STRATA

Solutions for government

Strata Service Solutions Ltd.

IT Directors & Managers Report

- Joint Scrutiny Committee – 8th Sept 2020
- Joint Executive Committee – 22nd Sept 2020

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Period Covered: 1st May 2020 until 31st July 2020

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

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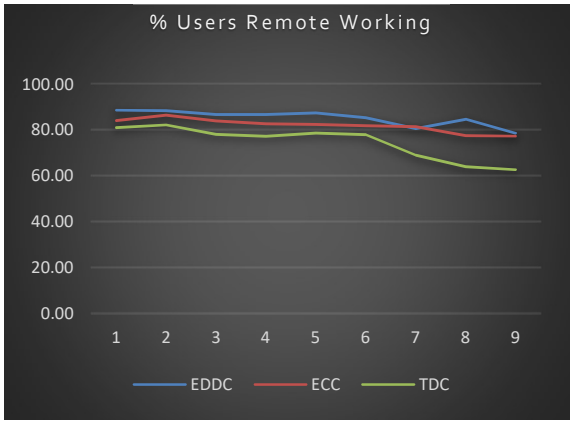
IT Director Summary Report– *Laurence Whitlock*

As we move forward through this Covid19 crisis, Strata are continuing to focus on the ever changing needs of the three authorities. Having an IT environment built with a set of common components across all three authorities, enables us to react quickly to these changes. Systems including the Global Desktop and Global Comms environments have performed very well, and supported the migration from office working to home working for officers.

In July, the annual internal audit of Strata by the Devon Audit Partnership (DAP) was completed and submitted to the Strata board. The report was very encouraging and demonstrates how well Strata is performing and how the processes we have built and the tools we have deployed support the working of the three authorities. In all three themes measured, Strata performed at a Good and still improving level, providing the councils with 'Substantial Assurance' that the IT provision through Strata is 'fit for purpose'.



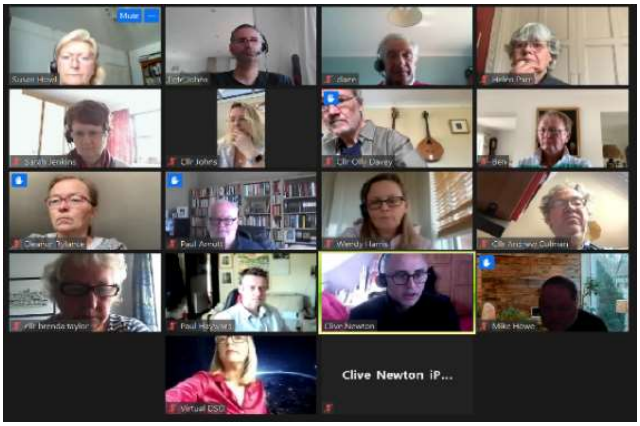
From an operational view point, the last three months has seen a relentless flow of work arriving into Strata. Having an efficient portal is enabling Strata to manage this level of demand. There is now a steady move of authority Global Desktop users back into the office environment. This graph shows that all three authorities are now seeing an increasing percentage of staff working out of a council office. Whilst we predict remote/ homeworking will remain for some time to come, we do foresee more authority staff choosing to return to the office environment, that's unless there is a second Covid19 wave and as a country or a region we move back into lockdown. The Strata service desk have proved highly effective at managing users both in the office and remote working.

The newly procured VDI infrastructure to support Windows 10 and to deliver improved levels of business continuity has now been delivered and installed in the Civic Centre. The existing infrastructure can now be moved from the Civic Centre to the Oakwood Data Centre to provide additional resilience. This is a challenging and technically demanding project, especially as we are having to do it during a time of high IT demand, but good progress has been made.

The move (to remain PSN compliant) to Windows 10 and the implementation of a new antivirus platform (ESET) to replace Kaspersky has proved very complex, and we have experienced some issues with screens freezing and occasionally going blank. We are working closely with 3rd parties to investigate, diagnose and resolve the issue (or issues). With such complex change programmes and despite extensive testing there is unfortunately always a risk of problems occurring, especially when deploying into the 'live' environment. Whilst some users have experienced issues with intermittent freezing of screens, the Global Comms and Global Desktop environment has remained available for 100% of time during July.

In recent weeks, a number of high profile organisations have experienced attempted ransomware attacks (some of which have been successful). Users need to remain extra vigilant and if they receive any suspicious mails or their IT starts behaving in a peculiar way, they should engage the Strata Service Desk as soon as possible in order that we can investigate. In addition, in early September, we are launching Cyber training for end users, which will provide valuable knowledge and insight as to how to protect yourself in the cyber world we all now live in.

At TDC, we are in the process of provisioning their 'Agile' environment, and nearly 100 x Dell laptops are being provided to assist users with flexible / remote working, whilst screens and docking bases are being provisioned in Forde House to offer additional flexibility when staff are working in the office.



We are starting to see a need for the delivery of 'hybrid' council meetings with some councillors being present in a council chamber and some joining meetings remotely. We are working closely with TDC and Public-I on the build of this hybrid solution, and if successful, the solution may be deployed to the ECC and EDDC. However, the existing Zoom based delivery of virtual council meetings is working well, and the technology has been embraced by Officers and Councillors alike.

There is an increasing demand from all three authorities for Microsoft Teams. Strata are working with a 3rd party organisation called Modality to produce a detailed scope of requirements. With any project of this size, it's really important to gather the requirements at the outset, in order that the solution is designed and deployed so as to meet the needs of the three authorities. The initial stage in 'requirements gathering' is a facilitated workshop for each of the authorities, and these are being scheduled in for late September / early October.

The weekly BCR and Project update report is proving very effective, and we have now automated the production and distribution process. We are hopeful that this enables the authorities to have much clearer visibility of project lifecycle, whilst in addition, all providing insight into the work we are delivering across all the authorities.

As Strata become more involved with the Exeter Leisure project, we are now able to understand the early stage requirements and are working to provide ECC with detailed costings. It's fair to say that there's a lot of work to be done to deploy the systems and infrastructure to support the reopening of the leisure centres, but good progress is being made, and Strata and the ECC team are working closely on the project.

Financial performance is strong and tracking in line with 20/21 Business Plan predicted savings and the additional savings Strata proposed to the three authorities in May 2020. The mechanisms that we have put in place to monitor and manage spend are comprehensive, provide excellent visibility of spend trends, and enable each Strata team to view spend on a monthly basis. We also work to drive down renewal costs through pro-active engagement with suppliers. The financial auditors have signed off the 19/20 accounts, showing total savings of £1.073m for the 12 month period.

We have now started work on the Strata Business Plan for 21/22, and a timeline is being created and distributed to the three authorities. The aim is to work closely with the Client Leads and the authorities on this years' plan, to ensure Strata is mapping against the changing IT needs of the three authorities, especially as priorities are changing as a result of Covid. In June we undertook an exercise with the three authorities to review key priorities in terms of IT strategy over the short and medium term and are working to scope the IT solutions to deliver against these priorities.

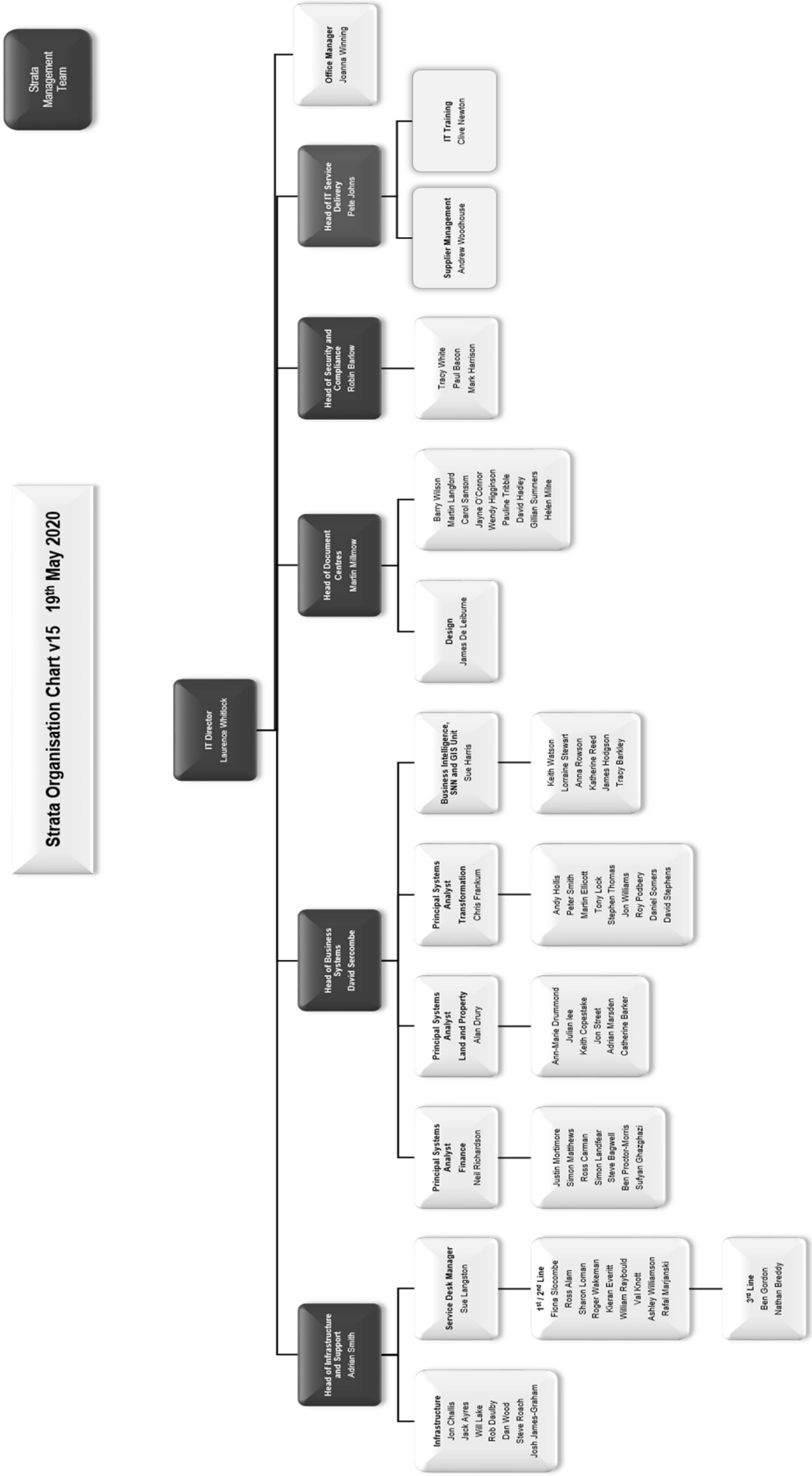
As ever, the Strata team continue to work hard to support the work of the authorities and in particular at this critical time, we are trying to be flexible and responsive in our approach despite high demand.

Best Regards

L.W.Whitlock

Tel: 07583 014926

Strata Organisational Structure (as of 1st July 2020)



Strata Service Team Report

Infrastructure & Support Team – *Adrian Smith*

July has seen some very large IT projects heading in Strata's direction. Exeter City Councils decision to bring Leisure back in house will require significant new infrastructure and licensing, and requirements gathering and design work has now commenced. Progress has been made on Windows 10, and over 30 users are now testing this new desktop environment, however, we have identified issues with the new Antivirus software (ESET) and this combined with the summer holidays has delayed roll out.

We have completed procurement of new hardware for VDI, HPe delivered this in good time and this has now been installed in the Civic Datacentre, and the legacy hardware moved to Oakwood as part of the DR project. The team worked hard over two weekends to complete this work to minimise any disruption to council staff.

Unfortunately during July, we said goodbye to one of our apprentices Rafal Marjanski, but we have been able to offer William Raybould a fixed term contract until the end of the 2020, after the successful competition of his apprenticeship.

Major Projects

Windows 10 upgrade for all desktops (Including Global) – Work continues at pace to deploy Windows 10, we now have 35 users in East Devon undertaking 'User Acceptance testing'. Once they complete the signoff process we'll arrange the migration of the entire department, it is expected we'll start the first full migrations before the end of August. This has been delayed slightly due to staff availability because of annual leave and issue around the new Anti-Virus solution. Currently we have packaged 95% of applications required by East Devon. Once we start Roll out in East Devon we will being UAT in Exeter.

We have now completed the upgrade to the Horizon View environment at Civic, this brings it in line with Oakwood, and the VMware Horizon upgrades are now complete.

The new hardware has been delivered and all the new twelve hosts have been installed into the datacentre, we are awaiting delivery of the DAC cables to complete the install. Once built we'll start migrating users onto the new hardware.

Exeter City Council – Leisure On boarding – Work has begun to scope out the requirements for this project, this includes, but is not limited to, the initial cost of hardware and resources, and the long term implications on Strata and the associated costs of the delivery of services and support. The first Site Visits are being undertaken the first week in August. Strata has also required a dedicated project manager.

Exeter City Council – Bus Station\St Sidwells Point – While initially requested to provide the telephony and internet connectivity to these sites, we have since been asked not to focus on this work. Enquiries were made about the possibility of extended the dark fibre network to cover one of both of these sites as it would remove the need for expensive internet links in the future, as connectivity would be free. This was rejected by ECC and may be looked at again at a later date.

Exeter City Council – Agile Working Phase 2 – We have been working towards completion of second wave of equipment collections around the 5th worker role and where staff required additional hardware to support them at home – these are nearly all completed.

We are now starting to prep equipment for Rev and Ben's original homeworkers to replace their desktop PCs, and current setups.

Teignbridge District Council – Agile Working – Procurement has been completed, Monitor arms & Docking Stations have been delivered. Strata have recruited Oliver Slocombe to assist in the delivery of the project, this temporary resource is being funded by the project.

Work has started on workstation modifications for laptop users. Monitor arms are being installed onto desks on 1st and 2nd floor in Forde House, keeping the desktop PCs in place until the laptops are ready for collection.

