

DIGITAL SERVICES COMMITTEE

Monday, 21 November 2022

Minutes of the meeting held at Guildhall at 11.00 am

Present

Members:

Dawn Wright (Chair)
Deputy Randall Anderson (Deputy Chairman)
Alderman Sir Peter Estlin
Deputy Madush Gupta
Eamonn Mullally (Ex-Officio Member)
Judith Pleasance
James Tumbridge

Officers:

Emma Moore	- Chief Operating Officer
Gary Brailsford-Hart	- Chief Information Security Officer, Chamberlains
Zakki Ghauri	- Director of Digital Information and Technology
Sam Collins	- Department of the Chief Operating Officer
Matt Gosden	- Department of the Chief Operating Officer
Samantha Kay	- Department of the Chief Operating Officer
Melissa Richardson	- Town Clerk's Department
Julie Mayer	- Town Clerk's Department

1. APOLOGIES

Apologies were received from Rehana Ameer, Aaron D'Souza, Emma Edhem, Mary Durcan, Tim Hailes 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 and non-public summary of the meeting held on 22nd September 2022 be approved as an accurate record, subject to recording James Tumbridge apologies but noting that he joined the meeting on line.

4. MATTERS ARISING

There were no items.

5. *FORWARD PLAN FOR FUTURE MEETINGS

The Committee received 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.

RESOLVED, That –the report be noted.

6. VERBAL UPDATE OF THE DIGITAL, INFORMATION AND TECHNOLOGY DIRECTOR

The new Director of Information and Technology (DITS) addressed the Committee setting out his ambitions for the department; highlighted below:

- a) The role of the Department of Information and Technology in making a positive impact on people's lives, and the opportunity it presents to serve the City of London Corporation, which has both national and London-wide focus.
- b) Over past few weeks, the Director had met with colleagues from across the organisation; including the Schools, the City of London Police and the Barbican Centre, and had been very pleased to note the appetite for joint working. DITS would seek to enable this via improved infrastructure, digital data and technology; making processes leaner, and reaching staff in the field, offices or working hybrid.
- c) Enhancing data to support decision making and exploring machine learning and data science best practice to help address the City's key challenges.
- d) To make the best use of our existing investments, and seek a more modern approach to training, regardless of where colleagues are based.
- e) To mitigate cyber risk to the lowest possible level, by strengthening the working relationship with the Cyber Team in the City of London Police, and collaborating with the National Crime Agency and National Cyber Security centre

During questions from the Committee, the following points were noted :

- a) There are currently some 400 applications within the organisation, including different versions of the same one. DITS have been set a target to reduce this by half, thereby making efficiency savings and reducing cyber risk to the organisation.
- b) One key deliverable, in the short term, is a target state architecture for the City. A recruitment exercise is underway and, in the future, the architecture will be based on business requirements, rather than presented in a technical format. Work was underway on a data maturity assessment.
- c) The Communications Team currently manage the web site and control the content. For a while during the pandemic, the Comms Team were adding more information on the landing page. However, due to technical limitations, some items that Members considered important were lost. Members asked if this could be investigated and suggested that the teams work more collaboratively in the future. Members also asked about the various mini sites, which are not under the control of the Comms Team and would welcome greater understanding in terms of ownership. The Deputy

Chairman suggested that the next time a site is procured, it should be a DITS Project, with the relevant Department as the Client. The Director advised that there is DITS oversight in terms of cyber security.

- d) Web standards are about a decade out of date but, as government guidance has not been updated for some time, it remains an issue across national and local government. It was suggested that a risk based approach might drive up the standard; presenting information in a more agile and helpful way.
- e) Members agree that security is very strong in the organisation and view the Digital Services Committee as an enabler, with the same weighting as the Finance Committee. However, they remain disappointed at poor Wi-Fi performance in the City Corporation, particularly issues over the past couple of weeks where connections to meeting were lost. The Director agreed that the organisation needs a strong basic programme in terms of the provision of new devices, wi-fi reliability, enablement and problem resolution and will be focussing on these areas.

7. *DITS SERVICE UPDATE

The Committee received a report of the Chief Operating Officer which provided the latest DITS Service update.

Members welcomed the latest high-level iteration of this report, which was by exception. Members noted some lapse from the time of reporting the September statistics to the time of the agenda publication, and that P1 and P2 in the report related to third party and older technologies. The Director explained that the organisation has legacy technology, which is both expensive and difficult to support. In order to resolve this, one site had been closed on 31st October 2022, making a saving of £100,000 per annum. Members also noted that the PSNN IT health check generally shows an improvement, year-on-year. The Director further explained that the integration between I-Trent and the Active Directory would iron out bugs in contact details.

RESOLVED, that – the report be noted.

8. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE

There were no questions.

9. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items of urgent business.

10. 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.

11-18

21-22

Paragraph(s) in Schedule 12A

3

1,2 & 3

11. NON-PUBLIC MINUTES

RESOLVED, That – the non-public minutes of the meeting held on 22nd September 2022 be approved as an accurate record.

12. MATTERS ARISING

There were no items.

13. *SECURE CITY PROGRAMME (SCP) ISSUES REPORT

The Committee received a joint report of the Executive Director, Environment and the Commissioner, City of London Police.

14. CYBER SECURITY

The Committee received a report of the Chief Information Officer.

15. GATEWAY REPORTS

The Town Clerk advised that reports 15.1 and 15.2 on this agenda had been moved to non-public, with the reasons for the exemption (commercial sensitivity) included on the Committee's web page. The decisions would be recorded in full in the non-public set of minutes.

The Committee considered and approved the following two reports of the Chief Operating Officer:

15.1 DITS Local Area Network Security Project

15.2 Segregated Tunnelling Project

16. *DITS RISK REPORT

The Town Clerk advised that the following report had been moved to non-public, with the reasons for the exemption (commercial sensitivity) included on the Committee's web page. The decisions would be recorded in full in the non-public set of minutes.

The Committee received a report of the Chief Operating Officer.

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

There were no non-public questions.

18. 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.

Confidential agenda

19. **MINUTES**

RESOLVED, that – the confidential minutes of the meeting held on 22nd September 2022 be approved.

20. **DITS SERVICE TRANSITION PROGRAMME UPDATE**

The Committee received a report of the Chief Operating Officer.

The meeting ended at 12.30 pm

Chairman

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