



Solutions for
government

Strata Service Solutions Ltd.

Joint Executive Committee – Tuesday 18th June 2019

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Building and delivering flexible, responsive and cost effective IT solutions and services for Local
Government

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IT Director Summary Report– *Laurence Whitlock*

The last five months have been a very productive and successful for Strata. The initial accounts have been produced and submitted to the auditors for review. The level of savings (circa £620k) generated by Strata is, for the second year running, in excess of those committed to in the business plan of 2016.



The KPI's (Key Performance Indicators) show all areas of Strata are performing well, this is despite a heavy workload. In May with two elections taking place,

Strata resource will be made available to support the authority election teams. We are also working on rolling our new technology to councillors to support the work they do and to move towards a more paperless environment.

We are pleased to report that we have **now recruited an IT Trainer** who will be joining in early June. The aim of this initiative is to provide resource to users across all three authorities with accessible IT training bookable through the Strata Service Desk. Whether it's for deskside training, classroom training or remote training, our plans are to develop and deliver a portfolio of solutions and services based on user demand (includes Officers and Councillors) from all three authorities IT systems.

Excellent progress has been made on the roll out of the new telephony platform into TDC, and we expect to have completed the project in line with original estimations. Our Business System team have developed an innovative application that sits alongside Anywhere 365 to give easy visibility of call queues, this is proving very useful.

Strata are supporting ECC's Agile working project and assisting in defining a device strategy. Currently the ECC Environmental Health are the trial department, and plans are underway to deploy new IT and to refit the office with technology to support the new Agile way of working. Also in ECC, we have embarked on a programme of work to replace the entire LAN (Local Area Network), this includes the replacement of network cabinet and patch panels.

At EDDC we have been assisting in mopping up the last issues that have arisen as a result of the relocation. This move has gone incredibly smoothly from an IT perspective, and is testament to the Global Desktop and Global Comms environments that have been built and deployed over the last four years.

As ever, our Security team are doing an excellent job in protecting the three authorities against the dangers of cyber-attack, however, we ask that users remain extra vigilant and if any emails are received which are of a suspicious nature or if they are unsure as to what the content of an email might be, they should contact the service desk who can investigate.

The new Strata project process has been released and it is already being used as the basis by which IT projects will be being delivered. Strata will be looking to organise awareness sessions over the coming weeks to introduce this project process.

We are starting to see users completing the value box when submitting a BCR, this proves very useful when prioritising workload, and also enables Strata to understand the value to the councils of the work it is performing. It's not just about the savings at the end of the year, more about delivering 'value' work throughout the whole of the year.

The Strata Service Desk continues to deliver a fantastic service with a **high level of Customer Satisfaction** being achieved – 96.8% positive responses in April, which is based upon 373 replies to the satisfaction survey. The OOH service again proved to be effective in resolving issues outside of normal working hours and Strata staff again excelled in supporting the ever growing IT demands of the three authorities.

We have recently undertaken a review of the convergence programme and have created the Strata Convergence story (please refer to separate document), this shows the number of platforms and systems which have been converged over the last four years (since the inception of Strata).

The success in achieving the Investors in People Silver Level accreditation is a true reflection of the journey that Strata and its staff have been on over the last four years. It has been incredibly challenging, exciting and highly demanding on all areas of the Strata business, but we've seen an amazing culture developing across the whole of the business. Absenteesism is low, but staff engagement and satisfaction in the business, direction of travel and management is high. The Strata Management Team work very well together, are highly motivated and find solutions in very demanding situations.

So all in all another successful quarter, a high level of end user satisfaction, BCR's being delivered based on priority and value, Global Desktop and Global Comms platform had excellent levels of system availability, the OOH service again proved to be effective in resolving issues outside of normal working hours and Strata staff again excelled in supporting the ever growing IT demands of the three authorities.

Best Regards

L.W. Whitlock

Strata Service Team Report

Infrastructure & Support Team – *Adrian Smith*



Skype continued to be our major focus in April with the roll out into TDC well underway. Work to upgrade the legacy Exeter City Council network has begun with all but one network cabinet now replaced and the first set of the new switches installed. We are now engaged in supporting ECC's agile working transformation and are currently in the process of procuring the first phase hardware. We're currently assessing the impact this programme may have on Strata resources.

Major Projects

Skype for business

Progress has been smooth so far at TDC and the schedule of key events is starting to form. We anticipate the migration to be in full swing from the 20th May, though we have to accept that the European Election on the 23rd May and Half Term the following week may mean the initial weeks of migration will be a little slower than originally anticipated. If all goes to plan, then we can get the vast majority of the authority completed by August 19 which is in line with the original project schedule.

A pilot has been launched in TDC, with 20 staff now migrated along with the main phone lines into the authority. This pilot has allowed us to identify and resolve a handful of configuration issues unique to the site, test migration and induction processes and give TDC staff a flavour of the system. We have successfully migrated onto the system:

- Business Rates
- Democratic Services
- Business Strategy and Improvement
- Main lines into a new front end menu, using our new Voice
 - 01626 361101 – main number
 - 01626 215000 – RevBens number
 - 0800 731 0323 – Recycling Hotline
 - 0800 328 6402 – Environmental Hotline

All of these services now point to the same place within the Global Communications environment, making the system a lot simpler than it was before. Moving forwards we are able to easily introduce new menu options or change the wording, which previously was a challenge. The 0800 numbers were all reviewed but as these two numbers are heavily advertised, it was impossible to remove them at this time. One 0800 line was removed (the fraud line), that results in a saving of approximately £900 per annum.

The TDC CSC is still on the CallMedia legacy solution, despite migrating the above numbers.

We have also spent some time working at the Exeter office migrating the Bradninch site, however this has not been fully completed due to ECC staff availability.

Activities Undertaken over the last few weeks:

- Changed the Voice of EDDC to the new Google solution, along with revised wording and menu options, as agreed with the authority
- Met with several areas of the business to document their current way of working and how it will look in the new environment
- Migrated most of the Exeter Bradninch office onto Skype for Business
- Migrated the main lines and three pilot teams onto Global Communications at TDC
- Other than the Leisure and Depot areas, we now have an accurate database of staff names, job titles and phone numbers for TDC
- Resolved multiple issues relating to TDCs deployment, as picked up during our pilot migrations
- Spent time learning CallMedia at TDC, and have a successful migration path onto Global Communications, which has been tested in the migration of the Business Rates team
- Testing new functionality of A365 that will be of benefit of the larger teams using the system, functionality is due to be rolled out in May
- Implemented new method for managing call forwarding in A365 – it's now much easier to manage meetings. This needs to be documented and circulated initially to Strata and then to relevant parties
- We have rolled out our own in-house developed innovative application, 'Signpost for A365', to a test group in EDDC with very positive results. The application will be going to ECC CSC next for testing
- Continuing to review the unnecessary Centrex lines at Exeter, no more lines have ceased but we have multiple lines that are pending a cease. Regarding the numbers nobody was aware of, we have implemented a temporary bar on them to see if any services are impacted. So far only one number has had to be restored.

Continuing work:

ECC:

- Reception fit out with Skype devices – delayed due to Annual Billing
- A number of physical handsets will be deployed around Civic in case of a Global Desktop outage.
- RAMM and Bradninch Skype migration
- TIC Skype migration – queries raised with VMB over strange setup with TICs numbering
- Belle Isle telephony – totally separate system but Belle Isle is currently working on a very old phone system.
- Migration of Lift, Door Entry and Payment line – supplier delay, Strata are chasing
- Migration of Netcall to Skype – working with the 3rd party supplier to achieve this migration
- Change to Multi-Debt setup– call routing now works but reports aren't showing as intended, so we are working with supplier to implement a fix.

TDC:

- Continue to meet each team in authority to understand how they work and recommend new way of working
- Staff demos scheduled for week commencing 13th May – communication waiting to be sent
- Rollout scheduled to be begin w/c 20th May
- Additional discussion needed on Call Recording and Call Reporting, to be scheduled sometime in May

EDDC

- Super-user scheme – train and advise where required
- Review Revenues and Benefits setup with Libby Jarret

Strata:

- Continue to review the costs of the existing landline services
- Review of DR solution and potential redesign
- Additional help needed upgrading a key part of infrastructure and troubleshooting a couple of identified issues
- Review 3rd party support of the telephony environment

Exeter City Council – Agile Working

We have been working closely with ECC on the design of the office for the Environmental Health pilot. Structured cabling has been ordered to facilitate the increased number of desks, and we are now about to place the first orders for new hardware to enable the vision for that team to be less reliant on office space. This will be based around a laptop solution for staff.

Server 2008 Upgrade/Replacement – Work is now ramping on the replacement of these servers, we've currently upgraded 17 Servers, earmarked 56 to be decommissioned and are working on plans for the remaining servers.

SQL 2005/8 Upgrade and replacement – The new SQL environment has been created, with 3 new dedicated servers, a new test server and for the first time a dedicated backup server.

Windows 10 Upgrade for all desktops (Including Global) – No Change - This project has encountered some issues and currently we are awaiting an upgrade to the central anti-virus solution to enable us to continue with the testing and deployment of Windows 10.

Exeter City Council – Entire Network replacement. – The Civic Centre Distribution layer has now been installed.

Exeter City Council – Network Cabinet and Patch Panel Replacement – All but one cabinet in the Civic Centre has now been replaced, with modern more secure vented black cabinets, the final cabinet will be completed in May following further advice and guidance around Asbestos.

Mobile Contract Renewal – We have met with Vodafone and we are awaiting their commercial offerings.

Broadband Estate Evaluation and possible replacement – Ongoing - Work has begun on a full audit of the entire estate, with our main suppliers KCOM, BT, Virgin and Redcentric.

Leased Line & LAN Extension Evaluation – We are now working with several suppliers (Triangle, KCOM, SWComms) to look at best value for our remaining lines, we may well look to move to a new technology to further realise savings, however this will have a knock on effect to the rest of the network.

RFO – Reason for Outages.

Over the last month we have issued 1 x RFO reports where a major incident was declared.

Strata Reason for Outage - Air Conditioning Failure - 4th April 2019

In the past month the telephony has been up 100% of the time, however on the 4th April we experienced the Data Centre issue that prevented some authority staff from logging on. With this in mind we have seen 99.52% up time of the Global Desktop in April.

Security and compliance Team – Robin Barlow

The security position remains at a **high level** of alert with continuing threats, which mostly come through the email systems. The Emotet email campaign is currently in the press, which is one that Strata have been tackling for a while and sharing techniques with the wider community, in particular CiSP. Part of our protection is to remove unknown web links from emails. The team can create exceptions for many of these if there is a business requirement to do so.



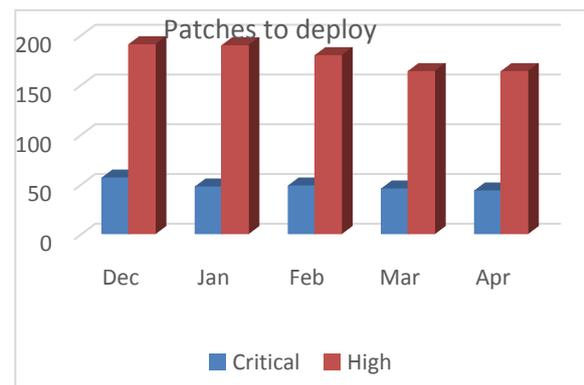
There is also a significant threat campaign against all UK government organisations in support of Julian Assange from the notorious hacking group 'Anonymous'. This has resulted in attacks to a number of councils, with Dartmoor National Park having had its internal data copied and posted on a web forum. Strata are monitoring for unusual activity however none have been seen beyond the normal ongoing attacks.

We are also monitoring the hackers preferred web exposing area 'pastebin' for any links to the three councils.

In part to provide better (and more precise) threat email protection, Strata are now moving to the proof of concept stage for a replacement email filtering system. If this proof of concept is successful with the Strata emails (June), the three councils will be migrated in phases with the aim to be completed by the end of September 19. This will have some changes for email users but also should provide far better individual 'spam' management. Full communications will be arranged in due course.

Security software patching (security vulnerability fixes)

Software patching is a key activity to prevent security threats from the Strata environment, and is also a key focus for the PSN CoCo. It is quite normal to have a number of patches outstanding as new vulnerabilities are always coming in including the Monthly Microsoft patches. We also take a careful approach to patching as sometimes the impact of the patch can be far greater than the limited benefit of the patch. Many vulnerabilities are rated critical/high in very specific circumstances which would not apply to the Strata systems.



