



Solutions for
government

Strata Service Solutions Ltd.

IT Directors Report

- Joint Scrutiny Committee – Wednesday 4th Sept 2019
- Joint Executive Committee – Tuesday 24th Sept 2019

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IT Director Summary Report– *Laurence Whitlock*

We are now very much in the holiday season and the demands upon Strata resources remains high. The changes we have made over the last three years in improving our processes and resource planning is enabling us to ***keep pace with the demand***, both in terms of Projects, Business Change Requests (BCR's) and Business as Usual (BAU).

The 'Agile' project work at ECC is ***ramping up***, as timeframes for migrating ECC staff from Phase 1 of the Civic Centre into Phase 2, are shortening. The resource that we have brought in to build the IT environment is proving very successful and feedback from end users is encouraging.

We can now see some light at the end of the tunnel in relation to the Global Comms project. It's been a long and complex project with a number of challenges along the way, but we are hopeful that all the authorities are now recognising the benefit of the new Telephony platform.

The work that Strata does in the background to 'keep the lights on', can often go unrecognised. Every year we have a huge amount of work to do to ensure that the three authorities achieve PSN (Public Service Network) accreditation which enables them to connect to the likes of the DWP. In order to achieve this accreditation, system patching needs to be up to date and security weaknesses identified and mitigated against. In September, the external assessors will arrive on site for one week to perform their assessment review.

The ***Business Systems*** team are leading on the introduction of a new Finance and Income Management system across the three authorities and the initial 'discovery phase' work is underway. The Firmstep Project across the authorities is going well, Single Sign On (Revs & Bens) for TDC users has been tested with very few issues being identified and there have been over 2000 sign ups to 'My Account', related to the TDC garden waste renewal programme.

The ***Service Desk*** team continue to ***provide an exemplary service***, with many positive comments being received as part of the customer satisfaction survey. The team are also in the process of introducing the new 'vFire' service desk system, which provides them with an industry standard toolset to enhance the great work that they do. Although it's still early days, we are starting to see a lot of previously complex and resource intensive processes becoming automated.

The ***Infrastructure*** team have been working with the Supplier Manager to look into the costs of mobile devices and networking. We have already been able to ***negotiate a £6k per annum saving*** from Vodafone and expect good levels of savings to be realised from the renewal of contracts with EE and O2. In parallel, we are also working on the fixed line estate to see what savings we might be able to deliver back to the authorities.

The ***Document Centre*** are reporting that printing volumes are remaining high, with an estimated 7 to 8 million sheets expected to be printed in 2019. Good progress is being made on EDDC scanning with circa 50% of work completed.



The **Security and Compliance** team are currently deploying 'Mimecast' the new content and email filtering system. Strata and EDDC have gone live, with ECC and TDC looking to be migrated by the end of September 2019. We are already seeing a number of benefits over the previous system that was in use.

Financial performance is in line with expectations, and the Strata Management team are working closely with the ECC accountants to ensure that all charges are correctly assigned and attributed. We aim to pay our invoices on time and ensure that any disputes are dealt with efficiently and effectively.

In this quarter's month's report, Clive Newton the new Strata IT Trainer, ***provides an update on his activities to date and how he is working*** to identify and support the end users of IT, within both the officer and councillor community. Clive is working on a matrix of IT training, ranging from '1 2 1' to '1 to many' training. More details of this will follow over the coming months.

With Climate Change now on everyone's radar, Strata have asked Clive Newton to act as our Climate Change champion to help drive IT related climate change initiatives. Although it is early days, as Clive has only recently re-joined Strata, we are excited about helping the three authorities in this important area and to help them achieve their climate change goals

Should you have any questions in relation to Strata services or operations, then please do not hesitate to get in contact with me.

Best Regards

L.W. Whitlock

Laurence Whitlock

Tel : 07583 014926

Strata Service Team Report

Infrastructure & Support Team – *Adrian Smith*



The Global Comms roll out at Teignbridge come to a completion at the main Forde House site. Work has also been ramping up on the Exeter City Council 'Agile' working project, Yasmin, who has been brought in and funded by Exeter City is making great progress preparing the new equipment for deployment, and assisting with the various relocations as we work with Exeter City to create space in Phase One of the Civic Centre. Work continues behind the scenes for the upcoming annual PSN health check. Strata have been making good progress on the work required to keep the infrastructure up to

date ready for this year's PSN submission, this month we focussed on the patching all of the underlying Vmware hosts.

Major Projects

Skype for business

The whirlwind of SfB migrations continued throughout July and significant progress has been made. In total, we have now migrated and trained 334 staff in TDC, and 1396 across all the three authorities in total. The vast majority of all three authorities are now using Global Communications, with the only major centres waiting for migration are ECC's RAMM and TDC's Leisure. Both of these are being worked on and are likely to go live during the period of end of August through to September.

Other than people on long-term sick and handset deployments in various locations, the Forde House migration has now been completed for TDC.

On the 4th July TDC's primary contact centre was successfully migrated. This migration appears to have gone smoothly and staff have picked up the solution well. The analytical data being presented has already lead to some positive changes, including an introduction of a new IVR to direct callers more efficiently and a better use of resource for handling Council Tax and Benefits calls. We will be continuing to engage with the three authorities to better understand call flow, performance and recommend changes where we believe we can make further positive changes.

Although the majority of the staff migrations have been completed, there is still a number of tasks outstanding before the project is closed. These are being scheduled for completion.

Note: due to planned holiday and unplanned sickness within the Global Comms team, progress for August will mostly be tidying up and planning work schedule for the next few months.

Exeter City Council – Agile Working

Work continues on the next cohorts and the work required for these staff to move to a more agile way of working. There is a full programme of migrations running from now until April next year. Staff in ECC Customer Services, Housing and Revs & Bens are moving in the next few weeks. Work continues on creating two 'drop-in' sites for staff to work at, with the new Virgin media connections having gone live and the new network cabling being installed. These sites will be completely ready for occupation by the end of the month. Exeter City Council are now looking at the possibility of creating a 3rd site and also making use of the Library.

Other Projects

Server 2008 Upgrade/Replacement – Work on the project continues, we've currently upgraded or decommissioned 40 Servers, plans are well underway for the remaining servers.

Sql 2005/8 Upgrade and replacement – Work is now progressing well on this project with the first databases now live on the new setup, we have already begun the decommission of the older SQL servers.

Windows 10 Upgrade for all desktops (Including Global) – No Change –Kaspersky have delivered the updated Light Agent which allows us to continue with the planned upgrade to Windows 10, this now in turn will kick off upgrades to AppVolumes, UEM, Horizon View. It's hoped we can start testing new users on Windows Late October.

Skype for Business for Teignbridge District Council – As above.

Exeter City Council – Entire Network replacement. – All of the switches in the Civic Centre have now been replaced, work has now commenced on procuring and planning the replacements at all the satellite sites.

Exeter City Council – Network Cabinet and Patch Panel Replacement – All of the network cabs in the Civic Centre have now been replaced and this project is complete.

Mobile Contract Renewal –The new Vodafone contract has been signed and is now in effect, and should save the authorities £6k per annum directly. The current framework for mobiles is finishing so we are working with EE & O2 on signing agreements on the new framework, the first of these meetings is scheduled for mid-August.

Broadband Estate Evaluation and possible replacement – This month we have negotiated an agreement with KCOM our current main supplier to reduce the cost of all our broadband and PSTN circuits with them by up to 12%. We are now looking to consolidate remaining connections to this supplier, which we are hopeful will generate savings of around £10K per year.

Leased Line & LAN Extension Evaluation – We have completed the evaluation this month of all our leased line with RedCentric & Virgin Media. We have also completed the first install of a new 500MB fibre line into RAMM for dedicated high speed Wifi for customers. If this proves successful we may look to move all Strata provided Wifi to a dedicated 1GB circuit to create increased bandwidth.

Security and compliance Team – Robin Barlow

The security position has remained at a **normal level** of alert over the three months. This has been further assisted by the introduction of the new Mimecast system for managing email threats.

Mimecast is now in place for East Devon and during the next period Teignbridge and Exeter will also be migrated over to the new platform. The system is also identifying those staff/councillors who click on links that may have been a threat if Mimecast wasn't checking these. This is providing valuable insight for the Security team into user behaviour.

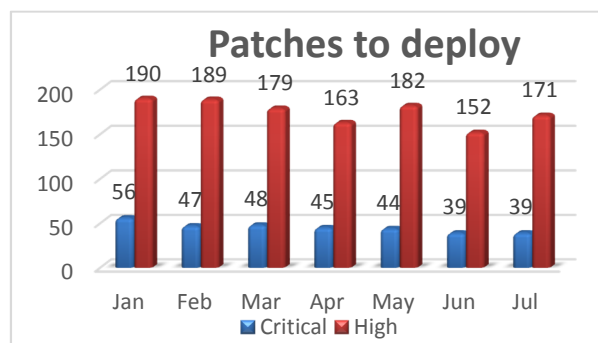
The new solution will also provide a replacement for Egress and large file sending but not the type of collaboration that 'Box' provides. The savings from Egress should offset most of the additional cost of Mimecast.

All three Mimecast migrations must be completed by the end of September 19. We have encountered a couple of residual legacy issues, in particular the way parish councils have been allowed to piggy back on the council addresses, which needs to be resolved by this date.



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. The trend is now stable which reflects that we are keeping on top of the new issues and remediating some older patches. It is quite normal to have a number of patches outstanding as new vulnerabilities are always coming in including the monthly Microsoft patches. We 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.



Password expiry – removed

Passwords management advice has now changed from the Nation Cyber Security Centre (NCSC) and other similar worldwide organisations, recognising the difficulty in humans remembering a myriad of passwords and especially when these need to keep being changed. This can then result in these being written down / forgotten / very similar new passwords being chosen, with the resulting issues this brings.

By the end of August 19, you should no longer be prompted to change your 'windows' logon passwords or iphones/iPads.

Windows Server 2008 and SQL 2008 migration

This project has now progressed significantly with the team now having completed 490 out of the original 636 identified databases. Windows Server 2008 resolution will restart after the SQL project.

