Committee(s)	Dated:
Finance Committee	13th April 2021
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

Running an IT Service during the time of the Pandemic has been challenging with colleagues having significant increased dependencies on secure and stable IT. Pre the pandemic many processes for supporting and providing staff with devices were based around the office. During the Pandemic this has now been successfully transitioned to a more automated and remote provisioning.

Despite the pressures outlined above the Corporate IT team working with our partners have successfully kept the organisation's IT systems running and free from any critical security breaches.

We have not just delivered our business as usual activities we have also successfully delivered the technology modernisation of the City of London Police (CoLP) with CoLP being one of only three UK police forces to achieve a full rollout of the National Enabling Solution to all staff. We remain the first and only force to move to a Modern Managed environment with recognition of this Nationally.

In addition for both the City of London Corporation (CoL) and CoLP we have migrated from our Agilisys datacentres to the Azure Cloud and implemented a new IT Managed services contract with Agilisys alongside a new Service Management System which allow staff to raise incidents and service requests on-line and then track those requests.

This report details for Members the work of the IT Division and the key areas of progress for the last quarter. Additional items covered in this report include:

i. Several gateway papers in progress for the next set of IT and Digital transformations in CoL and CoLP;
ii. Services for generally stable and secure throughout the period;
iii. £7m of revenue collected through new online forms produced with other digital improvements made throughout the period;
iv. A new Digital Services Strategic roadmap for CoL has been agreed by Summit and the Digital Services sub-committee.

Recommendation(s)

Members are asked to note this report

Main Report

Background

1. The IT Division provides services to the CoL, 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.

New Agilisys Contract and Service Now

3. The Contract with Agilisys was signed on the 1st January 2021 as planned

4. Migration of CoL and CoLP datacentres to the Azure cloud completed

5. Migration of CoL and CoLP Telephony to a new hosting provider to proceed at the end of April 2021.

New Projects

6. Gateway papers are currently in progress for a several new CoL and CoLP projects including:

      a. Replacing the Oracle Enterprise Resource Planning System;
      b. Modernisation of the Telephony Systems for CoL and CoLP;
      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. Migration of the Police on premise devices to the Azure Cloud
      g. Improving Police Radio Access for the Barbican estate

CoLP IT Modernisation Programme

7. The Programme has now been completed implementing new devices to over 1600 users which provides significantly improved collaboration for CoLP staff locally and nationally.

8. The programme has been recognised nationally for the technology deployed to build devices remotely deliver them to any location straight from the warehouse

9. Lessons learned from the programme will be documented in the coming weeks

IT Service Performance

10. There were 19 P1 and 5 P2 Incidents for CoL and COLP over the period Oct to Dec 2020

11. Satisfaction for Oct to Dec 2020 was 90% with an NPS Score of over 50 which is considered good

Digital Transformation

12. To support the return to the office, the IT Division has installed over 30 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.

13. Committee rooms now also have Teams devices linked to a new microphone system installed.

14. From March 2020 to March 2021 there have been more than 19,000 forms submissions and £6.5m payments online, including;
   - £2.2m Housing Rent
   - £1.4m Council Tax
   - £1.1m various highways fees
   - £870k Sundry Invoice Payments
   - £160k Swimming Season Tickets at HH

We have recently developed and/or are developing the following forms;
   - Open Spaces Donations
   - Athletics Track Permits
   - Dog Walking Permits
   - Personal Trainer Permits

15. The City of London Crematorium are now able to stream funerals

16. A remote booking and payments solutions was enabled for Hampstead Heath Ponds.

Digital Services Strategic Roadmap

17. The Digital Services Strategic Roadmap was signed off by Summit on the 21st March.

18. The Digital Services Strategic Roadmap was agreed at the Digital Services Sub-Committee on the 26th March.

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

20. Principles

- This vision will be realised through service digitalisation – i.e. transforming services digitally – that enables the following:

    o Efficiency and effectiveness in service delivery work
    o Service simplification and automation
    o Delivery of secure and stable services accessible anywhere
    o Creation of service insight coupled with service commoditisation

There are 4 key working principles of service digitalisation:

    o Digitise for efficient and effective agile working
    o Simplify and automate
    o Ensure solutions are secure, stable and accessible from anywhere
    o Greater collaboration through insight

The vision relies on widespread adoption by individual stakeholders of Digital Ways of Working.

Appendix A illustrates the difference the strategic roadmap will make to the lives of our stakeholders.

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IT Director

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Appendix A – Stakeholder Personas

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Valerie

**Estate Resident** - making the most of living in Golden Lane

- The City Corporation's *Enagagement* with my community as a group and as individuals has helped us understand, shape and take part in much-needed local change
- As a mother, I try to do my best for my child, which is made easier by the City Corporation using its *Insight* into my situation and *Co-ordination* of services to suggest options and offer support
- The City Corporation's *Reach* means I get timely contact, on-screen and in-person, with people who care and are equipped to help
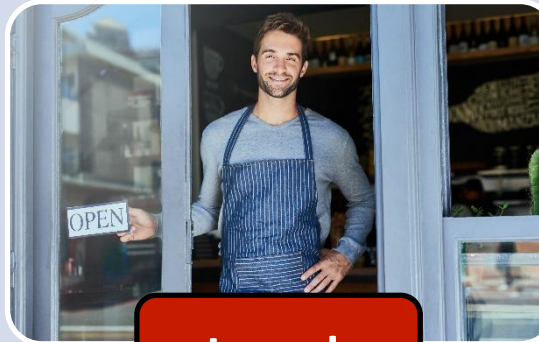
Joseph