Strata have now appointed a new Infrastructure officer who has patching as a specific responsibility as part of his role.

GDPR / DP Act 2018

DPIAs are continuing to be worked on, including Legal Case Management, Anywhere365 (telephony) and East Devon Housing Repairs. The Data sharing/processing agreements between the Councils and Strata are now progressing with Exeter provided a version, and this month East Devon and Teignbridge will be provided the same. The Strata to Councils agreement will also be provided.

GCSx email now planned for decommission

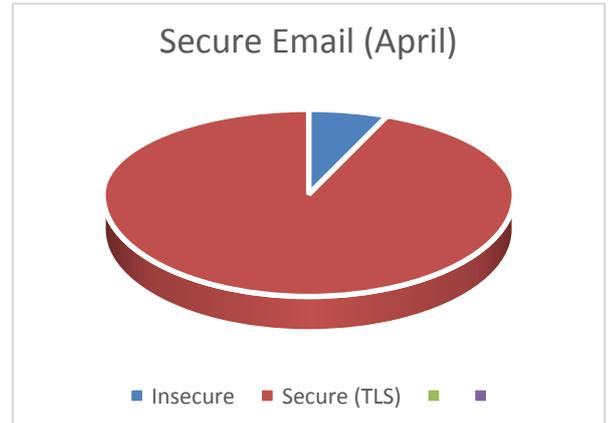
With a big thank you to the three councils, having disabled GCSx email at the end of March, there have been no emergency requests to enable during the month and therefore once the formal decommissioning is completed this project will be considered a success and closed.

The replacement Government Secure email standards still cover 93% of emails sent. Also 95% of the email domains sent to (the bit after the '@') are secure.

The top insecure recipient systems are:

btinternet.com; btopenworld.com; talk21(also a BT system), skinner-construction.com, vanguardinsolvency.co.uk, tobiaborthen.co.uk and Eclipse.co.uk.

BoveyTracey.gov.uk has now become secure.



Business Continuity

Further Strata servers have been mapped to the recovery systems. We are also now planning for a major upgrade of the 'SRM' software that co-ordinates the recovery.

Systems availability

This last period had a range of issues, with cumulative levels similar to other periods (ECC 4, EDDC 5 and TDC 5). Exeter's main issue was again the recurring issue with the Paris payments system which is continuing to be investigated. Neither TDC or EDDC had any particular incidents of note. During this period there was a serious global issue where the two air cooling systems in the primary Strata Data centre failed. This was rapidly responded to by bringing in fans etc. and powering down lower priority systems. This enabled the core systems to continue and provided valuable resolution time to initially get one of the air cooling systems operational again and then soon after the second system. At the same time there was also an electrical trip which resulted in some of the VDI servers failing resulting in some users losing their Global Desktops. A full Reason For Outage has been provided.

Windows Server 2008 and SQL 2008 migration

This project has now been resourced by the appointment of a new Infrastructure Officer from an internal recruitment process.

CyberUK conference

Strata again attended the annual UK government Cyber Security event which this year was in Glasgow and had 2500 attendees. This was a good event to be at getting early briefings on the National Cyber Security Centre plans and we also landed straight into the government controversy over Huawei, some of this being discussed by the 'FiveEyes' group NZ, Australia, Canada, US and UK on the large stage in a round table discussion. MP David Littleton also addressed the conference.

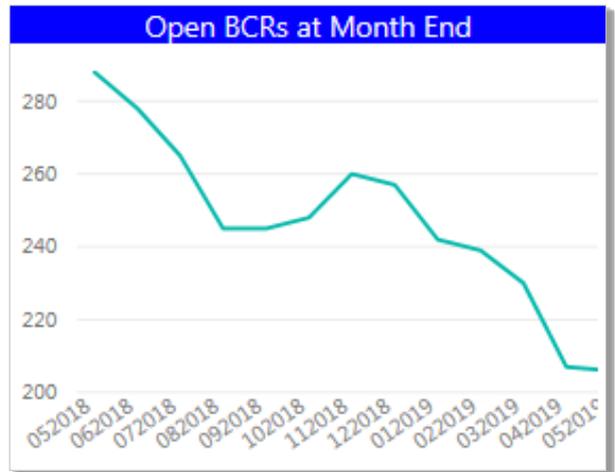
There were some interesting themes:

- The government has now chosen to start naming 'attributing' rogue states where there is good evidence they were behind attacks
- The police would like all larger incidents to be reported to them, with the main message that they would not inform regulators – that was not their job
- The complexity of many of the email (in particular) malicious campaigns and the organisations behind these shows that the cyber-criminal element is now an industry with specific roles for each element
- Retaining of technical 'logs' is now key to the successful analysis of any infection / malicious activity. Strata are already far ahead of many Councils with the Logpoint system recording 150 million log entries per day!



41 BCRs were closed by Strata in April (ECC 10, EDDC 14, TDC 17) A large number are associated with Year End including upgrades to systems and changes to reports or fees and charges. There were also some BCRs of note, including the release of several new Firmstep processes in Exeter including a new Building Control process and a house clearing process which results in significant efficiency savings.

Strata now record the benefits that a customer said a BCR will achieve. These are entered by the customer when the BCR is raised.



The breakdown of the 41 completed BCRs is as follows:

Cashable BCRs Savings/ Year	Efficiency Savings	Income Generation
£200,001	10 hours/ week	£0

The breakdown of the **Cashable Savings** is as follows:

Site	Call Title	Service Area	Customer	Cashable Savings
ECC	2 Way interface developed for new gas Contractor	Housing	Ian Miles	£200,000
TDC	Revs and Bens Year End	Revs and Bens	Adam Pike	£1

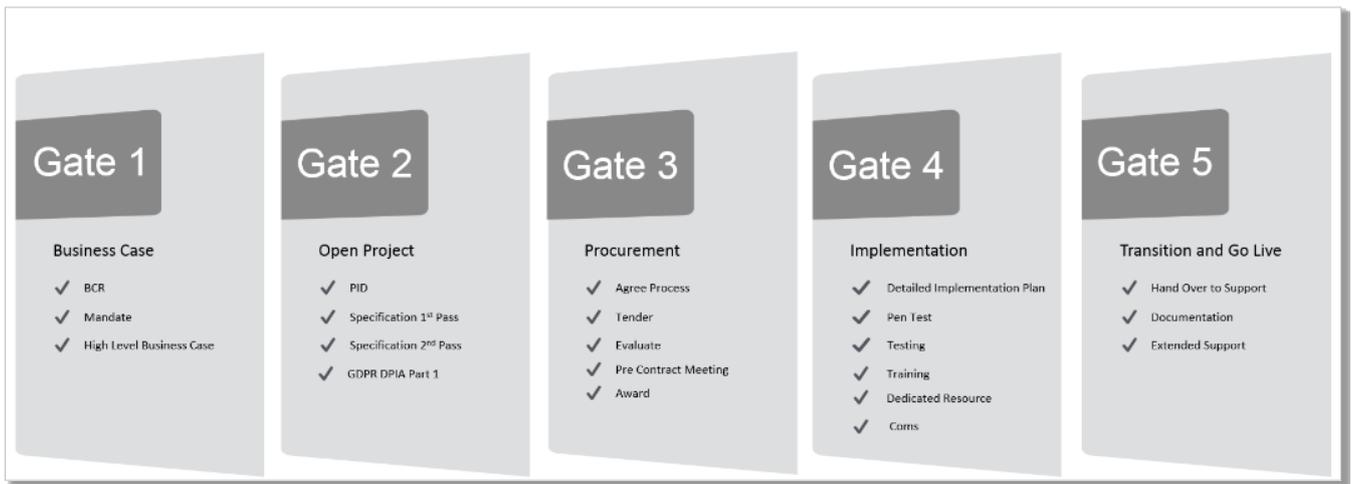
The breakdown of the **Efficiency Savings** is as follows:

Site	Call Title	Service Area	Customer	Efficiency Savings
ECC	House Clearance process in Firmstep	Housing & Environmental Support	Peter Walsh	5 hours/ week
TDC	Improve Wifi in TDC Audit office	Economy & Assets	John Cocker	4 hours/ week
TDC	Revs and Bens Year End	Revs and Bens	Adam Pike	1 hour/ week

EDDC didn't highlight any cashable or efficiency savings in the BCRs they submitted.

Business Systems & Business Intelligence Unit update

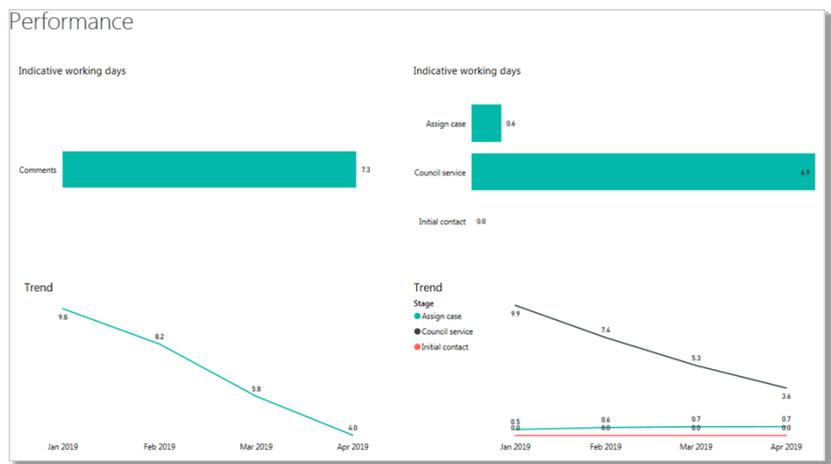
New Project Management Process



The new project management process has now been distributed to the Strata client leads within the 3 authorities for comment. This will then be presented to senior management teams for adoption.

Business Intelligence

The Strata data warehouse continues to expand. In addition to the data from Firmstep, we have recently added data from Uniform in Exeter that has been used to produce a performance dashboard for the planning department. The solution will be scalable across TDC and EDDC as well so in the coming weeks these authorities could benefit from this as well.



The data from Firmstep being added to the Data Warehouse is also expanding, resulting in better information for decision makers.

Major Projects

Firmstep.

These are progressing well in each authority. The project has now begun in earnest in East Devon, with the initial configuration and set up of the platform now complete. Strata have begun transferring forms and processes from the Lagan system into Firmstep, whilst looking for opportunities to improve these. Process Mapping of the critical business processes will start in parallel. In Teignbridge, the platform has handled over 13,000 transactions since October '18, at the same time reducing the effort to deliver these considerably. The final changes to the Single Sign On process have been agreed and these will be implemented by Firmstep during May, prior to extensive UAT. In Exeter several new key processes have been released, including house clearance, which is predicted to save approaching 1 day/ week in effort to deliver this service, by reducing duplication between departments.

HR

Phase 2 of the Exeter project is starting. Staff resource has been made available within the HR department to deliver this, with any technical aspects being supported by Strata. In Teignbridge the project continues to progress with Phase 1 expected prior to the end of December. In East Devon, the Strata team are supporting HR to introduce the iTrent T&A system to replace the legacy system.

Garden Waste

The Garden Waste renewals process was started in April in EDDC. This has been largely smooth, with a few minor issues with the payment system, in what has otherwise been a very successful project. The renewals work is underway in Teignbridge, with testing to begin shortly before the process is launched at the end of July.

Core Maintenance Work

There are a large number of Microsoft technologies which go out of support this year, including one of our key database platforms (SQL Server 2008), as well as Windows 7, and Windows Server 2008. As a result the team are heavily involved in replacing and upgrading these systems, which continues at pace, alongside the usual security patching.