PSN CoCo – 2nd September

The annual PSN Code of Connection process is starting again next month, and should demonstrate the annual improvements being made. This is an intense period with a specialist 'penetration testing' company being brought in to 'hack' the network. The whole process needs to be completed by the beginning of December to keep the three Councils' PSN accredited.

As part of this testing, the external company will identify any passwords being used that are weak, with the individuals responsible then being asked to improve these.

GDPR / DP Act 2018

DPIAs are continuing to be worked on, including Legal Case Management, Anywhere365 (telephony), iTrent and Mimecast. The Data sharing/processing agreements between the Councils and Strata are now awaiting an insurance question to allow the wording to be finalised. The Strata to Councils agreement will be provided soon.

Secure email

The Government Secure email standards cover **95%** of emails sent now. The main news is that BT has at last made their email systems compliant, pushing up the percentage. This leaves a diminishing number that still seem incapable/uninterested in ensuring a secure transfer.

The Strata Secure email Outlook 'plug-in' is still available to those who need to check the security of an email route. With the introduction of Mimecast we are also now preparing to introduce the new Mimecast secure email. This provides an option where we may need to demonstrate the higher level of security. This should remove the need for Egress, and where a partner demands Egress they should be able to enable free use from their email account.

Business Continuity

The Business Continuity overarching plan has been provided to the three Councils. This is a significant piece of work and will now drive the requirement for the creation of the supporting documentation.

Systems availability

This last period (July) had a very low number of issues reported again (ECC 2, EDDC 3 and TDC 4), however, there were also 5 'Global Desktop' issues, each with a relatively small impact. We are continuing to see no particular failure trends, probably reflecting the complexity of the systems in general and for some the legacy components of some of these systems. This period did see 5 issues relating to the 'Global desktop', one of these being a failure at the company providing the 'Safenet token' authenticators, another was a network issue for one of the core database systems. The other three all caused various issues from slow access to files to being unable to log in for some staff and affected three different servers. A fix for this is currently being tested.

Data Protection & Security Awareness

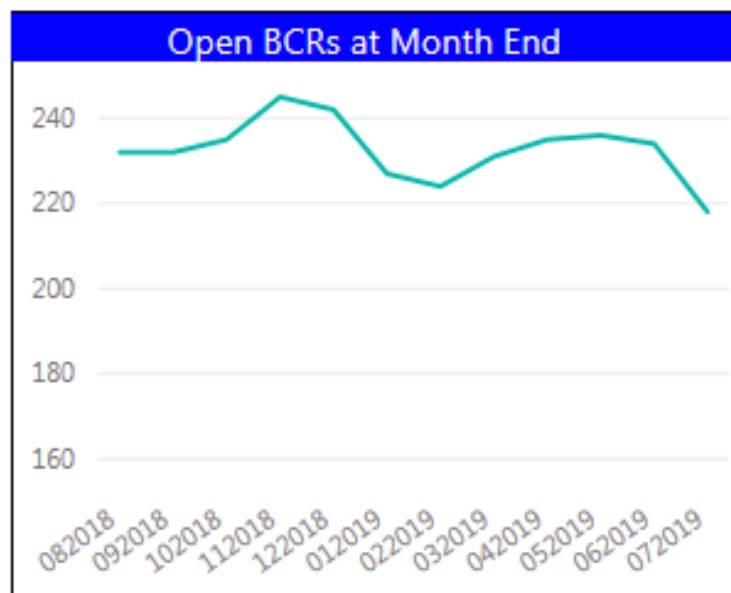
Strata are working with the regional 'SWWARP' security group to review awareness training systems. Along with "Bob's business" and the Metacompliance modules the most promising system is by DoJo which is very cost effective and slick and available via a government procurement initiative.

Brexit Champion

With the potential risk of a 'no deal' Brexit, Robin Barlow will be acting as the Strata Brexit Champion to facilitate any 'no deal' related IT questions which might arise across the three authorities.

Business Systems and Business Intelligence Unit– *David Sercombe*

IN the last period (July) 31 BCRs were closed by Strata,ECC 7, EDDC 11, TDC 13). 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 **Cashable savings** for July 19 is as follows:

Site	BCR Title	Service Area	Customer	Cashable Savings
				£0

The breakdown of **Efficiency savings** for July 19 is as follows:

Site	BCR Title	Service Area	Customer	Efficiency Savings
TDC	Use of Leica Disto sketch App	TDC Economy and Assets	Vicki Bannister	1 hour / week

The breakdown of the **Income Generation** BCR's for July 19 is as follows:

Site	BCR Title	Service Area	Customer	Income Generation
				£0

Major Projects

For more detail about these projects and others, please refer to the Strata Portal and follow the links to the project schedule and highlight report for each individual project. Key project update as follows, however for more detail about these projects and others, please refer to relevant section on the Strata Portal

Firmstep Platform

- **East Devon**

The project is progressing well with the initial focus being on migrating the large number of Lagan forms into Firmstep. The forms have been prioritised in Volume order and are being worked through accordingly. Where an opportunity exists to improve the current forms without significant work, these improvements are being made, with any major process redesign being undertaken in phase 2, once the as is and to be process mapping has been completed.

UAT of the migrated forms is due to start in September, and once these forms are approved we will have our first set of forms live

- **Exeter**

To date, 75 forms have been completed, many of these are total process redesigns with full 'end to end' transactions. The software bug that was preventing the Single Sign on process being put live has now been resolved by the software vendor. Exeter have now decided to progress with myAccount and we'll be assisting them to implement this over the next quarter.

The first phase of this project has now been signed off and the end of project report completed. Strata will continue to assist Exeter with work required on the project via the BCR process, or where other projects, such as Agile and Mobile working, are dependent on the Firmstep platform.

- **Teignbridge**

To date there have been over 20,000 online forms submitted through the platform with approaching 30 processes now live. Garden Waste renewals are now live and the new process has been well received both internally and by customers. We are seeing many new myAccounts being registered as a result of Garden Waste, with over 2,000 new accounts created in the first week!

Single Sign On for Revenue and Benefits has now been full tested externally and very few issues found. We will now work with Teignbridge and Firmstep to make any necessary changes before launching this exciting feature.

HR Platform

Teignbridge are on course to go live in October 19. Initial testing has been very promising with only very minor (and explainable) discrepancies between the actual pay run and the iTrent simulated pay run.

Exeter are recruiting resource to help with their project, so that they can complete the phase 2 work which includes full employee self-service and Time and Attendance.

Finance Platform

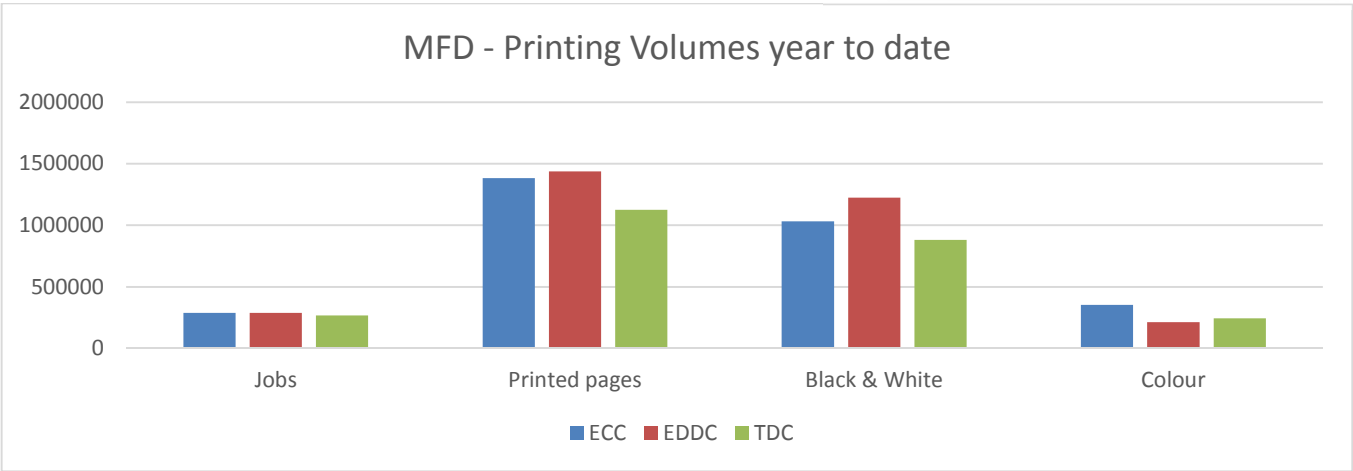
This project is progressing on schedule. Strata has employed a dedicated Business Analyst, to scope current working practices and future requirements. Sufyan has already met with all 3 finance departments and is beginning to draw up the specification of current and future requirements Strata will look to do a 'soft market test' during

October to establish the likely costs of the new system, prior to presenting the completed business case in December, ahead of the council budget setting process..

The Strata board and client leads have met to discuss the synergies between the finance and other projects. It was decided to progress with the other projects in parallel with the finance project and not to delay their implementation.

