

Report to the Policy & Performance Scrutiny (PPS)

Transformation and Projects Subcommittee	Date: 5 March 2020	Ward(s): N/A
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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.

	<i>Awaiting Site Data</i>	<i>Planning</i>	<i>Delivery</i>	<i>Service installed</i>	<i>On Hold</i>
<i>Tier 1 and 2 sites</i>	0	1	2	21	1
<i>Tier 3 Sites</i>	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.