

## **STRATA - JOINT EXECUTIVE COMMITTEE**

**TUESDAY, 16 JUNE 2020**

**Present:**

Councillors Arnott, Hassan, Williams, Shears, Bialyk and Dewhurst

**Non-Voting Members:**

Karime Hassan, Phil Shears, Mark Williams

**Councillor in Attendance:**

Councillor C Clarence

**Officers in Attendance:**

Sarah Selway, Democratic Services Team Leader & Deputy Monitoring Officer

Robin Barlow, Head of Security & Compliance

Simon Davey, Strata Board Director

David Hodgson, Strata Service Director

Martin Millmow, Head of Document Centres

Christopher Morgan, Trainee Democratic Services Officer

Paul Nicholls, Strata Board Director

David Sercombe, Head of Business Systems & Business Intelligence

Adrian Smith, Head of Infrastructure & Support

Laurence Whitlock, Strata IT Director

### **13. APOLOGIES**

None received.

### **14. ELECTION OF A CHAIR**

Councillor Paul Arnott of East Devon District Council was elected Chairman for the 2020/21 Municipal Year.

**15. MINUTES**

The minutes of the meeting held on 27 January 2020 were approved as a correct record and signed by the Chairman.

**16. DECLARATIONS OF INTEREST**

None.

**17. IT DIRECTORS REPORT**

The Strata IT Director presented the report on activity from 1 January to 31 May 2020, identifying key activities, successes and areas for improvement (presentation attached to minutes).

He brought members attention to the resilience and the adaptability of Strata during the current crisis. There was a rapid move to remote working over a nine day period from 25% of staff to 82% of staff. Strata had supported the three councils in their response to the pandemic this included virtual committee meetings.

During discussion members raised questions regarding the suitability and compatibility of different communications platform for both officers and members and the performance of the global desk top (questions and responses attached to minutes).

**RESOLVED** that the report be noted.

**18. STRATA BUDGET MONITORING 2019/20**

The Finance Director presented the report advising on the financial position of Strata at the end of 2019/20, including both revenue and capital spend. He highlighted that Strata had delivered £1,073,529 of revenue savings in 2019/20 and had refunded £573,529 to the three councils.

**RESOLVED** that the report be noted.

**19. LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 - EXCLUSION OF PRESS AND PUBLIC**

**RESOLVED** that under Section 100A (4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Act.

**20. FINANCIAL MANAGEMENT SYSTEM - CONVERGENCE - BUSINESS CASE APPROVAL**

The Head of Business Systems & Business Intelligence presented the report advising on the convergence of the Financial Management Systems used by the three authorities which was highlighted as a potential project in the Strata Business Case 2014/24.

Members recognised the need to move this project forward although due to the impact of COVID 19 could have on budgets and the tender process, consideration of the project should be deferred to the next meeting of this committee.

**RESOLVED** that the Financial Management System - Convergence - Business Case report be brought back to the next meeting of Strata Joint Executive Committee for consideration.

**21. STRATA BUSINESS PLAN 20/21 AND BEYOND**

The Strata IT Director presented the report to explain the Strata Business Plan 20/21 and beyond.

Members felt that the Business Plan should be taken to the respective councils for formal ratification.

**RESOLVED** that the report be noted; and

**RECOMMENDED** that the three Councils formally ratify the Strata Business Plan 20/21 and beyond.

**22. STRATA - COMMERCIALISATION REPORT**

The Strata IT Director presented the report which was undertaken into the commercialisation findings.

**RESOLVED** that the report be noted.

The meeting started at 4.05 pm and finished at 5.20 pm.

Chairman

This page is intentionally left blank

# IT Director & Strata Manager Report

16<sup>th</sup> June 2020

# High Level Summary

- Strata systems highly available during the crisis
- Proven technology choices to support rapid migration of officers to remote working
- New portal proved effective at handling demand
- Flexible and adaptable skilled resources to support changing demands
  - Community Hubs
  - Virtual Council Meetings
  - Secure Remote Access
  - Hardware Provision
  - Informing citizens
- High level of customer satisfaction