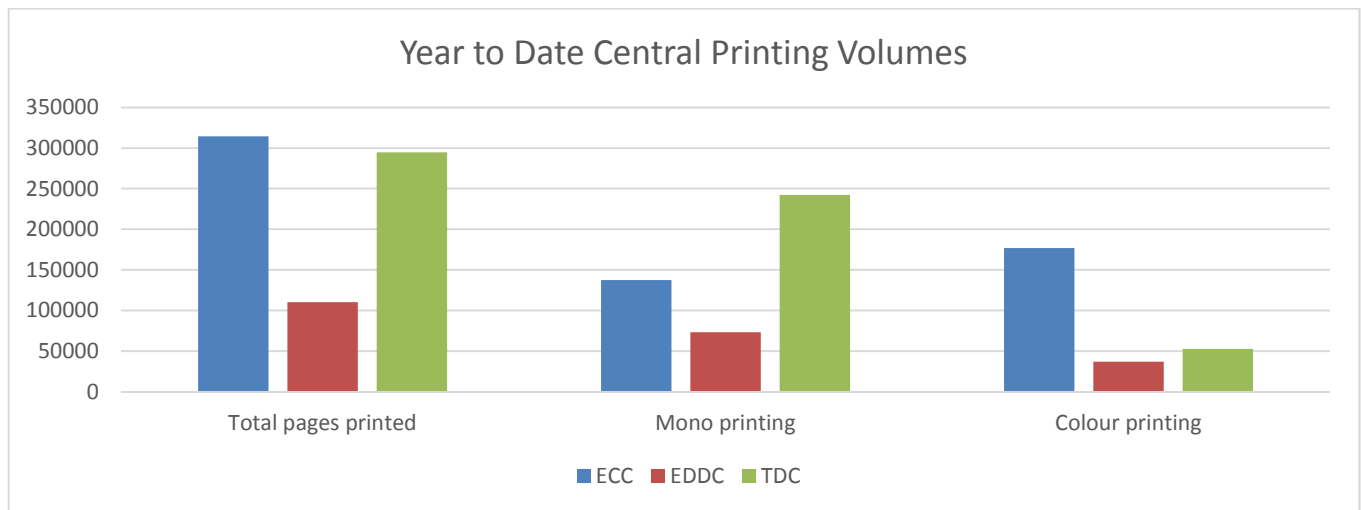
Printing volumes and trends

Printing volumes (excluding the Printrooms) remain on course to hit approximately 8.0 million prints for the year. This will provide a good base line to compare the figures in future years, as digital transformation projects across the three authorities take transactions online and replace existing paper base systems.



Central Printing Volumes

When looking at the figures for each of the three in-house Printrooms, there is a noticeable difference between the three operations in terms of both the volume of work produced and the variety. Also, demand has moved away from print being used internally or for Council business and shifting towards marketing and promotion materials. As expected, agenda printing has reduced considerably supporting the decision made two years ago to considerably cut back on investment in high volume printing equipment across the Councils. In addition with the introduction of ipads for councillors, this should also have a significant impact on printing volumes.



Demand for work from the Exeter Printroom is the most varied in terms of the types of work produced, from small one off tasks to jobs taking a few days to complete, Jayne's skill set and knowledge are full utilised by customers almost all of which now comes through the Panacea system.

The operation at Teignbridge sees larger jobs including considerable volumes for the Sports Centres and Elections. Much of the previous high volume work produced for Elections that would have been produced on the printing devices has been switched to the specialist envelope printing machine.

EDDC operation was downsized to single device as part of the relocation project, there is limited demand for internal print jobs so the majority of that work that is produced is for external use by teams such as Countryside, THG and items to be posted out to customers. An indication of how much centralised printing has falling away at EDDC, ten years ago centralised printing was around 1.6 million prints, this year comparative volume is likely to be approximately 250,000 prints, an 85% reduction.

Scanning

Development work to prepare the TDC EDMS system to receive 400+ TDC Asset files has been completed so these files can now begin to be converted from paper to digital records. It is expected that this work will take a number of months to complete due to the volume of work that there is to be worked through, Wendy Higginson and Helen Milne will work with TDC's Assets team to ensure the work is carried out in a controlled and orderly way.

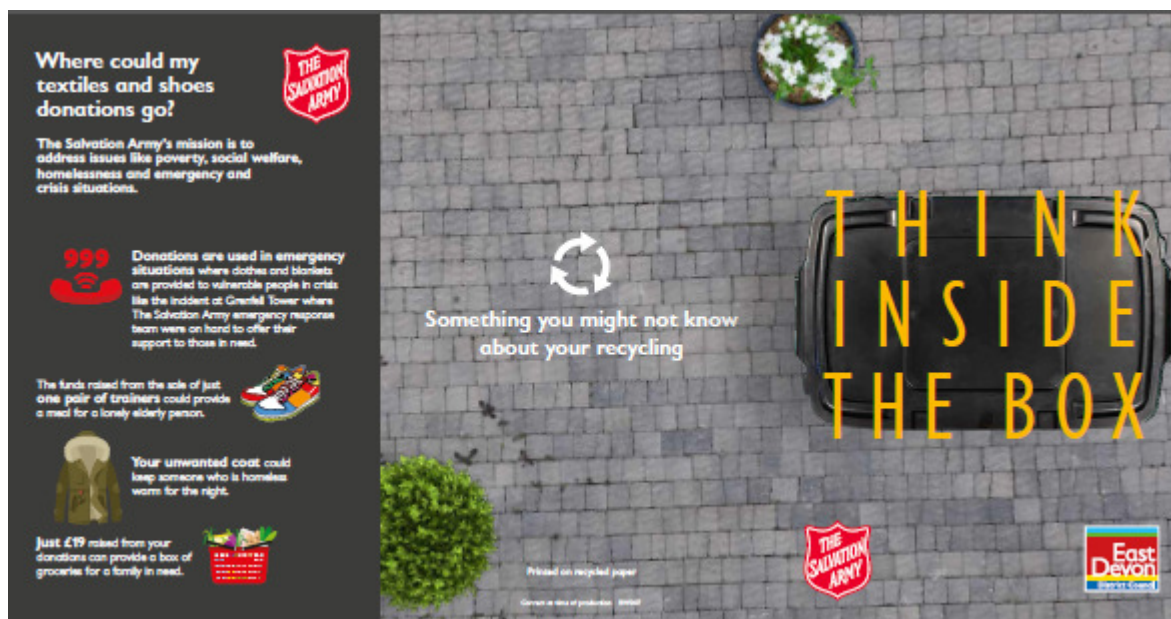
Preparation for the introduction of IDocs into EDDC continues with plans to setup a test scanning workstation in place to support this new system. In future, these workstations will run on PCs setup with Windows 10 environments as the current setup is incompatible with the scanning functionality required for IDocs. This upgrade of the PC environments will also apply to the scanning workstations at TDC for the expansion of IDocs at Teignbridge.

Good progress continues to be made in completing a large volume of historical scanning for EDDC's engineering department. These files include reports, surveys and plans of work completed on EDDC assets and other work completed by Engineering, over 50% of work has now been completed.

Design work (EDDC)

A new process to improve the prioritisation of design work has been introduced at EDDC this process is based on Strata's successful BCR process with new requests being submitted for design work in this case. Karen Simpkin will review new requests and decide on resource allocation for new requests based on EDDC's priorities.

Design work undertaken in the past month or so includes work on the Council Plan, Housing Matters Magazine and Honiton's Gate to Plate event including some very last minute amendments caused by the weather induced change of event date. A recently designed Fact Sheet produced for EDDC's waste and recycling team to provide developers with details about the charges for recycling and waste containers for new properties has been praised for its clarity of message.



Focus Supplier Management – *Andrew Woodhouse*

The first quarter of the financial year is one of the busiest times of the year for interacting with Suppliers, there are many, many renewals of licences and support & maintenance contracts that occur as budgets and subscriptions are refreshed.

The natural reviewing of these renewals and contracts provides us with the perfect opportunity to remove elements that are no longer required, increase the value of support, challenge RPI and other price increases, negotiate with Suppliers, arrange the co-termination of contracts where multiple contracts exist across our Councils all with one of Strata's core aims to make savings.



When I started with Strata 15 months ago, I was told we managed nearly 400 suppliers. A lot of these were legacy suppliers and in reality inactive, however, we do have around 200 suppliers many of whom still have multiple contracts split per Council and numerous invoices through each 12 month period, which can add up to a constant flow of purchase orders being required.

So to ease this pressure and reduce my, Strata's managers and our finance team's workload, it is a key background task of mine to where possible:

- Ensure the contract has been novated from the particular council to Strata.
- Put in place one (Parent) contract with each supplier regardless of how many of our Councils receive software, hardware or licences.
- Arrange for one annual bill or the least frequent billing option available.

Over the year explaining to suppliers and new account managers about Strata's formation as a Teckal company has given me a lot of insight into our rather unique position, many are astounded when I tell them we don't add any mark up to the licences or software we procure on the Councils behalf.

With a sad farewell to Lucy Ford, we welcome our new Procurement support from TDC, Rosie Wilson who naturally has taken over this procurement roll and we have already taken advantage of her huge breadth of knowledge on the subject of procurement, frameworks, Change Control Notices (CCN's) and we look forward to working together on refining even further the Strata procurement processes and guidance.

Our Service desk have been trialling the procuring of more of the ad hoc hardware and peripheral items required by end users on a daily basis, however, this has not been without hiccup as when buying through the CCS Catalogue (Crown Commercial Service) you are unable to see any of the Suppliers information only the price. This has meant that we have to create new Suppliers on our system for every order rather than buying directly from known and trusted suppliers. Every now and then this causes the supplier confusion about how Strata and the Councils interact and pay for goods, this can occasionally cause delays in delivery of items, so please accept our apologies if this has affected you. We are just as frustrated when this occurs, and are working hard with the CCS and the suppliers to resolve individual situations as they arise. Once things are in place and have settled down I am sure the whole process will roll smoothly.

