

OVERVIEW & SCRUTINY BOARD SUPPLEMENTARY AGENDA

6 September 2018

The following report is attached for consideration and is submitted with the agreement of the Chairman as it was not available at the time of the publication of the agenda.

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ICT Progress Update

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September 2018

Background and history

In 2016, an external assessment of ICT service was carried out by SOCITM. This review highlighted the gap in ICT revenue budget compared to other Local London Authorities.

Early 2017, an assessment and review of ICT infrastructure was carried out with an aim to address issues with the failing infrastructure.

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In October 2017, ICT service submitted a report to Havering Cabinet for growth bid to invest in ICT as urgent investment was required for sustaining support for key ICT systems and ICT infrastructure.

The report also included a request for urgent investment to be made in security systems and improvements to security infrastructure including compliance with GDPR, PCI DSS and PSN.

The council approved the funding request which was released in November 2017.

ICT is a key service which will enable and help with the transformation agenda.

Financial investment

	Havering	Newham	Total
Capital	£1m*	£1m**	£2m
Shared Revenue	£0.8m	£581k	£1.381m

*The Havering Capital is recurring investment

**The Newham Capital approval is a one off approval of £3m

Update on progress

The key focus over last 12/18 months for improvements has been on security compliance, introduction of technology architecture governance, project governance, GDPR compliance and technology roadmap.

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The establishment of IT Boards is a key success in providing governance for all IT projects and focus on developing Digital/IT strategy.

The objective is to implement technology roadmap that has been developed and deliver infrastructure projects that are critical to support and improve the council's core ICT infrastructure made up of servers that support systems and PCs.

The strategic vision for ICT is 'To deliver innovative and resilient Digital ICT Services responsive to the needs of our customers'.

Update on progress - Security

Data Protection (GDPR) - Successfully went live with GDPR on 25th May 2018 and now working with services to secure operational compliance when processing personal data.

Payment Card Industry Data Security Standard (PCI-DSS) - The project ended in April 2018 and Newham and Havering are compliant with the banks security requirements.

ICT Security Components - An ICT security solution was procured that integrated with our existing defences and controls and included secure mail for all employees and protection of servers and email. We have implemented protection for our servers and hosted email security to prevent ransomware attacks.

Update on progress - Infrastructure

There are a number of challenges that we currently face with our infrastructure. Whilst a number of urgent projects are currently underway, there is a need to define the technology roadmap for the next 3-5 years.

Page 6 A detailed technology roadmap has been developed and a programme board has been set up to deliver infrastructure programme. This includes replacement of key corporate systems such as Telephony, Office 365 and roll out of Skype for business.

In addition, IT have also developed business systems register and business systems roadmap which is currently being completed for both the boroughs.

The new system for Housing went live in June.

The council rolled out free public Wi-Fi in Romford Town centre including high spec wireless for the market traders which should allow them to use chip and pin devices.

The council won the SIP bid (Strategic Investment Pot) we submitted to GLA for Local London giving us share of £7.5 to invest in improving broadband connectivity for the borough. This will help us improve connectivity particularly in Rainham area.

Update on progress – Technology Roadmap – Key projects

Contact Centre Telephony system upgrade – ICT has worked with Customer Services to build specification start the procurement exercise.

Corporate Telephony (Internal) – The upgrade from Lync to Skype for Business is underway.

Office 365 – This will improve collaboration internally for staff through use of modern technology tools. The implementation will include new tools such as OneDrive, Exchange Online and Planner.

Mobile/Flexible working – ICT are working with the business to understand the accommodation and smarter working strategies going forward. This strategy has a key impact on a number of deliverables within the Technology roadmap. At this stage, significant work is in progress for rolling out mobile/flexible working to Adults and Children’s services as we roll out the new Social care System.

One of the key principles is to move to Cloud based system to provide greater resilience and Disaster recovery options.

Update on progress – Technology Roadmap – Key projects

Wi-Fi – Corporate Wi-Fi has been successfully deployed throughout LB Havering Town Hall and Central Library.

Audio Visual kit in the meeting rooms – Installation of updated AV facilities in 6 LB Havering Town Hall rooms and the Council Chamber will be completed W/C 10th September.

Network and firewall refresh –Our network infrastructure requires a redesign and refresh. In some cases this simply means replacing the end of life hardware.

Servers and desktop refresh – Significant percentage of Havering desktop estate is end of life and needs replacing. This also applies to part of our server estate.

Key priorities

Continue to develop Digital Strategy that will support the council's new corporate vision and its transformation programme.

Work with members to involve members through workshop to develop the strategy

Page 9 Establish business systems roadmap to ensure the systems are fit for purpose and support service delivery. This includes replacement of our key systems such as Social Care and CRM.

Work with members to develop design for CRM and in particular Resident's and Member's portal.

Key priorities

Infrastructure improvement programme that delivers the technology roadmap which sets out plans to replace end of life infrastructure and introduce modern collaboration tools such as Skype For Business and Office 365.

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Digital projects and programmes which will focus on delivering service improvements through investment in systems including automation of business processes and implementation of Love Clean Streets.

In collaboration with members develop Love Clean Streets to provide residents with a reporting tool to report enviro related issues.

Develop a borough wide connectivity strategy and work with partners to improve broadband connectivity in the borough.

Summary

ICT service is one of the London's lowest in terms of benchmark for revenue spend.

Over next 2/3 years, we need to invest in infrastructure to stabilise and modernise services at the same time.

Page 11 The focus will be on delivering the technology roadmap which can replace aged PC and Server infrastructure. We will also replace corporate systems such as Contact Centre and Corporate Telephony, Social Care and CRM.

There is work currently being done on improving borough wide connectivity by creating an overview strategy and working in partnership with private sector to help us deliver the connectivity whether that wireless, broadband or 5G.

The new CRM and new My Havering account portal will help us improve our current digital offer to our residents by redesigning the current processes whilst upgrading the technology.

ICT is a key enabler for delivering the Council's transformation ambitions and also delivering the savings agenda.

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