# Key Themes During Covid-19

Supporting the *Officers*

7

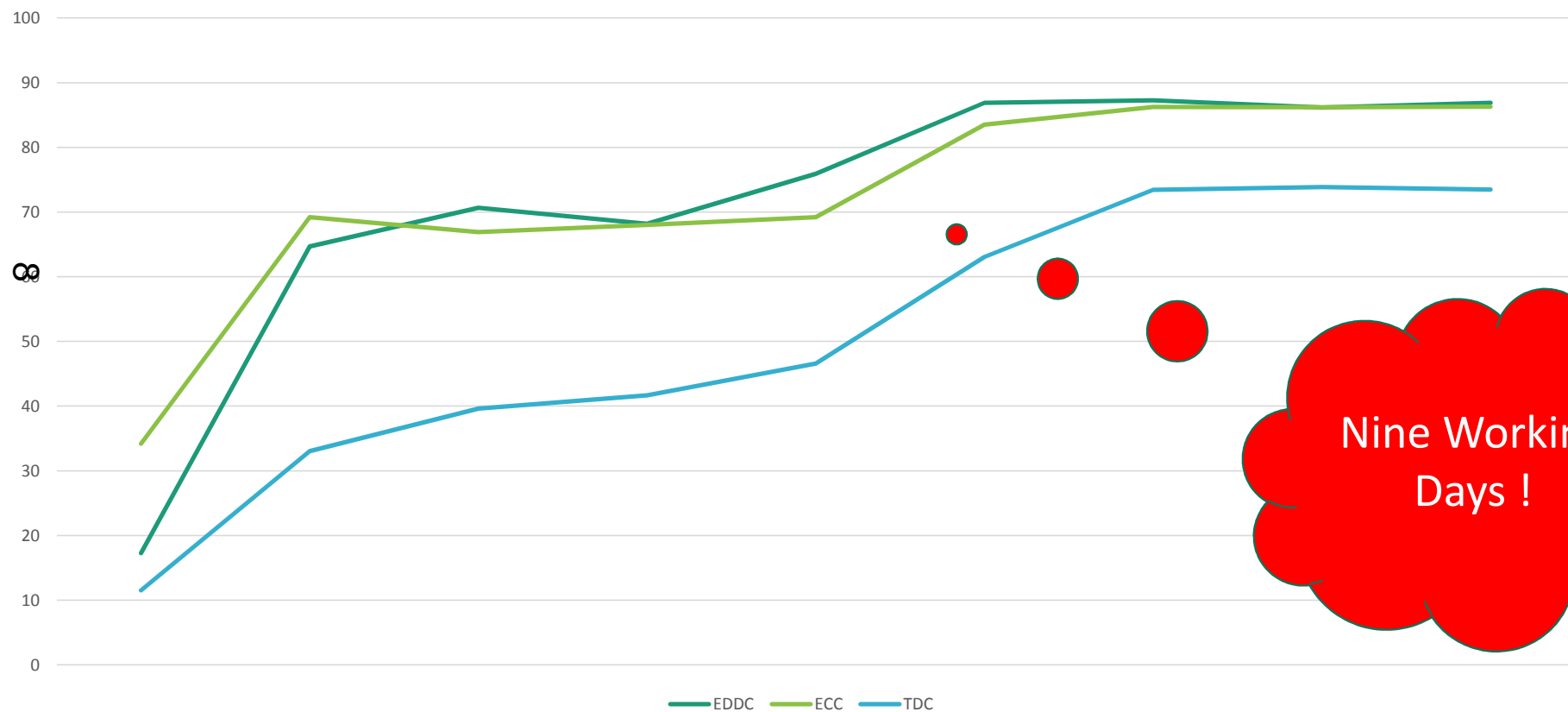
Supporting the *Councillors*

Supporting the *Citizens*



# A Rapid Move to Remote Working

% Users Remote Working

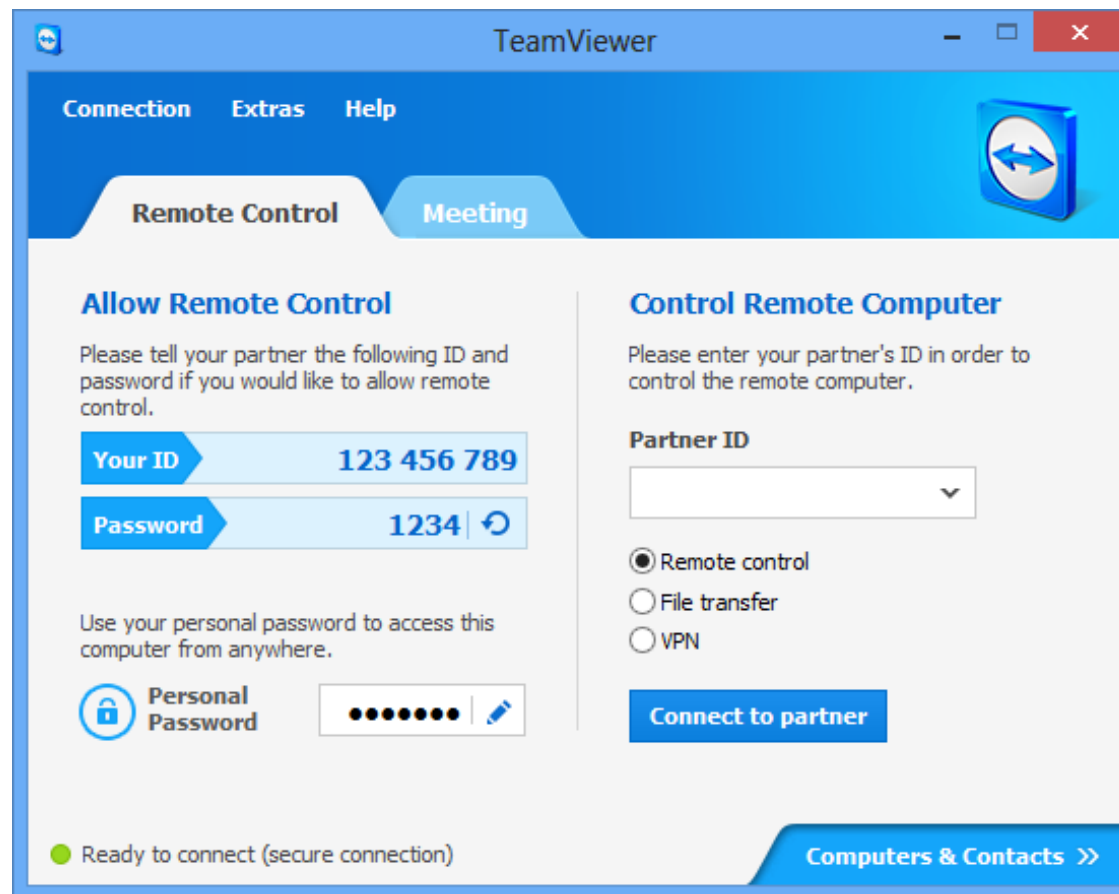


Nine Working Days !



