



**Resources Department
Town Hall, Upper Street, London, N1 2UD**

AGENDA FOR THE POLICY AND PERFORMANCE (TRANSFORMATION PROJECTS) SUB COMMITTEE

Members of the Policy and Performance (Transformation Projects) Sub Committee are summoned to attend a meeting which will be held in Committee Room 3 on **5 March 2020 at 7.30 pm.**

Enquiries to : Peter Moore
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Despatched : 26 February 2020

Membership

Councillor Santiago Bell-Bradford
Councillor Troy Gallagher
Councillor Osh Gantly
Councillor Clare Jeapes
Councillor Michael O'Sullivan
Councillor Dave Poyser
Councillor Caroline Russell

Quorum is 3 members of the Committee

A. Formal Matters

Page

1. Apologies for absence
2. Declaration of Substitute Members
3. Declarations of Interest

If you have a **Disclosable Pecuniary Interest*** in an item of business:

- if it is not yet on the council's register, you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent;
- you may **choose** to declare a Disclosable Pecuniary Interest that is already in the register in the interests of openness and transparency.

In both the above cases, you **must** leave the room without participating in discussion of the item.

If you have a **personal** interest in an item of business **and** you intend to speak or vote on the item you **must** declare both the existence and details of it at the start of the meeting or when it becomes apparent but you **may** participate in the discussion and vote on the item.

***(a) Employment, etc** - Any employment, office, trade, profession or vocation carried on for profit or gain.

(b) Sponsorship - Any payment or other financial benefit in respect of your expenses in carrying out duties as a member, or of your election; including from a trade union.

(c) Contracts - Any current contract for goods, services or works, between you or your partner (or a body in which one of you has a beneficial interest) and the council.

(d) Land - Any beneficial interest in land which is within the council's area.

(e) Licences- Any licence to occupy land in the council's area for a month or longer.

(f) Corporate tenancies - Any tenancy between the council and a body in which you or your partner have a beneficial interest.

(g) Securities - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any

one class of its issued share capital.

This applies to all members present at the meeting.

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| 4. | Minutes | 1 - 2 |
| 5. | Chair's Report | |
| 6. | Public Questions | |

For members of the public to ask questions relating to any subject on the meeting agenda under Procedure Rule 70.5. Alternatively, the Chair may opt to accept questions from the public during the discussion on each agenda item.

B.	Items for Discussion	Page
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|----|----------------------------|-------|
| 1. | IT Strategy/Implementation | 3 - 6 |
|----|----------------------------|-------|

C.	Urgent non-exempt items (if any)	
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Any non-exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

D.	Exclusion of press and public	
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To consider whether, in view of the nature of the remaining items on the agenda, it is likely to involve the disclosure of exempt or confidential information within the terms of the Access to Information Procedure Rules in the Constitution and, if so, whether to exclude the press and public during discussion thereof.

E.	Exempt items for Call In (if any)	Page
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F.	Confidential/exempt items	Page
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G.	Urgent exempt items (if any)	
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Any exempt items which the Chair agrees should be considered urgently by reason of special circumstances. The reasons for urgency will be agreed by the Chair and recorded in the minutes.

The next meeting of the Policy and Performance (Transformation Projects) Sub Committee will be on 27 April 2020

Please note that committee agendas, reports and minutes are available from the council's website: www.democracy.islington.gov.uk

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Public Document Pack Agenda Item A4

London Borough of Islington

Policy and Performance (Transformation Projects) Sub Committee - 17 December 2019

Minutes of the meeting of the Policy and Performance (Transformation Projects) Sub Committee held at Committee Room 1, Town Hall, Upper Street, N1 2UD - Islington Town Hall on 17 December 2019 at 8.30 pm.