Focus IT Training – Clive Newton

Strata trainer update

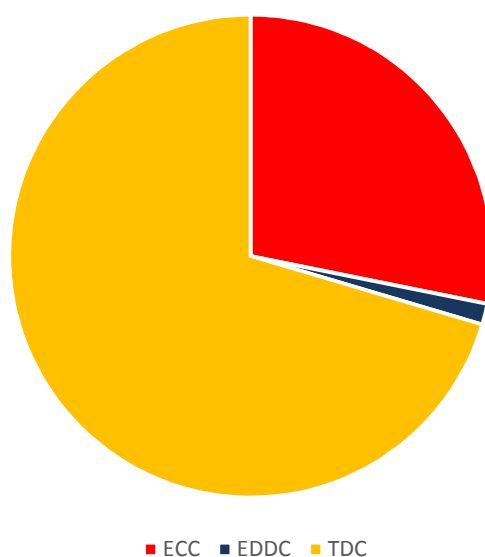
It's great to be back with Strata and to see the very positive benefits of the Global Desktop and Skype systems that we were all working on prior my leaving. Knowing many of the Strata and council staff and processes already has allowed me to get off to a flying start in my new and exciting role

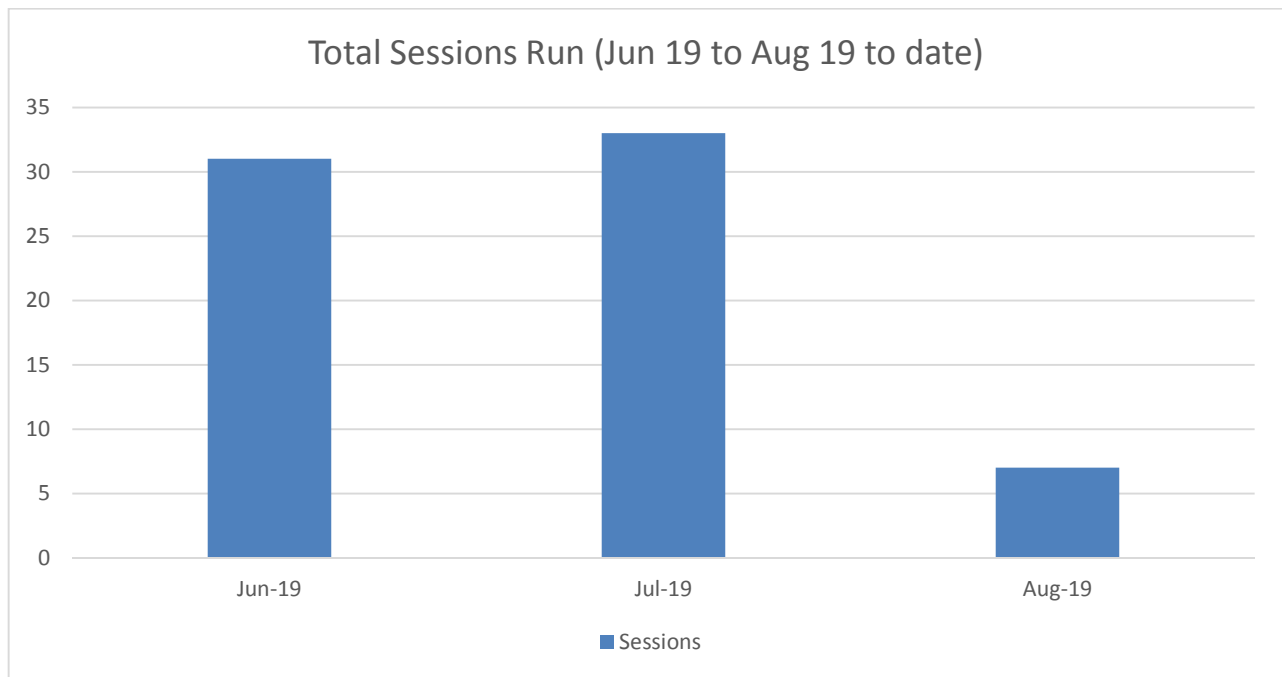


Training Breakdown

Month	Direct contact time	Total sessions	Number of clients seen – 1:1 and group	Session Breakdown by Authority		
				TDC	EDDC	ECC
Jun-19	51:55	31	60	25	1	5
Jul-19	74:45	33	97	23	0	10
Aug-19	07:00	7	15	2	0	5
TO DATE (6/8/19)	133:40	71	172	50	1	20

Breakdown by Authority (Jun 19 to Aug 19)





Key achievements to date

Updating help guides. Reviewing and updating all the current guides in the Strata help Guide folder, plus the Airwatch guides available through the iPad/iPhone Content app. This will be an ongoing process and involve a yearly review, plus ad-hoc changes and revisions as systems update through their normal cycles. I'm drafting guidelines to manage this process, in preparation for searchable guide inclusion in the new V-fire portal.

Global communications. Working with the Helpdesk staff and Global Comms team to finish the Skype roll-out at TDC. Performing 1:1 and small group inductions and troubleshooting any issues. Picking up more focussed requests for extended training from some groups of users.

Councillor iPad training. Inducting councillors in all 3 sites into the new iPad system. Councillors as a minimum need to be able to receive and send email plus access all document they need through the mod.gov app, which has been achieved with all the councillors that have come forward for help. Training has been very well received.

In Teignbridge this has predominantly been focussed around initial inductions followed up with group sessions. 3 group training sessions have been run covering the Mod.Gov app, plus a further 3 on iPad basics – using the Mail and Content apps, adding contacts and so on.

In Exeter the councillors have been using iPad for some years, but full training has been offered to all new councillors resulting in a smattering of 1:1 sessions also.

East Devon are awaiting the introduction of a sandbox solution for accessing emails on private devices before training is rolled out there. 3 councillors have come forward requesting training in advance of this.

The Agile Working programme in Exeter. This is a massive project for both Strata and the Exeter City Council staff. I've been scheduling and running small groups sessions (3-4) running through using docking stations, configuring monitors, using the Safenet dual-authentication system when working away from the council network and giving overview of the equipment that will be found on each new desk as staff move across to the new way of working. There has been some work supporting project staff moving and setting up equipment at new workstations

Planning for future delivery. I've been liaising with HR departments at all 3 councils to ascertain need for staff training. Starting in the autumn at all 3 main sites we are looking to run Hints and Tips sessions to cover Skype, agile working, managing email, Microsoft Office (Excel and Power Point basics, Word improvers) and iPad/iPhone. Also planned are half-day/week drop-ins at each council, where staff can book a short 15 or 30 minute slot to receive focussed training on specific issues of their choice.

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.

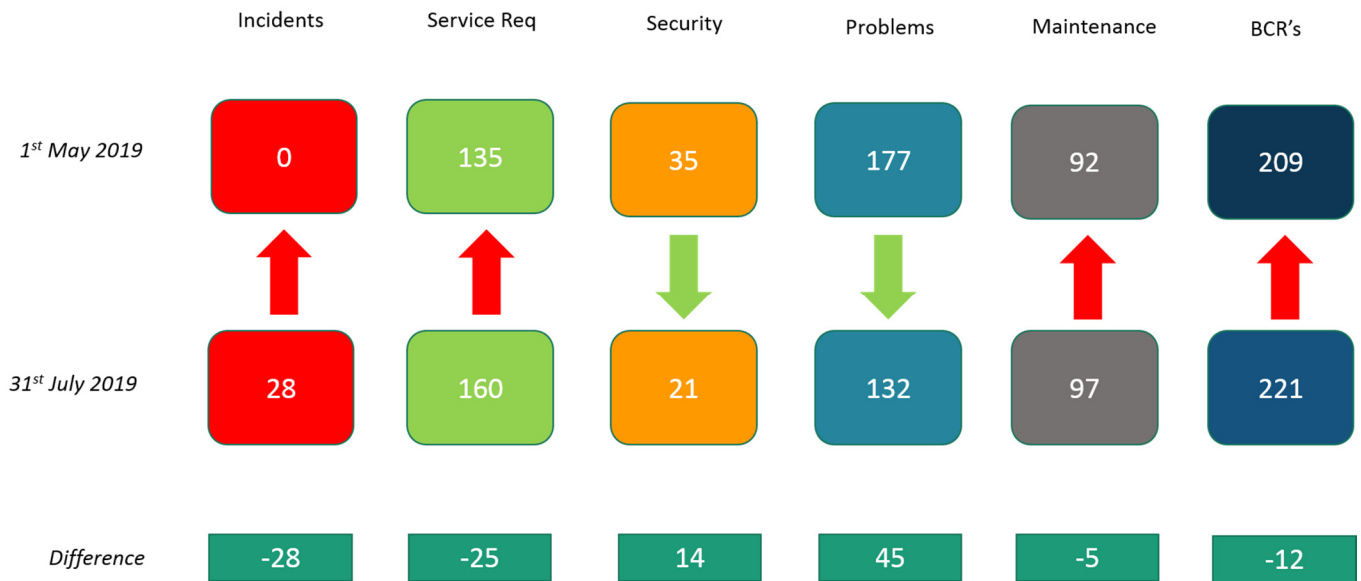
Incidents – these occur when something is broken and a user calls into the service desk asking for assistance in getting them back up and running. Strata now prioritise Incidents as P1, P2 and P3.

- 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 2nd July 2019. There has been a marked reduction in Service Requests and also in the number of outstanding problems.

Please Note: We are currently introducing a new Service Management platform (vFire), and as such we are aligning our Incident process with the ITIL framework. Moving forward this will enable us to more proactively manage our incident queue. This is the reason behind the sudden increase in the number of outstanding incidents. We will be providing more granularity over the coming months in the number of P1, P2, P3, P4 and P5 incidents which Strata receive. As a result of this the Problem Queue should significantly reduce but a corresponding increase will be seen in the incident queue. As part of this change Strata are now actively monitoring issues on a daily basis which previously were only reviewed periodically, and as mentioned will enable the transition between the old and new service desk platforms.

Service Desk Performance Indicators Report – July 2019

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

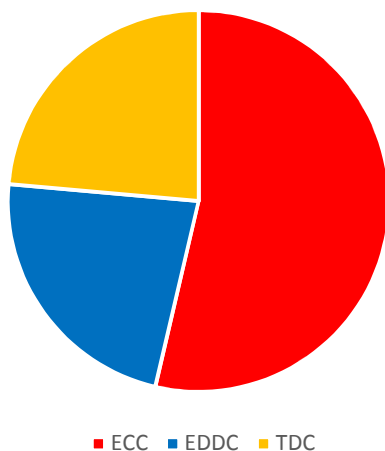
The Service Desk team is structured in three tiers: The Service Desk team is structured in three tiers:

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

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

Site	July 2019 1 st Line contact	Percentage
ECC	889	53%
EDDC	377	23%
TDC	391	24%
Total	1617	*Note rounding factor

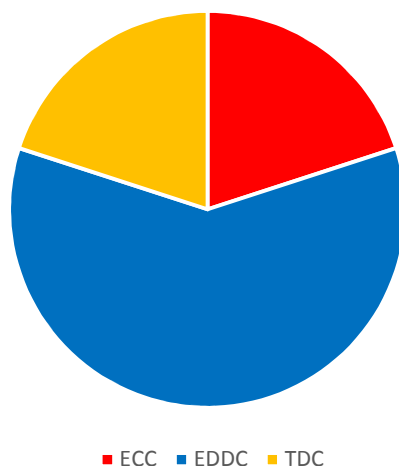
1st Line Phone Calls By Authority - July 2019



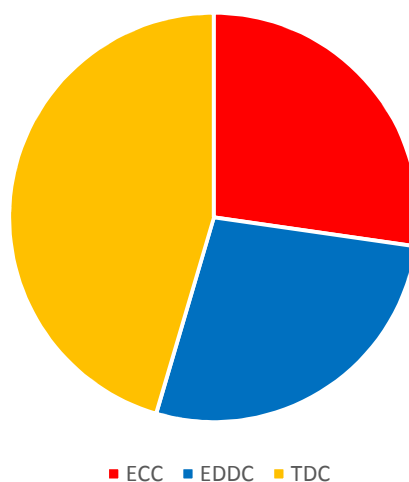
The Out of Hours service continues to remain effective and offers 24/7 support to end users.

