

DIGITAL SERVICES COMMITTEE

Thursday, 22 September 2022

Minutes of the meeting of the Digital Services Committee held at Guildhall, EC2 on Thursday, 22 September 2022 at 9.00 am

Present

Members:

Dawn Wright (Chair)
Deputy Randall Anderson (Deputy Chairman)
Mary Durcan (Ex-Officio Member)
Alderman Timothy Hailes

Officers:

Jonathan Chapman	- City of London Police
Sam Collins	- Operation's Department
Matt Gosden	- Operation's Department
Samantha Kay	- Operation's Department
Tom Leathart	- City Surveyors Department
Emma Moore	- Operation's Department
Melissa Richardson	- Town Clerk's Department
Blair Stringman	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Alderman Sir Peter Estlin, Eamonn Mullally and Paul Singh.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

There were no declarations.

3. MINUTES

RESOLVED – That, the public minutes of the meeting held on 12 July 2022 be approved as an accurate record subject to the following amendment - At page 7 that Sheldon Hind and Melissa Richardson be recorded as officers present.

4. MATTERS ARISING

There were no matters arising.

5. *FORWARD PLAN FOR FUTURE MEETINGS

The Committee received the joint report of the Town Clerk and Chief Operating Officer which outlined the plans for reports at future meetings.

RESOLVED – That, the report be noted.

6. ***IT BUSINESS PLAN - MEDIUM TERM PRIORITIES**

The Committee received a presentation of the Chief Operating Officer concerning the IT Business Plan, Medium Term Priorities which was revised as a discussion item.

A Member asked what was needed for efficiencies and savings to be made for Digital Transformation. The Chief Operating Officer commented that two to three roles would be required and at present the department was progressing to employ a Head of Transformation and Improvement, as well as a Continuous Improvement Specialist which would upskill City of London Corporation staff to deliver improvements and facilitate rapid improvement events.

In response to a question raised by a Member, the Chief Operating Officer informed the Committee that at present, there was still several legacy applications which the Corporation used with access databases being an on-going issue. However, the greatest area of challenge was with those departments who did not have suitable software to manage their business. The Chief Operating Officer noted there were areas of the Corporation which were excellent and completely onboard with technology with investment being maximised providing exceptional services.

RESOLVED – That, the presentation be noted.

7. ***ERP PROGRAMME VERBAL UPDATE**

The Committee received a verbal update of the Chief Operating Officer concerning the ERP Programme.

The Chief Operating Officer informed the Committee that the ERP Programme had been in discussion for several years and was an area where the Corporation could make incremental benefits. However, a transformational change was necessary to drive benefits and efficiencies to unlock the potential of Corporation staff. A decision on the future direction of the programme is sought by January 2023 with an aim for the ERP solution to go live in April 2024.

In response to a question raised by a Member, the Chief Operating Officer informed the Committee that over time, third-party support for Oracle would become impractical and more expensive, however, at present it was not an immediate risk.

RESOLVED – That, the verbal update be noted.

8. **GATEWAY REPORTS**

The Committee considered a report of the Chief Operating Officer concerning an end user device refresh (EUDR) programme of works to replace end of life devices for Elected Members to the Court of Common Council. Additionally, the Committee received a late supplementary report on Social Care Case Management System.

RESOLVED – That,

- a) That the earmarked budget of £300,000 is approved for these works. The next Gateway will be Gateway 6.
- b) Note the project budget of £300,000 (excluding risk);
- c) Note the total estimated cost of the project at £300,000 (excluding risk);
- d) That Option 1 - Purchase & Deploy new End User Devices is approved.

9. ***DITS - SERVICE DELIVERY SUMMARY**

The Committee received a report of the Chief Operating Officer concerning the service provided to the Corporations customers.

The Chief Operating Officer informed the Committee that the report covered all major partners and suppliers across the service. Members were informed that the Public Services Network health check was currently underway and early indications showed positive outcomes. Thanks were also given to Agilisys, in particular the field engineers who assisted with operation London Bridge.

RESOLVED – That, the report be noted.

10. ***DITS RISKS REPORT**

The Committee received a report of the Chief Operating Officer concerning DITS Risks with actions included.

In response to a question raised by a Member, the Chief Operating Officer informed that there had been an internal audit report concerning information management and agreed to provide a deep dive to the Committee at a future meeting.

RESOLVED – That, the report be noted.

11. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

There were no questions.

12. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

There were no items of urgent business.

13. **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.

14. **NON-PUBLIC MINUTES**

The Committee approved the non-public minutes of the meeting held on 12 July 2022 as an accurate record.

RESOLVED – That, the non-public minutes of the meeting held on 12 July 2022 be approved as an accurate record.

15. **MATTERS ARISING**

There were none.

16. ***POLICE ACCOMMODATION UPDATE**

The Committee received a report of the City Surveyor & Commissioner, City of London Police concerning the future police estate portfolio.

17. ***IT SECURITY REPORTS**

There was no report provided to the Committee, the Chief Operating Officer noted an update would be provided to the next committee meeting.

18. ***ORACLE PROPERTY MANAGER (OPN) REPLACEMENT**

The Committee received a report of the City Surveyor.

19. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

There were no non-public questions.

20. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

There were no items of urgent business.

The meeting ended at 10.36 am

Chairman

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