Present: **Councillors:** Bell-Bradford, Gallagher, Gantly, Jeapes and Poyser

Councillor Troy Gallagher in the Chair

1 **APOLOGIES FOR ABSENCE (Item A1)**

None

2 **DECLARATION OF SUBSTITUTE MEMBERS (Item A2)**

None

3 **DECLARATIONS OF INTEREST (Item A3)**

None

4 **MINUTES OF THE PREVIOUS MEETING (Item A4)**

None as first meeting of Sub Committee

5 **CHAIR'S REPORT (Item A5)**

The Chair stated that as Councillor Champion had been appointed as Executive Member, Environment and Transport, she would no longer be a Member of the Sub-Committee and a replacement Member would be appointed at a later date

6 **PUBLIC QUESTIONS (Item A6)**

The Chair outlined the procedure for Public questions, and fire evacuation procedures

7 **IT STRATEGY UPDATE (Item B1)**

Jon Cummings, Interim Director IT and Strategy was also present for discussion of this item

During consideration of this item the following main points were made –

- Noted the update on the most significant projects, as outlined in the report, including the Wide Area Network upgrade (WAN)
- Noted the challenges to progressing over to the 'softphone' system, and that progress is being made
- The project aims to deploy 4500 Window 10 devices by January 2020, and replace all existing kit with new laptops by July 2020. As part of this the Project will rationalise over 100 applications used across the Council
- PSN Public Sector Network remediation is taking place, and a number of areas of non –compliance will need to be remedied. The project will be overseen by the Head of Cyber Security
- There are twenty other projects in progress, to support the changing environment. Projects that are particularly concerned with remediating technology include – SQL

2028 in planning, Windows Server 2008 replacement, Civica Pay – migration of Card payments system from the Paris system, which is at end of life and not fully Payment Credit Industry standards

- A strategic focus is to create a Map of Strategies/Roadmaps, which will be the definition and scoping, and there will be close collaboration between IT, and the Directorates
- There will be a strong emphasis on the tactical activity necessary in order to bring the IT environment up to date, and to be compliant with the necessary Government, and cybersecurity standards. Attention is now moving more towards the more strategic and business-orientated goals, through the creation of new strategies to support a coherent, resident-focused direction of travel
- A new Digital Services organisational structure came into effect on 1 June, and recruitment has been intense with appointments being made. The leadership team has been a priority as part of this, and new leaders are joining through this period with all positions filled by mid-January. Some interim appointments have been made
- Members expressed the view that effective training needed to take place in relation to implementation of new systems to enable staff to transfer effectively onto the new systems. It was stated that there is provision in the Workplace strategy for this
- Members also expressed the view that training also needed to take place for Members, particularly in relation to Office 365 introduction and it was stated that this would be arranged

RESOLVED:

That the report be noted and training be arranged for Members at an appropriate stage, particularly in the introduction of Office 365

The Chair thanked Jon Cummings for attending

The meeting ended at 9.35 p.m.

CHAIR

Report to the Policy & Performance Scrutiny (PPS)

Transformation and Projects Subcommittee	Date: 5 March 2020	Ward(s): N/A
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Delete as appropriate	Exempt	Non-exempt
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SUBJECT: IT Update

Author: Jon Cumming, CDIO

1. Context

The following report is an update to the ongoing remediation programme focussed on updating our IT infrastructure. The previous PPS Subcommittee report was tabled in December 2019.

2. Update on the most significant projects

a) Wide Area Network Upgrade (WAN)

Project to modernise Islington's Wide Area Network links to a more flexible, reliable, and less expensive network – improving IT links between buildings and the internet.

The number of sites for migration has reduced to 114 as some sites are occupied by third parties and so network access is not required.

The status of the roll out is as below – good progress on the major sites.

	Awaiting Site Data	Planning	Delivery	Service installed	On Hold
Tier 1 and 2 sites	0	1	2	21	1
Tier 3 Sites	20	12	15	40	2

Tier one and two sites are the main working premises from Town Hall to Libraries etc.

Tier 3 sites are ones with casual use or use limited to a few staff members on a regular basis.

The overall network design has now been approved and the terminating equipment is being scheduled for delivery & commissioning.

b) Roll out of Telephony

The roll out of the new telephony system is well under way with staff moving to using their Laptops with a headset rather than a traditional phone. In addition, the mobile app is available to staff with smartphones giving access to the internal phone network from anywhere. Roll out to call centres and fixed phones for members will be at the tail end of the migration.

