT Services Contract, we can drive through IT efficiencies and savings whilst delivering service improvements over the course of up to a five-year contract, for both the CoL and CoLP, including:
 - a. the setting up of a new Technology Support Desk in convenient locations in Guildhall and for the Police.
 - b. More automation of our IT infrastructure management to help IT staff diagnose possible infrastructure performance issues or problems at an early stage before they cause disruption to our IT services
 - c. Improved infrastructure security, resilience and our capability to quickly set up new IT services when required and quickly remove IT services when not required.
 - d. IT Self service for staff to report, monitor and complete transactions for IT Services with the introduction of Webchat and eventually Chatbots.

CoLP IT Modernisation Programme

13. The high-level design for the IT Modernisation (ITM) solutions is completed.

14. The equipment for a new security zone to support the implementation of enhanced CoLP infrastructure security has been implemented with an excellent review by the company that carried out the IT Healthcheck testing.
15. The programme has accelerated the build and implementation of Windows 10 laptops for all CoLP staff and replacement Android phones to frontline officers.
16. The accelerated ITM should be completed by early October.

Enterprise Resource Planning (ERP - Oracle Financials) Review

17. The ERP review has been underway for the last 8 weeks. The review covers the future of the use of the Oracle applications used in the City of London Corporation with a view to replace both the current Property and HR Systems in the next 2 years.
18. Soft market testing has been carried out with the market leading suppliers of ERP solutions to better inform any recommendations for the future of Oracle Financials.

IT Service Performance

19. The P1 and P2 incidents for CoL and CoLP are summarised in the table below.
20. Satisfaction for April 2020 (+76), May 2020 (+74) and June 2020 (+62). This is an average of +71 (anything with a score above + 50 being viewed as good).

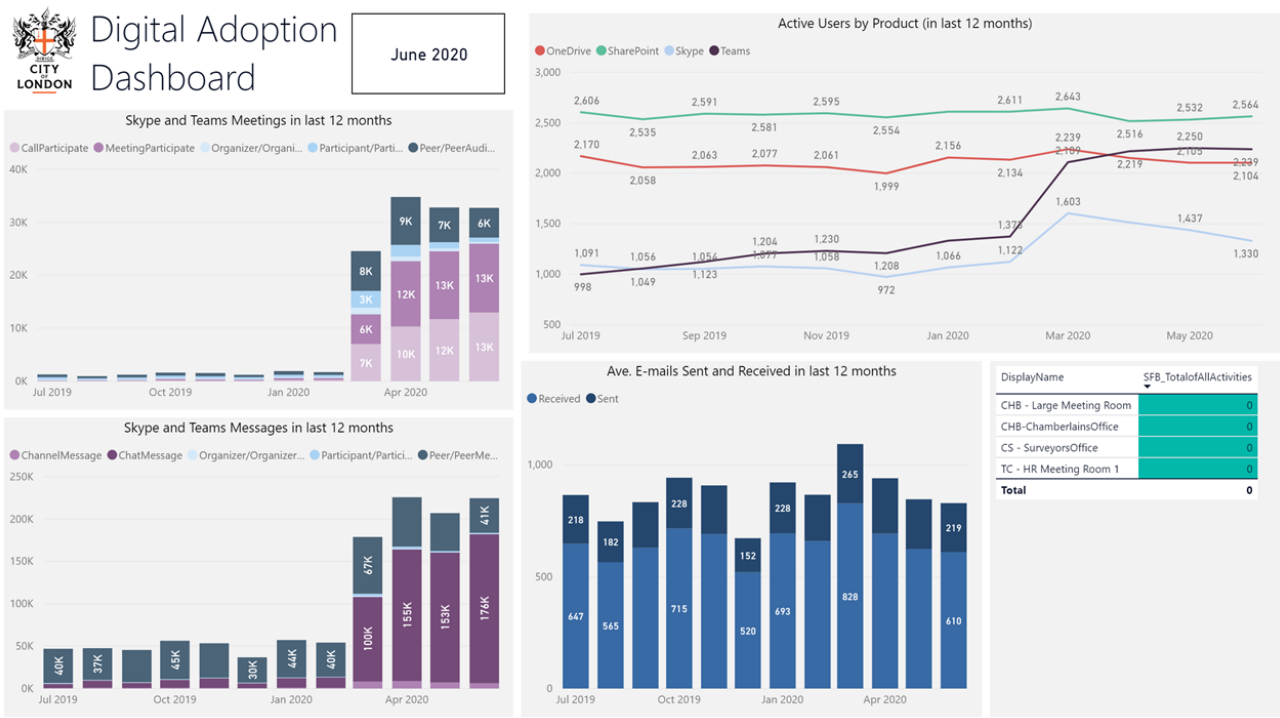
IT Service Performance (new KPI)	Fixing Issues													
	P1 incidents fixed within 2hrs (98%)							P2 incidents fixed within 6hrs (98%)						
	Apr-20		May-20		Jun-20		Apr-20		May-20		Jun-20			
CoL	0	100%	0	100%	0	100%	CoL	0	100%	0	100%	0	100%	
CoLP	0	100%	0	100%	0	100%	CoLP	0	100%	0	100%	0	100%	

Digital Adoption

21. Take up of digital new ways of working is progressing well. With regular training and communications campaigns with staff, we are can see increasing using of Teams for remote contact/conferences and SharePoint/Teams for managing one version of documents and collaboration on information both internally and externally.
22. Microsoft Teams has been a key digital tool during the lockdown period with a significant increase in use recorded compared to February:
- Active Teams users have increased from around 1300 to over 2,250;
 - Total meeting participants have increased from less than 3000 per month to over 30,000;
 - Teams messaging has increased from around 50k per month to over 200k.

19 There were a total of 1694 active SharePoint sites in May, compared to 960 in January.

20.185 staff attended a virtual training session during June – with most of the training being provided on Microsoft Teams.



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