

DIGITAL SERVICES COMMITTEE

Thursday, 10 July 2025

Minutes of the meeting of the Digital Services Committee held at Guildhall, EC2 on
Thursday, 10 July 2025 at 11.00 am

Present

Members:

Deputy Dawn Wright (Deputy Chair)
Simon Burrows
Deputy Timothy Butcher
Lesley Cole
Susan Farrington (Ex-Officio Member)
Philip Kelvin
Deputy James Thomson CBE (Ex-Officio Member)

Observing Virtually:

Deputy Caroline Haines

Officers:

Caroline Al-Beyerty	- The Chamberlain
Zakki Ghauri	- Director of Information and Technology
Sam Collins	- Assistant Director (Digital & Data)
Ellen Murphy	- Assistant Director (User Services)
Simon Gray	- ERP Programme Director
Gary Brailsford-Hart	- City of London Police
Chris Bell	- City of London Police
Melissa Richardson	- Town Clerk's
Wayne Fitzgerald	- Chamberlain's
Mitchell Walker	- Chamberlain's
Charlotte Rendle	- Chamberlain's
Dawit Araya	- Chamberlain's
Rhys Campbell	- Town Clerk's

1. APOLOGIES

Apologies were received from the Chairman, James Tumbridge, and Alderman Sir William Russell.

Deputy 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 previous meeting held on 15 May 2025 were approved as a correct record.

4. **DIGITAL INFORMATION TECHNOLOGY SERVICE (DITS) - SERVICE DELIVERY SUMMARY**

The Committee received a report of the Chamberlain in respect of the DITS Service Delivery Summary which provided an overview of the current service provision as managed by DITS.

RESOLVED, that – the report was received and its contents noted.

5. **QUARTERLY PROGRAMME SAPPHIRE (ERP) UPDATE REPORT - Q2 2025**

The Committee received a report of the Chamberlain and the City Surveyor in respect of an update on Programme Sapphire (ERP). The Programme Sapphire - Enterprise Resource Planning (ERP) Programme.

Officers advised the Committee that wave one of the programme and recruitment had begun at the start of June 2025 and officers were looking to establish a recruitment micro-site for the Human Resources (HR) events that were expected to take place and had received strong feedback from the Barbican regarding this process. Migration over to the ITSN Tool had been undertaken where staff could log a HR related issue and incidents could be tracked as they progress. System integration and data migration was expected to be undertaken to ensure single sign on worked effectively. The Change Programme had been reset and road shows had been held across the City Corporation's institutions to increase awareness of programme.

The Chair asked how the Lighthouse Project shall work in conjunction with the ERP Programme. Officers informed the Committee that principles were being established, and the first challenge was to cleanse data for migration and then move it into the wider data depository. Integration with Microsoft Fabric had taken place and it was expected to work well with the programme, and Microsoft Fabric would be used for detailed financial reporting. The Lighthouse Project focused on external customer data and once this data was integrated into Microsoft Fabric then data could be cross tabulated to gauge a single-view of customers, especially for those customers who were paying business rates and invoices and all their data readily available to access when required. In response to a questions raised regarding data migration and user satisfaction officers explained that work with CoL institutions was being undertaken to identify what information was available to integrate, and that users had given direct feedback and engagement surveys had been used in small groups to gauge opinion. It was not officer's intention to move all data across to the platform and were instead driven by the demand for analytics and reporting.

A Member asked for an update on the compliance review in relation to the HR Service Desk module, officers advised that their intention was to deliver by September 2025 and officers shall be implementing the current employee service desk solution with the current integration system partner and only move the new tool if a viable system partner can be identified. The service desk tool shall be implemented with the view of moving to a new tool once it became available. The Chamberlain confirmed that the Category Board was very strong in its opinion that the City Corporation should not be the first to use an untested product in the UK and would rather use trusted works.

Regarding wave 3 (Finance & Budget Management/Forecasting of the programme), officers acknowledged that there were difficulties closing the design window and there were still challenges closing down the playback window however this did not expect to impact the risk to the overall time window of April 2026.

RESOLVED, that – the report was received and its contents noted.

6. OLA AGREEMENT UPDATE

The Committee received a verbal update from the City of London Police in respect of the Operating Level Agreement (OLA).

