

<b>Committee(s)</b> Digital Services Committee – For Information	<b>Dates:</b> 12 <sup>th</sup> July 2022
<b>Subject:</b> Digital Information and Technology Service – COL- COLP Shared Services Agreement (OLA) update	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	8, 9, 10
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>£</b>
<b>What is the source of Funding?</b>	
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> The Chief Operating Officer	<b>For Information</b>
<b>Report author:</b> Matt Gosden, Assistant Director – Delivery	

### Summary

The draft IT Shared Services Agreement document (Appendix 1) describes the Shared Services Agreement covering all IT related services delivered to the City of London Police. In essence, these services comprise two main areas; Services provided by contracts with 3rd Parties (Externally Sourced Services), managed by DITS on behalf of CoLP, and Services provided by CoL staff either exclusively via dedicated staff, or via staff supporting services for all parts of the organisation (Services from the Internal Team).

The draft document has been shared at an early stage to show progress and seek Member’s views on the document as it stands. It is intended that this document will be a “living” document and once agreed, will be reviewed quarterly to enable it to maintain relevance by adapting to changes in the services which are delivered and consumed.

### Recommendations

Members are asked to:

- Note the report.

## **Main Report**

### **Background**

1. The City of London Corporation (COL) delivers direct and “pass through” 3<sup>rd</sup> party support services to the City of London Police (COLP), in line with a long-established shared service.
2. In addition, the COLP consume other technology related services, which are not under the direct management of the Digital Information and Technology Services team.
3. This creates a complex service landscape. Since it began in 2014, the overall technology service has not been fully documented or described in one place. This has led to frustration and a mismatch between expectation and delivery, which is something that all parties are keen to resolve.
4. Where COLP consumes services from COL directly, there has not been an agreed Shared Service Agreement (SSA) in place until now; describing service levels, and expected performance or mitigation/remediation measures, should the service fall below acceptable standards.
5. As such, the DITS team and the COLP Management team have documented these into a comprehensive Shared Services Agreement (SSA) document (Appendix 1) which describes the services which are delivered both directly and through third parties and the management processes for delivering them. The document also describes some of the IT Infrastructure Library (ITIL) processes which contribute to managing a technology service.
6. Within the Shared Services Agreement document, there is an Operational Level Agreement (OLA), which describes the requirements and agreed targets for each party.
7. This document is intended to be a “living” document and once agreed, will be reviewed quarterly to enable it to maintain relevance by adapting to changes in the services which are delivered and consumed.
8. The longer term aim is to re-use this document as a template for formalising similar arrangements with institutional bodies, to formalise the agreement for the DITS services they consume.

### **Current Position**

9. The DITS Senior Leadership Team and the COLP leadership team have worked together to clarify COLP’s expectations, document the services which are delivered and consumed and to describe the expected performance metrics and remediation measures, should the service fall below expected and agreed standards.

10. The Shared Services Agreement document (Appendix 1) describes the Shared Services Agreement covering all IT related services delivered to the City of London Police. In essence, these services comprise two main areas; Services provided by contracts with 3rd Parties (Externally Sourced Services), managed by DITS on behalf of CoLP. Services provided by CoL staff either exclusively via dedicated staff, or via staff supporting services for all parts of the organisation (Services from the Internal Team).
11. The document is more comprehensive than an OLA might be. It describes service delivery processes alongside COLP's expectations and agreed targets. However, the complex service landscape and the previous issues with clarity and delivery have meant that jointly creating this document is essential if the service is to be clearly understood by all stakeholders and delivery partners.
12. As such, it is widely accepted that financial penalties for poor performance against the agreed targets are not feasible or practical. Instead, the document clarifies the process for remediation; up to and including reporting to Member Committees.
13. The general consensus is that the document is almost ready for sign off by the COL Chief Operating Officer and the COLP Chief Operating Officer; subject to final review.
14. Between now and August the 31st 2023, when the Agilisys contract comes to an end, the service delivery model will change. Therefore, this document will change with it and will be reviewed at least quarterly to ensure it stays relevant.

### **Corporate & Strategic Implications**

15. Strategic implications – the SS Agreement will enhance/improve understanding between CoL and CoLP to demonstrate for the need to agree a shared strategic approach going forward, in order to more effectively deliver shared services.
16. Financial implications – None at this time, but this is subject to change following the Service Transition project, which will change the service landscape including a rebalancing of cost and resourcing.
17. Resource implications – None at this time, but this is subject to change following the Service Transition project, which will change the service landscape including a rebalancing of cost and resourcing.
18. Legal implications – None. This is an internal document, not a contract.
19. Risk implications - None
20. Equalities implications – None
21. Climate implications - None

22. Security implications - None

## **Conclusion**

23. Through a series of discussions with senior colleagues in CoLP, it has become apparent that there is a need to clarify the basis for the Shared IT service between CoL and CoLP. To this end, a Shared Services Agreement has been created to more clearly describe the range of services provided and the methods by which performance will be measured and managed. This agreement will continue to be developed through regular dialogue.

## **Appendices**

- Appendix 1 – Draft IT Shared Services Agreement

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