# Supporting the Desktop Remotely

6

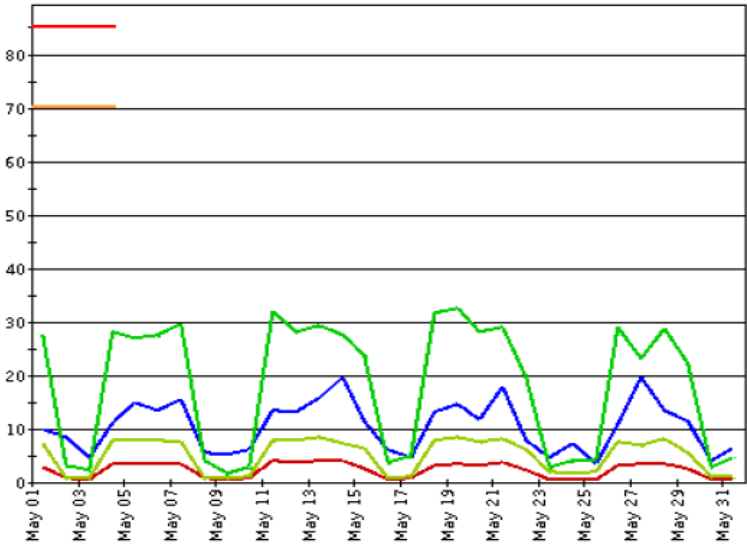


# Increased Internet Provision

Throughput Details for interface STRA-EX1-IA1\_IF: 10101 1 Gbps Gi0/1 1Gb WAN link to EXE2-METNET-2A LAG-4.3258 CAL0159951 1

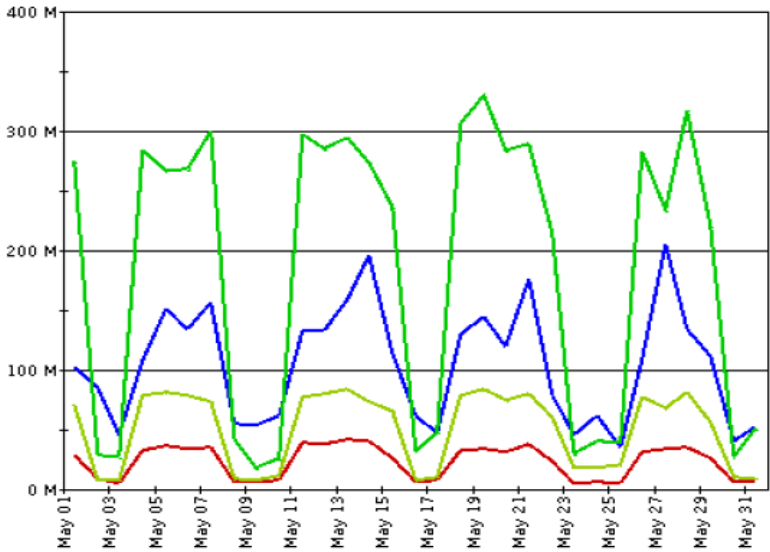
Utilisation (percent)