Small Business Owner - building a local business in Eastcheap

- The City Corporation's *Co-ordination* of information, inputs and approvals lets me self-serve for most of my City Corporation needs, while their *Reach* lets me do that when it suits me
- While I compete with other businesses in my area, the City Corporation has made collective *Engagement* easier for us so that we can deal with common issues together
- The City Corporation helps me develop my business by sharing easily-digestible *Insight* into the local impact of demographics, economy, policy, etc.
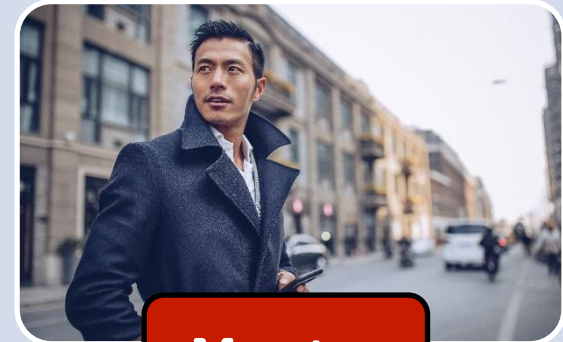
Maarten

Global Law Firm Partner - might keep major office in Broadgate

- Proactive *Engagement* by the City Corporation is persuading my firm to retain a major presence in the City to serve EU clients despite Brexit
- We are impressed by the City Corporation's world-class business services and regulation, which show levels of *Co-ordination* and *Insight* that bode well for the future
- While deciding whether to keep the City as a key office location, we have been able to access City Corporation experts and decision-makers as needed thanks to their *Reach*

Mike

City Visitor - enjoying the Square Mile's culture in a limited time

- The City Corporation's self-service visit planner uses *Engagement*, *Insight*, *Co-ordination* and *Automation* to identify my interests and preferences, factor in busy time pricing, suggest and consider options interactively, and thus book an itinerary that lets me visit the most attractions of the greatest interest with the least travel, waiting and cost

- The City Corporation's *Reach* allows real-time itinerary updates on the go, plus augmented and virtual reality around the City to significantly enhance my experience and understanding of it

Jessica

**Local Digital Entrepreneur** - creating change from Cheapside

- As a digital start-up, it's great to have affordable, flexible space in a thriving tech hub fostered by the City Corporation's *Co-ordination* of regulations and services

- The City Corporation's open sharing of anonymised data inspired our first mobile product and its affordable sharing of extra *Insight* plus *Reach* helps us to develop/test iterations and expansions in an Agile way

- The City Corporation's *Engagement* with local, national and international business and civic communities has facilitated our access to potential customers, mentors and funders, helping spur our growth

Sarah

**City Worker** - commuting into Broadgate each weekday

- I value the City Corporation's use of *Co-ordination* and *Reach* to minimise disruption to pedestrian street use and to support a full and vibrant choice of food and other retailers locally so that I can go about my business more easily and get what I need/want during the working day

- Though not a local resident or owner, I still feel listened to by the City Corporation thanks to digital *Engagement* channels that ask my opinion on City issues, *Insight* that frames the choices in digestible facts and *Automation* of text and voice contact handling that lets me respond conveniently
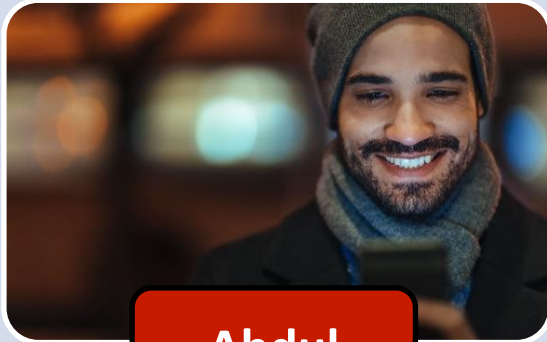
Abdul

Corporation Frontline Officer - finding a good work-life balance

- The *Reach* of easy video calling, text chat and hybrid office facilities keeps me feeling close to my team when we are working physically apart
- *Automation* frees me from routine tasks that used to take up so much of my time while using so few of my skills
- I make the most of visits to customers by using *Co-ordination* tools to be an ambassador and instigator for all the services relevant to them
- *Insight* and *Engagement* let me identify ways to improve services and myself and track progress in both
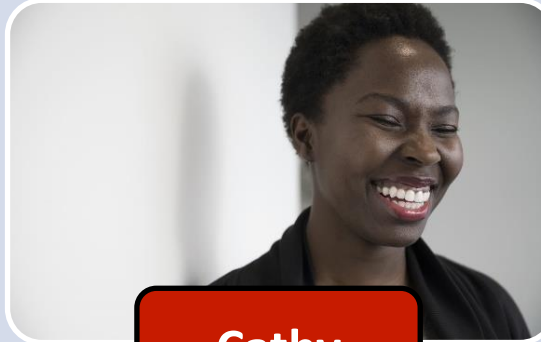
Cathy

Corporation Manager - getting the right results from everyone

- Our mutual *Reach* means that I can get my staff out of the office more to be productive in the field or at home
- The performance *Insight* I get from business intelligence dashboards lets me focus my improvement efforts where they are most needed and track the results
- *Co-ordination* tools allow me to get more value for money from disparate service providers working together, e.g. staff, partners, commercial suppliers
- As a leader, *Engagement* tools help me listen to, inspire and support people

Isobel

Corporation Member - shaping and sharing the big picture

- *Engagament* tools help me to grasp my constituents' concerns better and to let them know what I am doing for them
- The *Insight* I get on City Corporation spending, progress and value for money helps me challenge and support intitiatives better
- My *Reach* via videoconferencing and documents shared online allows me to participate effectively in committee meetings from wherever I am
- *Co-ordination* with others on reports, cases, etc. before and after meetings makes the most of my time in meetings