

Committee(s)	Dated:
Finance Committee	20 th July 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: Chief Operating Officer	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. Progress with strategic programmes;
- ii. Performance of business-as-usual IT services;
- iii. £2.4m of revenue collected through new online forms produced with other digital improvements made throughout the period;
- iv. A new Digital Services Strategic roadmap for CoLP agreed with senior officers.

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 CoLP Digital Services Strategy and the rate of adoption of digital ways of working.

Service Performance and Self-Service

3. There were 2 P1 and 2 P2 Incidents for CoL and COLP over the period Apr to Jun 2021.
4. Excellent customer service feedback (averaging 93%) each month and are working to increase the responses currently averaging around 130 responses.
5. Work has begun on the Social Values programme in support of the new Agilisys contract which provide for 3 new apprentices, digital training and support for our schools, residents and businesses.

New Projects and Programmes

6. IT Programmes are classified under five themes (see appendix A CoL main programmes and appendix B CoLP main programmes):
 - a. End user experience;
 - b. Security and compliance;
 - c. Service transformation;
 - d. Connectivity and resilience ;
 - e. Applications and data.
7. Gateway papers and project business cases are currently in progress for new CoL and CoLP projects including:
 - a. Gateway paper in progress for a new IT Wide Area Network;
 - b. Replacement of all the Corporation laptop computers about to kick off;
 - c. A Business case has been prepared to review options with Members for a new telephony platform.
8. Police airwave radios are now being replaced alongside the implementation of a new managed service with Motorola.

Financial Savings Programme

9. IT have a significant savings challenge with £1m in year saving with the CoL IT budget and a £700k in year saving for CoLP. Proposals have been presented to CoL and CoLP Finance colleagues on how the bulk of the savings can be achieved alongside expected TOM savings towards the end of 2021.
10. Savings are being made through contract negotiations, holding vacancies, reducing the scope of existing IT services and the management of our cloud computing environment.

Digital Transformation

11. In the first quarter of 2021/22 CoL took £2.44m in payments with 7.5k online form submissions.

12. Key areas of usage for online payments include council tax payments, housing rent payments and the new Hampstead Heath swimming application.
13. New online services added include a new online enquiries form, a COVID 19 Surge Testing post code checker, open spaces donations, city events registrations and amendments to the city voter registration form to support the drive to increase election participation.
14. IT have launched the new Intranet CoL homepage with improved search engine.
15. IT have gone live with the Events E-Invitations functionality on Dynamics 365, enabling Events to be managed electronically end to end and saving significant staff time.
16. IT have started development on a PowerApp to replace the legacy Central Criminal Court lunches application.
17. The in-house Content and Collaboration Team have now taken on Office 365 support for both the City of London Corporation and City of London Police.
18. IT have also launched a new O2 mobile phone provisioning process, including a new self-service process for ordering new mobile devices.

Digital Services Strategic Roadmap (DSSR) for the City of London Police (CoLP)

19. The Digital Services Strategic Roadmap is due review/sign off at the Police Authority Board on the 19th of July and the Digital Services Sub-Committee on the 23rd of July 2021.
20. **'Vision:** People getting the best out of cost-effective services via digitally-enabled collaboration & continual improvement in their design & delivery'

21. Principles

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

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

The vision relies on widespread adoption by individual stakeholders of Digital ways of working and has a strong thread back to the National Police Digital Strategy. <https://pds.police.uk/national-policing-digital-strategy-2020/>

The themes covered in the CoLP DSSR include support for: Digital Policing; Safe and Secure City; Police Accommodation; Action Fraud, National Fraud Intelligence Bureau and Cyber Crime; Police Modernisation and Digital Service Delivery (including skills and behaviours).

Financial Appraisal & Risks

22. There are no additional financial implications arising from this report.

Corporate & Strategic Implications

23. The CoLP Digital Services Strategic Roadmap with a thread to the CoLP Policing Plan and the National Police Digital Strategy has been agreed by senior CoLP officers.

<https://pds.police.uk/national-policing-digital-strategy-2020/>

Legal implications

24. There are no additional legal implications arising from this report.

Risk implications

25. There are no additional risk implications arising from this report.

Equalities implications

26. There are no additional Equality implications arising from this report.

Climate implications

27. There are no additional Climate implications arising from this report.

Security implications

28. CoL IT will continue to follow all relevant security advice from vendors and the National Cyber Security centre.

Sean Green

IT Director

T: 07715 234 487

E: sean.green@cityoflondon.gov.uk

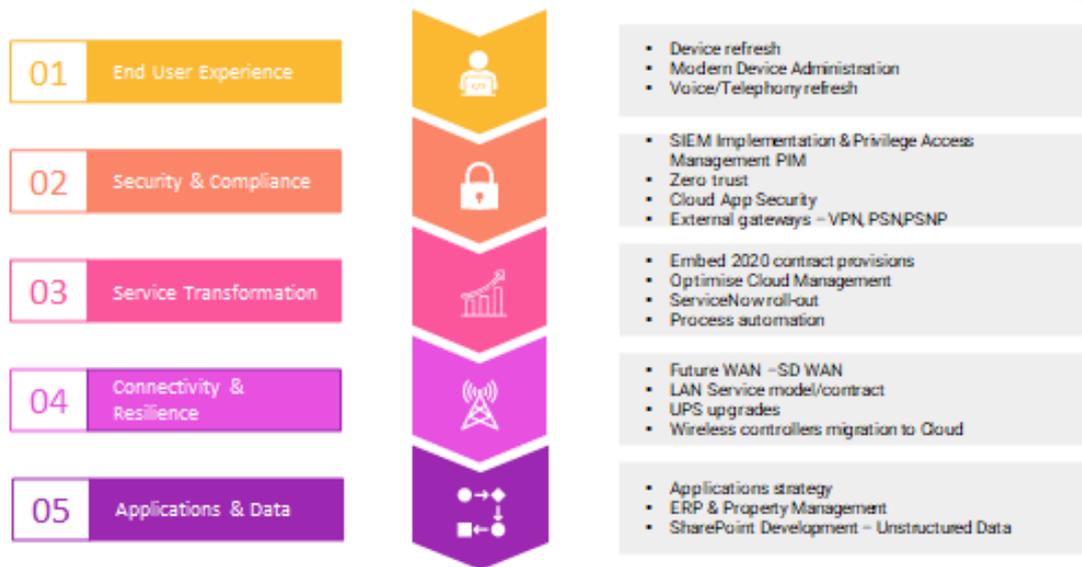
Appendices

Appendix A – CoL Programmes and Projects

Appendix B – CoLP Programmes and Projects

Appendix A – CoL Programmes and Projects

Core CoL IT Service Programme Streams 2021



Appendix B – CoLP Programmes and Projects

Core CoLP IT Service Programme Streams 2021

