City of London Corporation Committee Report

Committee(s): Digital Services Committee	Dated: 30th January 2025
Subject: Digital Information Technology Service (DITS) – Business Plan Quarterly Update	Public report: For Information
This proposal: • delivers Corporate Plan 2024-29 outcomes	Providing Excellent Services
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of:	The Chamberlain
Report author:	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 it was agreed in May 2024's Digital Services Committee that we will update this Committee quarterly going forwards.

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 reach 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 Digital Services Committee, Policy and Resources Committee and Court of Common Council.

6. A Lighthouse project was carried out earlier in the year, which demonstrated the value of Data to the organisation. Following on from this, we have secured transformation funding to build a single CRM for the wider 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. The initial procurement exercise for our Managed Print solution was abandoned as there were concerns raised by the Print Room regarding the suitability of the preferred supplier. Following a short review period, the new procurement exercise is due to go live by the end of January, the Print Room and the Managed Print Service split into two lots and an updated specification. The new approach will allow the maximum level of benefit to be achieved whilst ensuring that the unique requirements of the Print Room can be accommodated.

10. Our SharePoint migration has now completed. 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 help to provide Excellent Services to the organisation and those we serve.

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 Q3, 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. Our new Digital, Data and Technology Strategy has been approved and has been published.

22. Following on from the approval of the Strategy, we are awaiting the outcome of the OLA work carried out by the City of London Police and will 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

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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