DIGITAL SERVICES SUB (FINANCE) COMMITTEE

Thursday, 4 November 2021

Minutes of the meeting of the Digital Services Sub (Finance) Committee held at Guildhall, EC2 on Thursday, 4 November 2021 at 3.00 pm

Present

Members:
Randall Anderson (Chairman)
Alderman Sir Peter Estlin (Deputy Chairman)
Alderman Prem Goyal
Deputy Jamie Ingham Clark
Dawn Wright

Officers:

Emma Moore	-	Chief Operating Officer
Sean Green	-	Chief Operating Officer's Department
Gary Brailsford-Hart	-	City of London Police
Kevin Mulcahy	-	Chamberlain's Department
Lorraine Brook	-	Town Clerk's Department
Simon Latham	-	Town Clerk's Department
Joseph Anstee	-	Town Clerk's Department
Sam Collins	-	Chief Operating Officer's Department
Eugene O'Driscoll	-	Chamberlain's Department
Ian Hughes	-	Environment Department
Ruth Kocher	-	Environment Department
Sonia Virdee	-	Chamberlain's Department
Siobhan Flynn	-	Chamberlain's Department
William Roberts	-	Chamberlain's Department
Sheldon Hind	-	Town Clerk's Department
Ellen Murphy	-	Chief Operating Officer's Department

Also in attendance:
John Chapman

1. **APOLOGIES**
   Apologies for absence were received from Rehana Ameer, Jeremy Mayhew and James Tumbridge.

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**
   There were no declarations.

   a) **Minutes of the previous meeting**
   RESOLVED: That the public minutes and non-public summary of the meeting held on 3 September 2021 be approved as an accurate record.

b) **Outstanding actions from previous meetings**

The Sub-Committee considered a joint report of the Town Clerk and the Chamberlain which provided updates of outstanding actions from previous meetings. The report also provided information of the Sub-Committee's proposed work plan for forthcoming meetings. The Chief Operating Officer advised of outstanding actions to be moved on to the Sub Committee's Forward Plan and covered at future meetings.

The Chief Operating Officer further advised that IT officers would continue to support the Committee & Member Services team with the live streaming of meetings until March 2022, with TOM proposals in respect of the Town Clerk's Department expected to include provision for a dedicated officer to support this longer-term.

RESOLVED – That the outstanding actions be noted.

4. **FORWARD PLAN - NOVEMBER 2021**

The Sub Committee received a report of the Town Clerk setting out the Sub Committee' Forward Plan. The Chairman advised that the Sub Committee would also consider a report on GDPR ahead of the pre-election period in 2022.

RESOLVED – That the Forward Plan be noted.

5. **MEMBERS IT PROVISION 2021/22**

The Sub Committee considered a report of the Chief Operating Officer outlining the proposal for Members IT Provision from 2021/22, to ensure that all existing and new members are offered the latest IT equipment to support the fulfilment of their duties. The Chairman introduced the item before inviting comments from the Sub Committee.

Members commented that the policy could go further and that the Court of Common Council elections in March 2022 presented an opportunity to implement more ambitious change, including rollback of home broadband and print support. The Deputy Chairman proposed that there be a straightforward provision of desktop access at Guildhall, and personal devices, issued with proper explanation of their restrictions, for use elsewhere.

The Deputy Chairman requested that officers draft a one-sided graphic summary of Members IT Provision on this basis, including restriction explanations and IT support contact numbers, to be submitted to the January meeting of the Sub Committee for consideration. Members agreed that this would be beneficial, and the Chief Operating Officer advised that this could be provided. The Chief Operating Officer advised that the policy could be amended to strengthen to the rollback of home broadband and print support. Officers would seek to simplify the approach, and try to be more robust on personal devices, including focussing on Surface Pros at the expense of iPads.

The Deputy Chairman commented that IT provision policy should be combined with mobile device management policy, with devices and data owned by the

City of London Corporation. The Chairman noted that wider Member Support policy had changed to include grant funding, which could be used to subsidise home broadband for City of London Corporation business.

A Member commented that there should be greater promotion of paperless working, as the mod.gov app had now been rolled out to Member devices, adding that the app should be updated as much as possible. The Member further stressed the importance of 2-phase authentication for security, noting that some Members found this more difficult to use. The Chairman noted that there would be further discussion of mod.gov later on the agenda.