Strata Maintenance Roadmap

4th Feb 2019

2019

2020

Q1

Q2

Q3

Q4

Q1

Q2

SQL Migration

Identification/ Work Allocation

Migration – **BS Lead: Simon Matthews**

● De-Support Deadline – June 2019

Server 2008 Migration

All 2008 Servers must be upgraded by Jan 2020 – **Lead: Paul Bacon**

● De-Support Deadline – Jan 2020

PSN

Ongoing Vulnerability patching to avoid last minute rush during Q4

● PSN Submission Deadline – September 2019

Windows 10 Migration

Repackaging and Testing of AppStacks in Windows 10 Environment: **BS Lead – Martin Ellicott**

● De-Support Deadline – Jan 2020

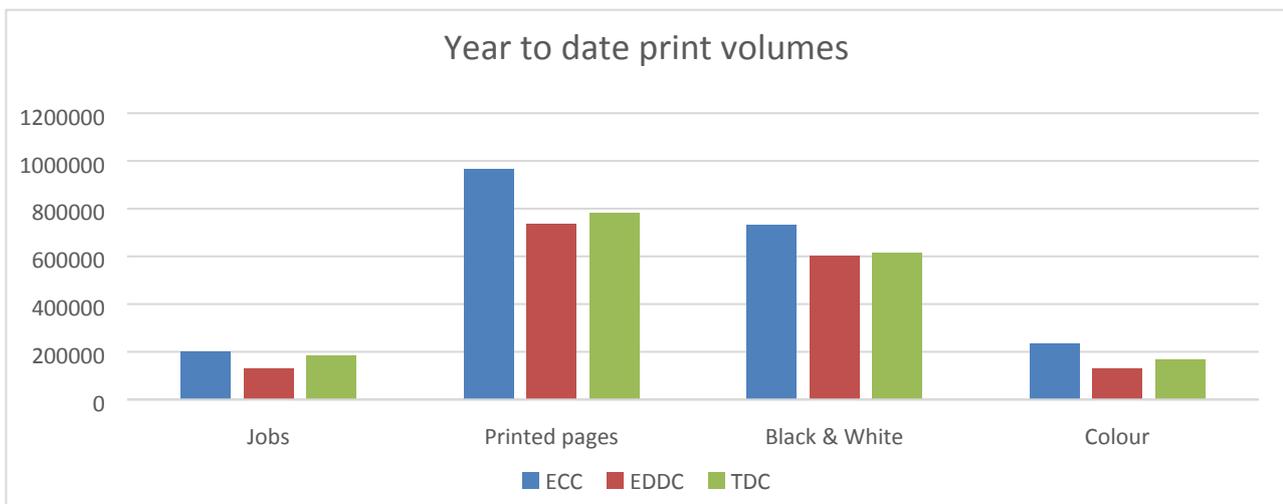


Printers, printing volumes and trends

Year to date (4 months in) the total volume of printing on the MFD and laser printers is **2.5 million prints**, an average of approximately **600,000** pages of printing per month across the three Councils. If the volume of printing continues at this rate until the end of the year the total figure would be circa 7.5 million pages of prints produced. This excludes those produced within the Printroom/Copy centre setups at each Council.

A review of the colour volumes across the three Council has not highlighted any particular individuals' producing high volumes of colour printed material that raise any concerns.

At Teignbridge District Council - Pauline Tribble printed the complete set of 3 types of approximately 16,000 postal vote envelopes using the recently installed envelope printer. Previously this task would have taken more than a week to complete, however the new setup has more than halved the time taken to complete the job. In a year with the possibility of multiple elections this investment in new technology has come at a very good time.



Other Document Centre activity

Other parts of the Document Centre services continue to perform in line with expectations. Along with supporting Elections during this very busy time the Printroom at TDC the Copy Centre in ECC has also been busy, Panacea, ECC newly introduced branding/printing solution maybe highlight the good value available in-house and be pulling in work that was previously outsourced as we have seen strong demand for printing at this location. We will continue to monitor use and see if this trend continues over the next quarter.

Design services

This month we sadly say goodbye to Lauren Howard from the Design team, Lauren joined us as an apprentice Graphic Designer, she successfully graduated from the Plymouth College of Art in 2015 and has subsequently progressed to become a highly skilled and professional Graphic Designer. The galleries, museums and theatres of London have proven too hard to resist and Lauren has decided to make the move north. She goes with our best wishes for the future.

Outstanding work completed during the month includes signage for the Exmouth seafont.



Strata Key Performance Indicators

Over the last eight months, Strata have developed a set of Performance Indicators using the PowerBI toolset. These indicators give excellent insight into the operation of the Strata business and enables us to far more accurately view demand channels and to better manage resource levels.

The set of graphics over the following pages show the following measures:

- Business Change Requests
- Incidents
- Service Requests
- Problems

Performance in all areas is good, and the Devon Audit Partnership are impressed with the level of reporting that Strata now offers all users via the Strata portal.

Business Change Requests – the change in the process over the last eight months has seen a stabilisation of demand and a focus on real 'value' work. Prioritisation is now in the hands of each authority and now just left to Strata to decide on the priority of a particular request.

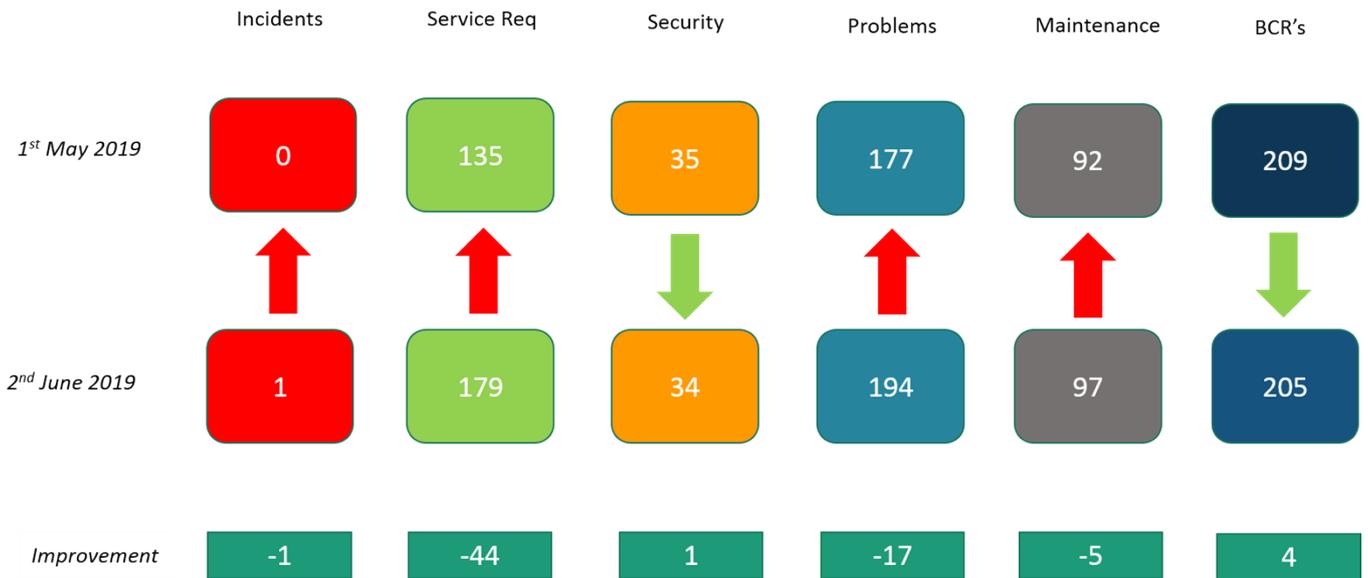
Incidents – these occur when something is broken and a user calls into the service desk asking for assistance in getting them back up and running. Strata now prioritise Incidents as P1, P2 and P3.

- P1 – Multiple sites and multiple user impacted
- P2 – Single site and multiple users impacted
- P3 – Single user impacted

Service Requests – these are requests for new services, i.e. new printer / laptop, etc. These are handled by the service desk 1st and 2nd line team.

Problems – these are complex incidents where a workaround has been found, but a resolution to the underlying incident has not been resolved.

High Level Real Time KPI Measures



The above graphic shows the difference in outstanding KPI measures since 1st May 2019. The Service Request queue has increased significantly (increase in 44 requests), along with the Problem queue (17 additional problems). The reason for the increase is down to resource demands made upon the Service Desk and Support team in supporting the two elections held in May 19, as well as the roll out of the Councillor ipads in EDDC and TDC. It is envisaged that now that the two elections are behind us, the Service Request and Problem queues should start to reduce, although the KPI's do not cause Strata or the Board any reason for concern.

Service Desk Performance Indicators Report

The table and graph below shows the total number of Phone Calls coming into the Strata 1st line team during the month of April and is broken down by reporting authority.

The Service Desk team is structured in three tiers: The Service Desk team is structured in three tiers:

Tier	Description
Tier 1	Based in Exeter and handle all incoming Incident calls into Strata. Try to resolve first time
Tier 2	Site based, and deal with day to day site related incidents
Tier 3	Based in Exeter and deal with complex incidents and problems

The table and graph below shows the total number of Phone Calls coming into the Strata 1st line team during the month of May and is broken down by reporting authority.

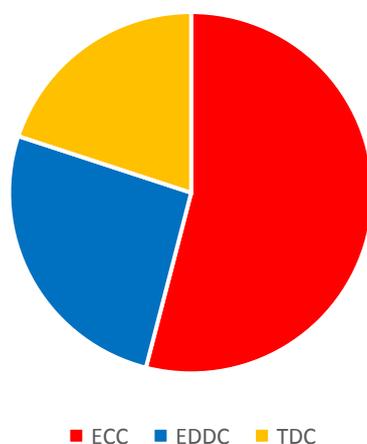
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Tier 3	Based in Exeter and deal with complex incidents and problems

Total Number of 1st Line Phone Calls During Month – May 2019

Site	May 2019 Phone Calls	Percentage
ECC	756	53%
EDDC	365	26%
TDC	279	21%
Total	1400	*Note rounding factor

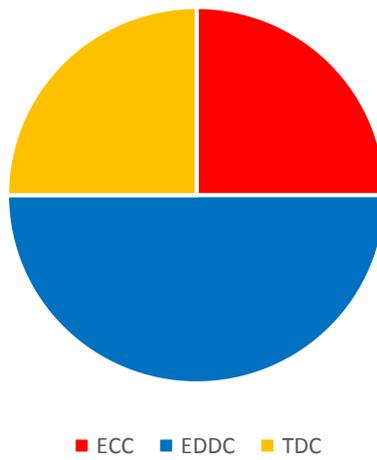
1st Line Phone Calls By Authority - May 2019



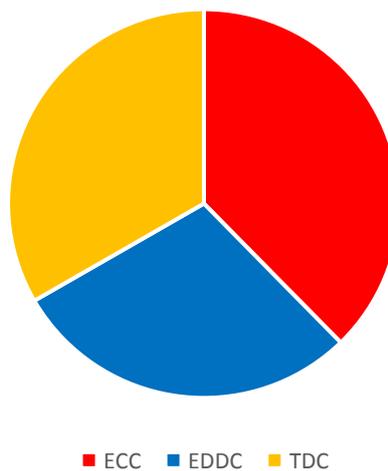
The Out of Hours service continues to remain effective and offers 24/7 support to end users.

Site	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19
ECC	0	5	4	0	0	2	2	2	1	0	3	2
EDDC	0	2	0	5	0	1	0	1	0	1	3	4
TDC	1	1	2	1	4	1	0	3	1	2	2	2
Total	1	8	6	6	4	4	2	6	2	3	8	8

Out of Hours Calls Authority - May 2019



Out of Hours Calls Authority - Jun 2018 until May 2019



Please Note: There have been 58 'Out of Hours' calls into the Strata 24/7 service over the last 12 months.

New Telephony Platform Uptime

With the introduction of the new telephony platform, Strata are now reporting on the uptime of the Skype for Business and Anywhere 365 telephony applications.

Month / Metric	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	
24/7	100%	100%	100%	100%	99.97%	99.86%	100%	100%	99.80%	99.81%	99.86%	99.59%	99.38%	100%	99.72%	100%	100%	100%	100%	99.52%

The below radar diagram shows 24/7 performance over a 18 month period, recent network related issues have impacted on the SLA, but with remedial infrastructure works, it is expected that SLA performance will increase.