The Committee were advised that the first draft of the service catalogue was shared with DITS colleagues and overall the feedback had been positive, and once the final service catalogue was ready officers would determine who would be best to deliver it between National Policing, CoLP and DITS, and this would be the basis of the OLA between the parties. A Project Manager had been employed to assist with the work involving the OLA and the service catalogue was expected to be completed in Autumn 2025, however officers were willing to provide a working draft of the service catalogue at the next meeting.

The final draft of the Partnership Charter was being reviewed by officers and the charter attempted to address historic issues and previous relationship problems between CoLP and DITS, and set out effective and agreed ways of working together. The charter was expected to be completed within in the coming weeks and could be submitted to the Committee at its next meeting.

The Director acknowledged that DITS had received the service catalogue, and officers would work with CoLP as well with other CoL institutions to promote wider organisation collaboration around common technologies.

7. IMPACT OF THE NEW CYBER SECURITY AND RESILIENCE POLICY STATEMENT

The Committee received a report of the Chamberlain in respect of the Impact of the New Cyber Security and Resilience Policy Statement informing the Committee of the recently published Cyber Security and Resilience Policy Statement Command Paper.

The Director advised the Committee that the City Corporation was already aligned to what the Cyber Security and Resilience Policy Statement Command Paper recently introduced to parliament and that officers within the City Corporation and CoLP already worked closely with the National Cyber Security Centre, and remained vigilant and progressive in respect of factors which impacted Cyber Security.

A Member asked if there were any vulnerabilities and risks to the supply chain and how best could officers ensure cyber resilience. The Committee were made aware that efforts were being made in the CoLP and a third-party assurance process had been implemented, and SAP were apart of this process and all suppliers were interrogated and were held to account for how they managed their security and they were seeking to enhance this process further by observing the Dark Web intelligence within the CoLP supply chain.. The Member recognised the work of the CoLP and asked if this would be extended to other areas of the City Corporation. The Director confirmed that officers were actively reducing the numbers of suppliers that the City Corporation and the application estate by 70% over the past two years and officers ensured third parties handled a native product and were capable of working in conjunction with the Microsoft ecosystem. The work concerning Enterprise Architecture had helped to manage the risk by having few suppliers. The aim was to have a smaller attack surface with a strengthened relationship with fewer suppliers.

The Chamberlain advised that from a risk basis, in terms of the Category Boards, that progress was being made and the vulnerabilities of small contracts was being assessed. However, this would be cross checked with the procurement guidance and provide a response to Members on the wider issues. CoLP officers explained that this would require further discussion with the Chamberlain to ensure good coordination and was keen to provide support and some techniques used at the CoLP. The Chamberlain advised that the risk assessments were being led via the Procurement Team through Category Boards and remained committed to looking at the wider supply chain to identify any significant risks, and welcomed the expertise and scrutiny of the CoLP.

A Member acknowledged that Cyber Security remained important to the City Corporation and although the Cyber Security and Resilience Policy Statement Command Paper did not apply to local government, best practices should be identified and applied to the City Corporation.

RESOLVED, that – the report was received and its contents noted.

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

There were no questions.

9. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items of urgent business.

10. REVENUE OUTTURN 2024/25

The Committee received a report of the Chamberlain in respect of the Revenue Outturn 2024/25 report.

RESOLVED, that – the report was received and its contents noted.

11. 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.

12. NON-PUBLIC MINUTES

RESOLVED that – the non-public minutes of the previous meeting held on 15 May 2025 were approved as a correct record.

13. FUTURE NETWORK PROGRAMME

The Committee received a report of the Chamberlain in respect of the Future Network Programme.

14. QUARTERLY PROGRAMME SAPPHIRE (ERP) UPDATE- NON-PUBLIC REPORT - Q2 2025

The Committee received a report of the Chamberlain in respect of the Quarterly Programme Sapphire (ERP) Update Report (Q2 2025).

15. PHISHING SIMULATION RESULTS - APRIL

The Committee received a report of The Director of Digital Information and Technology in respect a series of phishing simulation exercises conducted to assess the vigilance and security awareness of end users.

16. MANAGED PRINT SERVICES, PROCUREMENT STAGE 2 AWARD REPORT

The Committee received a report of the Chamberlain in respect of Managed Print Services, Procurement Stage 2 Award Report.

17. CYBER SECURITY

The Committee received a report of The Chief Information Security Officer in respect of an update regarding Cyber Security.

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

There were no non-public questions.

19. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE COMMITTEE AGREE SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED

There were no urgent items of business.

The meeting ended at 12.59 pm

Chairman

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