The Town Clerk advised that Member induction arrangements were in development, part of which included putting information together for candidates ahead of the election, and officers would seek to collate information on IT Provision and policy for providing to candidates as part of this offer.

RESOLVED – That the Digital Services Sub Committee approve the revised Members IT Provision Policy, as amended, with a one-sided graphic summary to be produced for the January meeting of the Sub Committee for consideration.

6. **MOBILE DEVICE MANAGEMENT**
The Sub Committee considered a report of the Chief Operating Officer proposing an enhancement to the management of corporate mobile devices (Apple iPhones and Apple iPads) to introduce corporately managed Apple IDs. The Chairman introduced the item and advised that he was inclined to support the City of London Corporation having more control of corporate devices.

A Member commented that the consequences for private data on corporate devices should be assessed and made clear. The Chief Operating Officer advised that such a change wouldn't require a change to current device set-up, but would assist with managing devices in the future.

The Deputy Chairman commented that the device should be owned by the City of London Corporation, with the Member effectively the lessee. Data would ultimately be manageable by the City of London Corporation, but with awareness that there would be both business and personal data on the device. Clarity should be provided on appropriate use of the device with this set out in a simple way. The Chairman stressed that this would have to be as clear as possible and asked officers to produce this in tandem with the graphic summary of IT Provision.

The Sub Committee noted the implications for use of storage, as personal iCloud accounts could not be used and data migrated to corporate iCloud accounts, which would have limitations in terms of available capacity. The Chief Operating Officer advised that officers would work with Members to make this transition as smooth as possible.

RESOLVED – That the Digital Services Sub Committee:

1. The IT Division moves to corporately managed Apple IDs, which would support a move towards a better managed approach for corporate mobile devices; and

2. Agree that these changes should be implemented for all City Corporation device owners.

7. **ERP PROGRAMME UPDATE PRESENTATION**
The Sub Committee received a presentation updating Members on the Energy Reduction Programme (ERP). The Chamberlain presented the update, outlining the background of the programme and the process along with work undertaken so far, before setting out next steps.

The Chairman thanked the Chamberlain for the update and advised that there would likely be more discussion at the next phase of the programme. The Chamberlain responded that lessons would be taken from similar previous projects such as Oracle, and that soft market testing had helped. A Member asked whether Payroll should be insourced or outsourced. The Chairman responded that whilst he didn't expect this to be a significant issue, it should be agreed as part of this process. The Chamberlain advised that this had been given some consideration, with both options on the table.

RESOLVED – That the report be noted.

8. **IT DIVISION - IT SERVICE DELIVERY SUMMARY**
The Sub Committee received a report of the Chief Operating Officer providing a summary of IT Service Delivery.

RESOLVED – That the report be noted.

9. **IT DIVISION RISK UPDATE - NOVEMBER 2021**
The Sub Committee received a report of the Chief Operating Officer updating on Risk within the IT Division.

A Member commented that risk CR16 – Information Security was rated as high impact and asked whether resource was in place to bring this score down. The Chief Operating Officer advised that the upgrade from E3 to E5 Microsoft licensing was a significant step forward in this regard, with other mitigations also in train. The Member stressed the importance of testing and training in this area, and the Chief Operating Officer advised there was mandatory training for officers with an annual refresher, and that the importance of reinforcing the required messages was appreciated. The Sub Committee noted that as the risk had increased to Red, the matter should be referred to the Audit & Risk Management Committee, although it should decrease following the upgrade to E5 licensing.

A Member commented that more commentary on the risks would be beneficial, with routine actions included as well as urgent or emergency action. The Chief Operating Officer responded that this could be taken as an action and brought back to the January meeting, and in response to a question from the Member

on the E5 licensing, advised the Sub Committee that planning work on the E5 rollout was underway and an action to update the Sub Committee at the next meeting would be taken away.

RESOLVED – That the report be noted.

10. **INFORMATION MANAGEMENT PROGRAMME PROGRESS UPDATE AND DEEP DIVE**
The Sub Committee received a report of the Chief Operating Officer providing a brief update on the progress being made by the Information Management Programme in helping to realise the Information Management Strategy agreed by the Corporation in 2019. The Chief Operating Officer introduced the report and drew Members' attention to the key points.