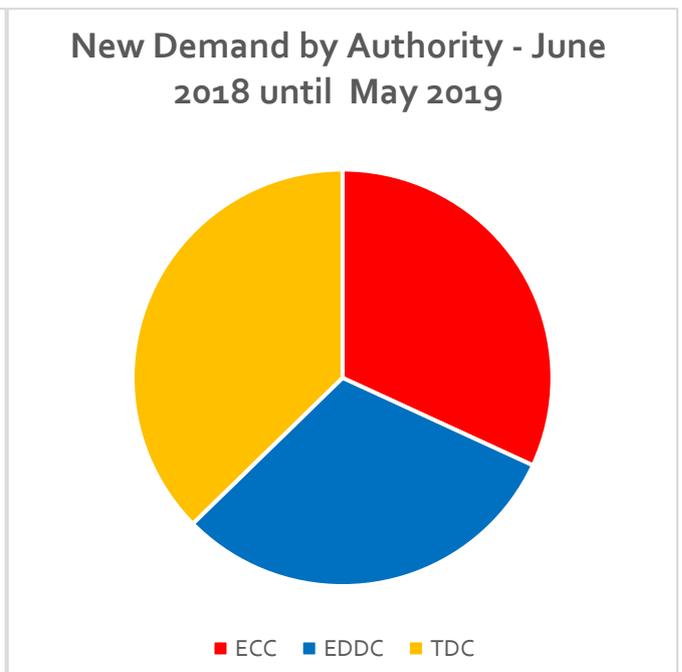
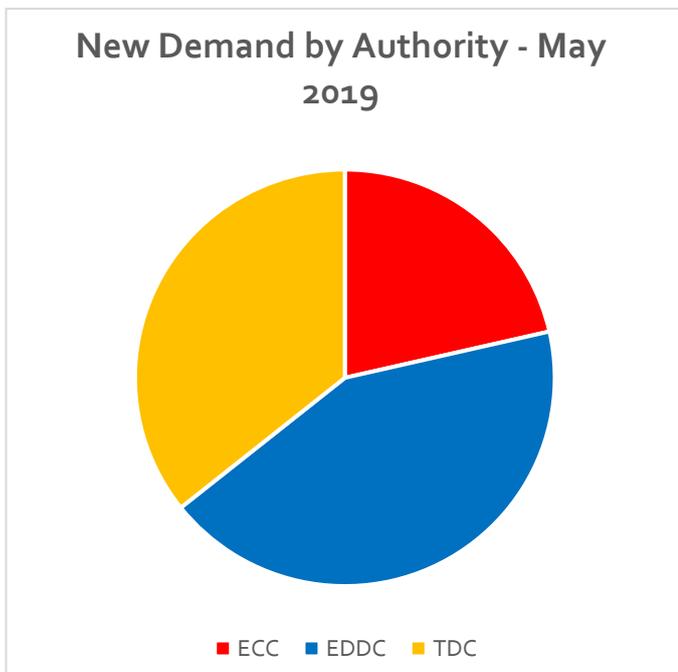
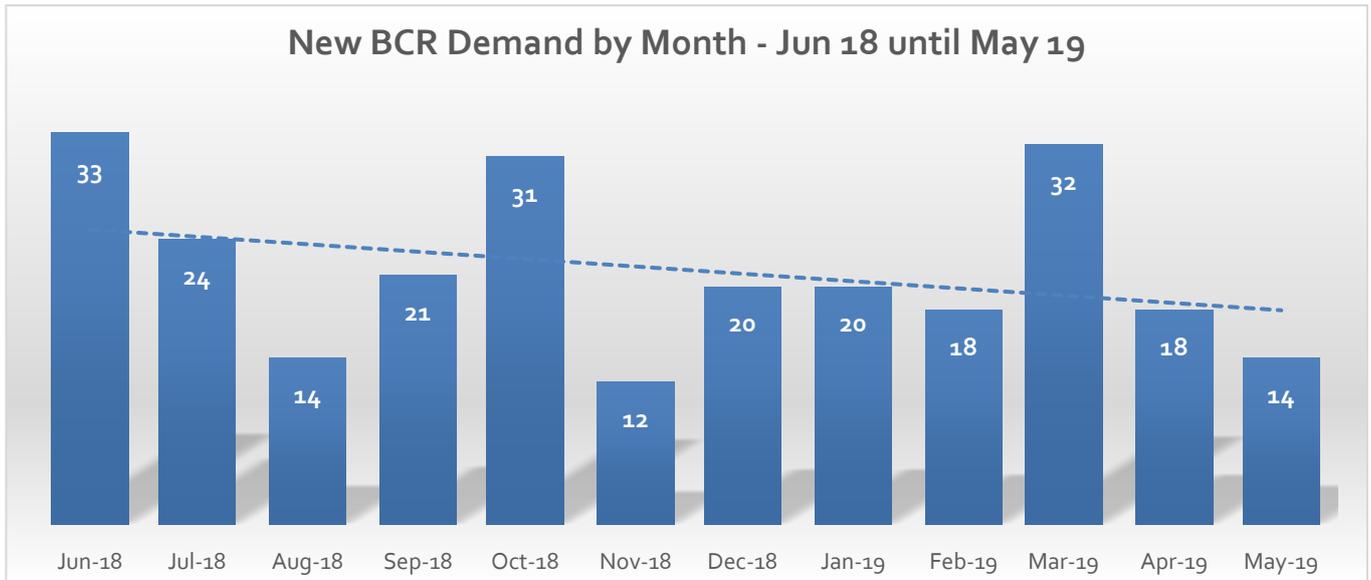


PLEASE NOTE: we have had 99.52% up time for desktop and telephony in hours during April. There have been failures reported on an individual level but nothing reported as system failures.

Business Change Requests Performance Indicators Report – May 2019

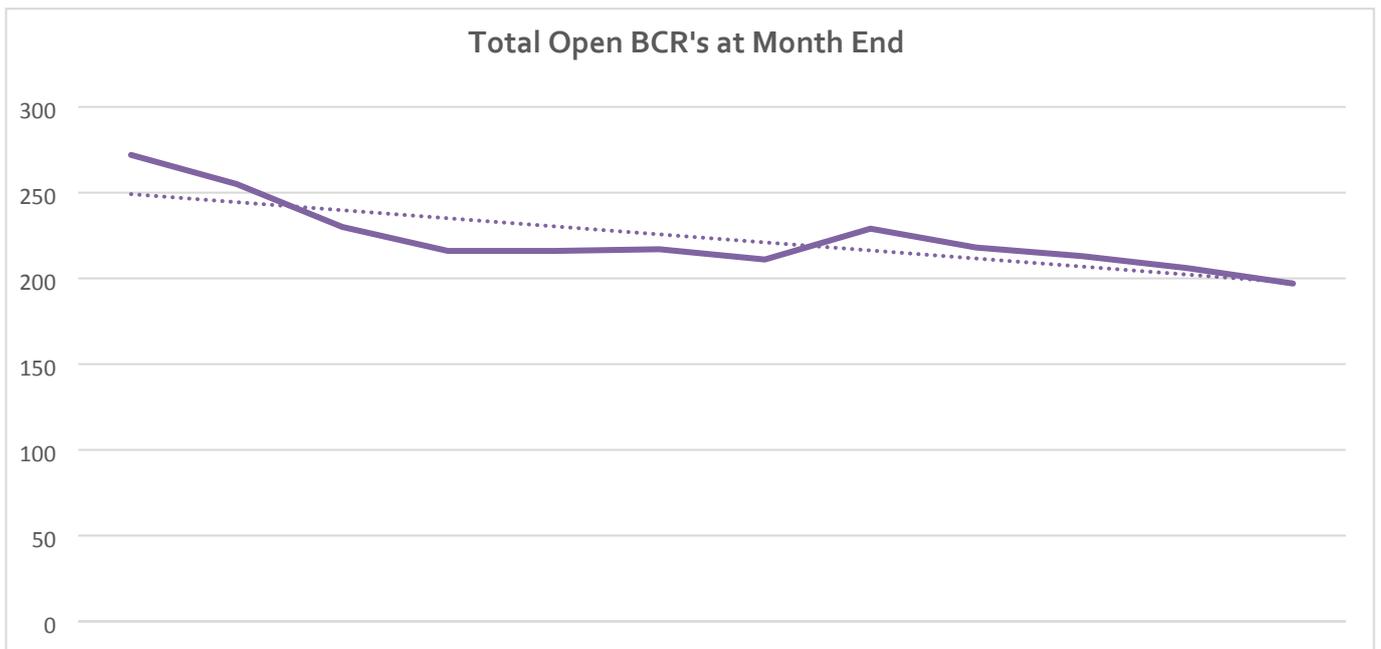
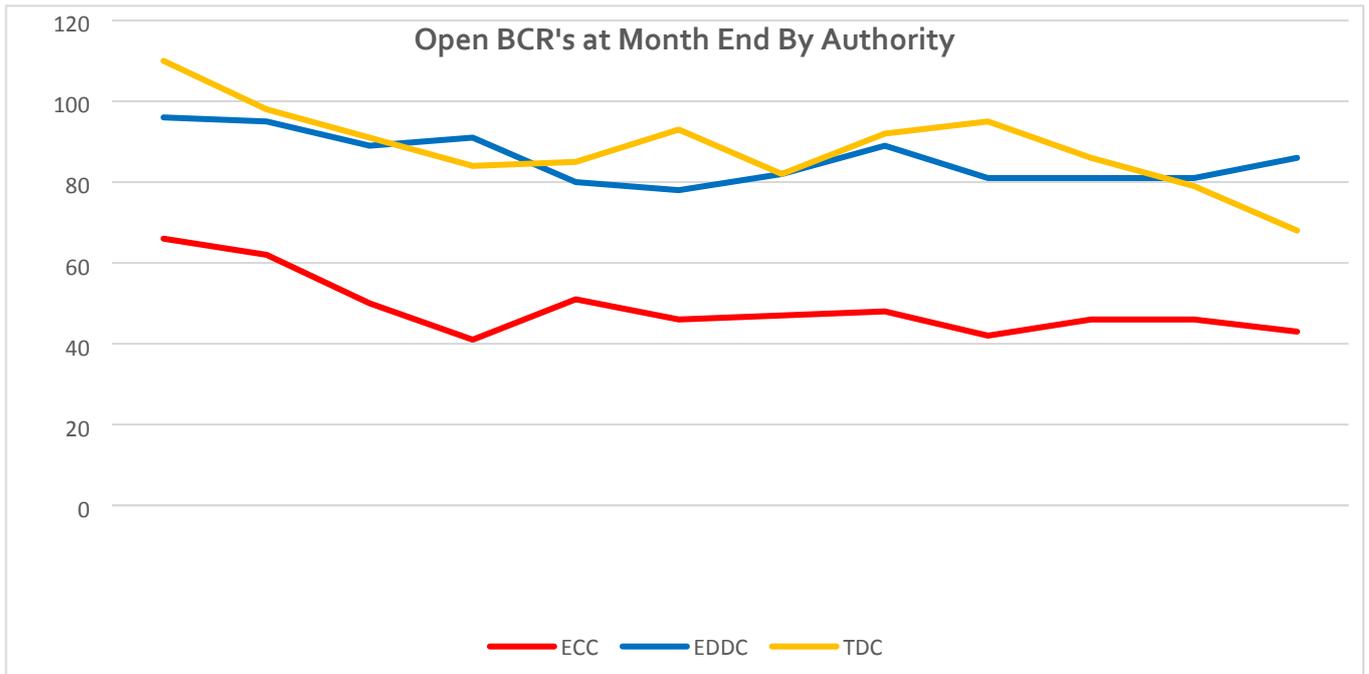
Total New BCR Demand – May 2019

Site	Jun 18	Jul 18	Aug 18	Sept 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19
ECC	12	7	2	6	17	3	10	3	6	9	4	3
EDDC	5	10	7	10	1	3	7	8	6	7	9	6
TDC	16	7	5	5	13	6	3	9	6	16	5	5
Total	33	24	14	21	31	12	20	20	18	32	18	14