01-May-2020 00:00-01-Jun-2020 00:00



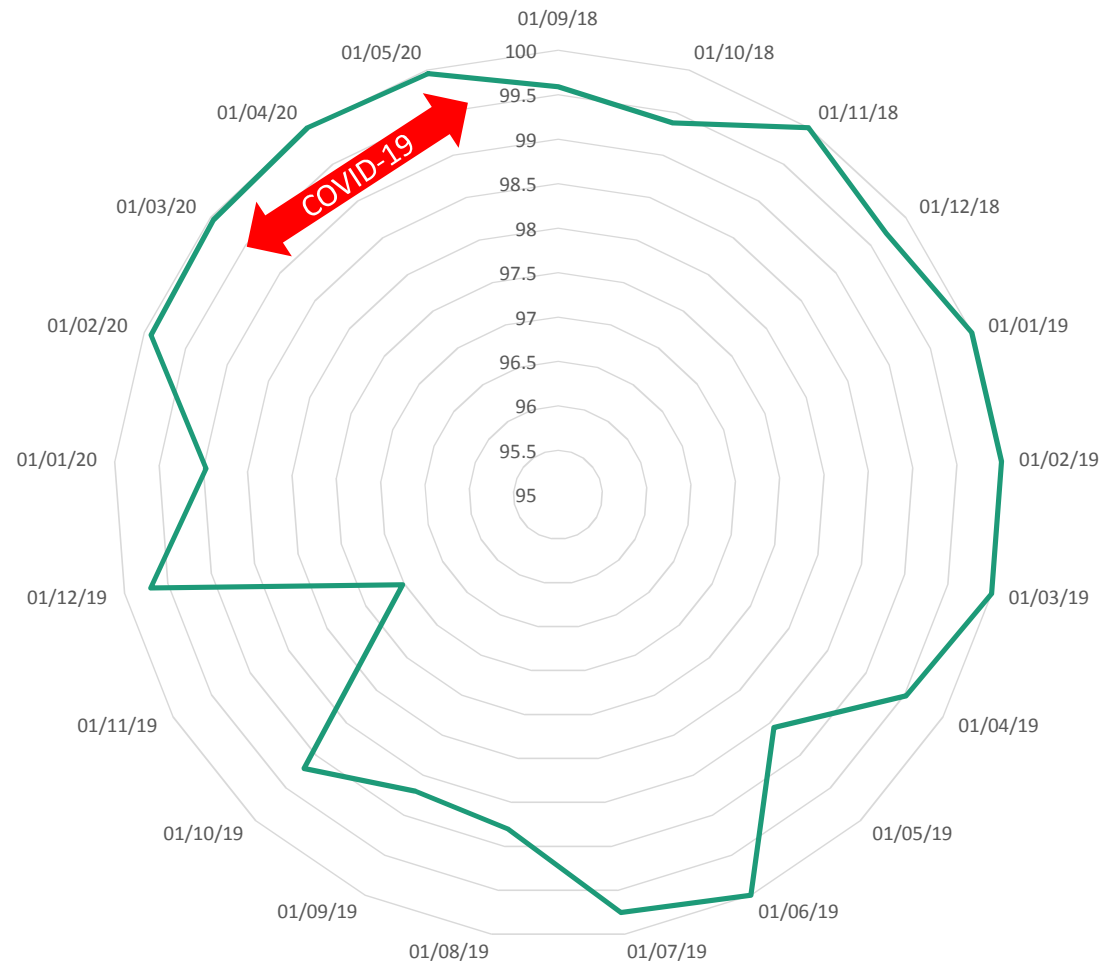
— Inbound Utilization (percent):max:1 day — WARN  
— Inbound Utilization (percent):avg:1 day — CRIT  
— Outbound Utilization (percent):max:1 day  
— Outbound Utilization (percent):avg:1 day

Throughput (bps)



— Inbound Throughput (bps):max:1 day  
— Inbound Throughput (bps):avg:1 day  
— Outbound Throughput (bps):max:1 day  
— Outbound Throughput (bps):avg:1 day

# High Level of System Availability



# Ensuring Systems Remain Available

12



Ensuring resiliency  
in a time of crisis

# Coping with the High Demand for Strata Services



Hi Lawrence [Log Out](#)

MY OPTIONS

[Home](#)  
[Help Me](#)  
[Log a Fault/Incident](#)  
[Browse the Service Catalogue](#)  
[Raise a BCR](#)  

My Portal

[My Incidents](#)  
[My Requests](#)  
[My Approvals](#)  
[My Resources](#)  
[Tell us how we are doing](#)  
[About Strata](#)

WELCOME TO THE STRATA PORTAL

My Incidents0

My Requests0

My Approvals0

My Resources0

SERVICE DESK INFORMATION

Welcome to the New Strata Portal. This is your one-stop shop for requesting IT services. For urgent incidents please phone us, all other issues should be logged via the portal for a quicker response and resolution. We are no longer accepting emails to Service Desk. Service Desk opening times are: Mon to Fri 7.00am to 5.00pm (ext Bank Holidays). Outside of these hours emergencies can be reported to our Out of Hours team, by phoning Service Desk and following the instructions. For helpful and useful guides on a range of subjects please [click here](#).

LATEST NEWS & ALERTS

Important Information - Zoom and MS Teams explained

Dear residents

...

Please give us feedback - it takes 20 seconds of your time

Dear residents

When each incident ticket is closed, or when each Request is completed you will receive an email confirmation.

[More News](#)

MAJOR INCIDENTS


No Outstanding Major Incidents


3

	Incidents	Problems	Service Requests	BCRs
	107	16	235	430
East Devon	26	0	55	143
Exeter	44	0	82	107
Exeter City Living	0	0	1	0
Teignbridge	31	0	30	161
Strata	6	16	67	19

# And Supporting Rapidly Changing Needs

14



Search 

[Home](#) [Services](#)

## Claim your Business Support Grant - COVID-19

[Claim details](#) [Claimant details](#) [The business](#) [Bank details](#) [Declaration](#)