Site	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	July 19	Jun 19	Jul 19
ECC	4	0	0	2	2	2	1	0	3	2	1	1
EDDC	0	5	0	1	0	1	0	1	3	4	0	3
TDC	2	1	4	1	0	3	1	2	2	2	6	1
Total	6	6	4	4	2	6	2	3	8	8	7	5

Out of Hours Calls Authority - July 2019



Out of Hours Calls Authority - Aug 2018 until July 2019



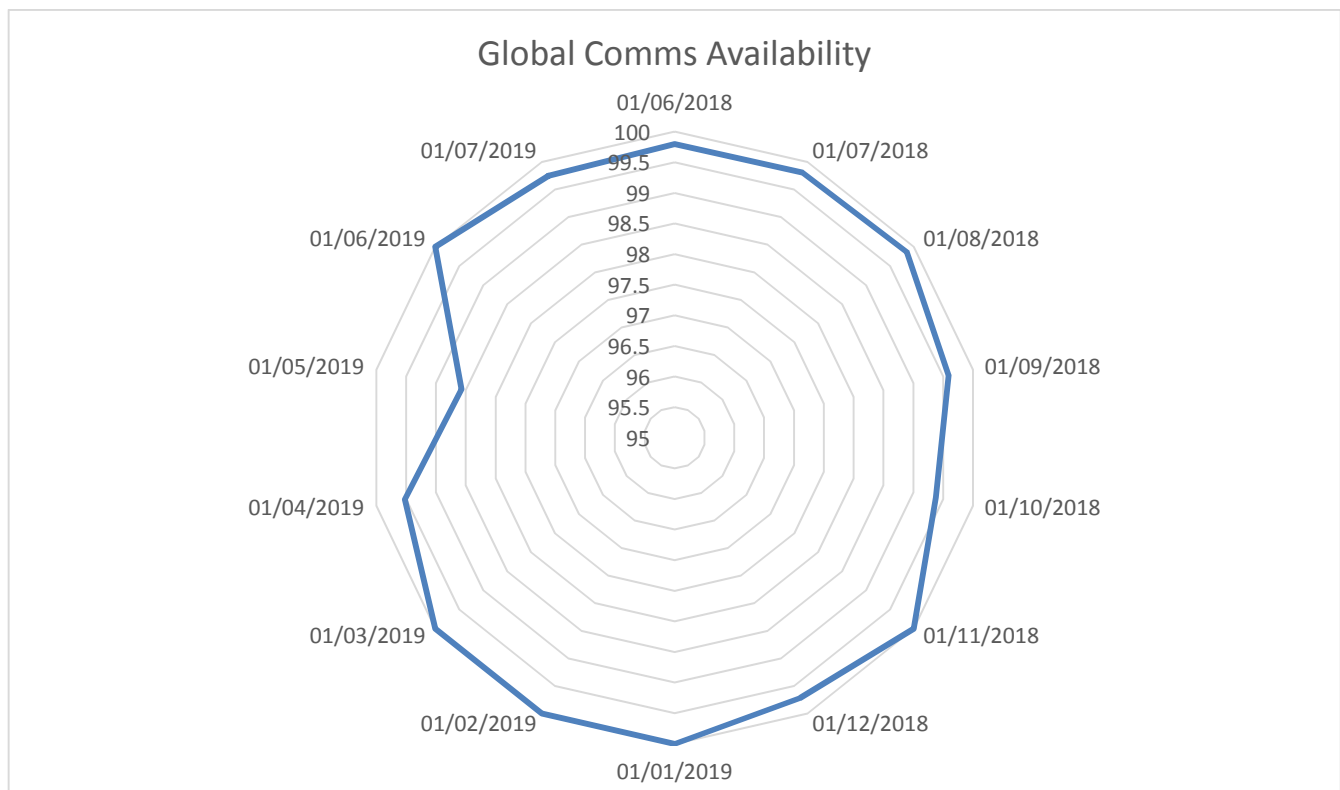
Please Note: There have been 61 'Out of Hours' calls into the Strata 24/7 service over the last 12 months.

New Telephony Platform Uptime – July 2019

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	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19
24/7	99.86%	99.59%	99.38%	100%	99.72%	100%	100%	100%	99.52%	98.57%	100.00%	99.75%

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.



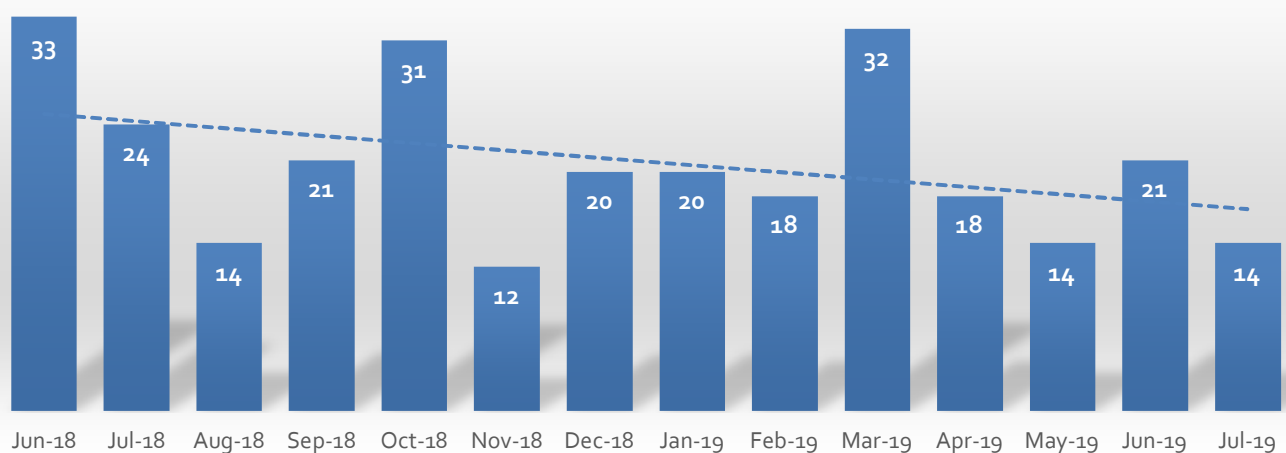
For July 2019 we experienced an issue with one of the File Servers on the 25th July, causing several desktops to become unresponsive. The whole incident lasted approximately 105 minutes. Although telephony was still operational, access to the desktop was impaired. This has resulted in an uptime of 99.75% over a 24/7 period.

Business Change Requests Performance Indicators Report – July 2019

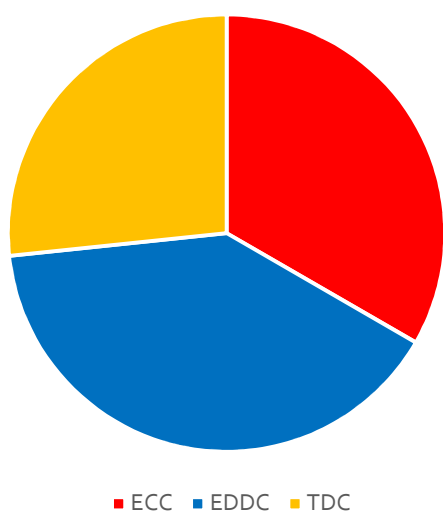
Total New BCR Demand – July 2019

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

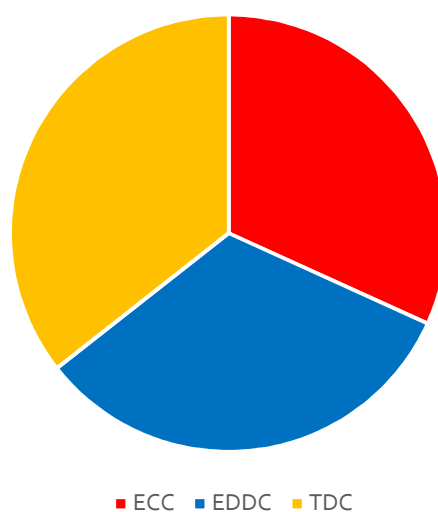
New BCR Demand by Month - July 18 until July 19