Individual Number of Open BCR's – May 2019

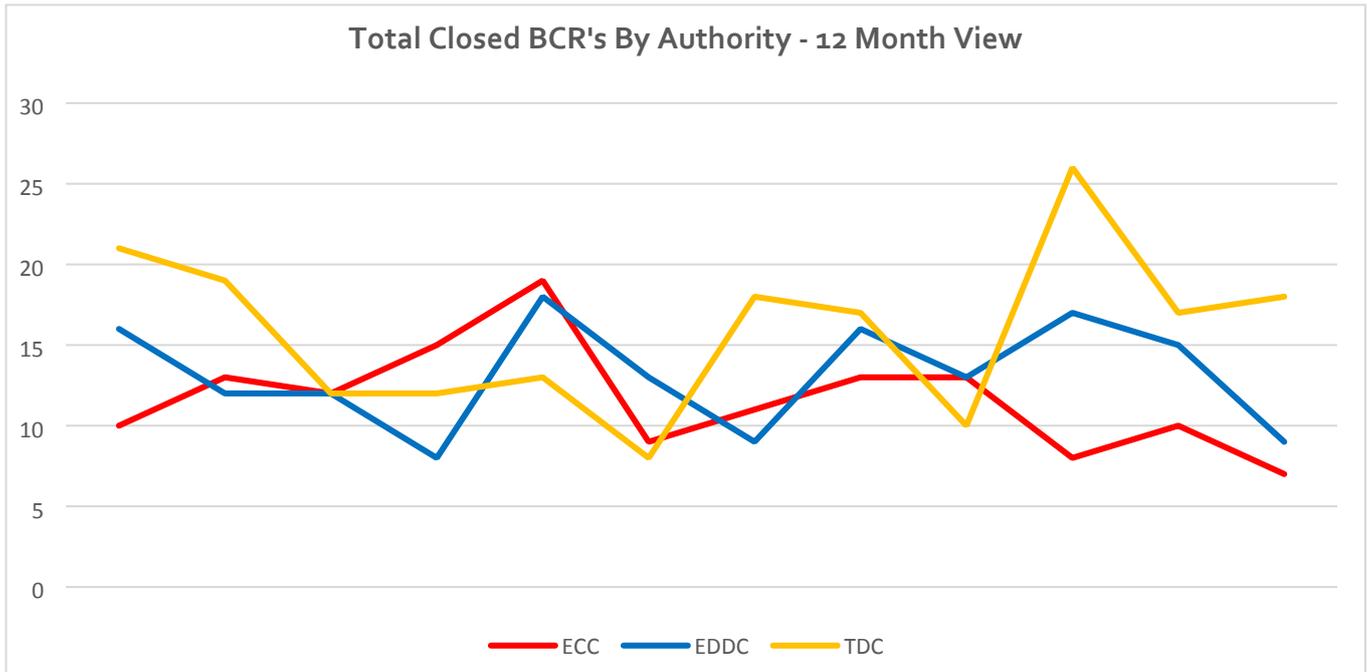
Site	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19
ECC	66	62	50	41	51	46	47	48	42	46	46	43
EDDC	96	95	89	91	80	78	82	89	81	81	81	86
TDC	110	98	91	84	85	93	82	92	95	86	79	68
Total	272	255	230	216	216	217	211	229	218	213	206	197



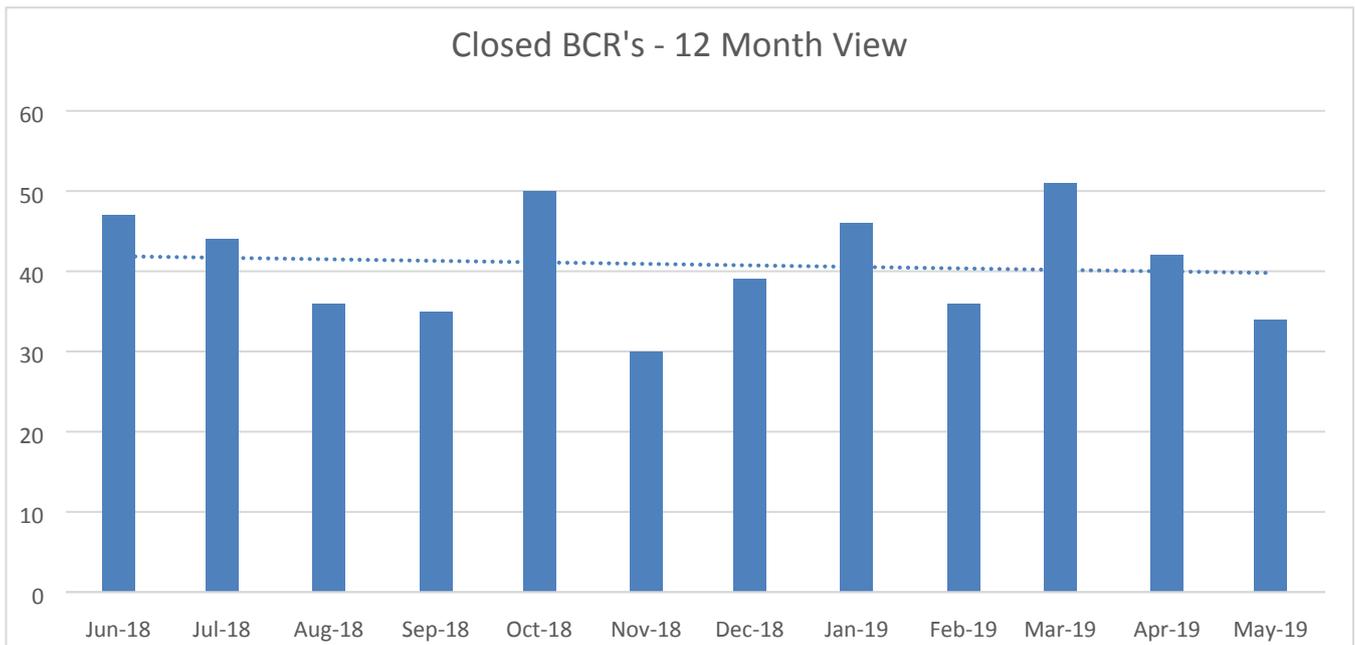
Individual Number of Closed BCR's During Month – May 2019

Site	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19
ECC	10	13	12	15	19	9	11	13	13	8	10	7
EDDC	16	12	12	8	18	13	9	16	13	17	15	9
TDC	21	19	12	12	13	8	18	17	10	26	17	18
Total	47	44	36	35	50	30	39	46	36	51	42	34

Total Number of Closed BCR's During Month (Month on Month) – May 2019



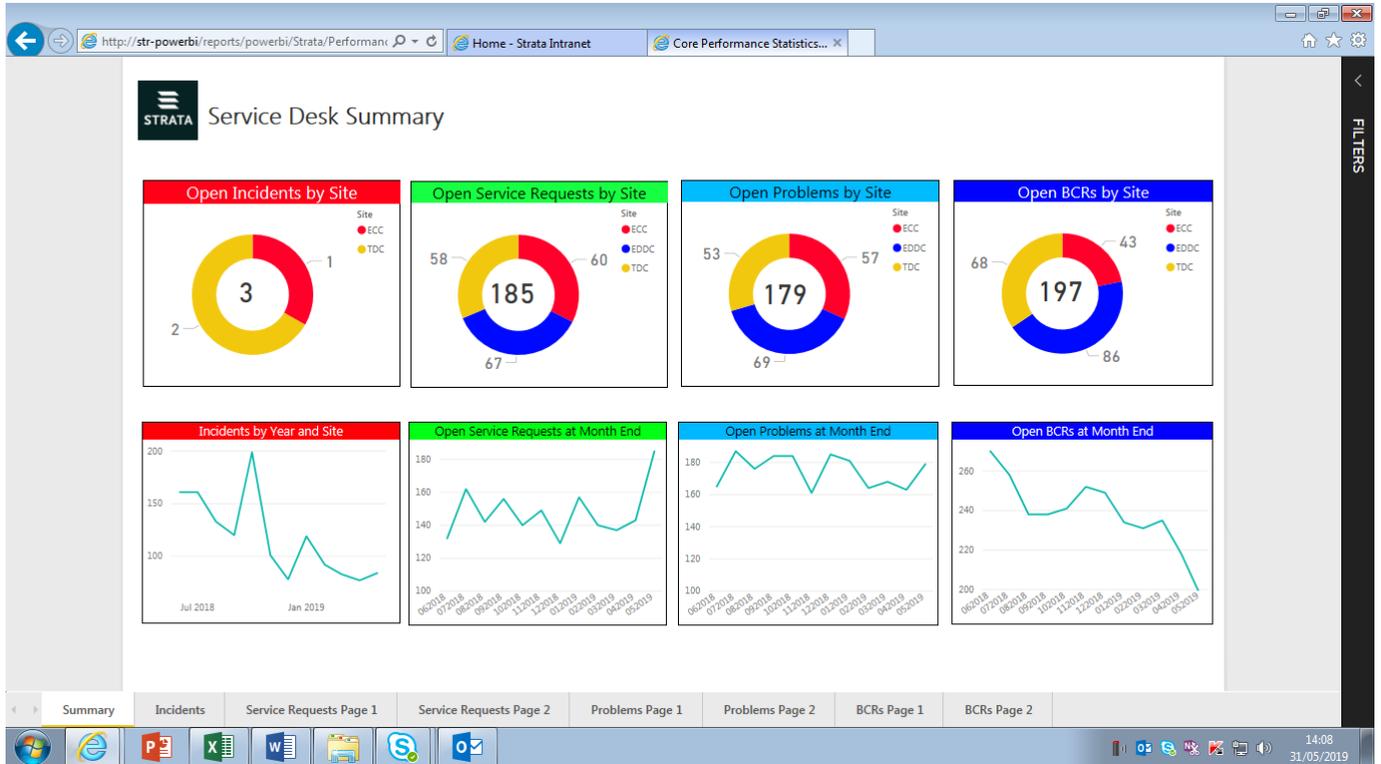
Total Number of Closed BCR's (Month on Month) – May 2019



On Line - Strata Service Performance Indicators

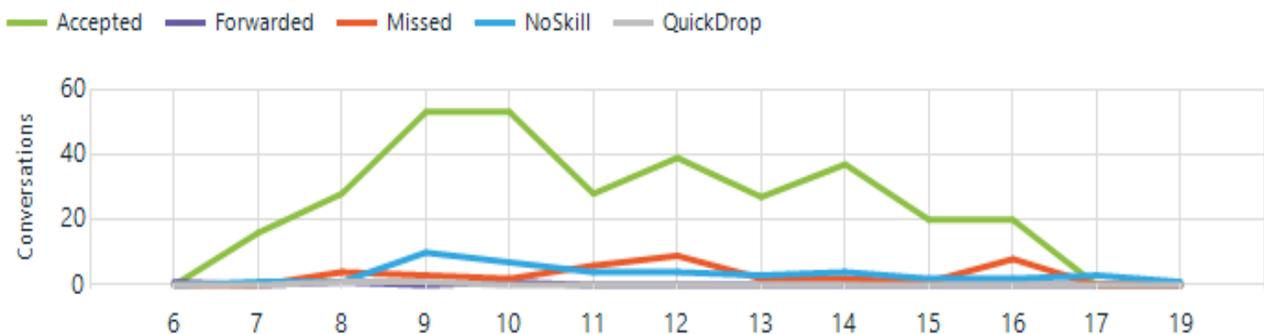
Service Summary – 31st May 2019

The graphic below is a snapshot of Open Incidents, Service Requests, Problems and BCR's as of 31st May 2019.



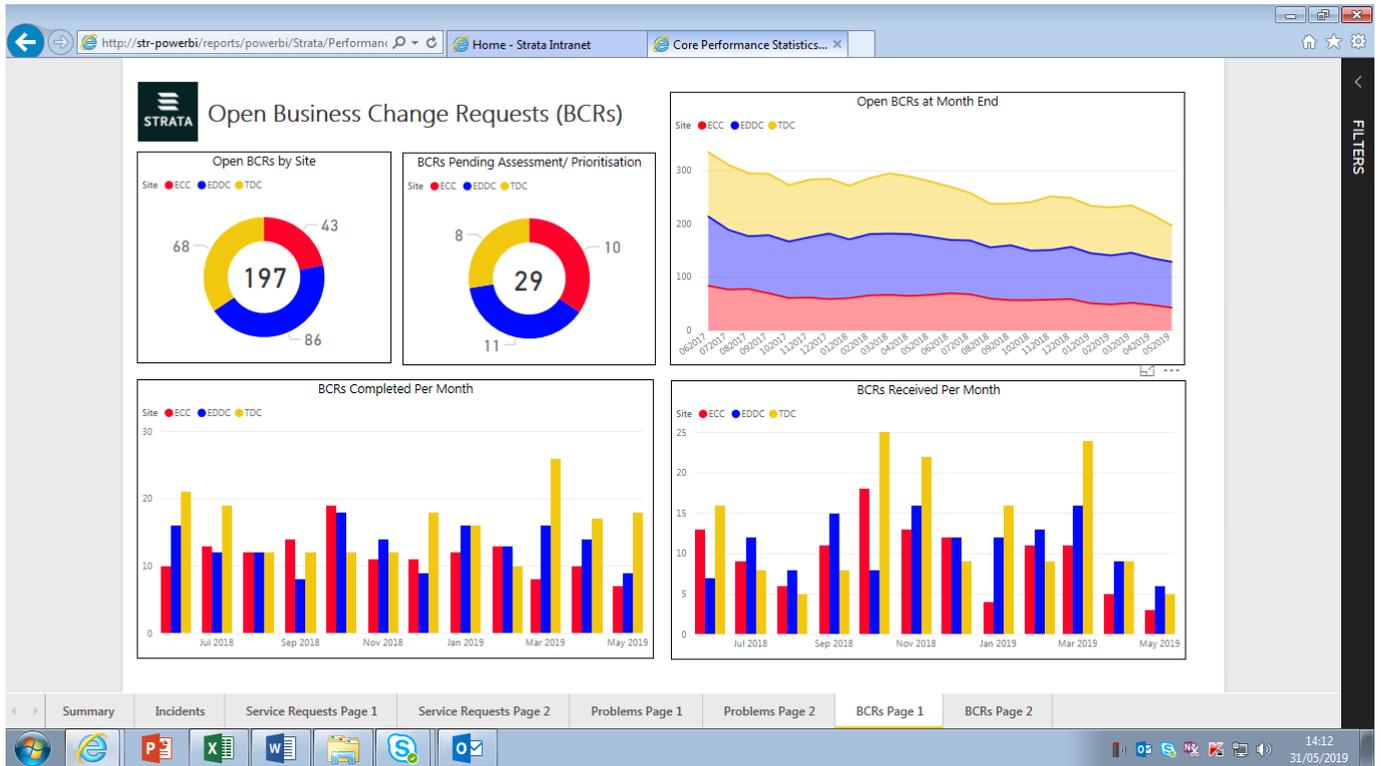
Service Desk – Call Demand (Report time between 27/05/2019 and 03/06/2019)

The graph below shows the service desk demand by time during the week of 27th May until 3rd June 2019. The green lines shows the number of calls being accepted onto the service desk broken into hours by demand. These figures do not include the time of calls into the Strata OOH service.