Strata are starting to plan the laptop collection process with social distancing in place – we will be using the Council Chamber as a base for collections, and have completed the required H&S assessment

East Devon District Council – Work Smart - Phase 1 collections, in total we had 44 requests for equipment to be removed from desks at BDH. These collections have all been planned and completed.

The Next phase is being planned for later in August.

Other Projects

Cllr O365 – On Hold - No progress this month, a decision on whether this will be adopted by Teignbridge is due in the coming months

Server 2008 Upgrade/Replacement – Work on the project continues and is now being driven by the Security & Compliance team. Unfortunately we had to roll back a change that would have removed one for the last Infrastructure 2008 servers, we're now working to fix this, so it can be removed. We are also waiting on a decision from Teignbridge District Council re the upgrade of their BMS platform so we can move forward in removing that 2008 server.

SQL 2005/8 Upgrade and replacement – No Update this month. This project is being led by Tony Lock of the Business Systems Team.

Exeter City Council – Entire Network replacement. – Delayed – This project is now delayed because of the ECC Leisure project.

Broadband Estate Evaluation and possible replacement – Delayed – This project is now delayed because of the ECC Leisure project.

Leased Line & LAN Extension Evaluation – Delayed – This project is now delayed because of the ECC Leisure project.

Webcasting – Teignbridge District Council – Install delayed due to Covid-19 – Now taking place on August 3rd 2020. Now factoring the possibility of Hybrid Council Meetings, Strata, and TDC & Public-I have agreed revised contract to factor in the delays caused by Covid 19.

Anti-Virus Replacement – The product is now live and providing AV protection to all the servers in our current estate. Kaspersky is still be used to protect underlying laptops and thick clients. ESET has also been deployed into the new Windows 10 VDI desktop, issues have prevented us from deploying to the Windows 7 desktops, and currently we are troubleshooting a performance issue with this side of the deployment. We have procured an extension to the Kaspersky licensing while we resolve this issue.

Virtual Desktop – Disaster Recovery – Procurement of the new hardware has been completed and after a very competitive process was won by HP. Delivery of the new hardware is expected in August, in preparation we are moving server hosts from Civic to Oakwood over a couple of weekends. These relocated hosts will provide the capacity required to deliver desktops in a DR scenario.

Civic Centre Relocation – On Hold - Strata now have to consider the potential significant impact of Exeter City Council relocating form the Civic Centre and selling it off. This building currently houses our Primary Datacentre, Strata are now reviewing all the options and implications this may have. It is also being factored into any future investment in the site.

Cloud Evaluation – as we come to the end of the original five year hardware installation and convergence strategy, we now look to the future to see what that may be, as part of this we are now undertaking a full evaluation with a company called 'Cloud Chomp' in conjunction with Amazon Web Services. The first initial cost comparison has been completed, this predicted a yearly cloud cost of $2.5 million, we're working with AWS to understand this figure, as this figure is significantly higher than the current costs of the on premise solution that has been deployed.

Oakwood Datacentre – On hold - Strata are again looking at the functionality and suitability of the Oakwood site as the secondary datacentre. Work is at an early stage with only preliminary discussion taking place.

MIA Replacement (centralised internet provision) – Failover test completed successfully, upgrade is complete, now awaiting Virgin Media to collect their old kit.

Security and Compliance Team – *Robin Barlow*

The level of security issues and challenges continues at comparable level to previous months, and remains manageable.

We continue to hear of threats affecting other organisations, with a ransomware attack impacting a company called Blackbaud with a client list including UK universities, the National Trust, Sue Ryder and the Labour Party. If you are an outdoor type or lucky enough to be a pilot, another ransomware event severely impacted Garmin. Also this month the £10.4m cost of the Redcar and Cleveland Council Ransomware attack from February was released, and the services are still not fully operational and it is unlikely that some information will ever be recovered leading to issues for many years to come. The threat of Ransomware is a key reason that Strata makes the data backups a critical priority, including the requirement to create a 'air-gap' where a copy of the backups are both disconnected from the IT systems and for other reasons physically moved to another location. We also undertake tests of these. We never want to have to use these, however, it was very clear from even the earlier days that the Redcar situation would have been far better if they had their backup data fully available.

We also continue to see emails as the main attack route, and even though Mimecast does a very good job, we still see some staff clicking on links, which the next level of security needing to step in. We are also seeing, especially for councillors, a concerted 'replay attack', where old emails have been intercepted and used to trick others. We have had to add in additional protection against a particular campaign.

GDPR / DP Act 2018

The DPIAs for the corporate dash boards and data warehouse has been drafted, and Orlo and PRGloo have also been started. There has also been support for Devon Home Choice and Synertec contracts. .

Cyber Training and Awareness

The Cyber and data protection awareness training is now ready to be launched. Strata will be receiving their training in August and then it will be launched to the three authorities. This is of critical importance.

Passwords

The security team have undertaken another review of passwords in use and some staff will be receiving a request to change their passwords in the next month where they have been found to be too guessable. The standard for all logon passwords is a length of 15 or more, with a combination of at least three characteristics of upper, lower case, numbers and symbols. The National Cyber Security Centre guidance is now to use two or three unrelated words, and to add in numbers and symbols, but in a way that is easier to remember.

Business Continuity

There has been no change in the Business Continuity processes and the previous tape backup issues are no longer present after the system was replaced. We continue to have a challenge in prioritising some documentation work for some of the specialist business IT systems, which has been discussed in the management team.

We are however seeing a further stage of the Business Continuity development for the Oakwood secondary data centre with the available of some additional Global Desktop servers resulting from the refresh of some newer servers for the Windows 10 project. This has greatly increased the number of Global Desktop users we can support in the event that an emergency occurs.

PSN Code of connection (CoCo)

The team is now preparing for the annual IT Health Check that is in the first week of September. This is a significant amount of work for the next three months.

Business Systems and Business Intelligence Unit– *David Sercombe*

BCR Trends

There were 73 BCRs Raised in July (EDDC 27, ECC 29, TDC 17) and 76 Closed (EDDC 26, ECC 25, TDC 25). This is a drop on both counts from June which was heavily impacted by BCRs relating to COVID.

The peak of BCRs received in March and April has now been worked through and the number has now returned to pre-COVID levels

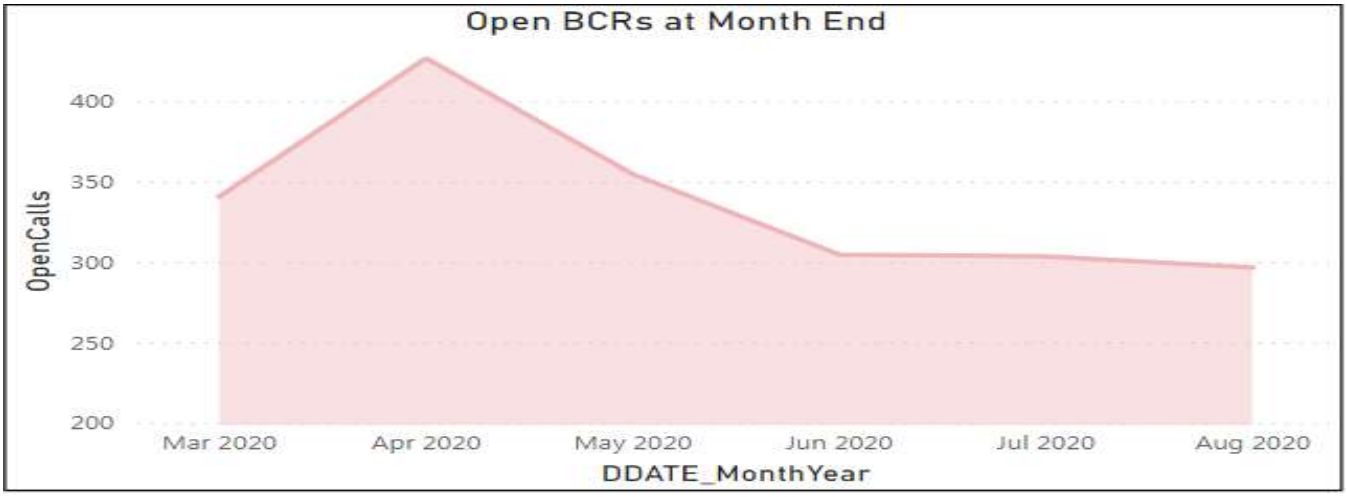
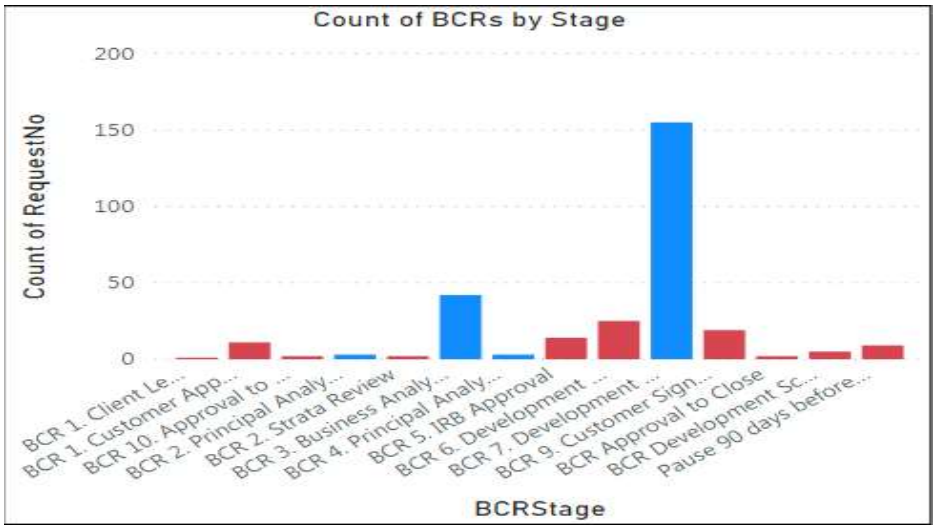


Figure 1 – BCR Trends for 2020.



The graph to the left shows the various stages of the BCRs in our Service Desk System. One thing to note on the graph is the number of BCRs at stage 9 – awaiting customer approval. Of the 293 Live BCRS there are currently 19 BCRS that have been completed and are awaiting the final sign off by the customer before they are closed. There are 11 x BCRS that are waiting for approval by service leads or the Strata Client lead. Until these are approved by the relevant people within the authorities, the Strata Business Systems team do not see these requests to assess. If you are a Service Lead, please could you check your approvals and authorise any that are pending that you agree should be worked on.

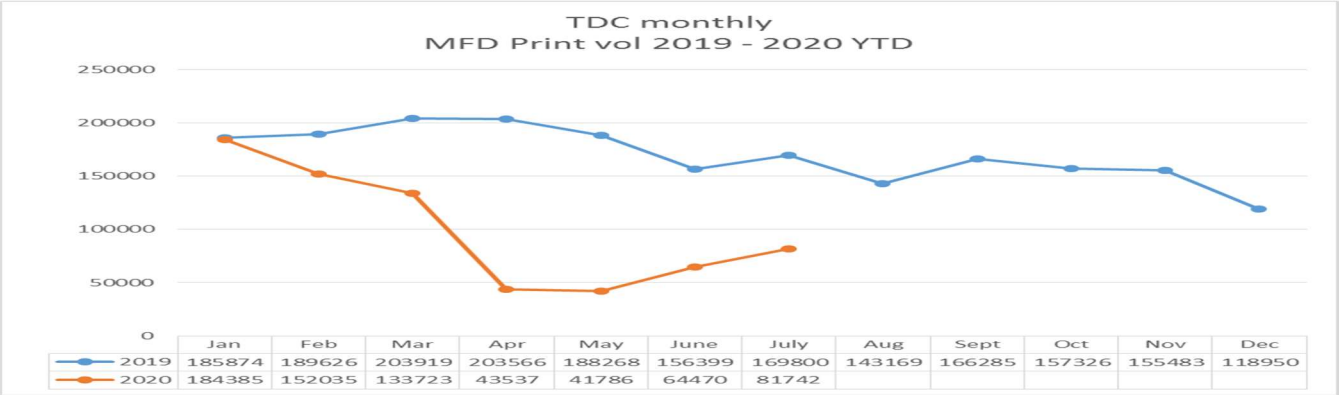
Staff update:

Interviews are being held on Monday 10th August for a new position within Strata to assist Exeter with improving the data quality of the planning system and the links into GIS and the LLPG.