New Demand by Authority - July 2019

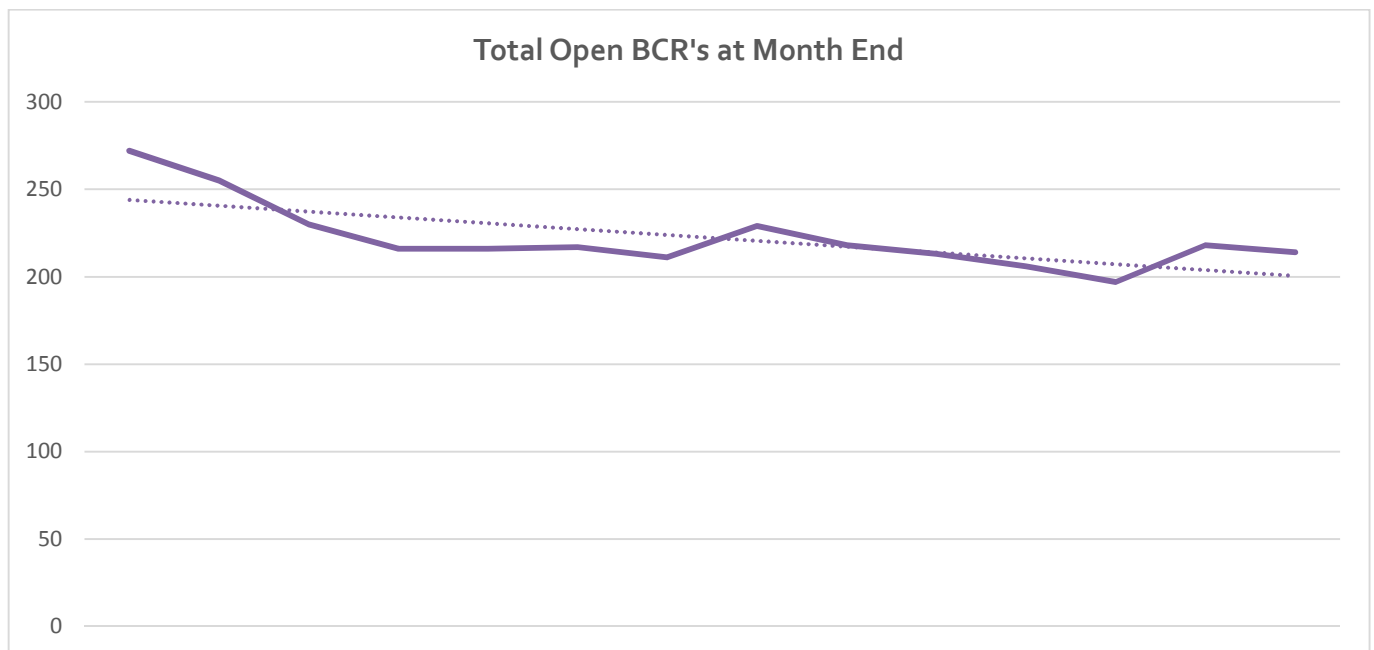
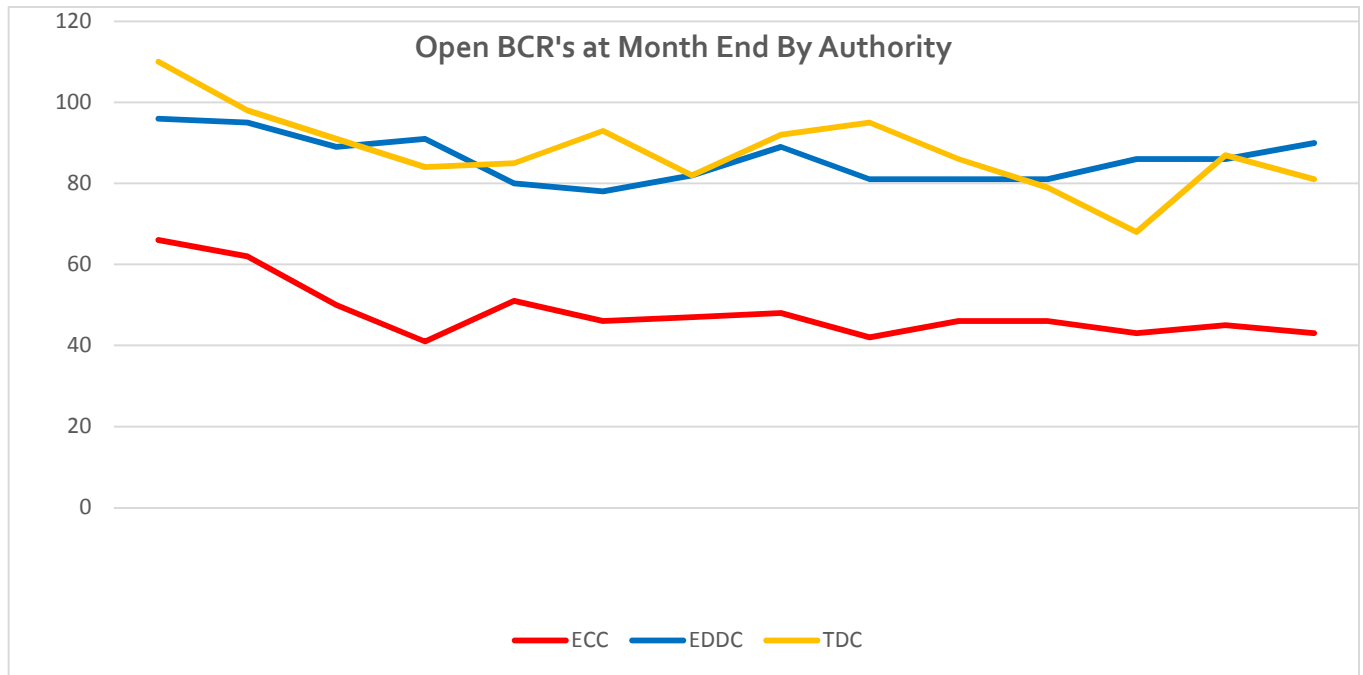


New Demand by Authority - August 2018 until July 2019



Individual Number of Open BCR's – July 2019

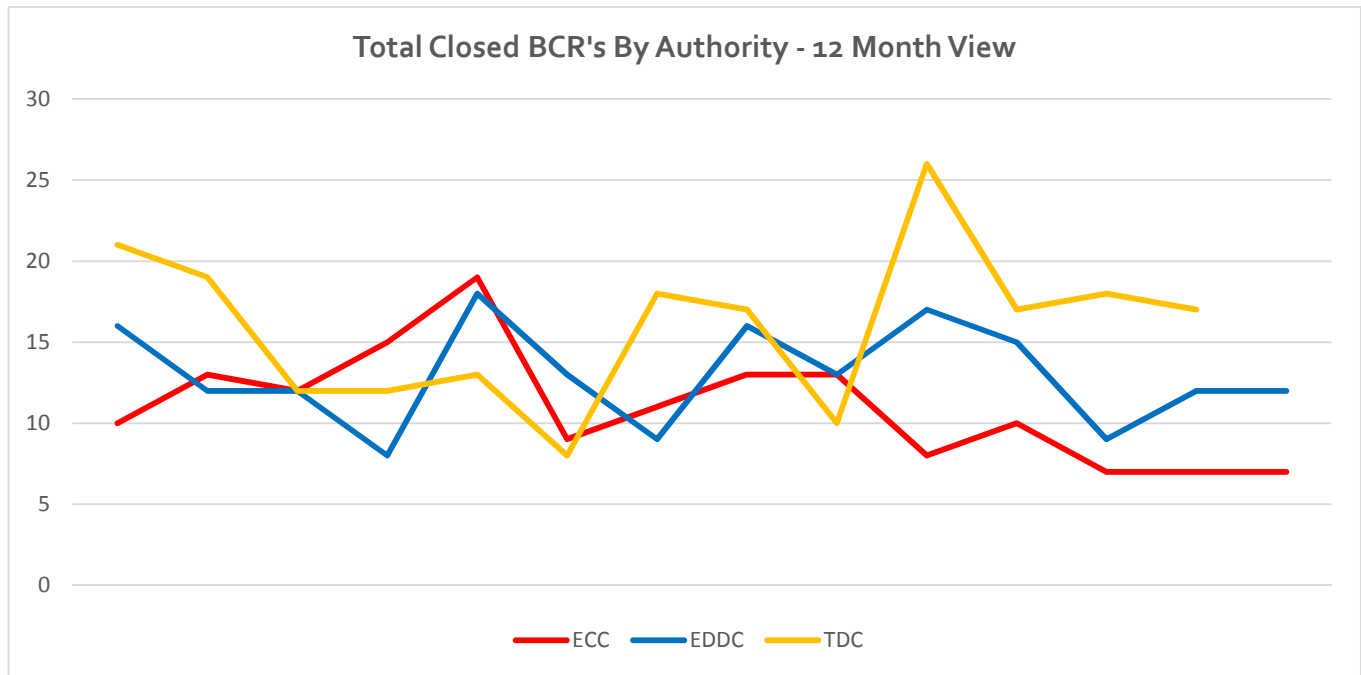
Site	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19
ECC	50	41	51	46	47	48	42	46	46	43	45	43
EDDC	89	91	80	78	82	89	81	81	81	86	86	90
TDC	91	84	85	93	82	92	95	86	79	68	87	81
Total	230	216	216	217	211	229	218	213	206	197	218	214



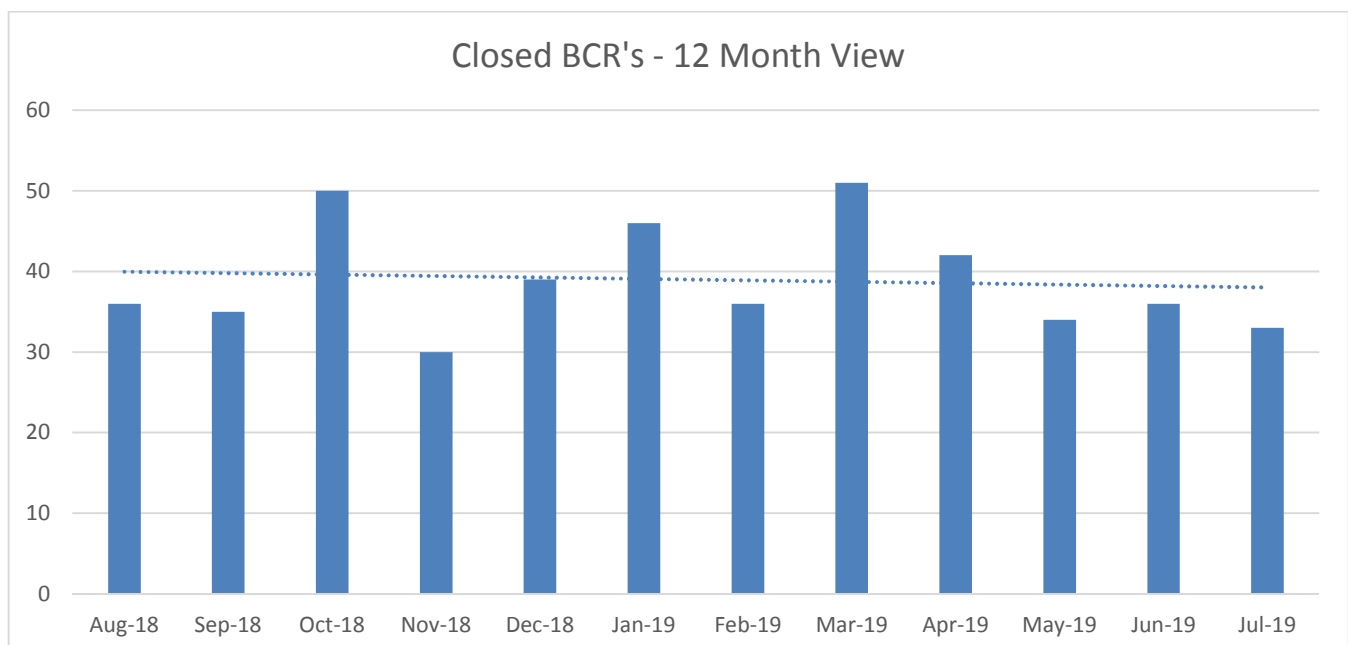
Individual Number of Closed BCR's During Month – July 2019