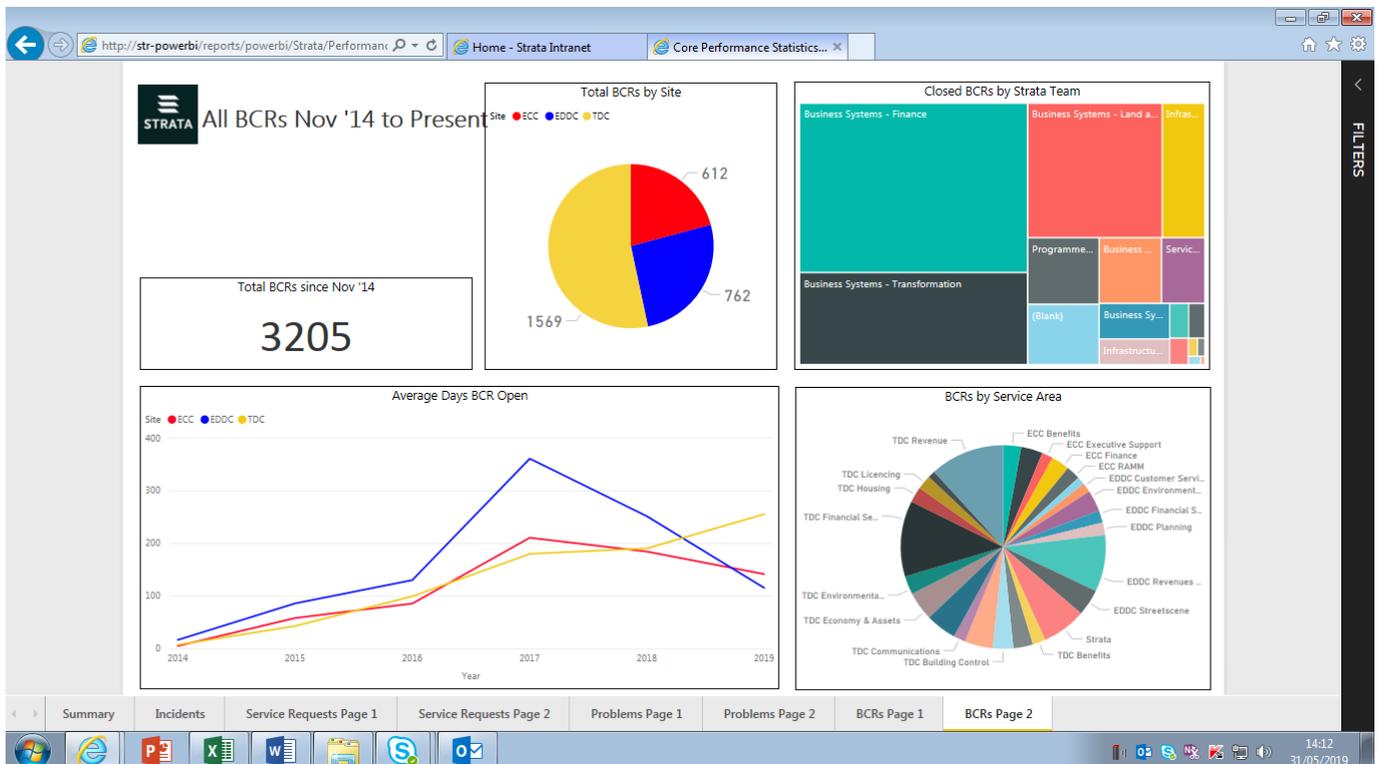


Strata Service Performance Indicators – BCR's (Business Change Requests)

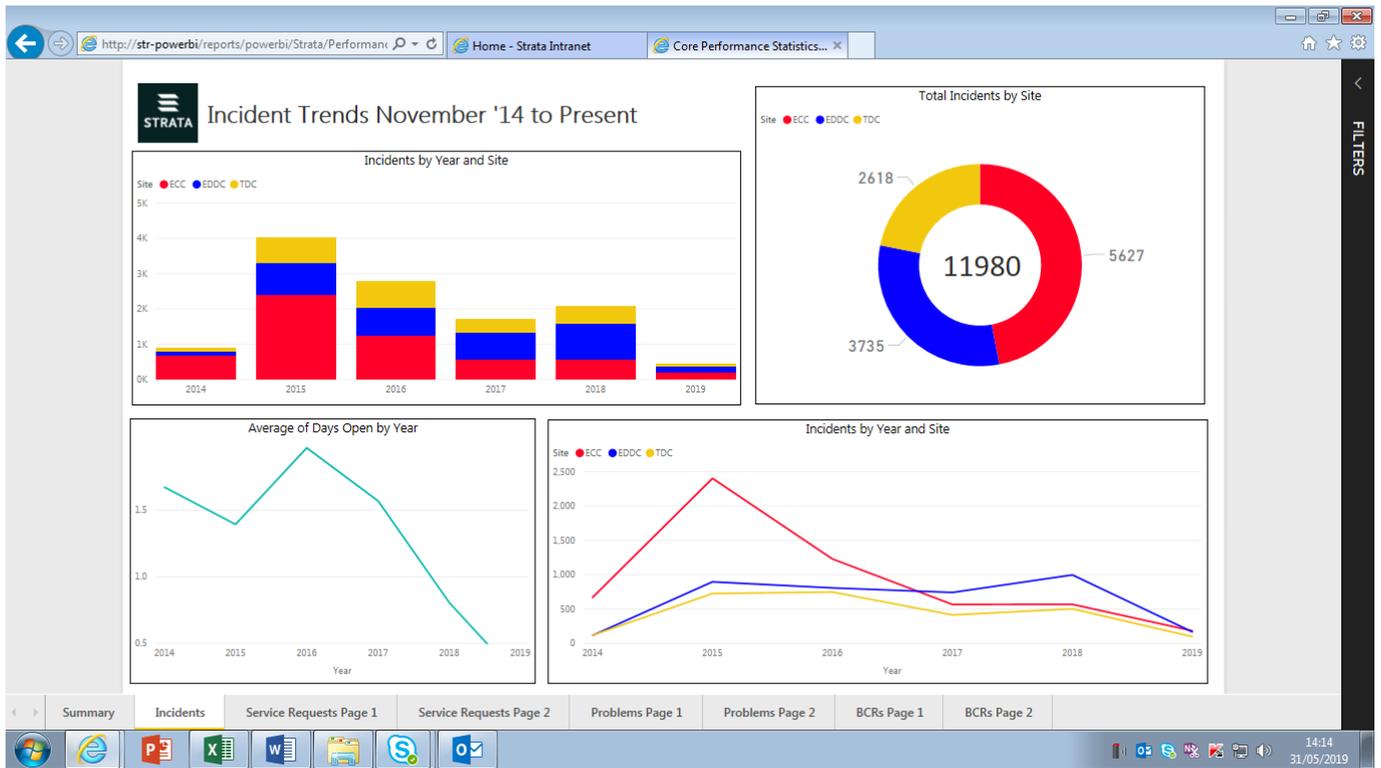
The following graphic shows the BCR queue and demonstrates how the queue has reduced month on month.



The following graphic shows the split of BCR's by authority and by top 20 requesting departments within the three authorities



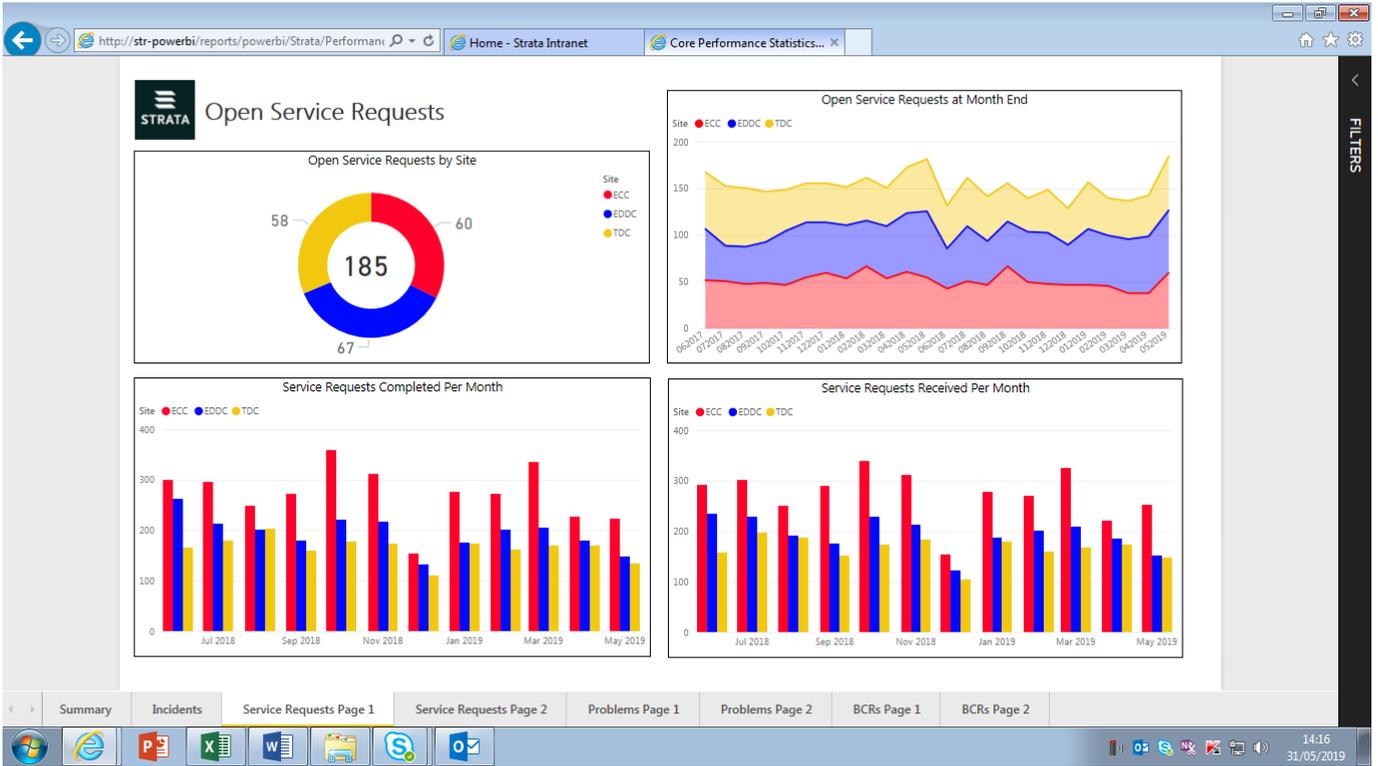
Strata Service Performance Indicators – Incidents



