

## DIGITAL SERVICES COMMITTEE

Wednesday, 20 September 2023

Minutes of the meeting of the Digital Services Committee held at Guildhall, EC2 on Wednesday, 20 September 2023 at 1.45 pm

### Present

#### Members:

Deputy Randall Anderson (Deputy Chairman)  
Alderman Professor Emma Edhem (Ex-Officio Member)  
Alderman Timothy Hailes  
Eamonn Mullally (Ex-Officio Member)  
James Tumbridge

#### Officers:

Emma Moore	- Chief Operating Officer
Gary Brailsford-Hart	- City of London Police
Sam Collins	- Department of the Chief Operating Officer
Zakki Ghauri	- Department of the Chief Operating Officer
John Galvin	- City Surveyor's
Tom Leathart	- City Surveyor's
Blair Stringman	- Town Clerk's Department

#### 1. APOLOGIES

Apologies were received from Dawn Wright (Chair), and Alderman Sir Peter Estlin.

Caroline Haines observed the meeting virtually.

#### 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 19 July 2023 be approved as an accurate record.

#### 4. DIGITAL SERVICES COMMITTEE WORK PROGRAMME 2023/24

The Committee received the work programme for 2023/24.

#### 5. CHIEF OPERATING OFFICER'S DEPARTMENTAL BUSINESS PLAN - QUARTERLY UPDATE

The Committee received a report of the Chief Operating Officer, concerning an update on the progress on the 2023-24 business plan.

RESOLVED – That the report be received and its contents noted.

**6. CO-DESIGN UPDATE**

The Committee received a report of the Chief Operating Officer, concerning an update on the co-design update to the Digital, Information, and Technology Service (DITS) Senior Leadership Team (SLT).

The Committee heard that the new roles were intended to have a focus on specific areas and clear responsibilities, such as cloud, infrastructure, and security.

The change management process had a co-design and co-create approach, so that teams were involved and invested in the organisational changes. There would be continued engagement for future restructures, and involvement with colleagues from the Barbican Centre, the City of London Police, Guildhall School of Music and Drama, and the schools.

RESOLVED - That the report be received and its contents noted.

**7. DIGITAL INFORMATION TECHNOLOGY SERVICE - SERVICE DELIVERY SUMMARY**

The Committee received a report of the Chief Operating Officer, concerning a summary of the DITS service metrics.

RESOLVED – That the report be received and its contents 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**

The Committee received one item of urgent business concerning a printer error on the annual canvas forms led to a data breach in August 2023.

The Committee heard that the City Corporation had received notification that of the 8,572 forms sent to residents, 2,544 had received another resident's form. This had triggered the data breach procedure. The printer firm explanation was that it caused by an IT technical fault. The printer firm have apologised, introduced additional stop checks, and checked and amended the printer code. Electoral Services had written to residents affected with apologies and were dealing with complaints. The ICO had been notified but no response had yet been received. It was believed that assurances would be accepted, and it was also believed that there was no significant loss or damage to data subjects that could lead to civil proceedings. If this were to occur, the printers would be held responsible under data processing agreements.

A Member asked if there would be an independent audit of the incident. The response was that further technical assurances and explanations could be

sought. The Committee agreed that this should take place and be reported to its next meeting.

It was explained that the printer firm was a reputable firm with experience in election printing. There had previously been no data breach from electoral services activities.

**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.

**11. NON-PUBLIC MINUTES**

RESOLVED - That non-public minutes of the meeting held on 19 July 2023 be approved as an accurate record.

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

The Committee received a report of the City Surveyor concerning the Oracle Property Manager (OPN) replacement.

**13. SECURE CITY PROGRAMME (SCP) ISSUES REPORT**

The Committee received a joint report of the Executive Director of the Environment Department and Commissioner of the City of London Police, concerning the Secure City Programme (SCP) Issues report.

**14. TECHNOLOGY STACK ANALYSIS**

The Committee received a report of the Chief Operating Officer concerning an analysis of the City Corporation's current technology stack.

**15. DIGITAL INFORMATION TECHNOLOGY SERVICES - RISK UPDATE**

The Committee received a report of the Chief Operating Officer, concerning the Digital, Information and Technology Service (DITS) Risks.

**16. CYBER SECURITY**

The Committee received a report of the Chief Information Security Officer concerning cyber security at the City of London Corporation.

**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.

19. **CONFIDENTIAL MINUTES**

RESOLVED – That the confidential minutes of the meeting held on 19 July 2023 be approved as a correct record.

20. **SERVICE TRANSITION PROGRAMME**

The Committee received a report of the Chief Operating Officer concerning an update to the DITS Service Transition Programme.

**The meeting ended at 3.30 pm**

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Chairman

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