Site	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May19	Jun 19	Jul 19
ECC	12	15	19	9	11	13	13	8	10	7	7	7
EDDC	12	8	18	13	9	16	13	17	15	9	12	12
TDC	12	12	13	8	18	17	10	26	17	18	17	14
Total	36	35	50	30	39	46	36	51	42	34	36	33

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



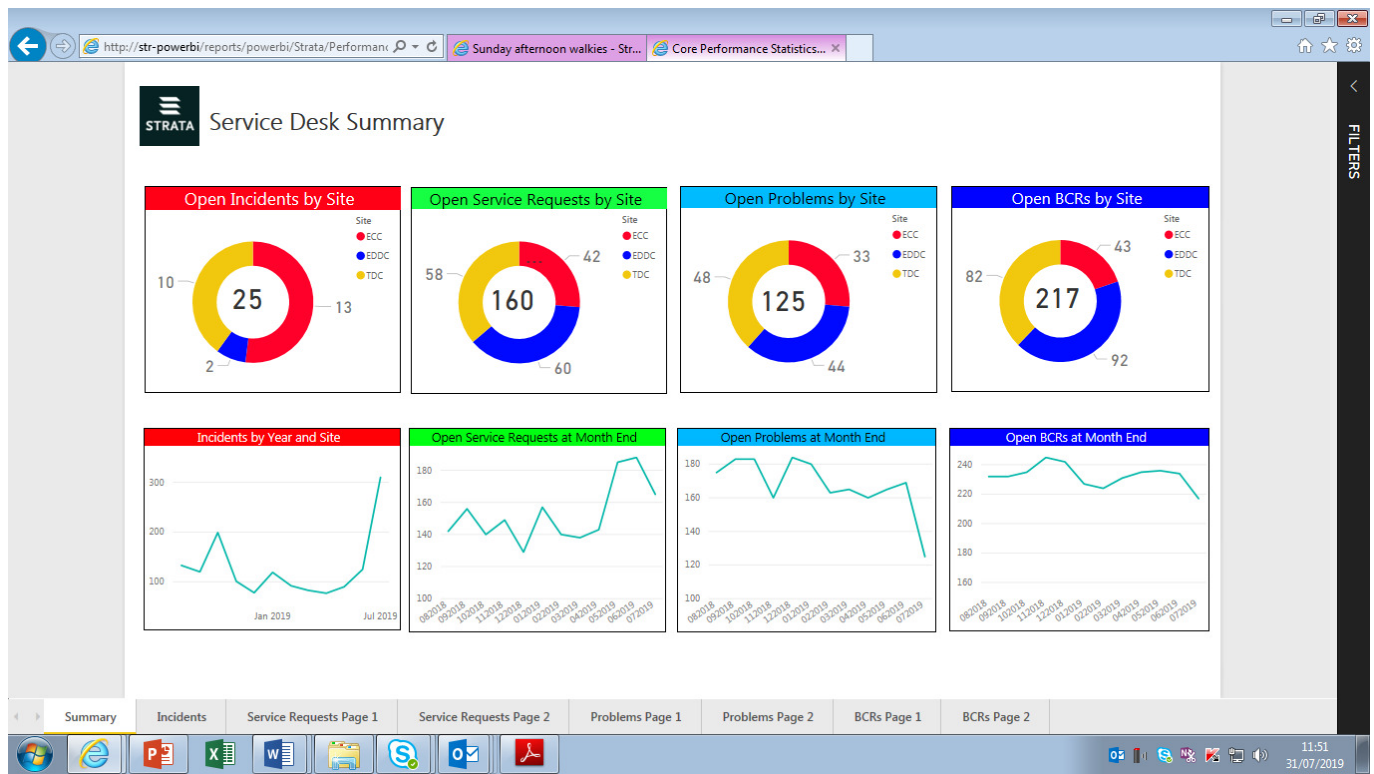
Total Number of Closed BCR's (Month on Month) – July 2019



On Line - Strata Service Performance Indicators

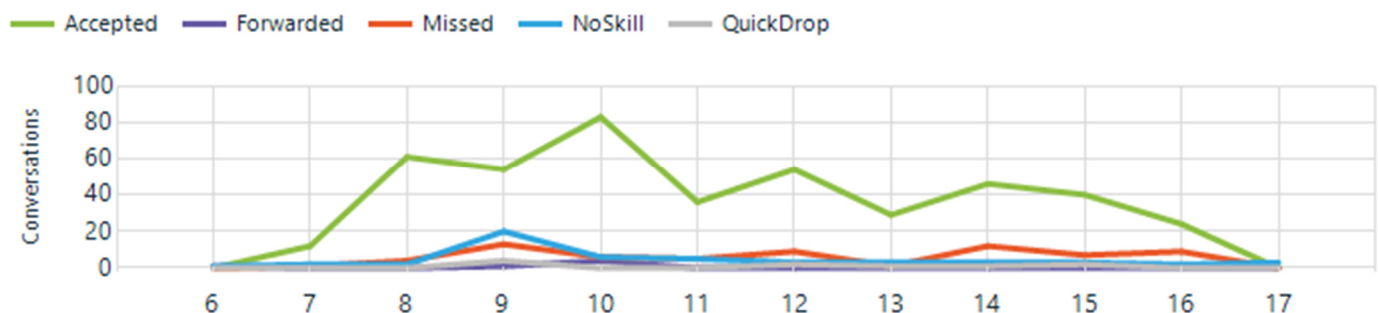
Service Summary – 31st July 2019

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



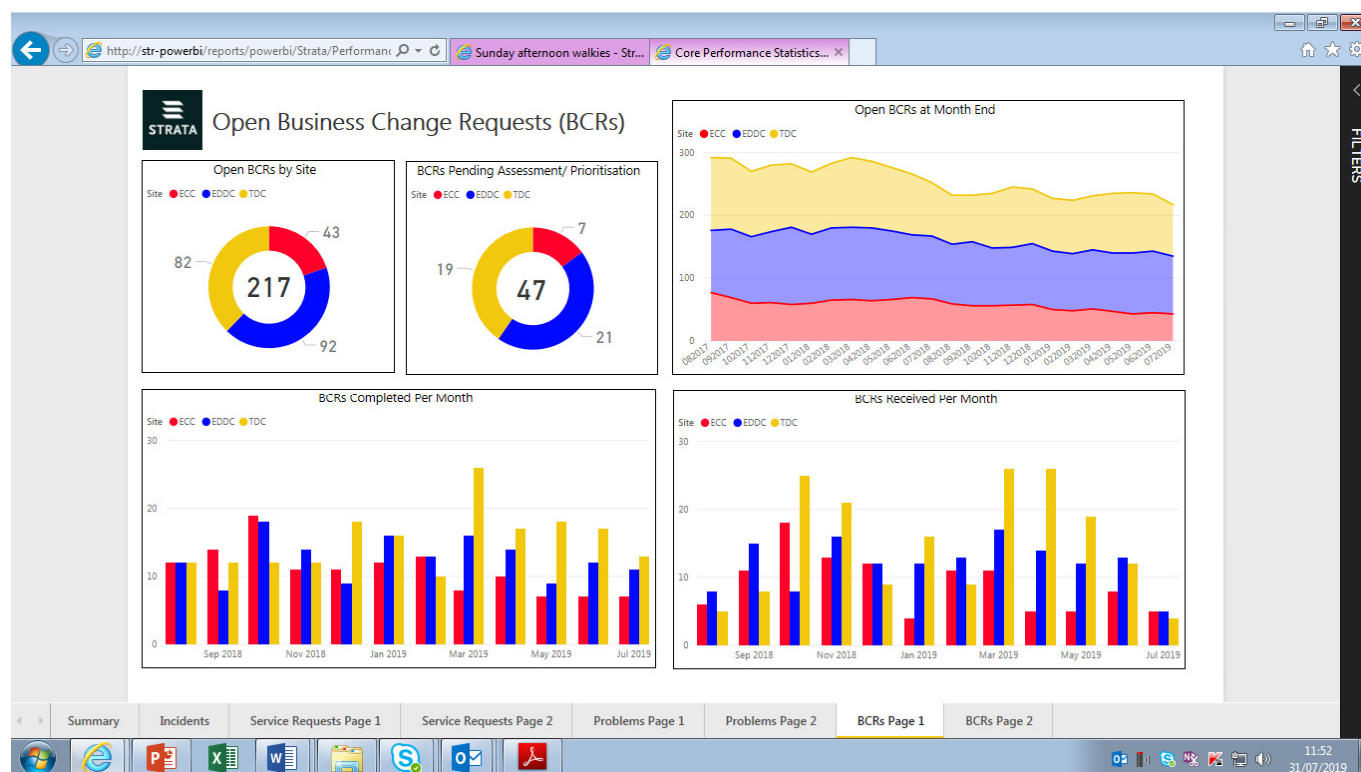
Service Desk – Call Demand (Report time between 29/07/2019 and 05/08/2019)

The graph below shows the service desk demand by time during the week of 29th July until 5th August 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.

