

<b>Committee(s):</b> Digital Services Sub-Committee	<b>Date(s):</b> <b>11<sup>th</sup> September 2020</b>
<b>Subject:</b> IT Application Roadmap Update	<b>Public</b>
<b>Report of:</b> The Chamberlain	<b>For Information</b>
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### **Summary**

Contributing towards the City of London Corporation's (CoL) and City of London Police (CoLP) digital and modernisation agendas and to ensure the management of the lifecycle of the organisation's applications estate. This report provides an update on the high-level Application Roadmap which was developed CoL's IT Team.

This document describes:

1. The relationship between the Technology Strategy, the Technology Roadmap and the Application Strategy and Roadmap.
2. This report focussed on the in-flight projects to improve the management of the CoL's application estate.
3. Further updates will be provided at the next committee on CoLP's application estate.

### **Recommendation(s)**

*Members are asked to note this report*

## **Main Report**

### **Background**

1. The Application Management Strategy 2018-2023 (agreed in November 2018) sets out the principles of effective application management throughout the various stages of an application within its management lifecycle.
2. As a reminder managing applications effectively and efficiently is important for the following reasons:
  - Applications are where staff and customers interact with information and processes to create business value, with everything else in the IT estate being enablers for this;
  - A significant amount of money is spent on the procurement and ongoing operation of applications; therefore, efficiencies and savings are desirable and likely feasible;
  - Enhancement or replacement of key applications will be essential to support the strategic plans of CoL and CoLP, especially proposed new (digital) ways of working;
  - Business continuity and regulatory compliance are dependent on the proper working of applications, and as a result, applications can be key sources of business risk.
3. The Application Roadmap follows all four of the core tenets of the IT Strategy, which are:
  - Buy-not-build.
  - Use fewer systems more effectively.
  - Compliant Systems and services.
  - Move from complexity to commodity.
4. The CoL application estate is a large, complex and varied estate. Following the Desktop Transformation programme, approximately 320 applications remained within the CoL estate containing a mixture of purchased and in-house developed applications.
5. As well as the in-house developed applications which require modernisation or replacement, some of the applications are only compatible with Windows 7 and therefore need addressing.

### **Current Achievements**

6. Inhouse Applications - The Chamberlains IT team has been working to reduce the number of inhouse created legacy applications. At the start of the calendar year there were 52 legacy applications which were still servicing key business functions. CoL IT have successfully removed 19 applications from the estate by either rationalising, consolidating or where possible or decommissioning.

7. Azure Migrations - As part of the new 2020 IT Contract, a project was setup to migrate all applications from Agilisys Infrastructure as A Service (IAAS) data centres to Microsoft's Azure cloud. The migration window for the project was a very tight schedule of 3 months – historically, such data centre migrations have taken 12-18 months.
8. Except for the City's financial system CBIS, all other planned applications have been successfully migrated within the projected timescale. A separate project due to the complexity has been planned to migrate the CBIS application to Azure by the end of this year.

### **Update on the applications projects**

9. Revenue and Benefits - The Capita Academy System was hosted in Agilisys datacentres with support and maintenance of the application provided by Agilisys. In line with the strategic principles the application was successfully transitioned to a hosted Software as a Service (SaaS) in June 2020.
10. Housing - The current Housing Management System is provided by Orchard. There is a current inflight project to transition to Civica's SaaS service CX. The original proposed go live date was October 2020 but due to COVID 19, this has now been moved to February 2021.
11. Department of the Built Environment and Environmental Service use two different applications for Licensing and Planning, respectively.
12. A joint tender was put forward by the Departments for a single solution to provide the functionality of these two applications. Unfortunately, the tender was not able to extract a solution which met the criteria.
13. The criteria have now been re-evaluated and a new tender is due to be issued by the end of October 2020. This project is supported by IT as it drives the principle of using few systems and rationalising where possible.

### **Future**

14. Oracle Financials and HR & Payroll - As per the paper presented to committee in January 2020, the Chamberlain's IT department commissioned a consultancy called SOCITM to conduct an options appraisal review.
15. The review considered information on the current technical setup and business processes for Finance, HR and Payroll.
16. The review will provide a comprehensive report comparing the City's position to what the current market offerings are both in terms of best of breed solutions and ERP.
17. The final draft of the report is due in September 2020 with a recommendation that will come back to this Committee.

## **Summary**

18. Considerable progress has been made over the course of this year with the extremely challenging backdrop of the Covid 19 pandemic.
19. The Application Roadmap which has been created based on the Application Management Strategy that aligns to the overall IT strategy, has ensured that CoL has resilient and robust applications.
20. This has meant that CoL has been able to function with minimal business disruption during Covid 19 except for where central government has applied restrictions.
21. In the coming months CoL IT will be looking to further leverage Azure to increase efficiencies.

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