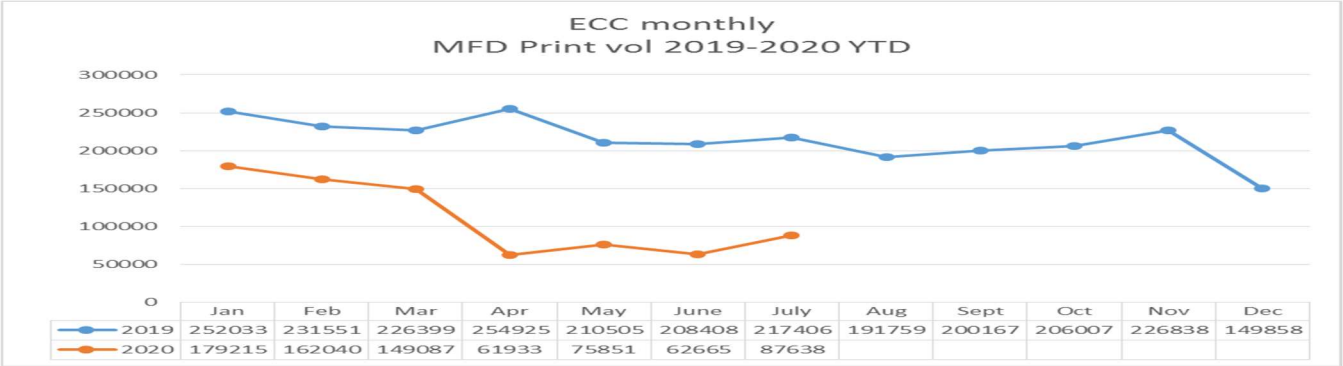
Document Centre Team – *Martin Millmow*

Printing Volumes and Trends

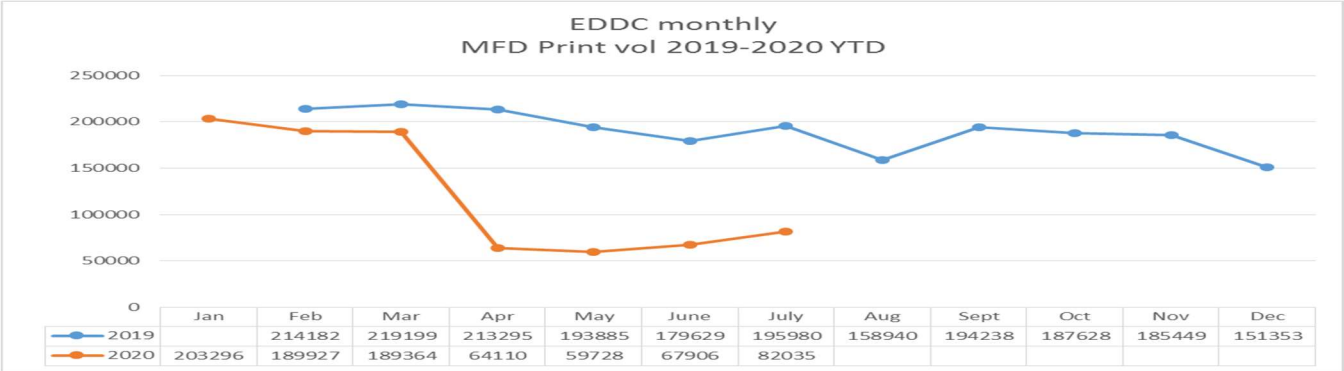
Printing volumes have continued to remain lower in 2020 than in 2019. However, there is clear evidence of an upward trend in activity as the number of staff returning to work in the offices rises. MFD (multi-function devices) volumes for printing produced during July was around 250,000 sheets for the three Councils as opposed to an average monthly figure of 600,000 sheets seen in 2019. The four charts below show the pattern for the three Councils is fairly consistence.



	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2019	185874	189626	203919	203566	188268	156399	169800	143169	166285	157326	155483	118950
2020	184385	152035	133723	43537	41786	64470	81742					

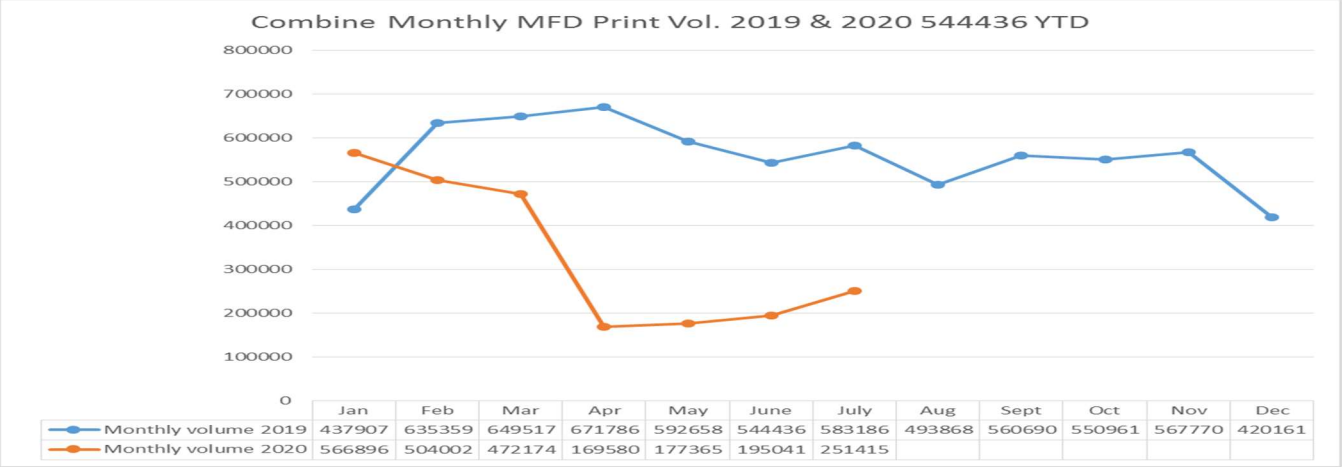


	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2019	252033	231551	226399	254925	210505	208408	217406	191759	200167	206007	226838	149858
2020	179215	162040	149087	61933	75851	62665	87638					



	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2019		214182	219199	213295	193885	179629	195980	158940	194238	187628	185449	151353
2020	203296	189927	189364	64110	59728	67906	82035					

Combined Monthly Print Demand



	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Monthly volume 2019	437907	635359	649517	671786	592658	544436	583186	493868	560690	550961	567770	420161
Monthly volume 2020	566896	504002	472174	169580	177365	195041	251415					

(Please note that these figures do not included printing from Academy (revs and bens) at EDDC. Academy printing at EDDC does not go through the Equitrac printer server so the figures are not included. In previous reports these figures have been manually added to EDDCs figures and are usual around 70K-100K prints per month. Like for like printing at TDC and ECC is processed by Synertec our Hybrid Mail supplier, work is progressing to shift the EDDC academy printing across to Synertec as well.)

The central printing facilities at all three Councils continue to see very little demand, expected jobs such as production of Green waste collection reminders were successfully processed. However very little additional work has been requested. We are yet to see any printing requests from the TDC sports centres or ECC public attractions.

Scanning

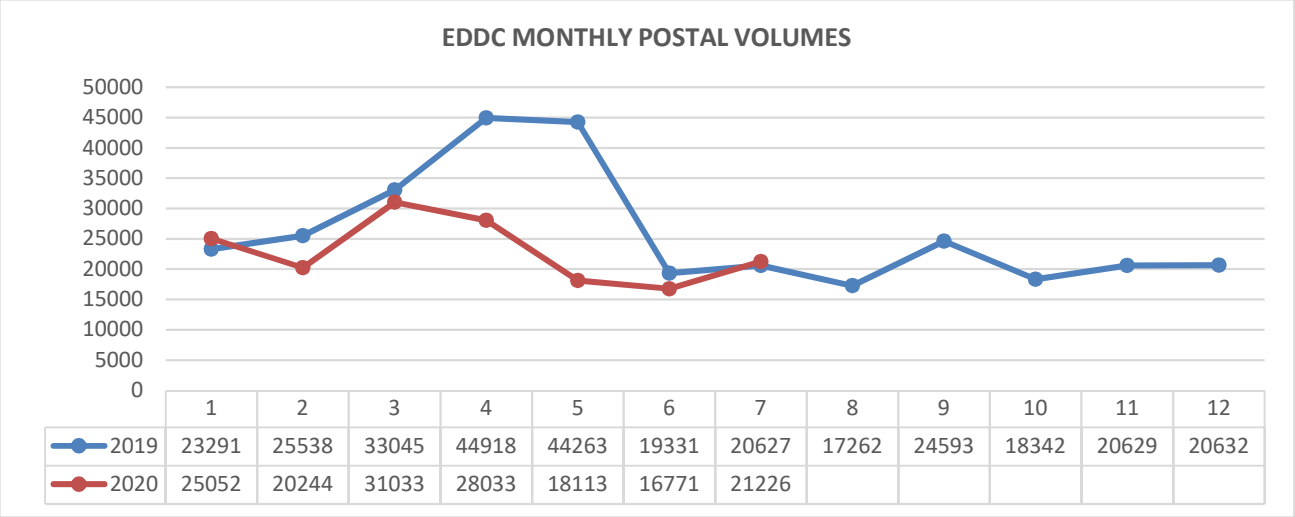
Scanning and digital document handling demand in support of Revs and Bens at both TDC and EDDC have returned to normal levels.

A DMR (Digital Mail Room) will begin being rolled out at TDC during August 2020 to most departments based on practices and processes already successfully developed at EDDC.

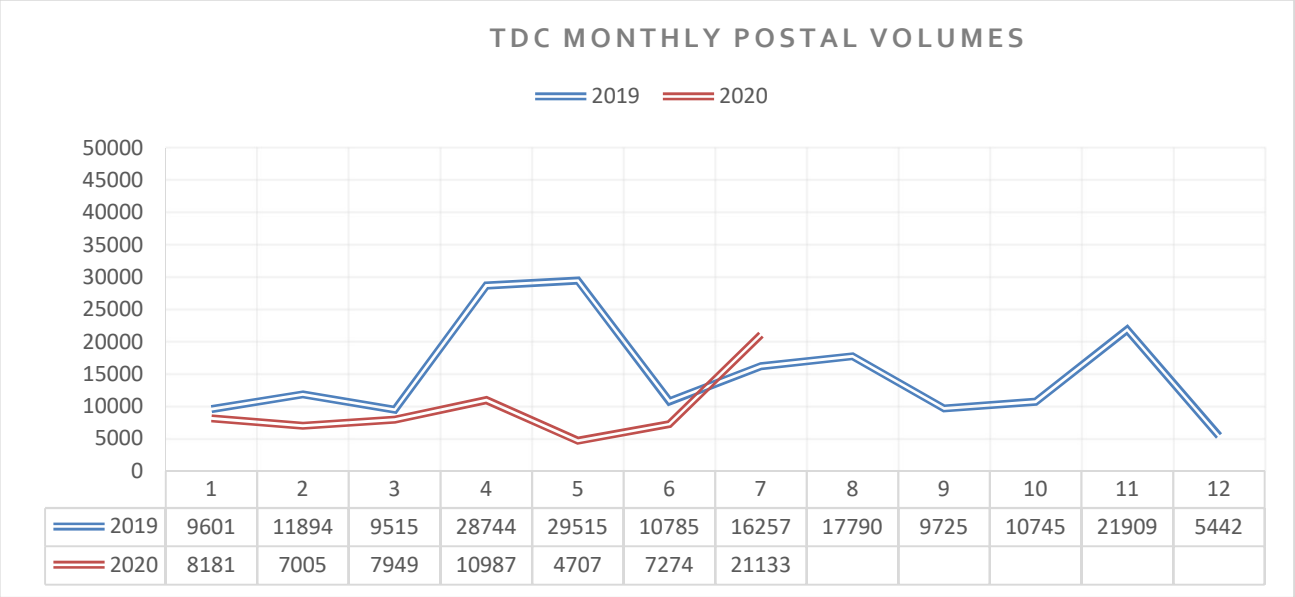
We also continue to support council staff by completing one off scanning tasks and ad-hoc printing and posting out on behalf of staff working from home at TDC and EDDC.

Postage figures

The following graphs show the comparison between last year's monthly volume at EDDC and TDC and this year's figures. The trend has changed this month and turned upwards with increased volume mainly as a result of the dispatch of the Garden Waste reminder letters, CTax soft reminders and a return to Reminder letters being sent out.



	1	2	3	4	5	6	7	8	9	10	11	12
2019	23291	25538	33045	44918	44263	19331	20627	17262	24593	18342	20629	20632
2020	25052	20244	31033	28033	18113	16771	21226					



	1	2	3	4	5	6	7	8	9	10	11	12
2019	9601	11894	9515	28744	29515	10785	16257	17790	9725	10745	21909	5442
2020	8181	7005	7949	10987	4707	7274	21133					

Hybrid Mail

Work has continued on the procurement of a new contract for the supply of Hybrid mail with Data sharing agreements now circulated for approval by the three authorities.

Design work

James de Leiburne continues to work closely with the Comms team at EDDC to produce a wide variety of graphics and materials including Covid-19 H&S signs and infographics which helps to communicate the public the Council's response to the crisis and continuing high service levels. Some examples of the work produced are shown below:

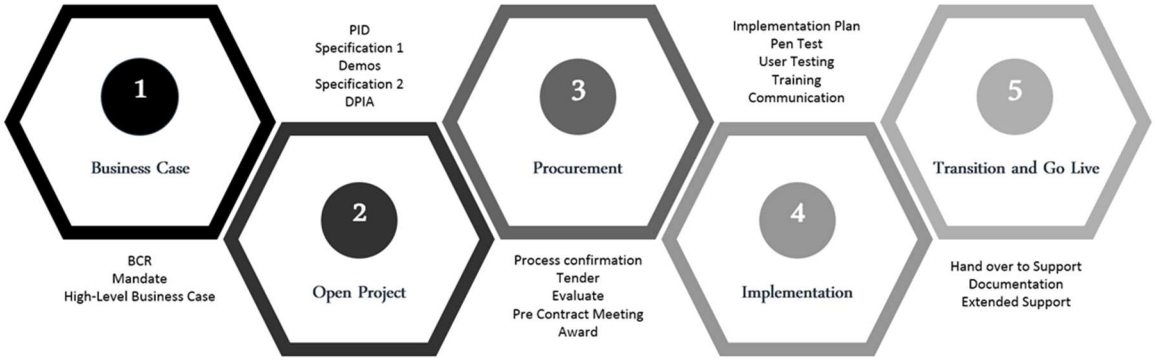
IT Solution Delivery – *Pete Johns*

Work continues to tidy up our live projects list in order to give more relevant information to the right people, along with a review of how we report Project Risk. This will ultimately be presented in the form of a PowerBI dashboard that will give much better visibility of all of our projects in-flight.

Although we have had a handful of new projects added to our list, there have been several closures so our total has decreased from the previous month.

The vast majority of projects are back up and running as they were previous to Covid19 though it is very notable how resourcing issues – from both the authorities and within Strata – are the main cause of project delays. We believe this issue can be reduced by spending more time in the early phases of the project framework (below), so we can better-predict who is needed, for how long, and when from within the authorities. This is very much the purpose of the first and second stages of the framework – this will be explained more in later updates.

