Committee(s)	Dated:
Finance Committee	8th December
Subject: IT Division – Member Update	**Public**
Does this proposal require extra revenue and/or capital spending?	**N**
If so, how much?	**N/A**
What is the source of Funding?	**N/A**
Has this Funding Source been agreed with the Chamberlain's Department?	**N/A**
Report of: Chamberlain	**For Information**
Report author: Sean Green, Chamberlain's Department	

Summary

This report updates Members on the work of the IT Division and the key areas of progress for the last quarter:

i. New 2020 Contract with Agilisys has delayed due to Security and Pension issues.
ii. The City of London Police (CoLP) IT Modernisation Programme has rolled out devices to two thirds of CoLP staff.
iii. Current 2019/2020 Q3 service performance achieved for both City of London Corporation (CoL) and the City of London Police (CoLP).
iv. Capital investments are currently progressing through gateway processes which will ensure that CoL and CoLP will continue with improvements with ways of working, enable further efficiency savings and deepen our IT Security defences.
v. Good progress is being made with Digital Adoption across the organisation.
vi. The Committee rooms will be equipped to run Hybrid meetings by early January 21.
vii. The Digital Services Sub-Committee provided useful engagement and feedback on the draft Digital Services Strategy in a recent dedicated workshop.

Recommendation(s)

Members are asked to note this report

Main Report

Background

1. The IT Division provides services to the City of London Corporation (CoL), City of London Police (CoLP) 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.

2. This report updates on progress on critical programmes, business as usual service performance, the updates to the Digital Services Strategy and the rate of adoption of digital ways of working.

2020 Sourcing Programme

3. The signing of the 2020 Contract with Agilisys was delayed due to some outstanding questions on the security provisions of the new IT Service Management system and the provision for future pensions for CoL staff that transferred to Agilisys with the previous contract in 2013.

4. It is expected the contract will now be signed to take effect from the 1st January 2021 including the TUPE of Agilisys staff back to the CoL IT Division.

5. Migration of CoL datacentres to the Azure cloud has progressed well with the migration of CBIS being the only area of complexity which is now due to be migrated by March 2021.

6. Migration of the CoLP datacentre is due to be completed by the end of February 2021.

7. Gateway papers are currently in progress for a several CoL projects including:

   a. Replacing the Oracle Enterprise Resource Planning System;
   b. Replacing our aged Telephony System;
   c. Replacing our end user computer devices;
   d. Further investment in depth and breadth of our security defences;
   e. Increasing power resilience in our on-premises computer rooms;
   f. Moving our unstructured data from shared drives to Sharepoint.

CoLP IT Modernisation Programme

8. The Programme has had sign off from the National Enabling Programme (NEP) gateway to proceed to Business Pilot.

9. 1034 Windows 10 devices deployed (at time of writing) with Teams to enable CoLP staff to have significantly improved collaboration.

10. The programme completion date has been extended due to delays in the market in procuring devices due to COVID and some technical issues with the connectivity for new android phones which will be the primary devices for operational officers. Completion date is now early 2021.

IT Service Performance

11. There were only 2 P1 incidents (i.e. of significant impact that needed to be resolved within 2 hours for the CoL in the period.

12. Satisfaction for Jul 2020 (+67), Aug 2020 (+72) and Sep 2020 (+79). This is an average of +73 (anything with a benchmarked score above + 50 being viewed as good).

Digital Adoption and Response to COVID 19 Pressures

13. Microsoft Teams has been an essential tool for the organisation during the COVID 19 pandemic, allowing the City Corporation's Officers and Members to continue to meet and collaborate effectively when working remotely. Members in particular, have adapted well to the virtual Teams meetings, supported by the Technology Support Team who have provided training and troubleshooting, as well as taking responsibility for live streaming public meeting sessions in line with the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020.

14. Officer and Member Meetings have benefited from the new Teams features which include 'raise hands', new meeting experience and the ability to vote using Microsoft Forms. Overall Teams has increased to over 2500 users across the organisation in October 2020 (including Members and co-opted Members), which compares to around 1300 users in February.

15. To support the return to the office, the IT Division has installed over 25 corporate meeting rooms and offices with Teams Meeting Room functionality. This will allow hybrid meetings involving Officers and Members to attend in person or remotely. The installation of Teams Meeting Room functionality has also started in the Guildhall Committee Rooms and will be available for use with hybrid Committee Meetings from early January 21. There has also been a successful hybrid meeting trial in the Livery Hall, which Members able to attend in person whilst observing social distancing guidance.

16. In addition, the IT Division have continued to work with departments to increase services online. The new Online Shop has continued to grow with new products being added, as well as two new shop areas in the City Information Centre and the City of London Police. The IT Division have also expanded the range of online forms and payments available through the City Corporation's Website. Of note is the Hampstead Heath Swimming Season Ticket Online Form, which went live on 17th September, and took £127k payments in its' first month of operation.

Digital Services Strategy

17. A workshop was well attended in November by Members of the Digital Services Sub Committee.

18. The purpose was to review and gain feedback and recommendations on the draft Digital Services Strategy and Roadmap.

19. The draft vision and principles were supported by the attending Members:

'Vision: People getting the best out of cost-effective services via digitally-enabled collaboration & continual improvement in their design & delivery'

20. Principles

- Efficient, effective and convenient, maximising the use of technology and automation where possible to save money and improve services;
- Reduce complexity of applications and infrastructure;
- Stable, secure and resilient, designed with the future in mind;
- Digitally skilled and confident staff, with the infrastructure in place to support them;
- Designed and continually improved based on the needs of our customers and service areas;
- Accessible from anywhere at any-time;
- Information and data easily available that is easy to consume and is clear and accurate to enable timely and effective decisions.

21. There was a helpful discussion on the possible roadmap to deliver the outcomes and principles associated with the above vision.

22. Members provided a useful suggestion to develop personas to illustrate the difference that the investment in the strategy will make to our staff and customers.

23. Next steps are to review with CoL and CoLP Officers prior to bringing back to the Committee for sign off in the New Year.

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