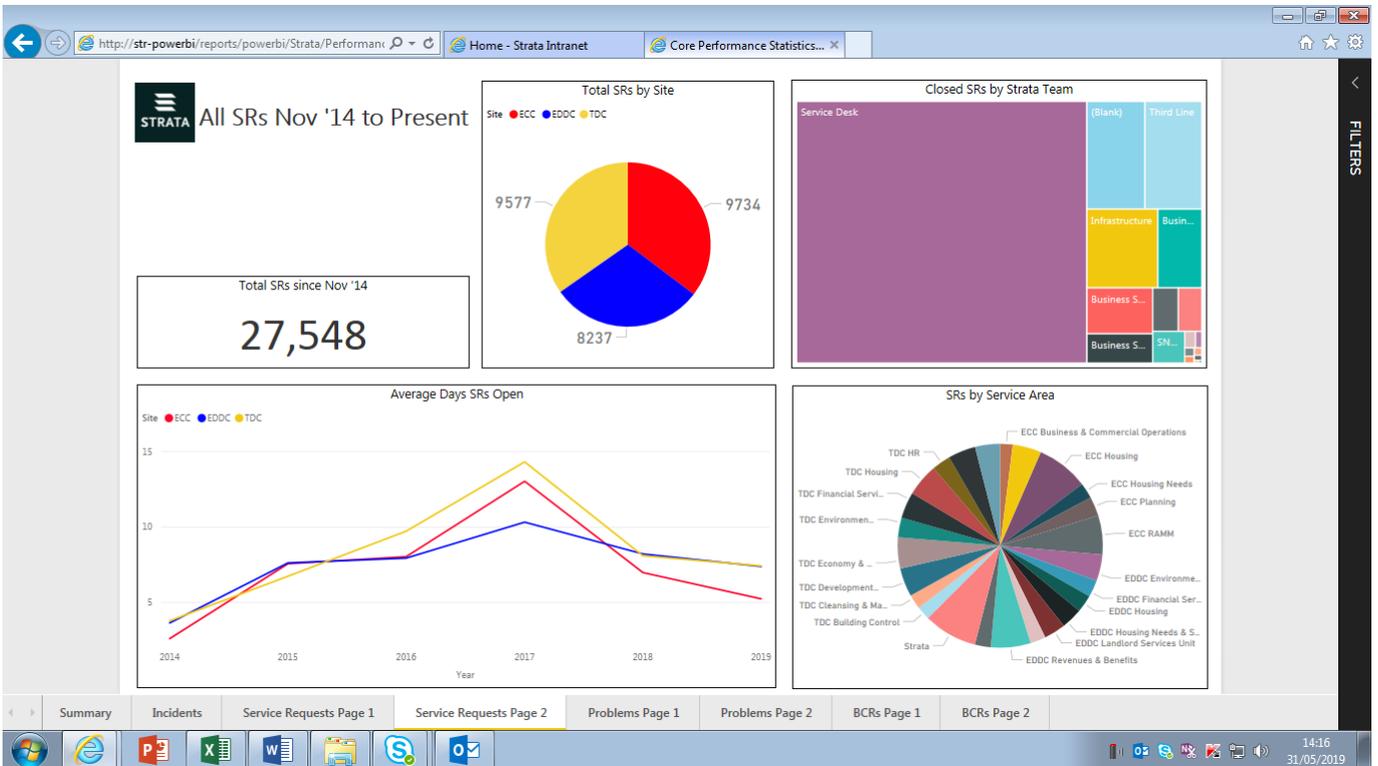
The indicators show a high level of performance in relation to resolving incidents. The work undertaken to change the structure of the Service Desk to have Tier1, Teir 2 and Tier 3 and to consolidate Tier 1 into a single Service Desk operation in Exeter has certainly paid dividends. This has freed up the 2nd line teams to focus on fixing incidents rather than having to manage incoming calls.

Strata Service Performance Indicators – Service Requests

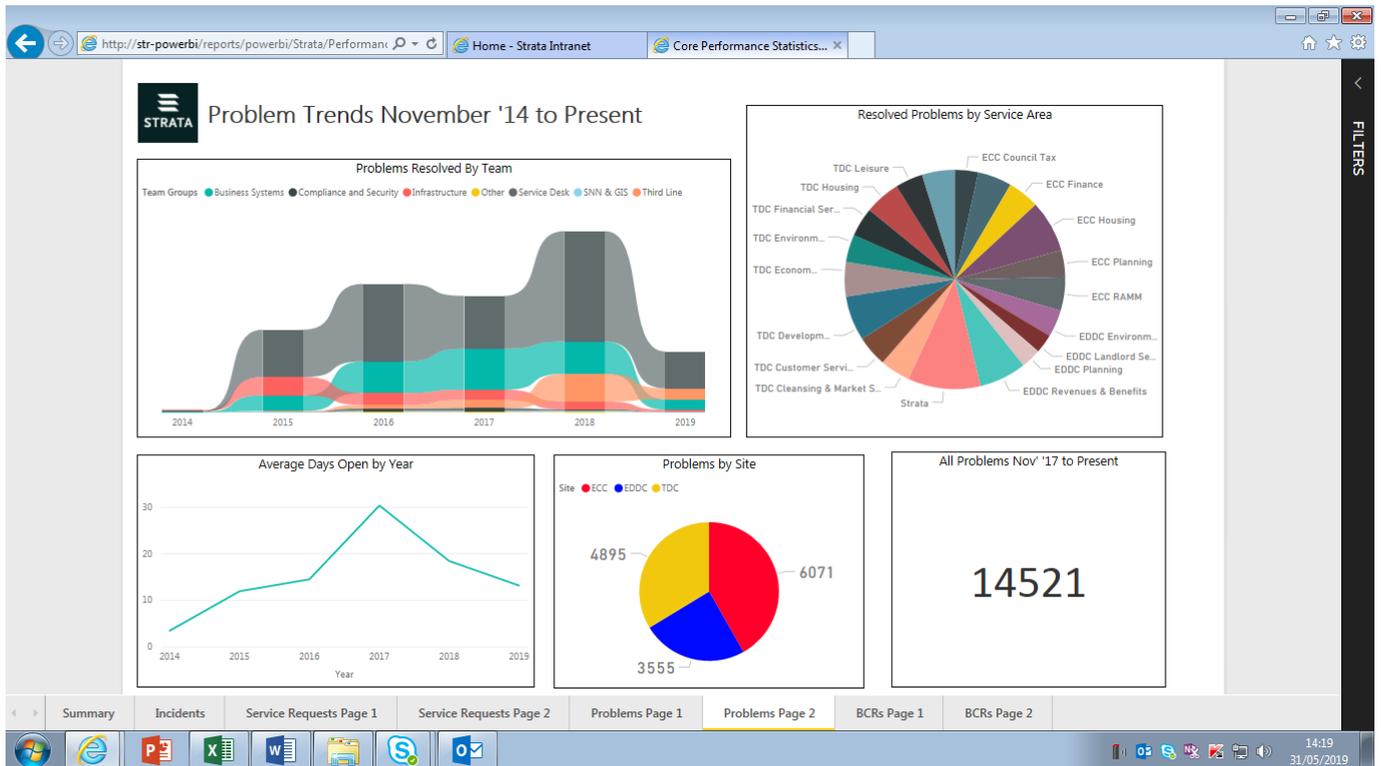
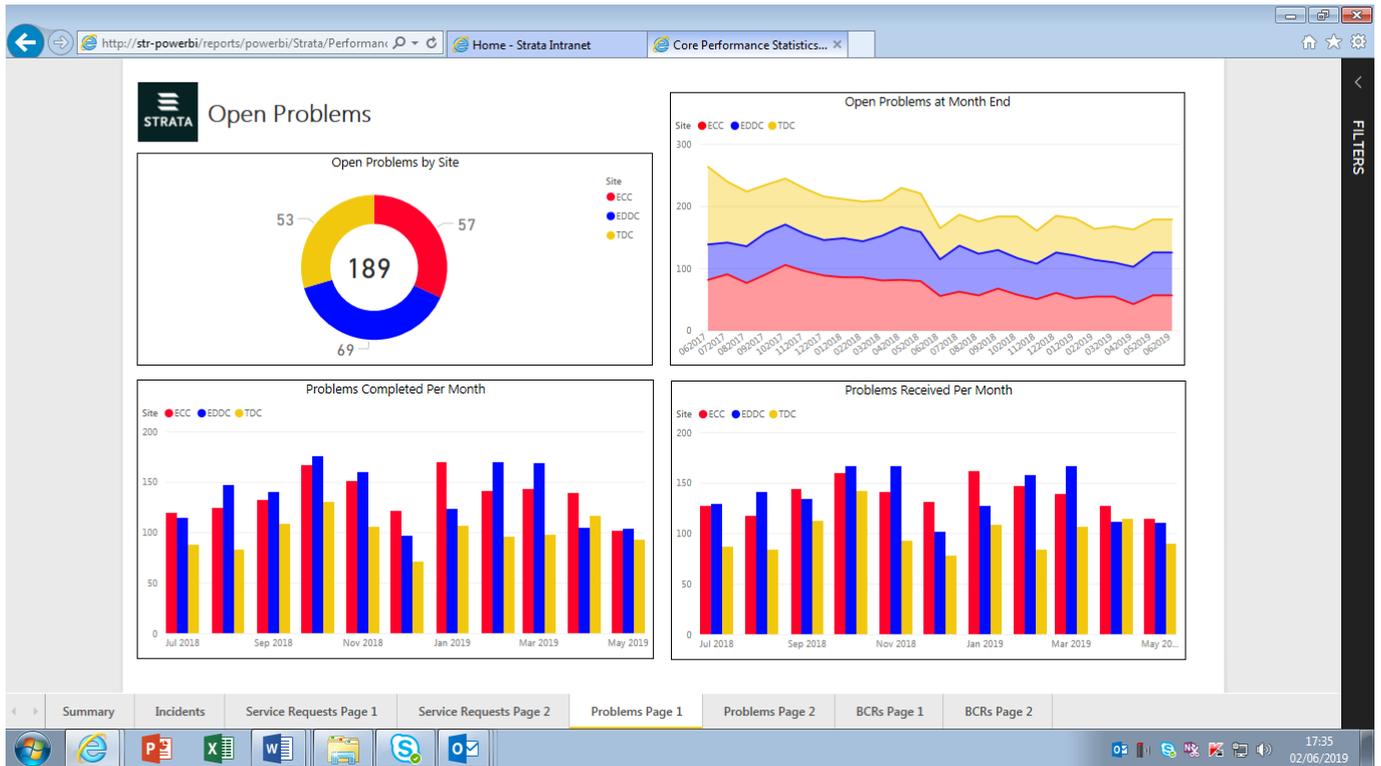
Service Requests are raised when a user requests a new service or item of hardware.



The graphic below shows the number of Service Requests by authority and by top 20 requesting departments across all three authorities.