Title of claimant \*

Forename of claimant \*

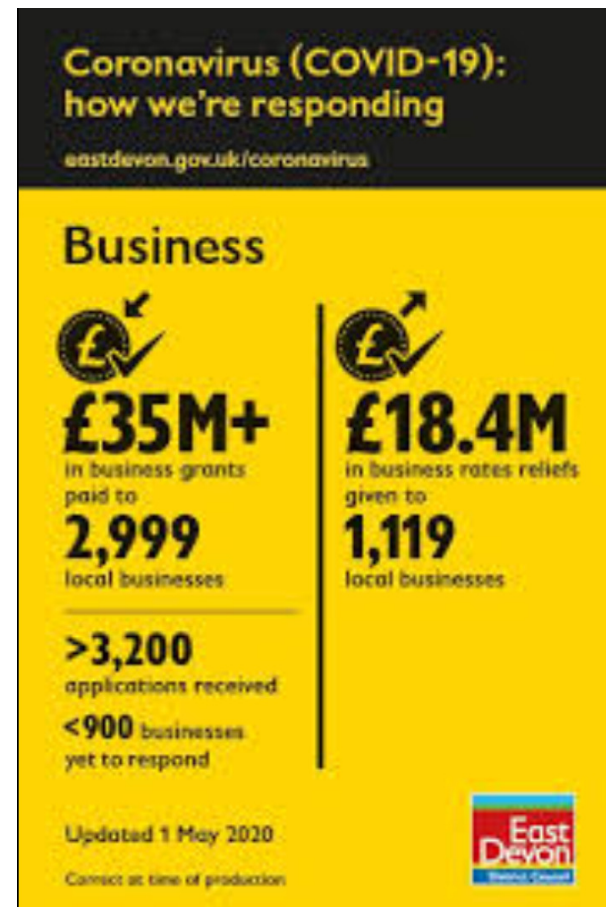
Surname of claimant \*

Middle name or middle initial of claimant

Contact number \*

Email address \*

[< Previous](#) [✕ Cancel](#) [Next >](#)



# And Working to Set Up Community Hubs

exeter.gov.uk

## Exeter Community Wellbeing




### 5 WAYS TO HELP FIGHT BACK

Community Action Response: COVID-19

**Exeter City Council** and **Wellbeing Exeter** are committed to working together to provide practical help and support for local people to get through this outbreak.

There are already many great examples of people coming together to look out for each other. We want to nurture this and do all we can so that neighbourhoods have as much help as they need to look after each other and get help and support to those likely to need it most.


We have set up **Exeter Community Wellbeing** to assist individuals and community groups to help and support each other during this challenging time.



**STAY AT HOME** **PROTECT THE NHS** **save lives** **East Devon**  
District Council

**East Devon Coronavirus Support Hub Hotline -**  
**01395 571500**

07/25 Wed 6 May eddc business grant relief 53%



**Our hotline is open.**  
**Talk to us on 01395 571500.**

**EAST DEVON DISTRICT COUNCIL CORONAVIRUS COMMUNITY SUPPORT HUB**

## CORONAVIRUS Support Hotline

STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES

**Do you or someone you know need help or support during the Coronavirus lockdown?**

**Feeling isolated?**  
**Unable to access food or other services?**  
**Don't know where to go for help or advice?**

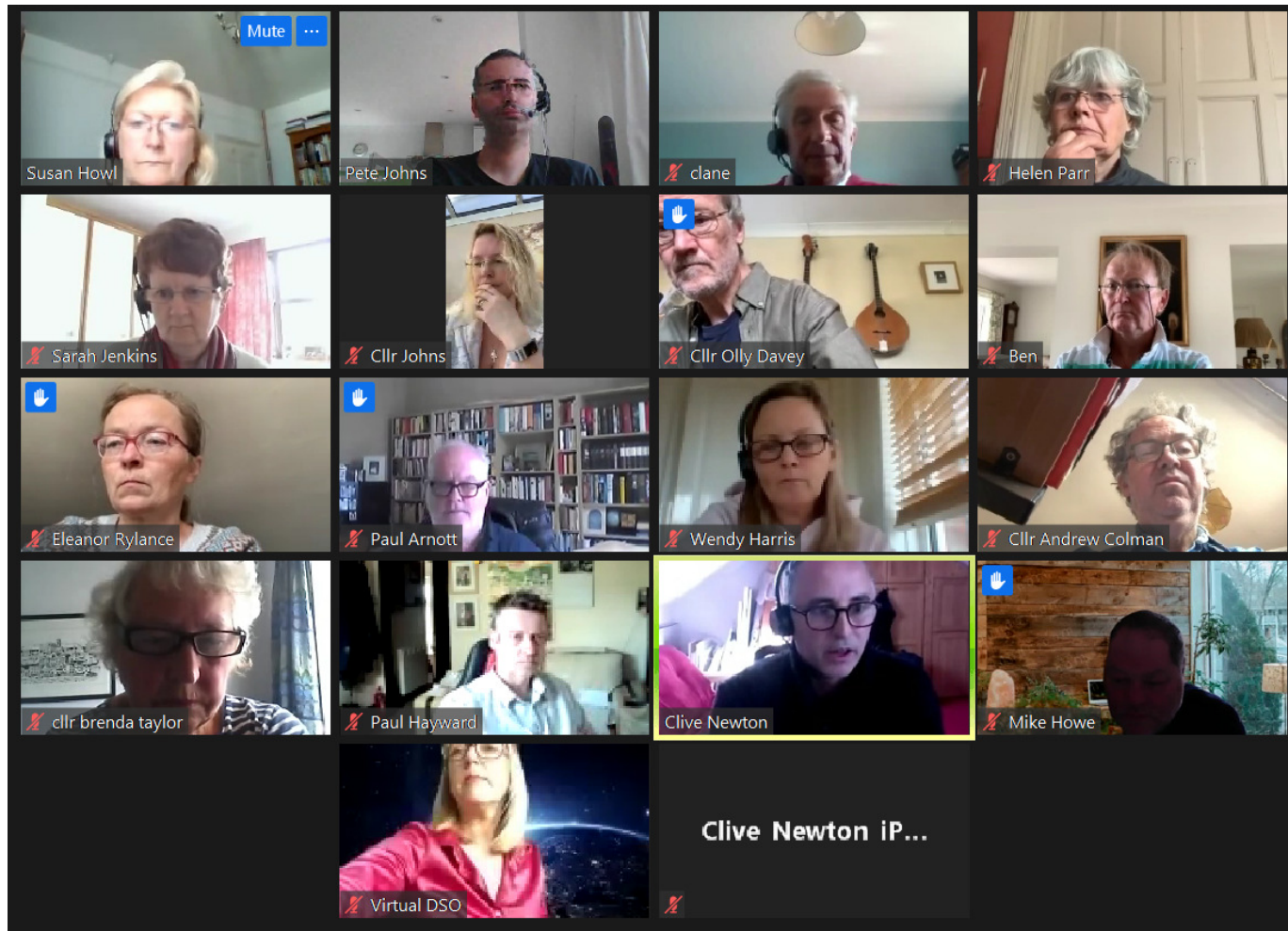
Teignbridge District Council has launched a telephone service to help people who are feeling isolated, or who need help, support or other advice to get them through the COVID-19 lockdown period:

**Hotline**  
**01626 215 512**  
Monday to Friday, 9am - 5pm  
(excluding bank holidays)



# And Meeting in New Ways

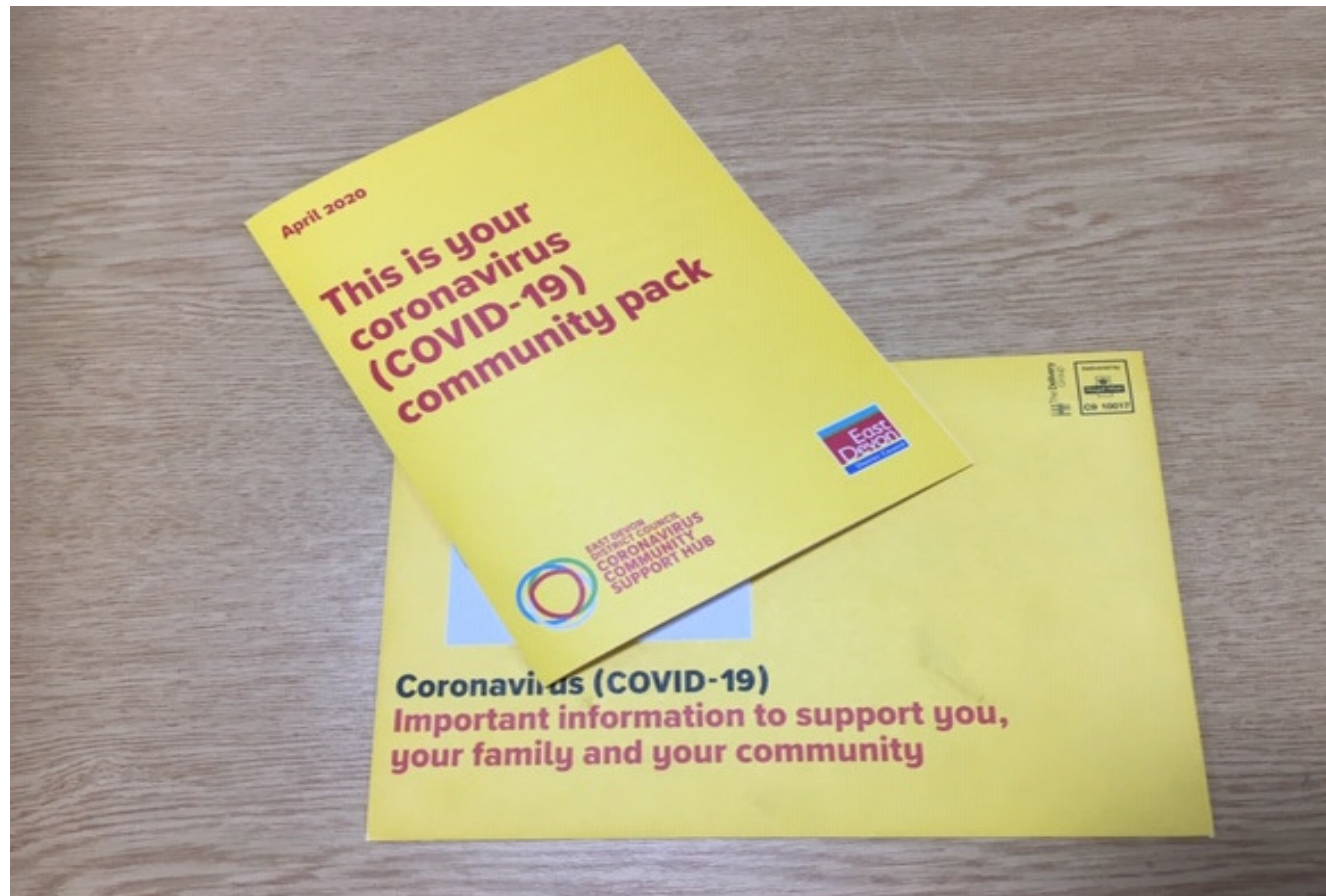
16



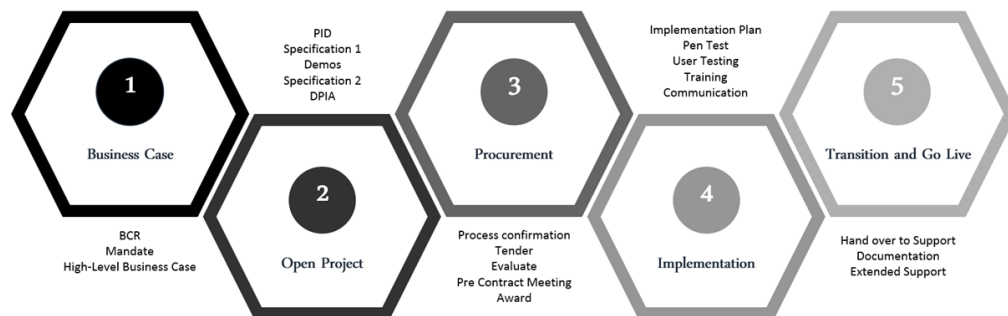


# And Helping Councils Inform Citizens

17

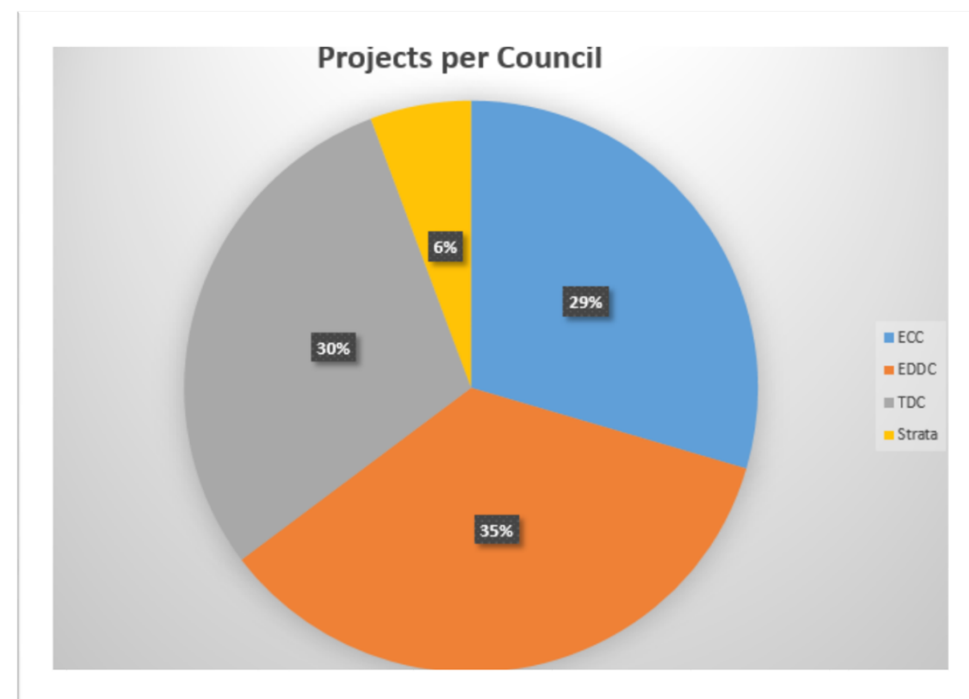
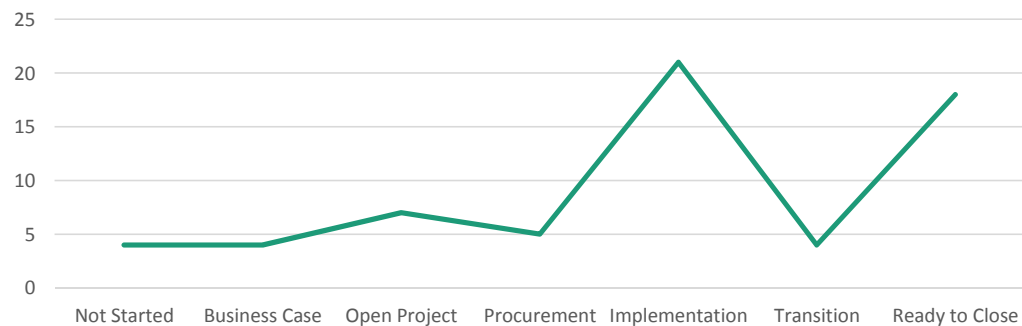


# And Keeping Things on Track



18