The following 'gates' are from the Strata Project Framework, as summarised below:



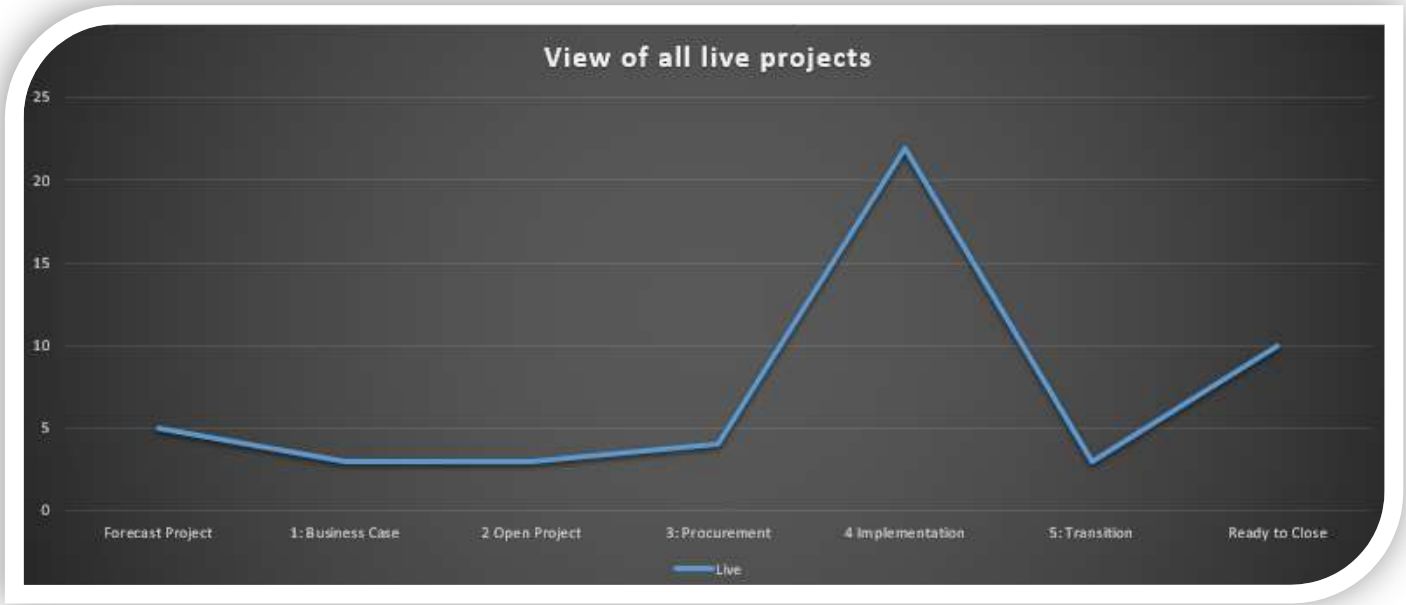
Projects enter the process on the left, and work through our five stages (or 'gates') through to Go Live on the right, and are closed when it becomes "Business as Usual"

There are currently 52 live Projects (decrease of 8 over previous report), split into the following project gates:

Forecast project	5 (increase of 1)
1: Business Case	3 (decrease of 3)
2: Open Project	3 (decrease of 3)
3: Procurement	5 (no change)
4: Implementation	23 (decrease of 1)
5: Transition to "Business as Usual"	3 (decrease of 1)
Ready to Close	10 (decrease of 1)

Once a project has closed it drops off of this list following a project review.

To provide a visual representation of the stages of the project process, the following graphs have been developed to provide a high level view of projects numbers and project stage for all three authorities and Strata combined.

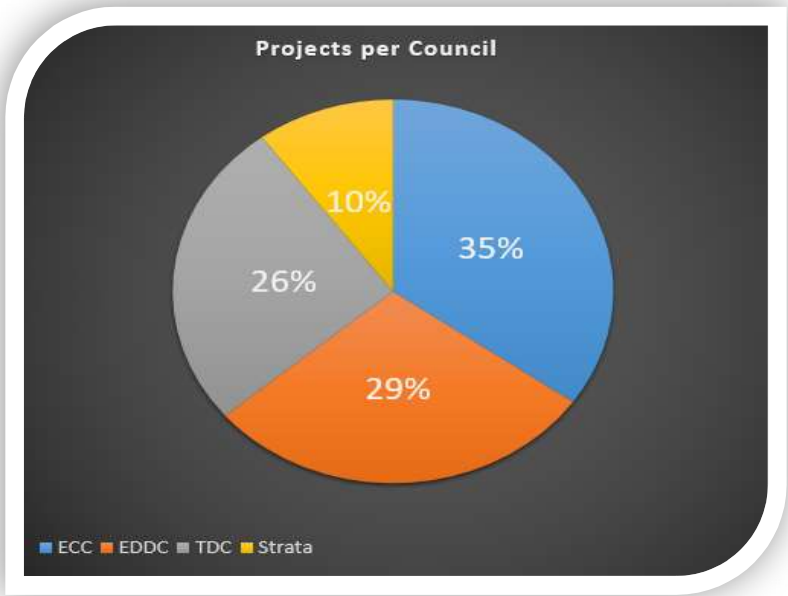


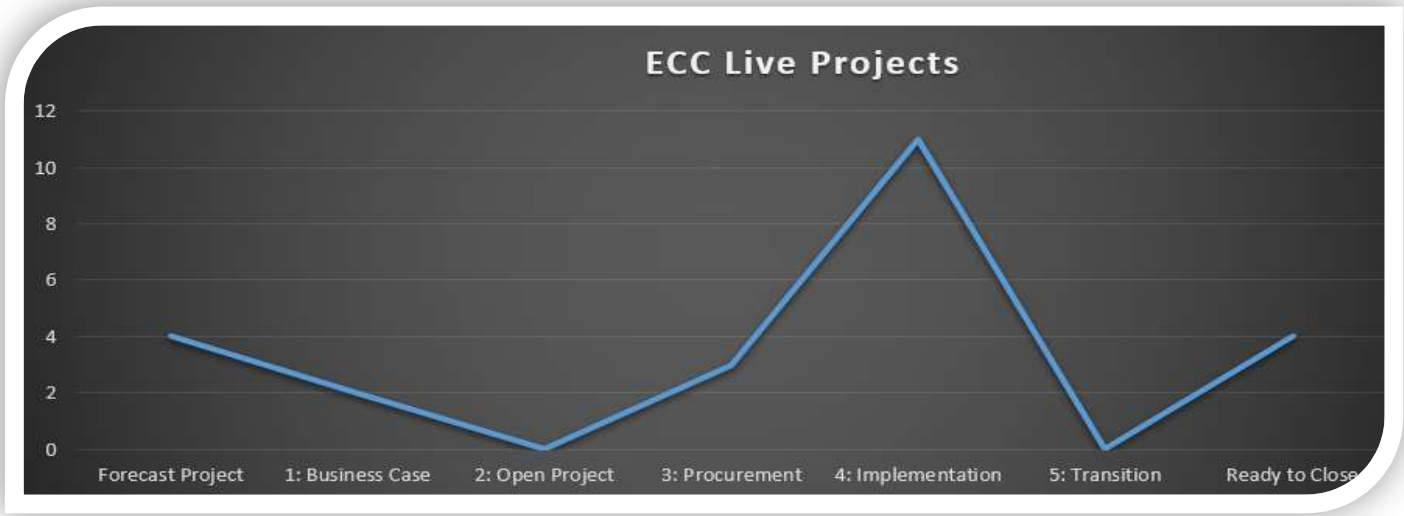
The projects can be split to each authority as follows:

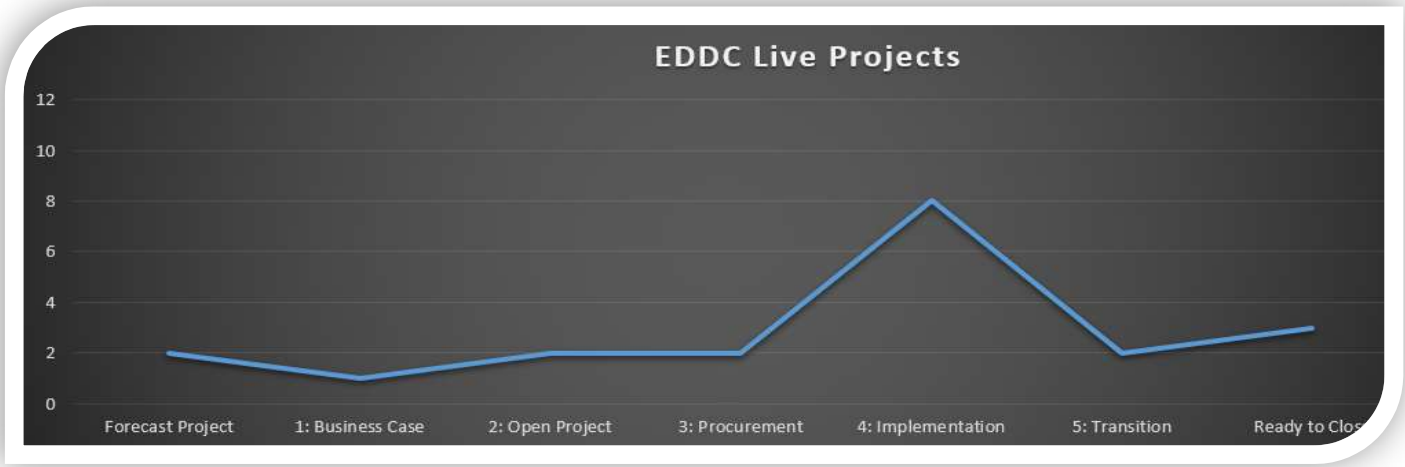
- ECC: 24 (No change)
- EDDC: 20 (decrease of 4)
- TDC: 18 (decrease of 4)
- Strata: 7 (no change)

NOTE: A single project can be counted multiple times if it relates to multiple authorities. This is to aid reporting.

The live projects broken down to each authority look like this:




ECC Live Projects
12
10
8
6
4
2
0
Forecast Project
1: Business Case
2: Open Project
3: Procurement
4: Implementation
5: Transition
Ready to Close


EDDC Live Projects
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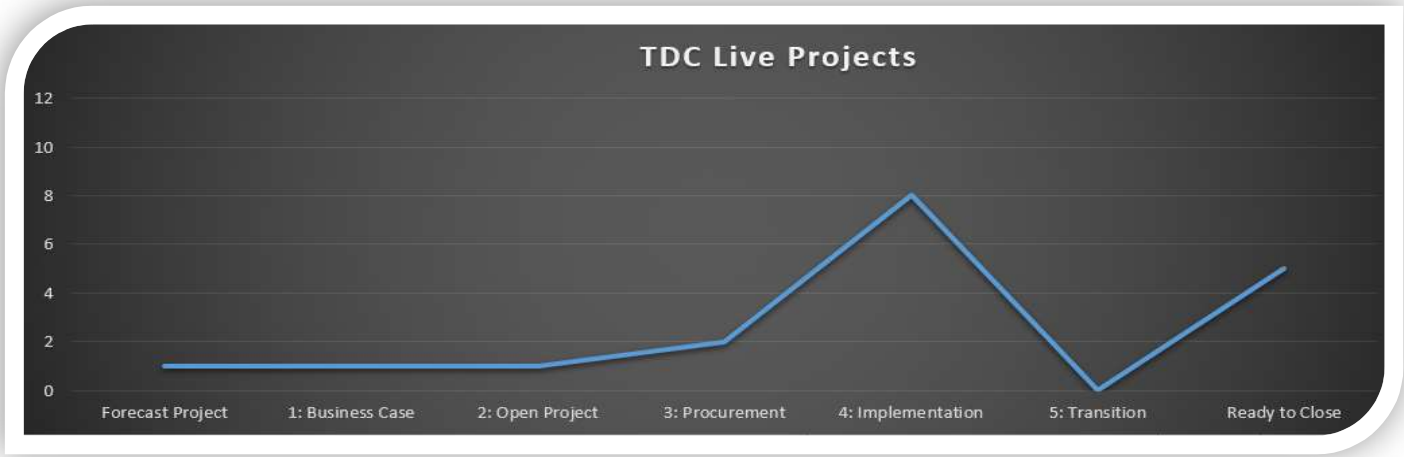
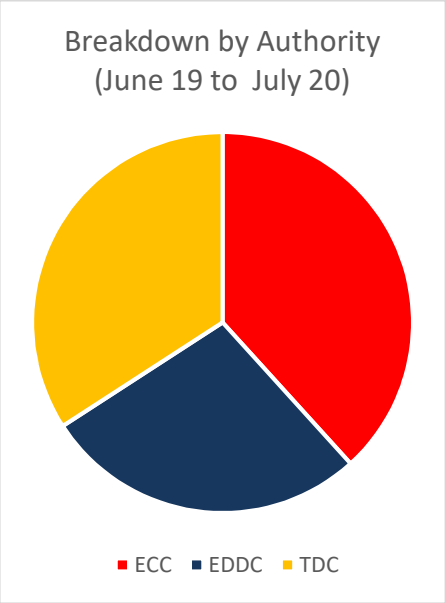
10
8
6
4
2
0
Forecast Project
1: Business Case
2: Open Project
3: Procurement
4: Implementation
5: Transition

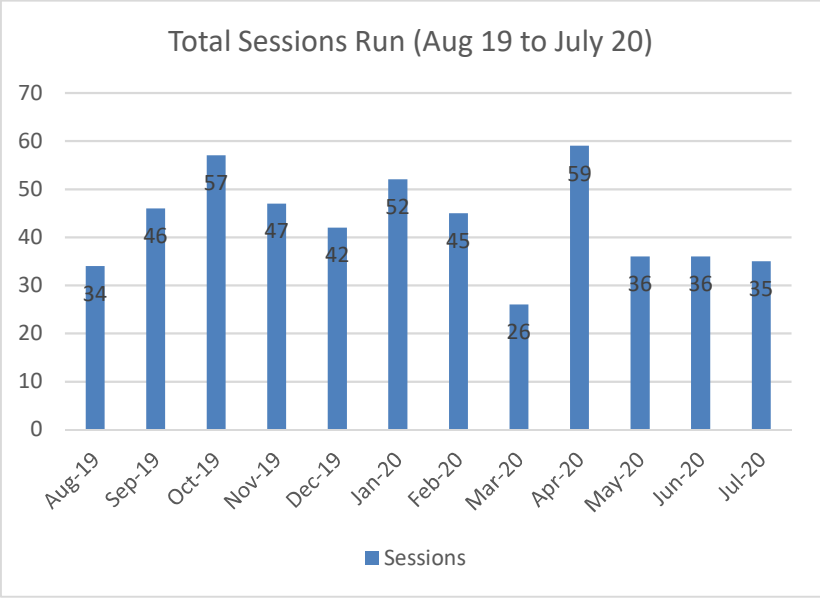

TDC Live Projects
12
10
8
6
4
2
0
Forecast Project
1: Business Case
2: Open Project
3: Procurement
4: Implementation
5: Transition
Ready to Close

IT Training – *Clive Newton*

July has followed the pattern of training need arising from lockdown so far, centring on support for remote meetings over both Zoom and Skype for staff and councillors. More requests are coming for other remote meeting tools such as Microsoft Teams. Work has commenced on re-starting training initiatives that were in place prior to lockdown, including half-hour drop-in slots, which are now performed over Skype instead of being face to face. Preparatory work has started on assessing training need arising from the imminent Windows 10 project. Web Accessibility training for those posting to our websites has taken place for both TDC and EDDC staff and is largely complete.

