

<b>Committee(s):</b> Digital Services Committee – for information	<b>Dated:</b> 19 <sup>th</sup> July 2023
<b>Subject:</b> Department File Share Migration	<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>No</b>
<b>If so, how much?</b>	N/A
<b>What is the source of Funding?</b>	N/A
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	N/A
<b>Report of:</b> The Chief Operating Officer	<b>For Information</b>
<b>Report author:</b> Sam Collins, Assistant Director	

**Summary**

The project to remove the use of the Departmental File Shares has several key drivers including ensuring compliance, financial savings (approx. £40k per annum) and supporting the effective management of unstructured data. Regular engagement with departments has been critical to ensuring that the ‘review and cleanse’ activity is being undertaken, and nearly 400 staff have now attended SharePoint training to support the management of their files in SharePoint. The project is progressing well with the File Shares of the ‘small departments’ (less than 200GB) having been successfully decommissioned. The project is targeting the end of August to have all Departmental File Shares decommissioned and the Project Team continues to engage with departments, providing guidance and training where necessary.

**Recommendations**

*Members are requested to note the content of the report.*

**Main Report**

**Background**

1. In 2018/19 the City of London Corporation embarked on a programme of ‘IT Transformation’ to modernise the core technology stack utilised within the

organisation. This included the migration to Office 365, OneDrive for personal file storage and SharePoint Online. Overall, the programme was successful in transforming some of the organisation's core technologies, however the main unstructured file repositories, the Corporate File Share and Departmental File Shares, were not in scope of the programme and have remained in existence. These file shares were migrated to Microsoft Azure as part of the wider migration project; however, they have remained in their present form more than 20 years.

## **Current Position**

2. At the start of 2022/23 a project commenced to decommission the Corporate File Share. Historically this location was used to share files and support collaboration between departments, however with the introduction of OneDrive, SharePoint and more recently Teams, the File Share was made redundant. In December 2021 the File Share contained 1.8m files totalling 1.6TB, many files were originally shared by staff that had left the City of London Corporation.
3. The project delivered a communications campaign including global and targeted communications activity, supported departments and individuals to review their files, and migrated those still required to an alternative location (OneDrive, SharePoint, or Teams). The Corporate File Share was finally decommissioned in August 2022, following a period of being 'read only' to prevent files being saved or updated in this location.

## **Proposal**

4. The Project to move away from the use of the Departmental File Shares began in earnest in February 2023 with the initial communications and engagement with departments. Many City Corporation departments still use the Departmental File Shares daily; therefore, the overall project was expected to be significantly more challenging and complex.
5. There were several significant drivers for the migration, including the need to thoroughly review and cleanse the Departmental File Shares, with a considerable number of files not being stored in compliance with the City Corporate Data Retention Schedule or the requirements of the UK Data Protection Act. There is also a financial driver as the City Corporation's allocated SharePoint storage was significantly under-utilised and came at no additional cost as part of Microsoft licensing. By comparison, the Departmental File Shares cost around £40k per annum in Azure storage costs.

6. Another key driver, aligned to the ongoing work on Data Maturity, is the need for the City Corporation to improve the management and use of its unstructured data. SharePoint provides the opportunity to develop the use of metadata (data about data), automate file retention policies, securely share internally and externally, co-author files simultaneously and in the future, gain a much better understanding of the use and potential risks associated with the City Corporation's unstructured file storage.
7. A key theme for DITS this year is to reduce complexity across the IT estate, and this project represents an opportunity to consolidate unstructured storage within SharePoint and Teams and decommission the legacy File Shares. Moving forward this will allow DITS to focus efforts on supporting staff to utilise best practice in their use of SharePoint and Teams and enable better transparency on how these are being used with Microsoft discovery tools such as Microsoft Purview and the various Admin Centres.
8. The Project Team have placed a significant emphasis on engagement with departments and providing guidance and training to enable staff to make better use of SharePoint and the features available. Although the project is technology based, the physical migration of the files is the most straightforward element, with more significant effort required in working with departments to review and cleanse their files and develop their knowledge and confidence in using SharePoint.
9. The Departmental File Share project has been broken down in to three categories of Small (less than 200GB), Medium (between 200GB and 1TB) and Large (greater than 1TB) of storage consumption. The categories have been planned across three phases of delivery with Small (7 departments) completing H Drive deletion on the 20 June, Medium (12 departments) on the 25 July and Large (12 departments) on the 23 August.

## **Key Data**

- 6 Departments (1 department moved to Large due to time constraints) in small category have been successfully deleted.
- 8 Departments in Medium categories, following up on making their File Shares read only. The remaining 4 Departments are in discussion with the project team regarding migration timelines.
- All Departments in the Large category are in the review and cleanse phase. HR, Chamberlains, LMA and City Surveyors are progressing well, and engagement continues.

- 7 migrations have been completed, with a further 54 scheduled out of an estimated total of 150 folders.
- HR 'Personnel folders' successfully migrated and have been set to read only.
- SharePoint User Training – 344 attendees across 7 sessions since April.
- SharePoint Site Owner Training – 47 attendees across 3 sessions since April.

## **Corporate & Strategic Implications**

**Strategic implications** – The Departmental File Share Project represents one of several projects and activities to develop the 'Data Maturity' of the City of London Corporation. This activity is intended to ensure that the City Corporation remains compliant and cost effective in the way it manages data, but also that in the longer-term greater value is derived from data to make better data driven decisions. The project also supports the DITS strategic theme of reducing complexity across the IT estate.

**Financial implications** – The decommission of the Departmental File Shares should realise a saving of approximately £40k per annum.

**Resource implications** – The Project is being delivered utilising existing staff within the Digital, Information and Technology Service, with support from the Transformation and Improvement Team. Engagement and effort from Departments is also essential to ensuring the files are carefully reviewed and cleansed prior to migration, as well as other activities such as attending SharePoint training. The Project Team recognises the workload and capacity limitations of certain departments and remains supportive and flexible to deadlines where possible.

**Legal implications** – More effective management of unstructured files should promote better compliance with the City of London Corporation's Data Retention Schedule and related legislation such as the UK Data Project Act.

**Risk implications** – There is a risk that the project will impact upon departmental service delivery due to a lack of capacity. The Project Team recognises the workload and capacity limitations of certain departments and remains supportive and flexible to deadlines where possible. There is also a risk the Corporate Records or required files may be deleted. This is being mitigated by retaining the drives in a 'read only' state for a period of months, as well as increasing the back-up policy for the File Shares to 6 months.

**Equalities implications** - None

**Climate implications – None**

**Security implications -**

## **Conclusion**

10. The project to remove the use of the Departmental File Shares is progressing well with the File Shares of the 'small departments' (less than 200GB) having been successfully decommissioned. The project is targeting the end of August to have all Departmental File Shares decommissioned and the Project Team continues to engage with departments, provide guidance and training where necessary.

## **Appendices**

None

## **Contact**

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