All Authority - Live Projects



# And Ensuring Customer Satisfaction

19

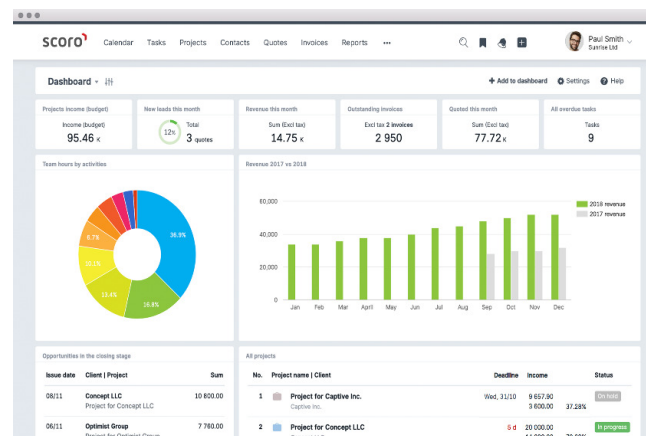


# Accelerating and Changing Priorities



Microsoft Teams

Collaboration Tools



Corporate Dashboards



15p



£2.83



£8.62

Produced by Richard Overy. Data Source: Socitm Insight  
better served February 2011, Symbols: CC-BY The Noun Project