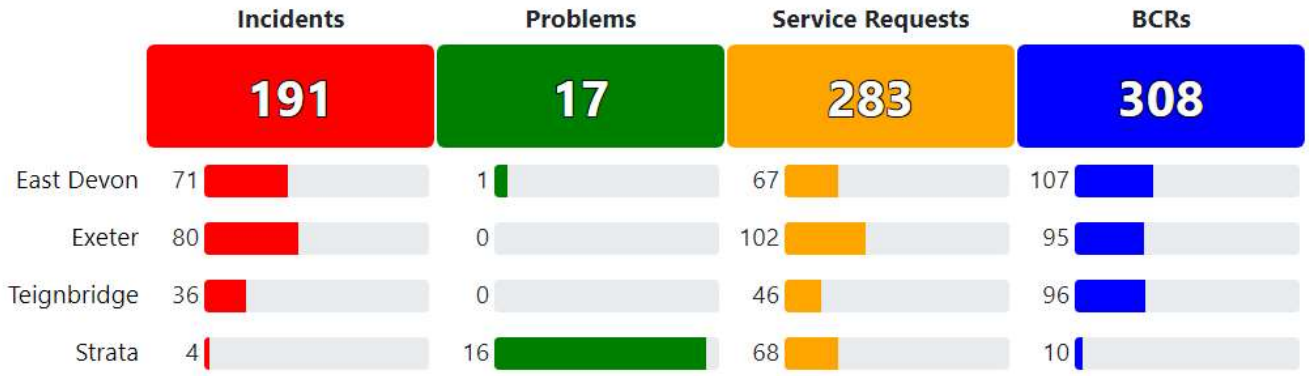
Month	Contact time	Total sessions	Number of clients seen	Session delivered by council (includes DNA)		
				TDC	EDDC	ECC
Aug-19	33:40	33	75	4	2	27
Sep-19	44:00	46	157	2	10	34
Oct-19	46:00	57	109	15	15	27
Nov-19	35:10	47	102	19	6	22
Dec-19	43:10	42	100	11	17	14
Jan-20	49:30	52	190	19	19	14
Feb-20	39:35	45	100	17	15	14
Mar-20	22:25	26	80	6	12	8
Apr-20	41:20	59	164	14	18	27
May-20	26:00	36	125	13	20	3
Jun--20	26:15	36	88	11	10	15
Jul-20	30:00	35	153	18	15	2
TO DATE	**561:45**	**579**	**1594**	**198**	**160**	**222**





High Level Real Time KPI Measures

Strata have redefined our KPI's, so as to show four primary KPI's on our wallboard. As of 2nd August, our wallboard of KPIs showed as follows:



Comparision to 2nd July 2020

KPI	Increase or Decrease on Previous Month	Level of Increase or Decrease on Previous Month
Incidents	Increase	57
Problems	Increase	3
Service Requests	Decrease	8
BCR's	Level	0

The above graphic shows the new KPI's. All the elements that we report on have now been migrated onto the vFire platform.

The increase in Incidents is primarily down to the issues being experienced with Screens Freezing within Global Desktop. The Infrastructure team are working with 3rd parties to diagnose and to implement a resolution.

Service Desk Performance Indicators Report – July 2020

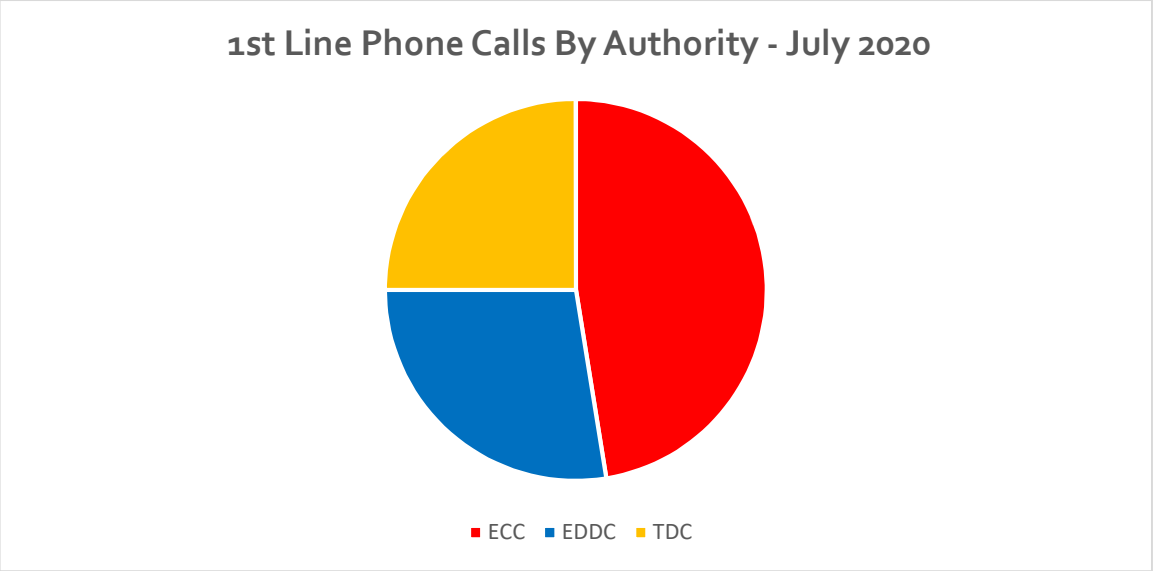
The table and graph below shows the total number of Phone Calls (excludes communication via the portal) coming into the Strata 1st line team during the month of July and is broken down by reporting authority.

The Service Desk team is structured in three tiers:

Tier	Description
Tier 1	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

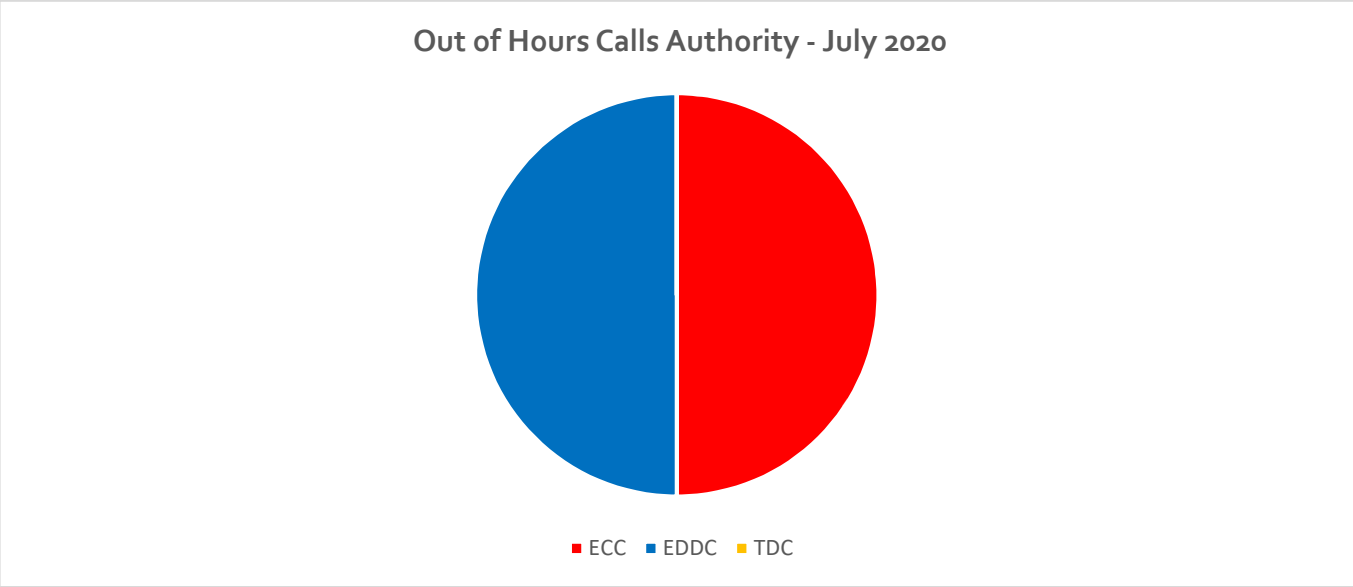
Total Number of 1st Line Phone Calls During Month – July 2020

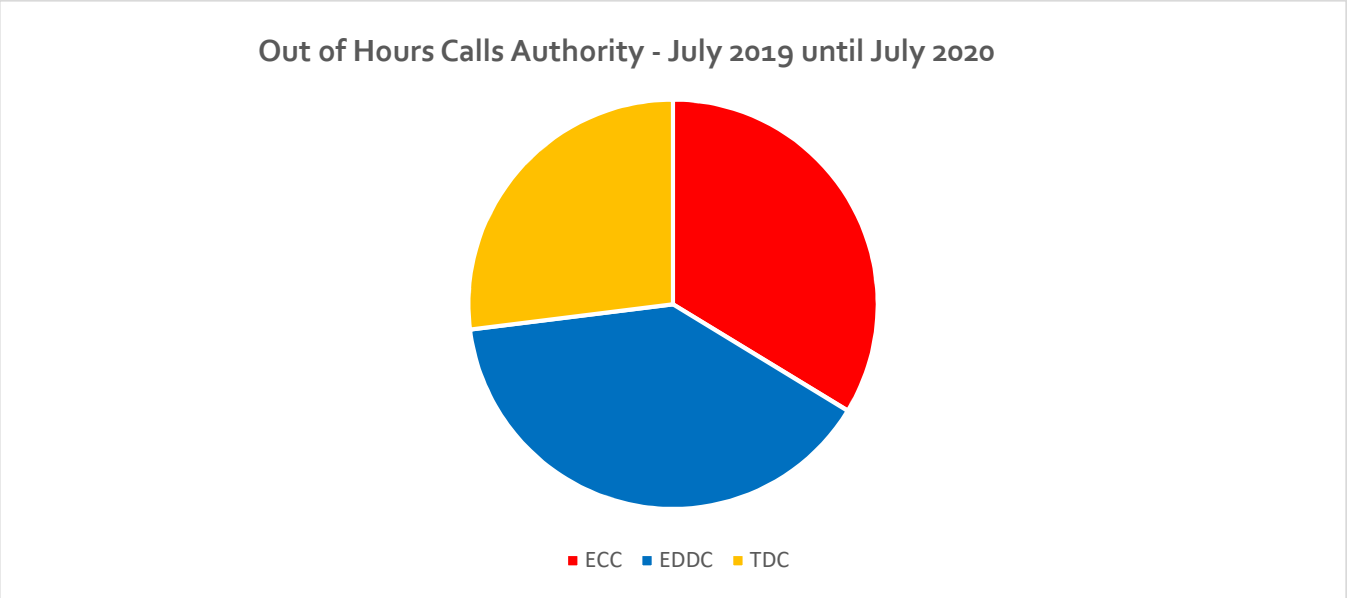
Site	July 2020 - 1st Line contact	Percentage
ECC	425	47.4%
EDDC	247	27.6%
TDC	224	25.0%
Total		***Note rounding factor**



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

Site	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20
ECC	1	2	3	0	1	4	5	3	0	2	6	2
EDDC	3	2	5	2	2	2	2	2	4	2	4	2
TDC	4	5	2	1	2	0	2	5	0	2	0	0
Total	**8**	**9**	**10**	**3**	**5**	**6**	**9**	**10**	**4**	**6**	**10**	**4**