The incoming number range has been migrated to the new system. This was an important achievement as, during the changeover (known as porting), the numbers are unusable for up to 90 minutes. For twenty numbers associated with supporting our resident, business continuity plans were put in place to provide alternative numbers to call for Housing repairs and the like. There were no known negative incidents during this transition which occurred on 9th February.

Users migrated: 2,282

Fixed phones installed: 240

c) Windows 10 / New Laptop roll out

This project aims to replace all existing kit with 4,500 new laptops with Windows 10 by July 2020.

The roll out of new laptops has delivered 1,200 devices to staff. The laptops have been well received as they are a significant leap forward in technology.

'Application packaging' is determining the order of roll out. To recap - each significant application that staff use on laptops has to go through a process called packaging. In this process, the manufacturer's information together with information about our IT environment is combined to create a 'package', which can then be remotely installed on the laptops of staff who need the application.

To get laptops to as many people as quickly as we can, we have started by providing laptops to staff who need just the basic set of applications used by many (e.g. Adobe Reader, remote access) and we will progress through to more specialist apps as they are packaged.

The total number of applications to package for this phase is 80 and we are at the halfway point.

In addition to the above packaged apps, a further 200 specialist apps will initially be installed manually as there is a relatively small user base for them. However, most of these will need to be packaged as security updates will be continually needed in the future – and this patching process requires apps to be packaged to avoid visiting every laptop.

d) PSN (Public Sector Network) remediation.

The Department of Work & Pensions continues to require us to provide evidence of PSN compliance and we have indicated our plan to achieve certification in 8 months. As indicated in prior reports, the age of our IT equipment means it no longer meets the requirements for compliance and a large equipment replacement project is in train.

The set of requirements for PSN compliance are complex and many but may be summarised as:

- A set of processes and policies will be in place and enforced within the council to comply with PSN standards
- A set of reporting and incident management obligations, which must be followed in the event of a security incident

- An independent annual IT Health Check (IT Health check) will be undertaken by the council.
- A RAP (Remediation Action Plan) will be supplied to the Cabinet Office to resolve any Critical or High vulnerabilities identified, normally resolution is required within 60 working days of receiving the ITHC report
- Data sourced via the PSN cannot be shared outside the PSN network
- Access to PSN connected networks is controlled to authenticated devices and users
- Access (or attempted access) to the network can be logged
- Software and hardware used by and connected to the PSN connected network will be in support and have security patching in place to protect against vulnerabilities
- End of Life/End of Support items must not be in use on the network

This last requirement is the 'technology debt' issue previously discussed – it drives the timeline and is the major programme cost element. Contributing projects in this category include:

- Windows Server & SQL Database 2008 – update
- SharePoint 2010 (On Premise) - update
- Intranet (Izzi) platform - update
- Wireless LANMan network replacement
- Backup Solution – End of Life
- Storage Solution – End of Life
- Upgrade of LAN Switches and related equipment

3. Other Projects

Projects that are particularly concerned with remediating technology debt – some of which contribute to PSN remediation include:

1. SQL 2008 – in planning with extended support¹ relieving the timeline.
2. Windows Server 2008 (R2) replacement – in planning and data gathering with extended support relieving the timeline.
3. Civica Pay – migration of our Card payments system from the Paris system which is end-of-life and is not fully PCI (Payment Card Industry) standards – delayed by vendor issues but in remains in delivery phase. Estimated completion is June.
4. Northgate Public Systems migration to cloud – the migration of the Housing and Revs&Bens system to cloud hosting with current level software. This remediates the end of life hardware platform and the software update enables statutory functions required for next financial year. The upgrade for Housing has been delayed to April so as to not to clash with the Housing Rental review period (end of year processing for rents and leaseholder charges). Northgate have provided a one-off fix to accommodate the statutory functions for 2020/21 council tax relief and business rates.

¹ Extended Support is an arrangement with Microsoft whereby they will continue to provide security patches for the end of life product.

4. Key areas of focus outside these projects.

a) Staffing

All Leadership positions reporting to the CDIO now have permanent staff in post.

5. In Summary.

As indicated in the prior report, activity around the remediation of the IT infrastructure will continue for some time yet. The drive for PSN compliance is not only a critical certification to interact with DWP and other agencies - it also represents good practice for IT operations.