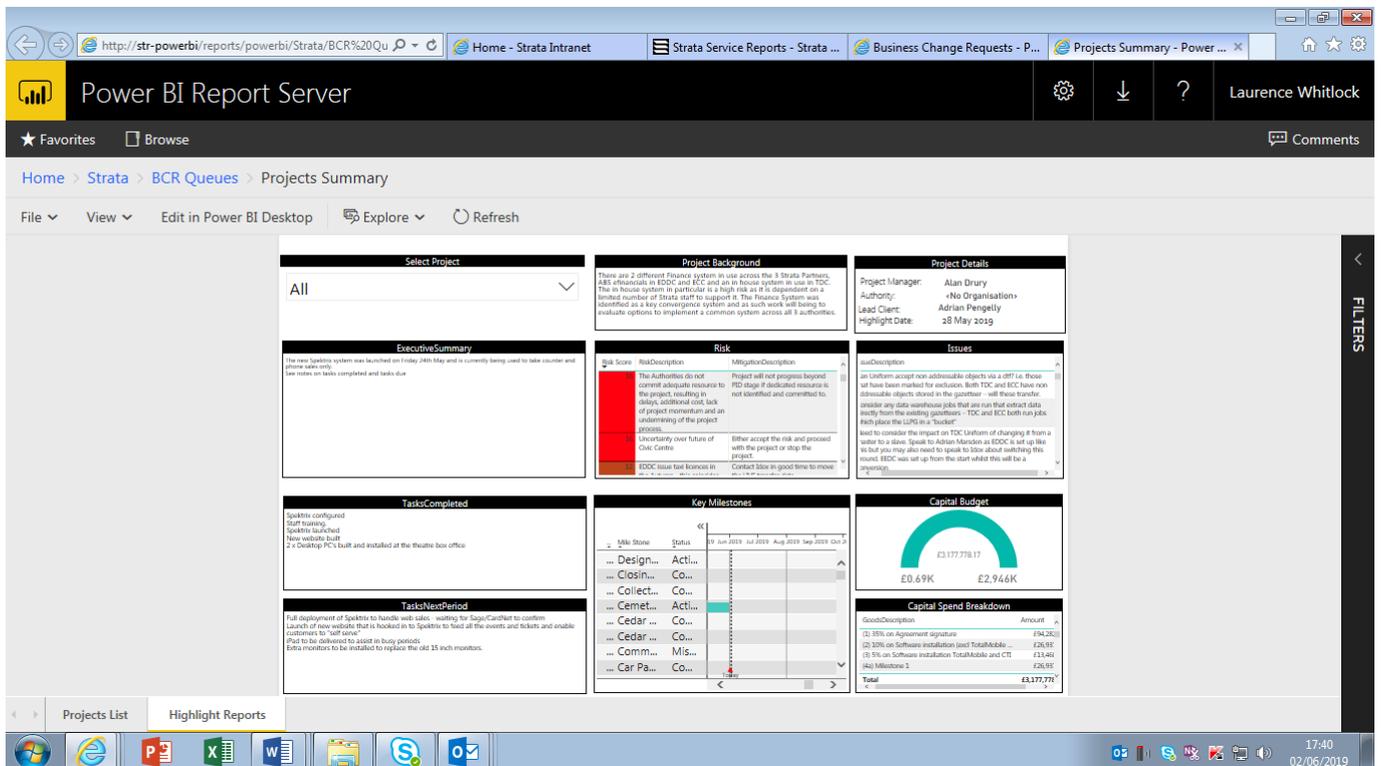
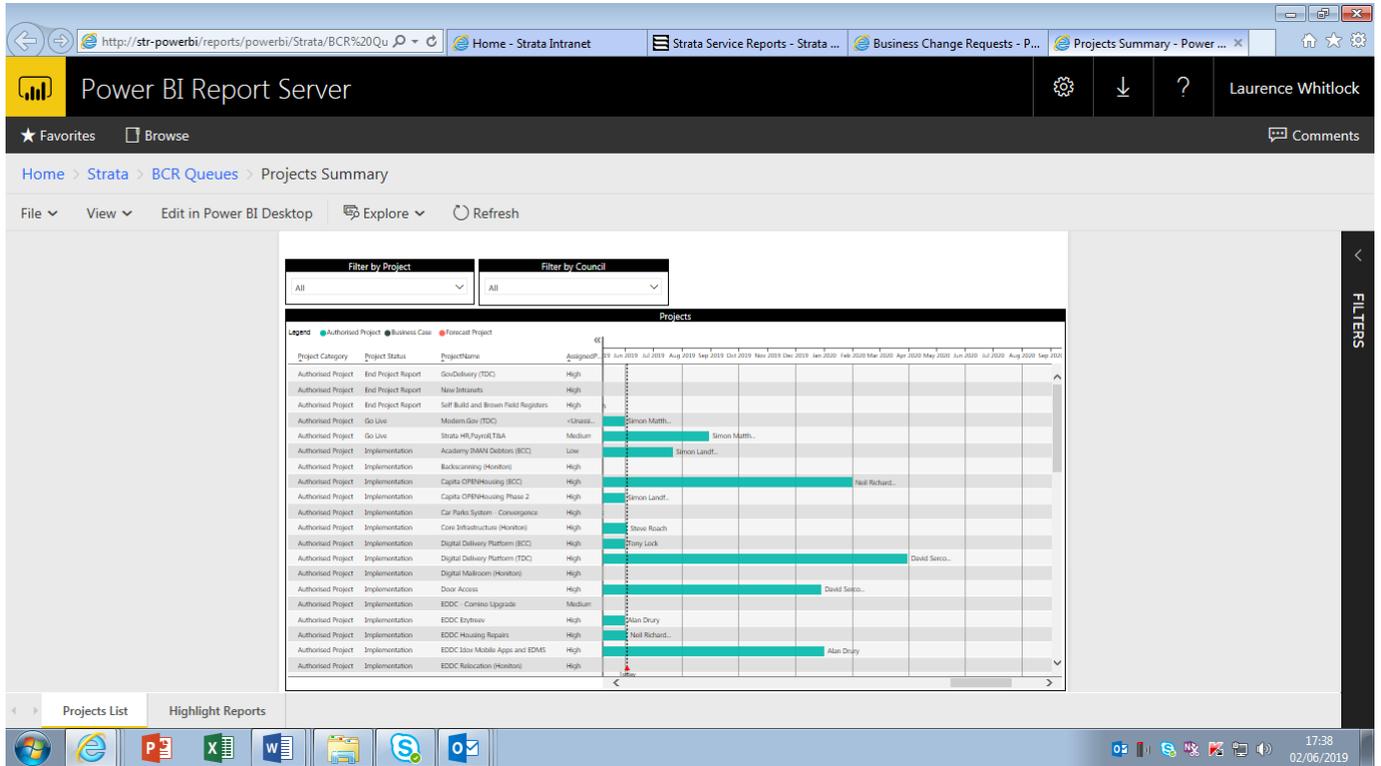
Strata Service Performance Indicators – Problems



Projects Performance Indicators Report – May 2019

As reported last month – all future project reporting will be via the online portal which can be accessed via the Strata Portal

Below is a screen shot of what you will be able to see on Tab 1 (Projects List) and Tab 2 (example Highlight Report) of the online report:

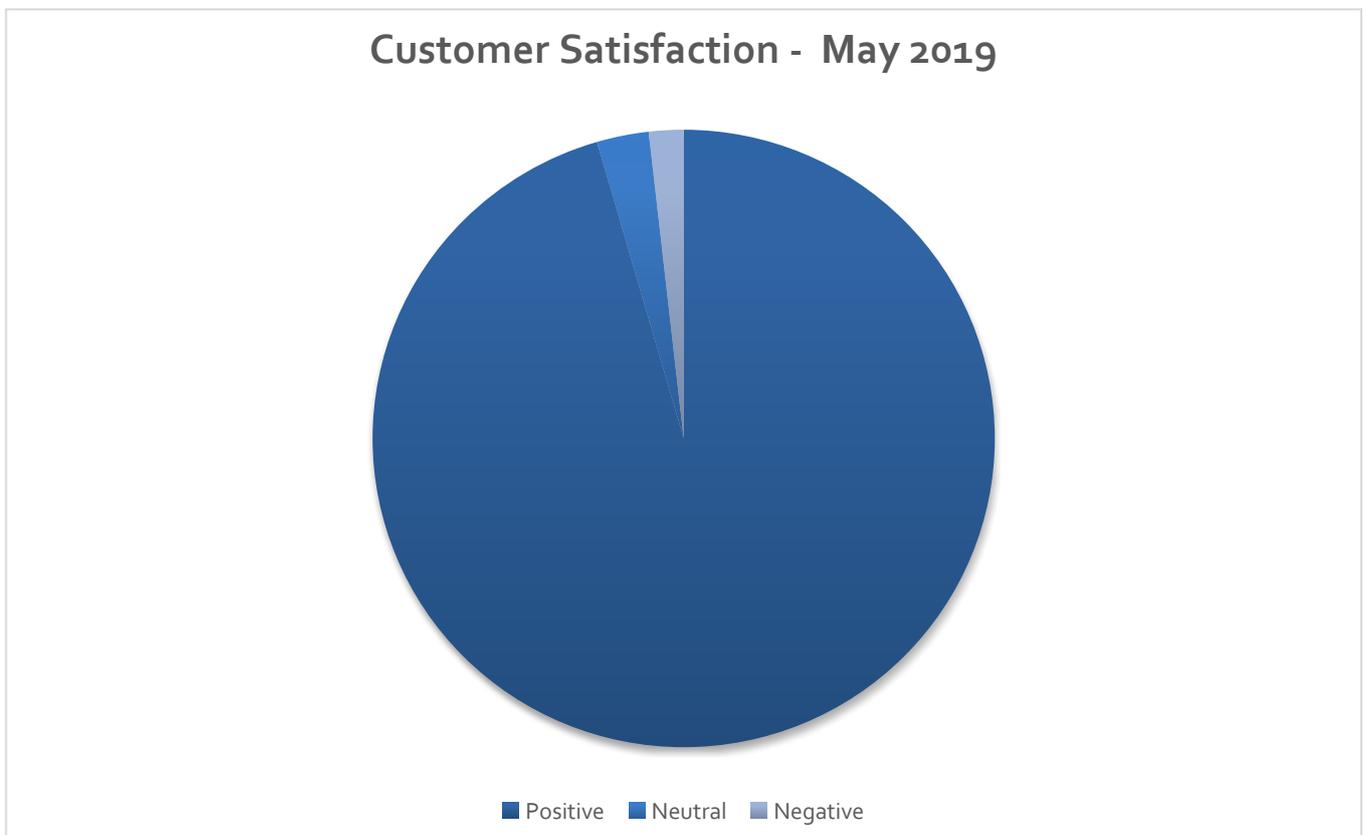


Customer Satisfaction

This measure is available from the Call Logging system by sending a customer satisfaction email when each job logged has been completed. Customers have an option to complete and send responses to closed calls indicating Positive, Neutral or Negative feedback through selection of a corresponding 'smilie'.

In April 2019 we received 333 responses to the customer satisfaction survey, this was made up of 318 positive responses, 9 neutral responses and 6 negative responses. This equates to the following satisfaction percentages:

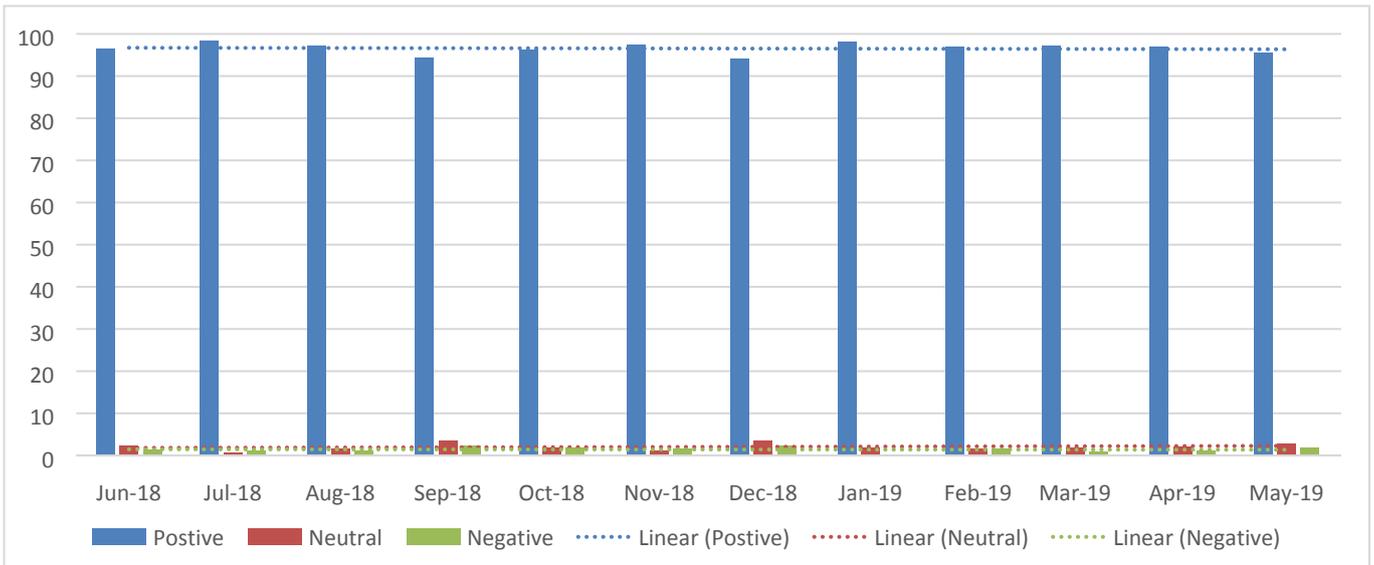
Response Category	Responses Received	Percentage
Positive	318	95.5%
Neutral	9	2.7%
Negative	6	1.8%



Responses are monitored and any neutral or negative replies are followed up to identify areas for improvement or learning points for consideration. Feedback is shared with the Strata teams, to assist with overall service improvement programme.

Month on Month Customer Satisfaction Score – June 2018 until May 2019

	Jun 18	Jul 18	Aug 18	Sept 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19
Positive	96.5%	98.25%	97.21%	94.25%	96.3%	97.4%	94.1%	98.01%	97%	97.1%	96.8%	95.5%
Neutral	2.2%	0.66%	1.67%	3.50%	1.9%	1.1%	3.5%	1.74%	1.5%	1.96%	2.1%	2.7%
Negative	1.3%	1.10%	1.11%	2.25%	1.7%	1.5%	2.4%	0.25%	1.5%	0.96%	1.1%	1.8%



Quantity of Feedback Received

	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19
Feedback Received	453	456	359	400	520	463	255	404	403	414	373	333