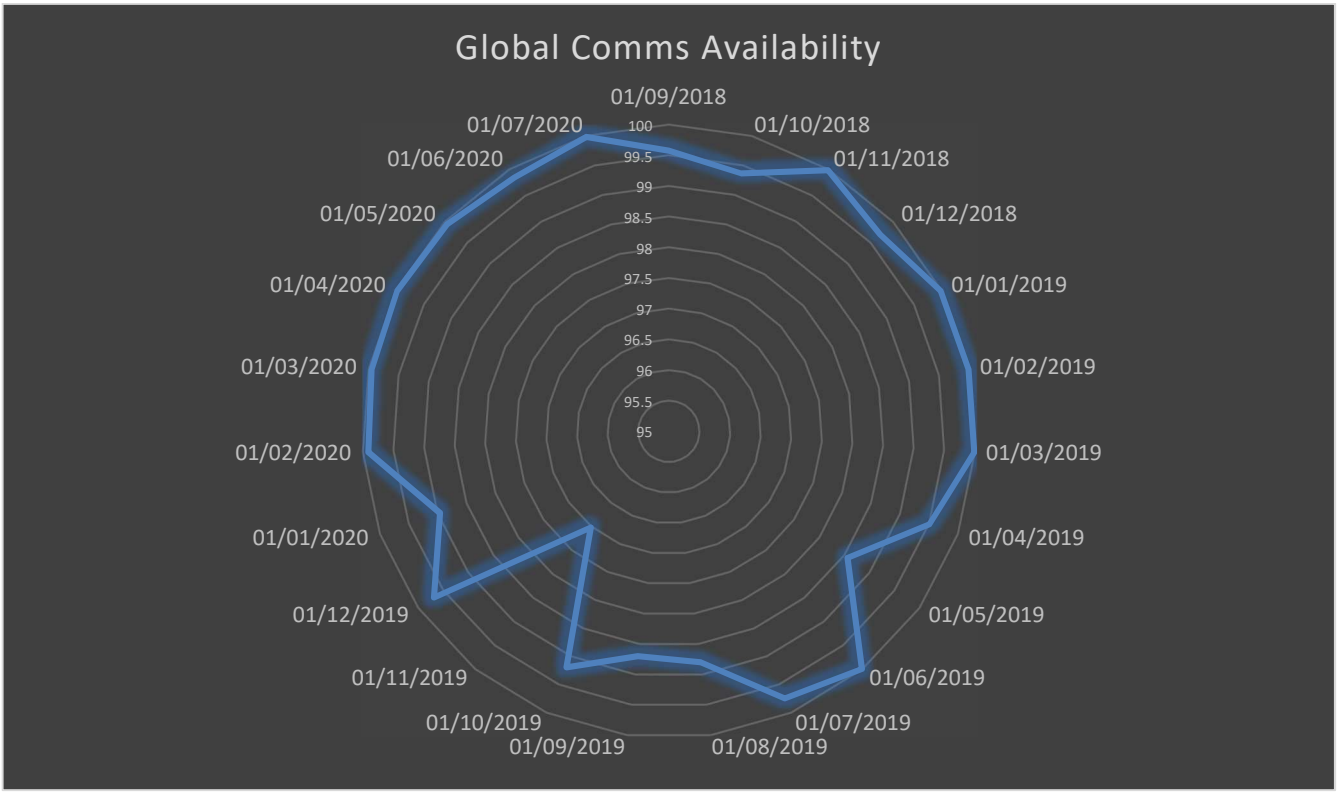
Please note: There have been 84 'Out of Hours' calls into the Strata 24/7 service over the last 12 months.

Global Comms Telephony Platform Uptime – Last 12 Months

With the introduction of the Global Comms telephony platform, Strata report on the percentage uptime of the Global Comms environment which comprises the Skype for Business and Anywhere 365 telephony applications.

Month / Metric	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20
24/7	98.8%	98.7%	99.2%	97.03%	99.7%	98.97%	99.92%	99.96%	100%	99.96%	99.86%	100.00%

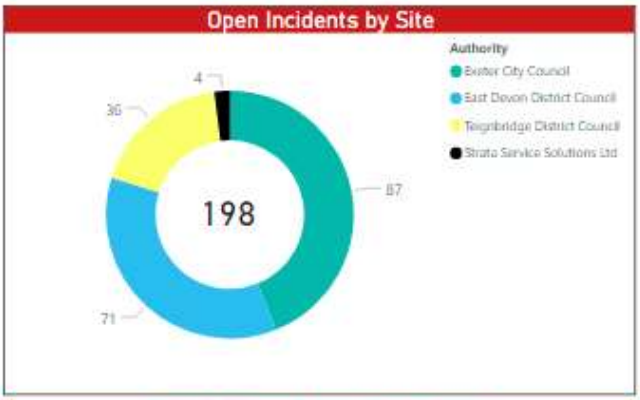
The below radar diagram shows 24/7 performance over a 12 month period, recent network related issues have impacted on the SLA, but with remedial infrastructure works, it is expected that SLA performance will increase.

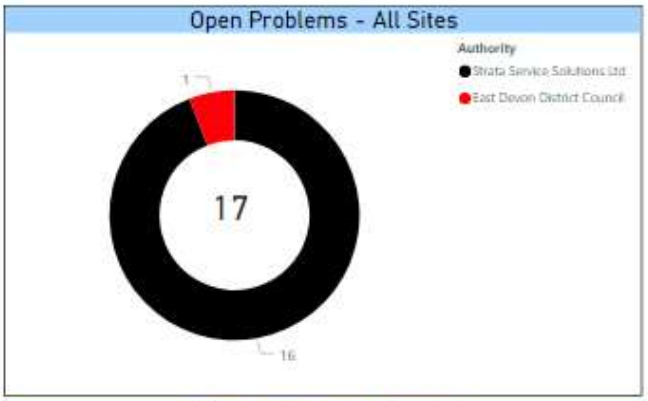


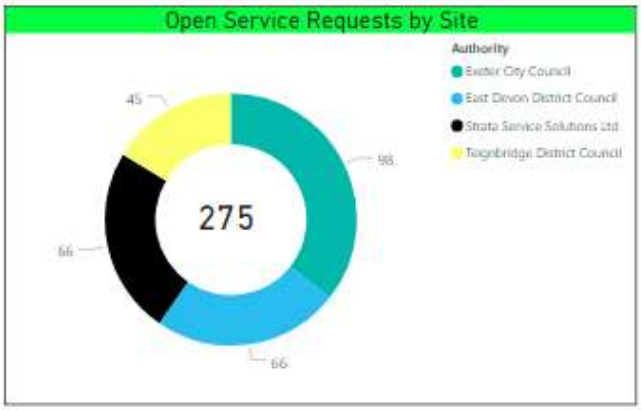
On Line - Strata Service Performance Indicators

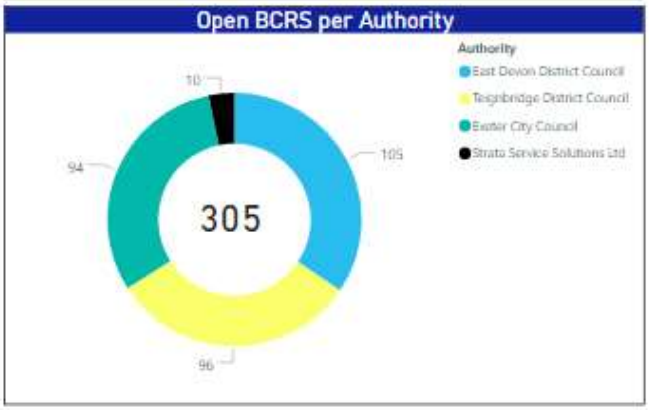
Service Summary

The graphic below is a snapshot on 3rd August 2020 of Open Incidents, Service Requests, Problems and BCR's as of 2nd July 2020.





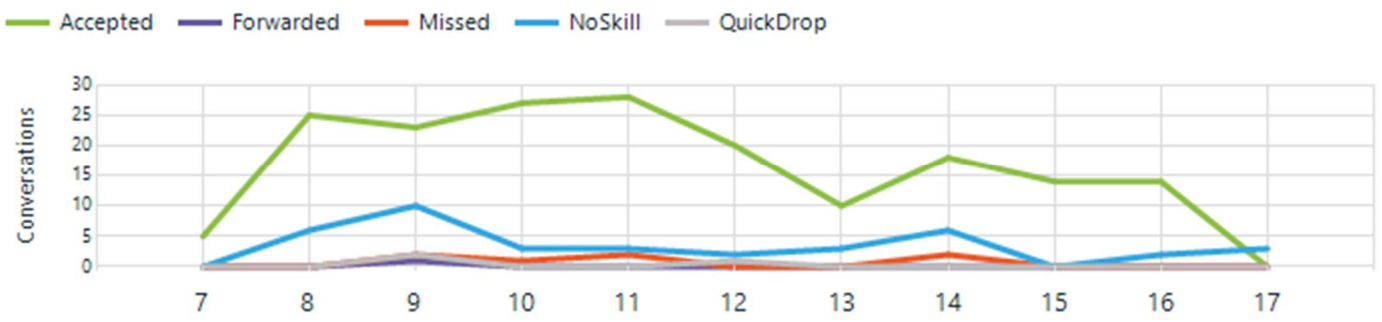




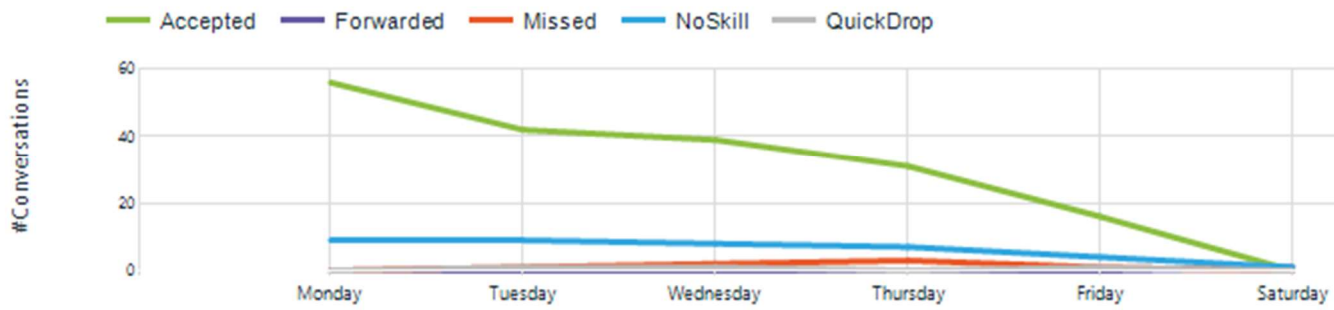
Service Desk – Call Demand

The two graphs below shows the service desk demand by time and day during the week commencing 27th July 2020. 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 Out of Hours (OOH) service. This is a one week snapshot, based on the final week of the month of July.