The Deputy Chairman commented that he felt the programme could go further and that progress could be faster, with more emphasis on the digitisation of resources needed and the right people in place to analyse data. The Deputy Chairman proposed that a note be put to the Finance Committee and Resource Allocation Sub Committee requesting more resources be allocated to this area. The Chairman added that there were two key areas of concern in shared drives and emails, particularly with regards to confidential documents. Members noted the significant lack of use of protective markings on documents and felt this may be a training matter. Whilst a Member commented that regular training would be beneficial for Members given the constant evolution of IT and technology requirements the Sub Committee noted that security issues were not exclusive to Members.

A Member suggested that compulsory training be considered, although Members noted that this had been a contentious issue when raised in other contexts. The Deputy Chairman added that there were measures that could be taken to influence culture and mindset at the organisation. The City of London Police commented that increasing use of protective markings on documents should be prioritised.

The Chief Operating Officer added that protective marking would not prevent someone who was inclined to leak a confidential document from doing so, but would facilitate sanctions in that event. The Chief Operating Officer added that a mindset change was required and a raft of measures relating to behaviour and culture were possible. Whilst there was a good level of capability at the organisation, this was without commensurate knowledge and confidence, which could be mitigated with training. The Chairman added that the annual training budget per person across the organisation was possibly inadequate, and should be reviewed when possible.

RESOLVED – That the Digital Services Sub Committee note the progress update and continue to support delivery of the programme in principle, standing ready to intervene practically when requested.

11. **GATEWAY REPORTS**

a) **Library Management System**
The Sub Committee considered a report of the Director of Community and Children's Services regarding the Library Management System. The Chairman introduced the item and commented that the issue with the project so far had been procurement. A new system would be required if the current provider could not provide what was required.

RESOLVED – That the report be noted.

b) **Gateway 6: Committee Rooms Audio Visual Equipment**
The Sub Committee considered a report of the Chief Operating Officer presenting the Gateway 6 report of the project to install Audio Visual Equipment to the Guildhall Committee Rooms to facilitate hybrid meetings.

RESOLVED – That the Digital Services Sub Committee note the content of the report and approve the closure of this project.

c) **Gateway 6: Customer Relationship Management**
The Sub Committee considered a report of the Chief Operating Officer presenting the Gateway 6 report for the Customer Relationship Management (CRM) project. The Chairman introduced the item and drew the Sub Committee's attention to the lessons learned. The Chief Operating Officer added that the project could have been bigger considering CRM was required for the electoral database and could also be used by market tenants.

The Chair commented a more consistent application of the software would be beneficial, and that the IT department should explore further uses of the software available to increase efficiency. The Chamberlain responded by assuring Members that officers were always looking for opportunities to maximise usage, although implementation was not always straightforward. The Chamberlain added that officers would look into the inconsistent application of the software. The Chair suggested that these issues be taken forward into the relevant TOM work.

RESOLVED – That the Digital Services Sub Committee note the content of the report and approve the closure of this project.

12. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
There were no questions.

13. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**
There were no items of urgent business.

14. **EXCLUSION OF THE PUBLIC**
RESOLVED - That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds

that they involve the likely disclosure of exempt information as defined in Part I of the Schedule 12A of the Local Government Act.

Item No.	Paragraph(s) in Schedule 12A
15 - 18	3
19	7
20 - 21	-
22	3

15. **NON-PUBLIC MINUTES OF THE PREVIOUS MEETING**
RESOLVED – That the non-public minutes of the meeting held on 3 September 2021 be approved as an accurate record.

16. **CYBER SECURITY MITIGATIONS**
The Sub Committee received a report of the Chief Operating Officer.

17. **BACKUP RETENTION**
The Sub Committee received a report of the Chief Operating Officer.

18. **CITY OF LONDON CORPORATION AND CITY OF LONDON POLICE: IT BUDGET & SAVINGS PRESENTATION**
The Sub Committee received a presentation from the Chief Operating Officer.

19. **GATEWAY REPORTS**

a) **Gateway 5 Secure City Programme (SCP) – Video Management System (VMS)**
The Sub Committee considered a report of the Executive Director of Environment and the Commissioner of the City of London Police.

20. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**
There were no non-public questions.

21. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**
There was no other non-public business.

22. **MODERN.GOV PAPERLESS COMMITTEE MEETINGS**
The Sub Committee considered a report of the Chief Operating Officer.

23. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED IN CONFIDENTIAL SESSION**
There was one item of other business.

The meeting ended at 5.11 pm

Chairman

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