

<b>Committee(s):</b> Digital Services Committee	<b>Dated:</b> 13 <sup>th</sup> May 2024
<b>Subject:</b> Digital, Information and Technology Service (DITS) Departmental Business Plan – Quarterly Update	Public
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	8, 9, 10, 11
<b>Does this proposal require extra revenue and/or capital spending?</b>	No
<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> Caroline Al-Beyerty, Chamberlain	<b>For Information</b>
<b>Report author:</b> Zakki Ghauri, Director of Digital & IT	

### Summary

This report provides an update on progress against the 2024/25 Business Plan for the Digital & IT Service which falls within the remit of the Digital Services Committee.

The intention is to provide the Committee with a clearer line of sight to our progress, and so a report like this will be brought to this Committee quarterly going forwards.

Good progress has been made against the 2024/25 Business Plan objectives. Of note this quarter,

- We have insourced all 10 Agilisys Services which were previously outsourced, delivering reoccurring savings of £903k to the organisation.
- Work to update our Digital, Data and Technology Strategy is complete, with a single strategy covering the Corporation including the institutions to be presented to Members for approval.

### Recommendation(s)

Members are asked to note this report and our progress towards implementing our 2024/25 Business Plans.

### Main Report

#### Background

1. The Corporate Services Committee approved the 2024/25 Business Plan for DITS, at Digital Services Committee on 17 January 2024. The plan was then presented to Finance Committee 23 January 2024 where it was also agreed. As explained at that meeting, our plan represents our own continual improvement is key to supporting the Corporation’s overall agility, effectiveness and impact, as the work DITS does reaches all parts of the organisation.

2. These Business Plans included our Key Workstreams for 2024/25 (**Appendix 1**) and are reported on regularly.

### **Current Position**

3. Our Plans for 2024/25 were designed to be ambitious but achievable. This section covers some of the performance highlights to date against our Key Workstreams (**Appendix 1**).
4. We have insourced all 10 Agilisys Services which were previously outsourced, delivering reoccurring savings of £903k to the organisation.
5. Work to update our Digital, Data and Technology Strategy has now completed, with a single strategy covering the Corporation including the institutions now agreed at officer level.
6. We have carried out a Data Maturity Assessment across the organisation which has been reported at Digital Services Committee. A Lighthouse project was also carried out, which demonstrated the value of Data to the organisation.
7. We have agreed a direction of travel for our future network and will be carrying out a full refresh with a “wireless first” approach. Work is continuing to ensure effective procurement of the new solution.
8. This solution will be a blueprint for our wider organisation, allowing colleagues across the Corporation – including Institutions, to connect without friction to a network regardless of which building they are working from.
9. Work around our Managed Print solution is continuing, with a focus on having the right solution in place for the wider organisation, and to allow the flexibility for our partners and colleagues from other parts of the organisation to print no matter where they are based.
10. Our SharePoint migration has almost completed, with a small number of sites left. We are sharing best practice around this migration and lessons learnt with our Institutions.

### **Corporate & Strategic Implications**

11. Strategic implications – The cross-cutting nature of our Department’s work means that we provide leadership and support to a number of our Corporate Plan deliverables. Embedded into our DITS work is our support of the following Corporate Plan outcomes: safety (outcome 1) through our Cyber Security work; innovation in professional services (outcome 8); accessing skills and talent (outcome 9); digitally and physically well-connected (outcome 10), and to inspire excellence and collaboration (outcome 11).
12. Financial implications – None arising from this report.
13. Resource implications – None arising from this report.

14. Legal implications – None.

15. Risk implications – None arising from this update report. Our Departmental risks are captured and managed per the Corporation's framework.

16. Equalities implications – None

17. Climate implications – None.

18. Security implications – None arising from this report; however it should be noted that we are continuing work to enhancing the security posture of the organisation.

## **Conclusion**

19. At the end of Q1, good progress has been made against the 2024/25 Business Plans for DITS.

20. The focus for much of our work is to bring together the wider organisation, and to provide a consistent Digital, Data and Technology experience, no matter which part of the Corporation colleagues are a part of, or where they are based.

21. Engagement work with the organisation has been completed, and we are seeking approval from Digital Services Committee around our new Digital, Data and Technology Strategy.

22. Following on from the approval of the Strategy, we will seek to carry out a review of our existing structure to ensure that it is optimal for the effective delivery of our strategy.

23. Work will continue to converge and bring together the wider organisation.

## **Appendices**

### **Appendix 1 – Key Workstreams from our 2023/24 Business Plans**

#### **Zakki Ghauri**

Director of Digital & IT

[zakki.ghauri@cityoflondon.gov.uk](mailto:zakki.ghauri@cityoflondon.gov.uk)

### Appendix 1 – Key Workstreams from our 2024/25 Business Plans

• Workstream Name	• Dependencies	• Outcomes/ Impacts
• DITS Strategy Implementation	• Recruitment to permanent SLT roles	• Clear strategy and priorities, inform service direction and redesign
• ERP Programme	• Successful Software Tender and Service Integrator Tender	• Replacement of legacy systems and opportunity for Finance / HR Transformation
• Managed Print Service	• Successful Tender for new Print Service	• Improved managed print service and new supplier
• Network Refresh	• Dependent upon successful tender outcome and secure of funding	• New, high performing and streamlined Network
• SharePoint Migration (COL and COLP)	• Completion of SharePoint Migration in COL	• Reduction in Azure file directories and £ savings on storage
• Data Maturity Programme	• Dependent upon successful recruitment to permanent data roles	• Better use and management of data across COL