Per Hour

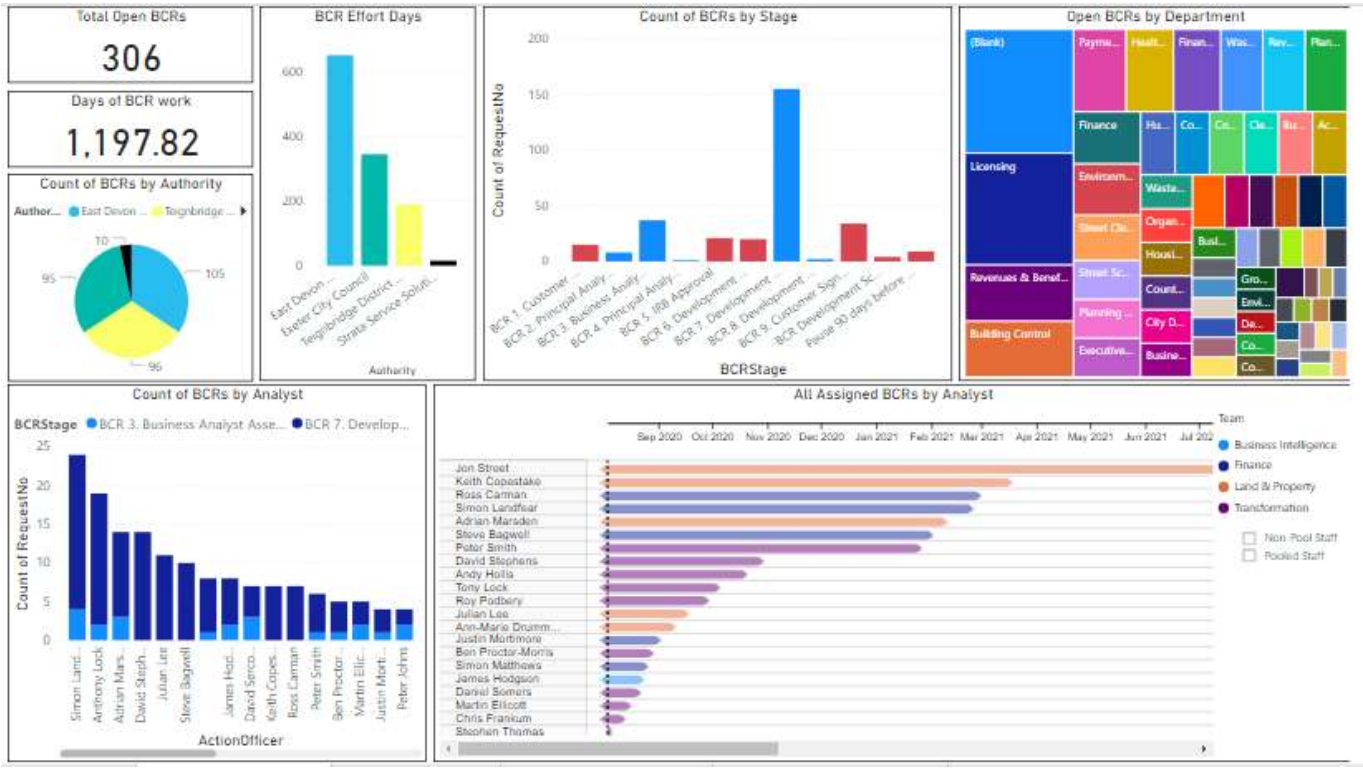


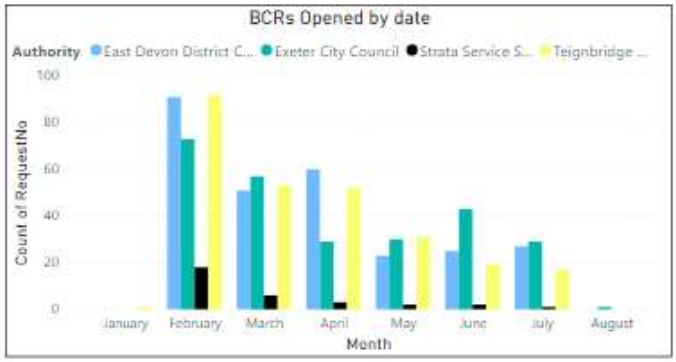
Per weekday

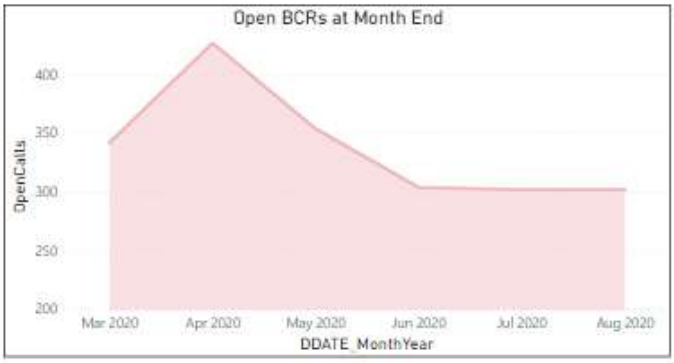


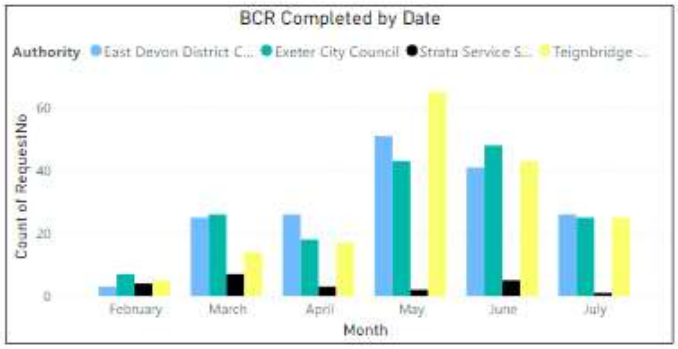
Strata Service Performance Indicators – Business Change Requests

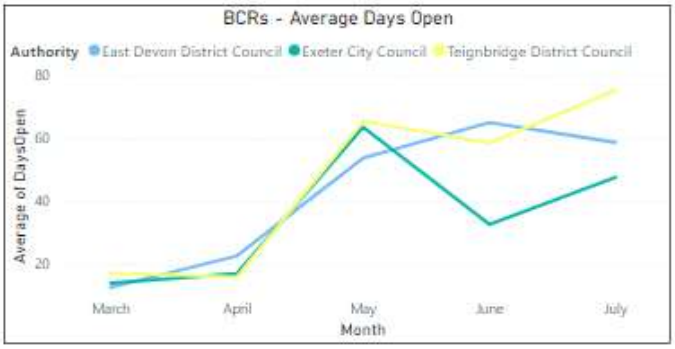
The following graphics shows the BCR queue. It should be pointed out that during July, Strata chased users to sign off BCR's which had been completed, but not signed off by the users as complete, this has pushed up the average open days figure.







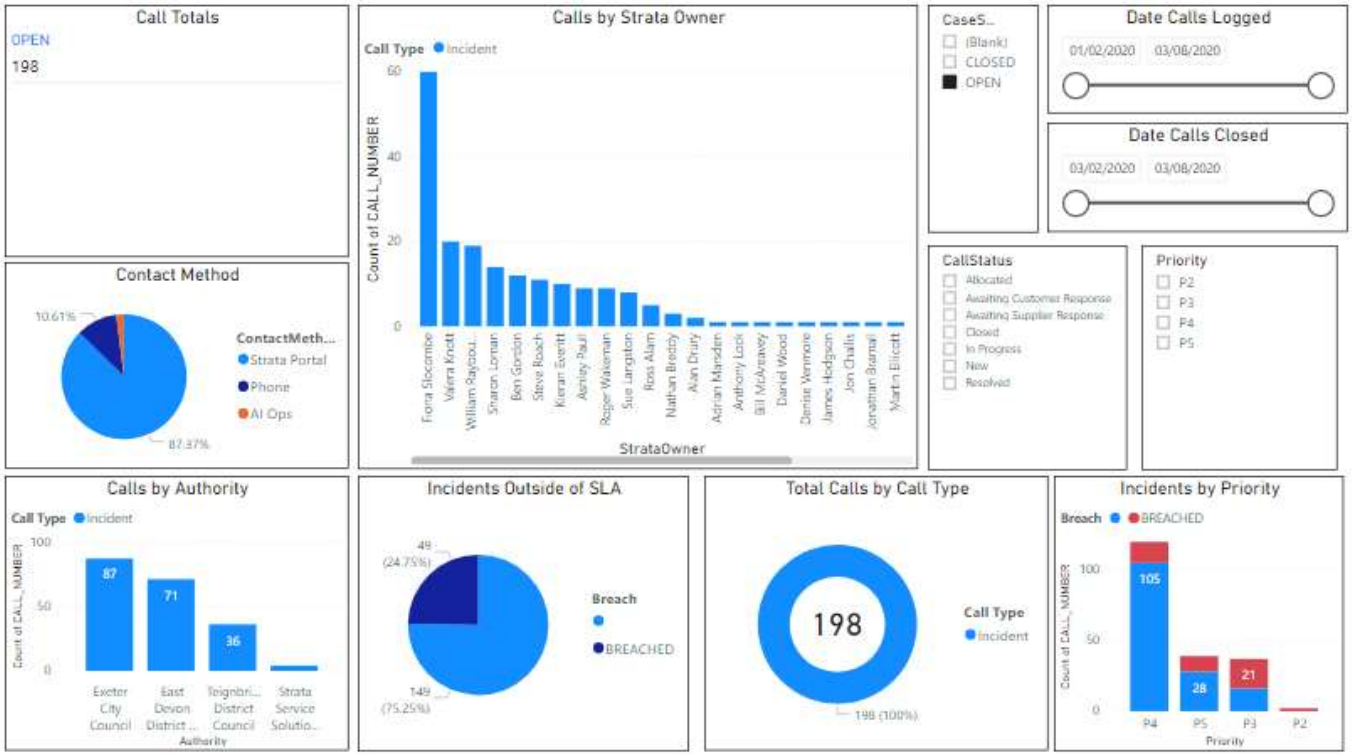




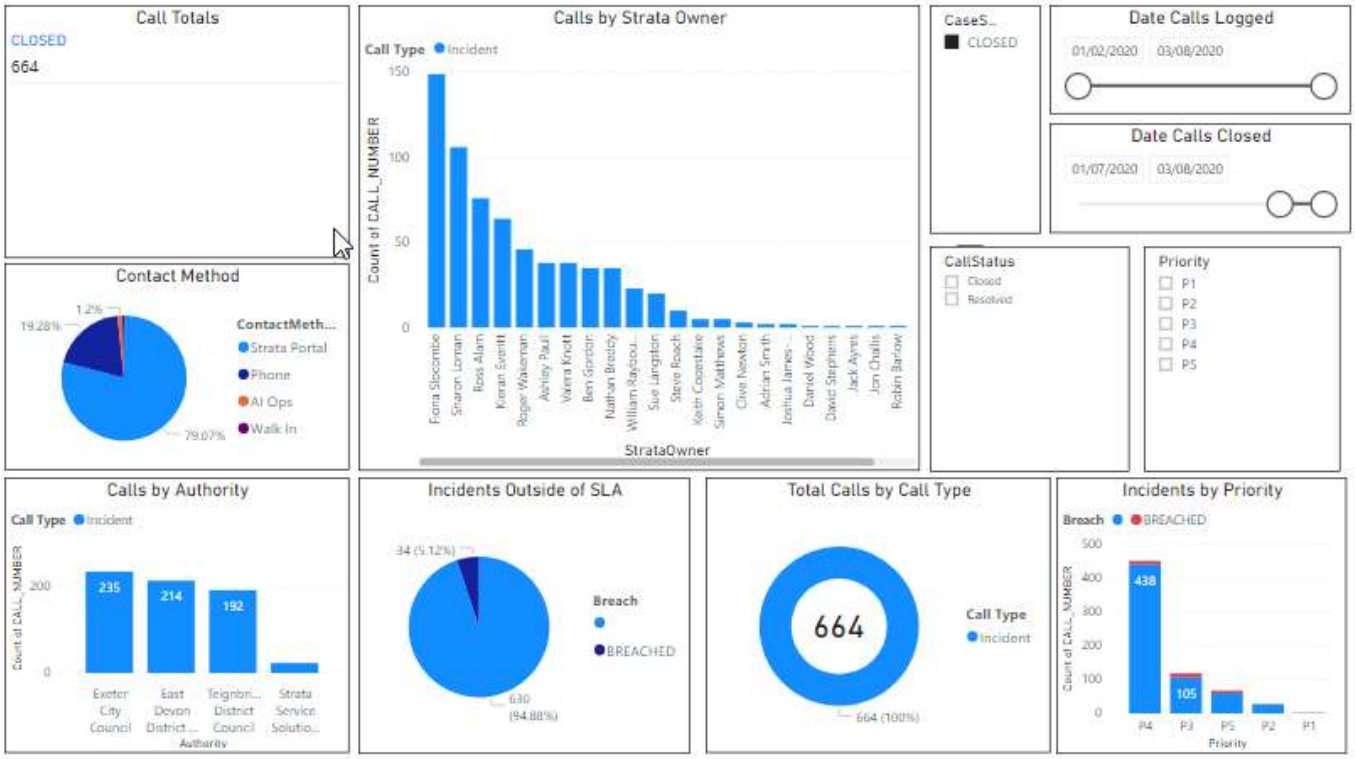
Strata Service Performance Indicators – Incidents

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 Tier 1, Tier 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.