Channel Shift

STRATA

# Any Questions

21



This page is intentionally left blank

**Strata Joint Executive**  
**16 June 2020**

Question Asked By	Question	Strata Response
CLlr Bialyk	The experience of using Zoom in the Global Desktop is not great, what are Strata doing about it ?	<p>As part of the migration to the new Windows 10 environment, we are building Zoom compatibility into the desktop from the start, this will include the ability to offload the video to the underlying machine which will give the best performance possible.</p> <p>The Windows 10 project is a sizeable undertaking, and we have specialists focussing on this critical element of work.</p> <p>We expect the work to be completed by January 2021</p>
CLlr Bialyk	What webcam would Strata suggest using for Zoom calls	<p>Strata recommend the Microsoft – Lifecam HD-3000 camera.</p> <p>This information has previously been provided to the three authorities and camera can be ordered via the Strata portal.</p>
CLlr Dewhirst	Why don't TDC officers have webcams	<p>The option to purchase peripherals\accessories such as webcams lies with the authority and individual departmental budgets.</p> <p>Service Requests can be raised by authority officers via the Strata portal for the purchase of such peripherals \ accessories.</p>
CLlr Dewhirst	Why are Strata not using Mozilla Firefox	<p>Currently in the Windows 7 Global Desktop environment, officers can have access to Microsoft IE, Microsoft Chromium Edge, Google Chrome &amp; Mozilla Firefox.</p> <p>As we migrate to the new Windows 10 Desktop environment, we will be standardising on the new Microsoft Chromium Edge browser, which is essentially based on the Google Chrome engine, but is fully integrated into the Microsoft management suite which we use to manage the desktops. This model simplifies delivery, support and maintenance of the IT environment.</p>
CLlr Dewhirst	Have Strata considered offering WebEx for video calling	<p>Prior to the implementation of Zoom, Strata proposed to three authorities that we undertake an exercise to review all mainstream video conferencing platforms, WebEx was to be included in this exercise.</p> <p>However, there was an overwhelming desire to move to Zoom from all three authorities so this analysis work was stopped and all three authorities unanimously agreed to deploy the Zoom application for Virtual meetings.</p> <p>Strata would of course be happy to re-initiate the review exercise, should the authorities consider that Zoom is not the application they wish to utilise moving forward.</p>

Cllr Dewhirst	Global Desktop performance is very slow	<p>The Global Desktop is used all day every day by staff in each authority, hence, we are surprised to hear that it is slow and pretty much unusable.</p> <p>Could we suggest that if such a problem occurs, that an incident is logged with the Strata Service Desk in order that it can be investigated</p>
All	How are Strata going to deliver hybrid meetings	Strata specialists have already started speaking to the relevant officers within each authority as to how hybrid meetings could be delivered.
Cllr Bialyk	Can I set up my own meetings on the corporate Zoom platform ?	<p>To set up Zoom meetings, a councillor would need to purchase a Zoom 'host' licence (@£15.99 per licence per month)</p> <p>These licences can be purchased via the Strata portal.</p> <p>Strata have asked ECC if they could raise an order on the portal for this licence for the ECC Leader. This order has now been raised, and a licence is being purchased.</p>
Cllr Dewhirst	There is a difficulty in using a single screen (iPad) for virtual meetings, and then trying to follow an agenda.	<p>Currently the iPad is the agreed delivery model for Teignbridge Councillors, there was a paper to look at the introduction of Office 365 but this was initially rejected by the councillors, as they required further information.</p> <p>This revised paper has yet to be brought back to council due to the Coronavirus crisis.</p> <p>Strata believe there is merit in undertaking a further, detailed review of Councillor IT requirements across all three authorities, however the current timing and workloads would prevent this until next year at the earliest.</p>
All	Concern that Strata would be moving away from Zoom to MS Teams	<p>There did also seem to some concern than Microsoft Teams would replace Zoom, there are no current plans to replace Zoom, if and when we do deploy Microsoft Teams it will initially be as a collaboration tool, as this is what is being requested by the three authorities.</p> <p>Skype for Business will remain the corporate telephony platform and will co-exist with MS Teams. Eventually (by 2025 at the latest), it is likely that the Skype for Business telephony platform will be replaced by MS Teams as this is a natural progression.</p> <p>Strata see no reason why Zoom cannot remain in use as long as it is required.</p> <p>Strata do see Microsoft enhancing the video conferencing elements of the MS Teams platform over the coming months in order that it delivers the experience and usability which Zoom currently does.</p>



All	Poor perception of the implementation and use of MS Teams at Devon County Council	<p>Strata would not suggest judging the MS teams product purely based on the experience of using the Devon County Council deployment.</p> <p>MS Teams offers a feature rich environment, and like with most IT projects, its 80% People, Process &amp; Culture vs 20% technology. You need to get all elements of a deployment right if you are to achieve successful adoption.</p> <p>As Strata look forward to the future and into next year, we will be making sure that we get this balance right and will plan in detail any MS Teams implementation and ensure that the technology is not simply rushed in (that's the 20%), without fully engaging with the people, process and culture element (the 80%).</p> <p>As we have found with the implementation of Zoom, having high quality Strata staff available to support user adoption is critical.</p>
-----	---	---

This page is intentionally left blank