OPEN INCIDENTS



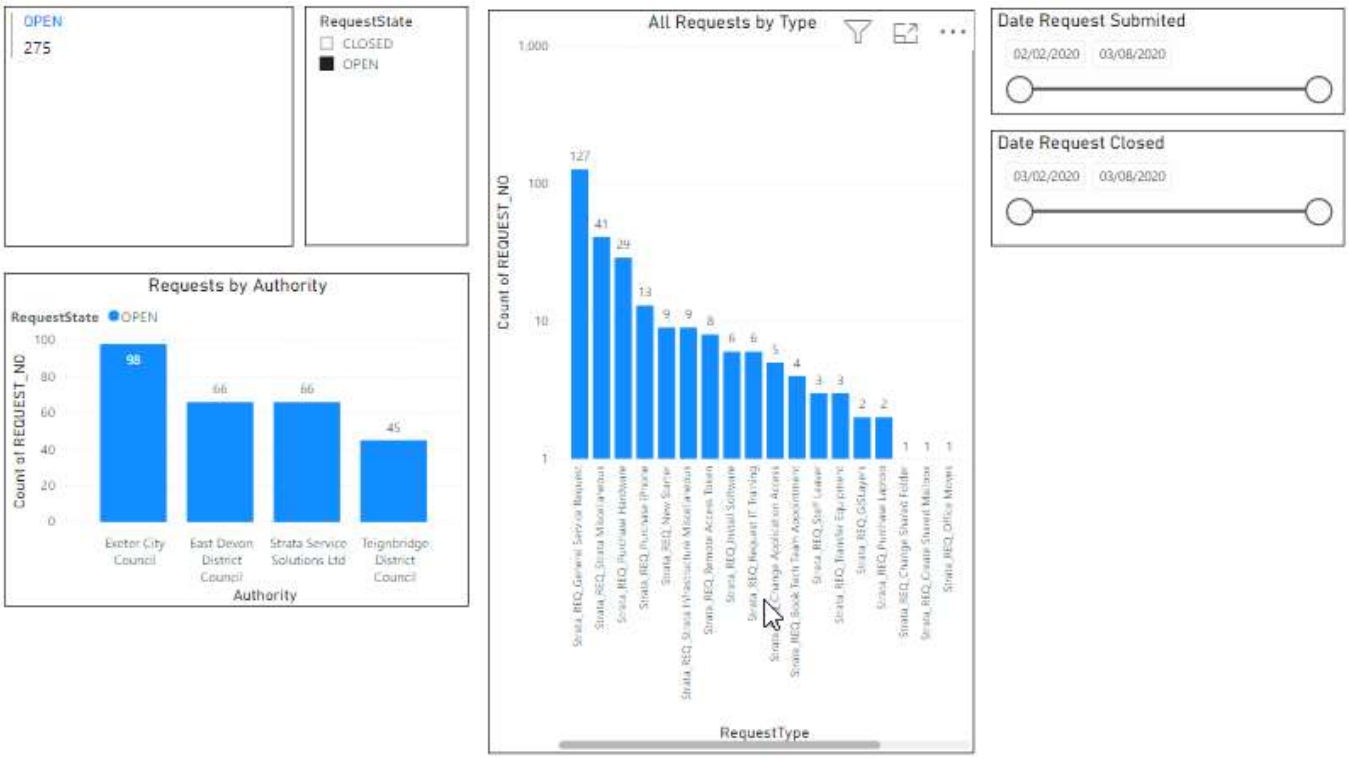
CLOSED INCIDENTS – Closed in July 2020



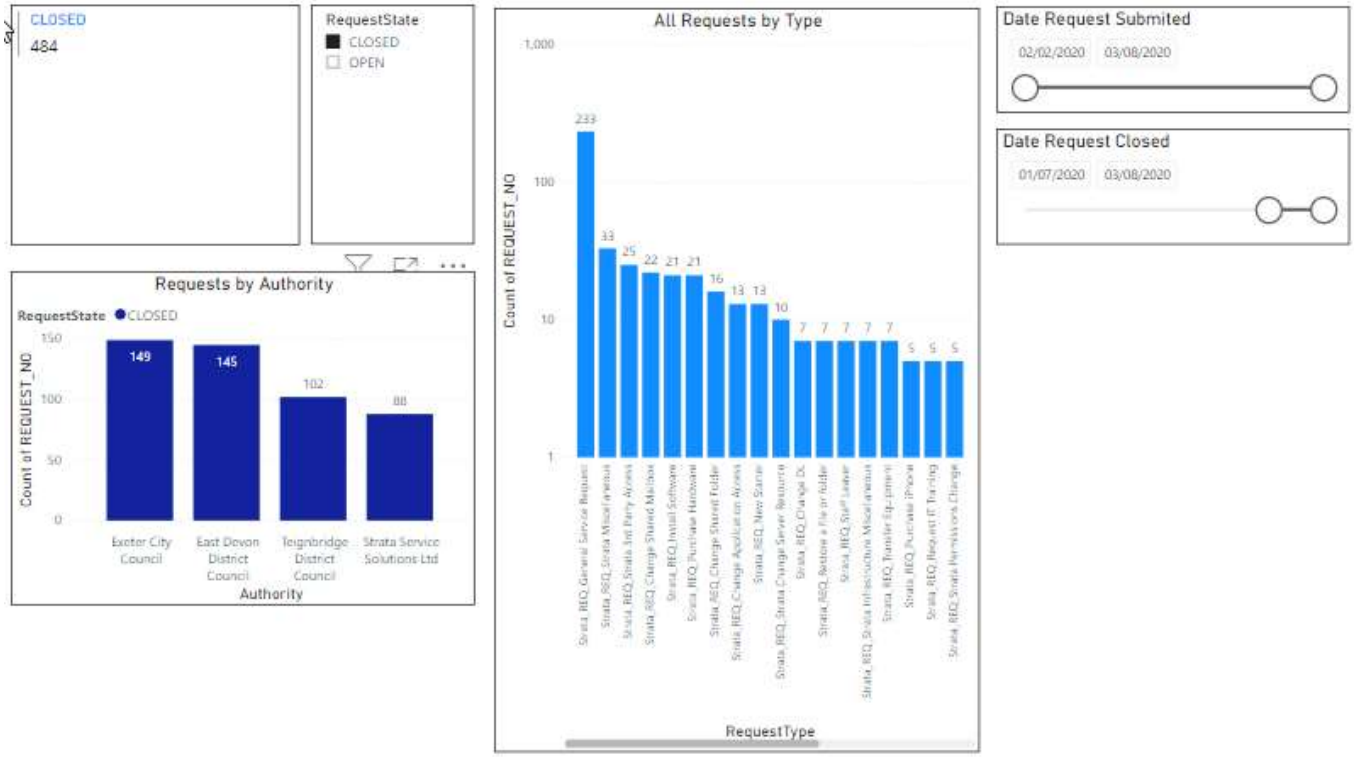
Strata Service Performance Indicators – Service Requests

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

OPEN SERVICE REQUESTS - End of July 2020



CLOSED SERVICE REQUESTS - Closed in July 2020

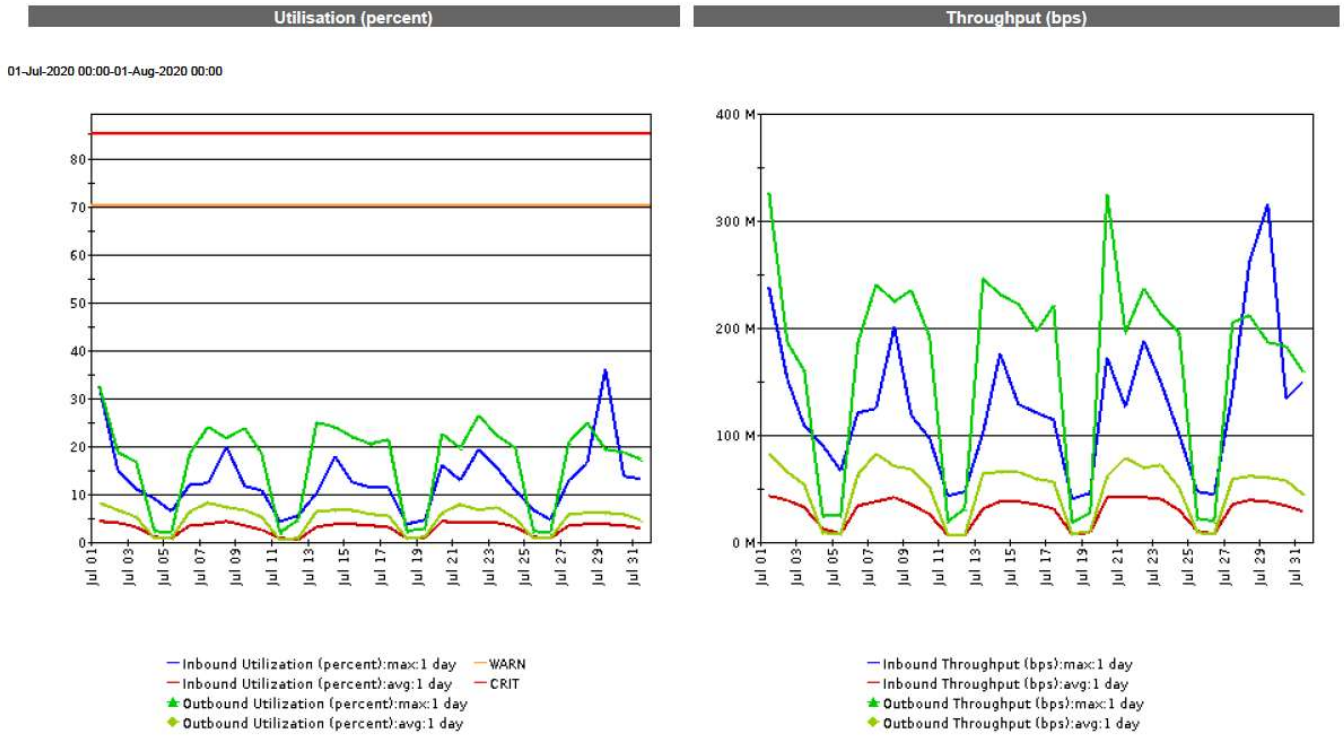


Internet Usage

The graphs below show that the 'increased to' 1Gb capacity is now fully available and Internet usage is a much more realistic 30% capacity, this gives headroom for internet spikes which occasionally occur especially if using video conferencing applications such as Zoom.

Given current demands on the Internet on both a local and national level, it is possible that if you experience issues with performance it could be down to your local network connection, and this is outside the control of Strata, therefore to minimise such issues, we suggest that the use of services such as Netflix are limited during the working day to reduce the possible impact of contention.

We have re-issued guidance to all users outlining what can impact on bandwidth.



The above graphs show in Fig 1, the average percentage Internet utilisation and Fig 2 the amount of bps (bits per second) which flow across the Strata Internet connection (which now allows for a maximum of 1Gbps throughput).

Customer Satisfaction

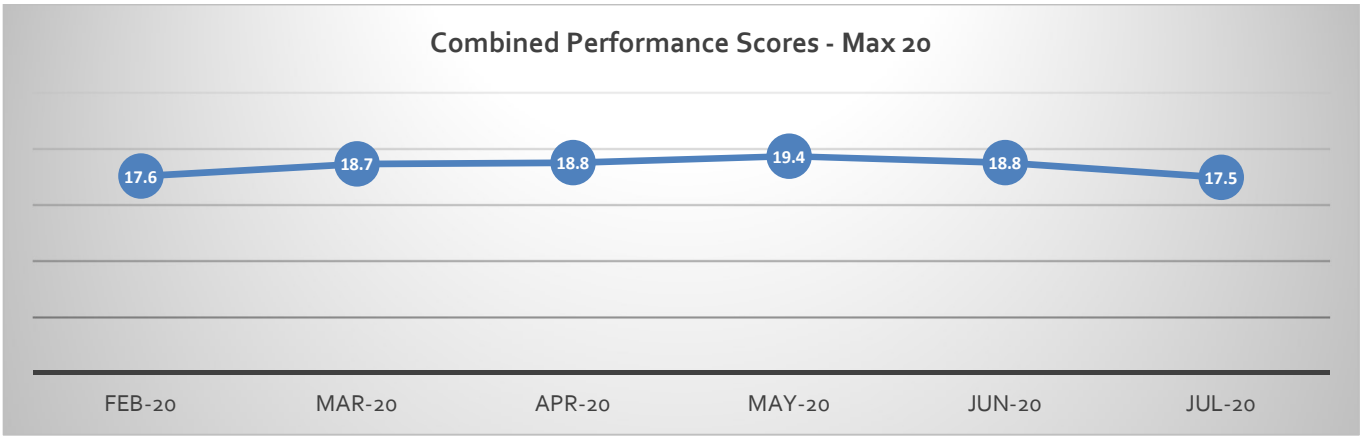
This measure is available from the Call Logging system by sending a customer satisfaction email when each job logged has been completed. We ask four primary questions and end users can score based on a scale of 0 to 5.

In July 2020, we received 78 responses to the customer satisfaction survey.

	Feb 2020	Mar 2020	Apr 2020	July 2020	Jun 2020	Jul 2020	Aug 2020	Sept 2020	Oct 2020
How would you rate your overall satisfaction with the service you received	4.5	4.8	4.8	4.9	4.7	4.3			
How would you rate our communication with you through this process	4.3	4.6	4.6	4.7	4.7	4.4			
How would you rate the level of knowledge and professionalism of our staff throughout this process	4.4	4.6	4.7	4.9	4.7	4.5			
How satisfied were you with the call resolution timescale	4.4	4.7	4.7	4.9	4.7	4.3			

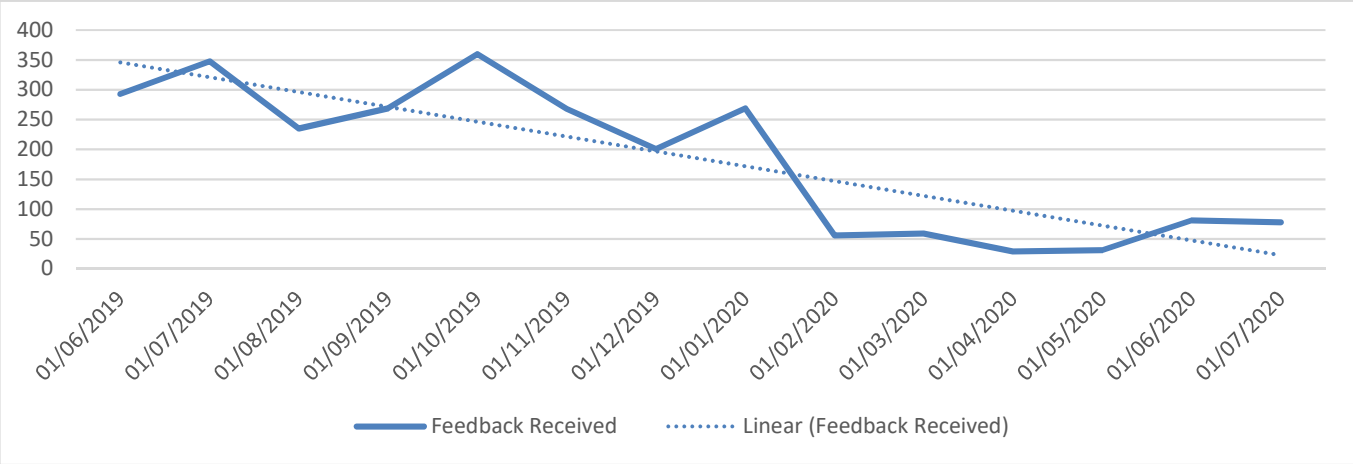
Combined Feedback Scores

	Feb 2020	Mar 2020	Apr 2020	July 2020	Jun 2020	Jul 2020	Aug 2020	Sept 2020	Oct 2020
Combined Scores	17.6	18.7	18.8	19.4	18.8	17.5			



Quantity of Feedback Received

	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Jul 20
Feedback Received	348	235	269	360	268	201	269	56	59	29	31	81	78



Glossary of Terms

The following terms are regularly referred to by Strata within its reports:

Term	Brief Description
AWS	Amazon Web Services
BCR	Business Change Request
CoCo	Code of Connection
DoJo	Security and Awareness knowledge package which we are starting to roll out to all staff across the three authorities.
DMR	Digital Mail Room
Global Comms	This is the new telephony platform that has been deployed across all three authorities
Global Desktop	This is the desktop environment which is deployed across all three authorities which enables users to log in at any time and at any place, supports Agile working.
GDS	Government Digital Service
iDocs	Software application now being used across the three authorities in support of mobile working and planning.
iTrent	The HR and payroll system in use in EDDC and ECC and soon to go live in TDC.
IiP	Investors in People – Strata entered the accreditation process at the Silver Level
ILM	Institute of Leadership and Management
ITIL	Information Technology Infrastructure Library
ITSM	IT Service Management
Mbps	Megabits Per Second
MHCLG	Ministry of Housing, Communities and Local Government
MPLS	Multi-Protocol Label Switching
PSN	Public Service Network
Service Request	A request for a new service, i.e. application / item of hardware
Incident	Strata's name for an issue reporting into the Service Desk
OOH	Strata Out of Hours Service
Problem	Strata's name for an Incident where a workaround has been implemented, but the core problem not resolved – this definition has now been replaced.
SLA	Service Level Agreement
Service Desk Tier 1	When a user calls into the Strata service desk, calls are logged and investigated but Strata service desk specialists.
Service Desk Tier 2	Should a visit be need to a user or if the Tier 1 specialist cannot resolve an issue, the calls are passed to a Tier 2 specialist.
Service Desk Tier 3	If a more detailed investigation is required, then a Strata Tier 3 specialists will be assigned to the incident.
VDI	Virtual Desktop Environment – Global Desktop
vFire	Strata's new Service Management platform