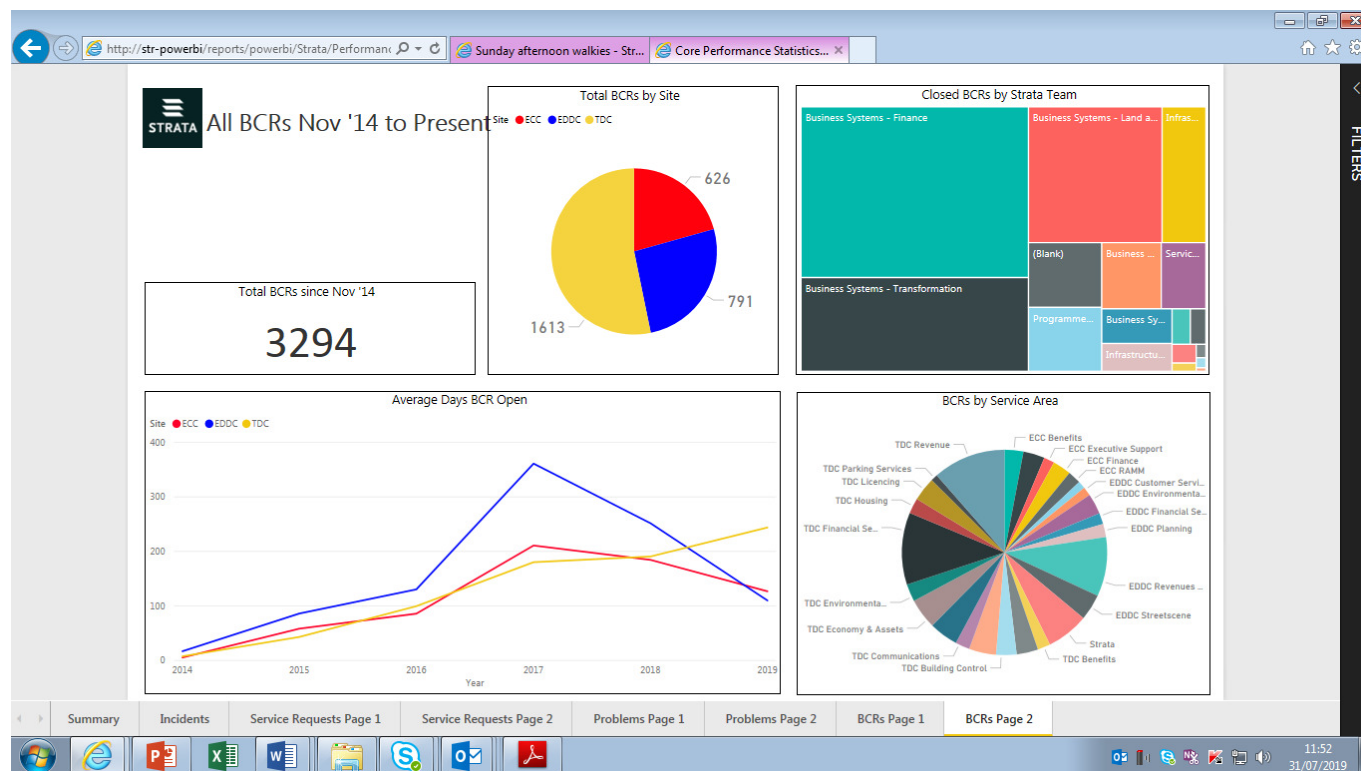


Strata Service Performance Indicators – BCR's (Business Change Requests)

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

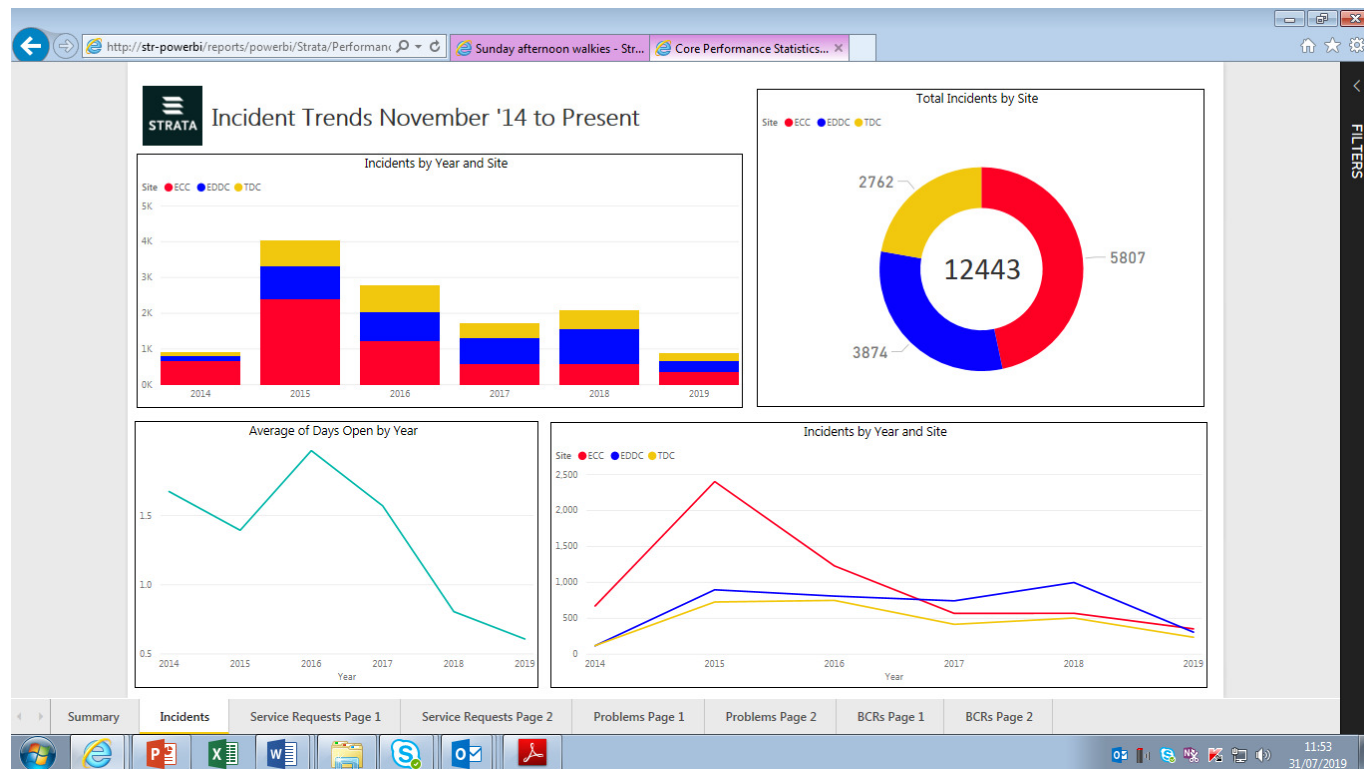


The following graphic shows the split of BCR's by authority and by top 20 requesting departments within the three authorities



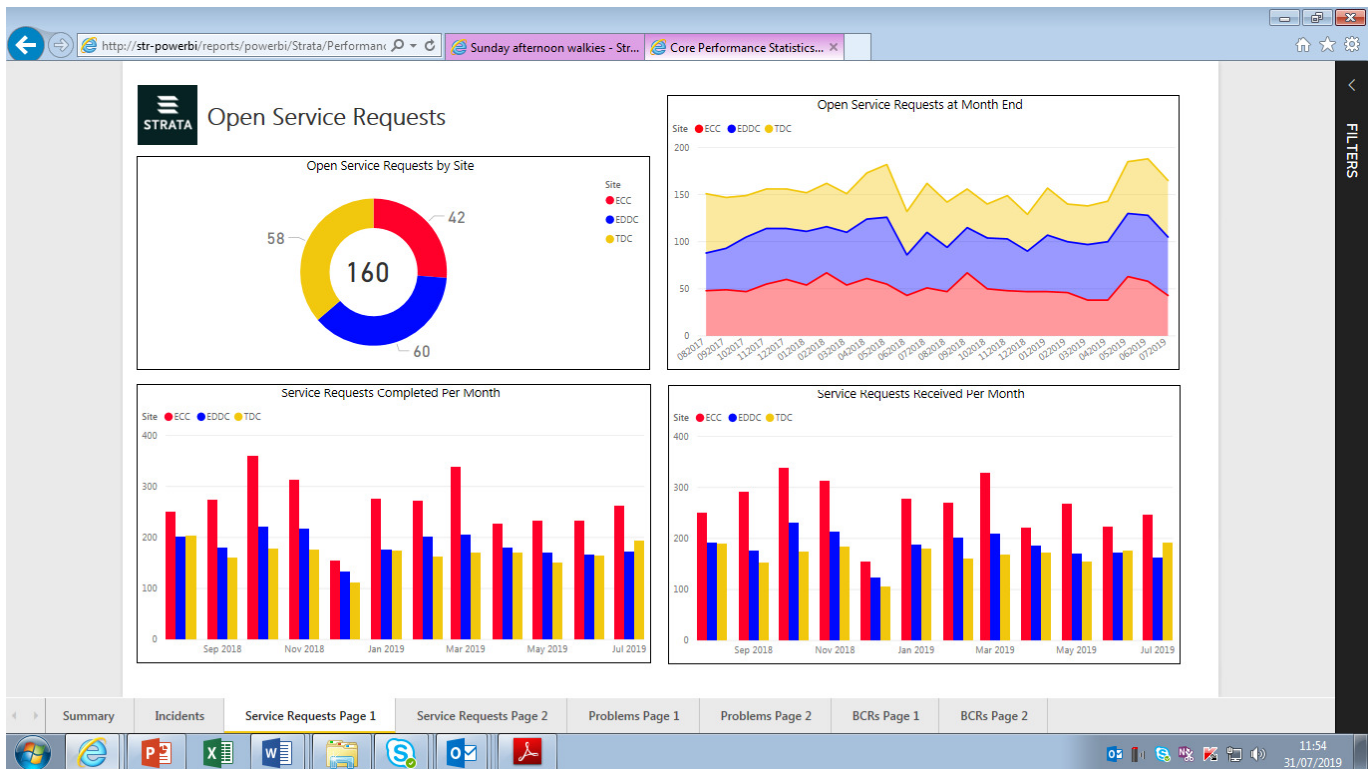
Strata Service Performance Indicators – Incidents

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 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.

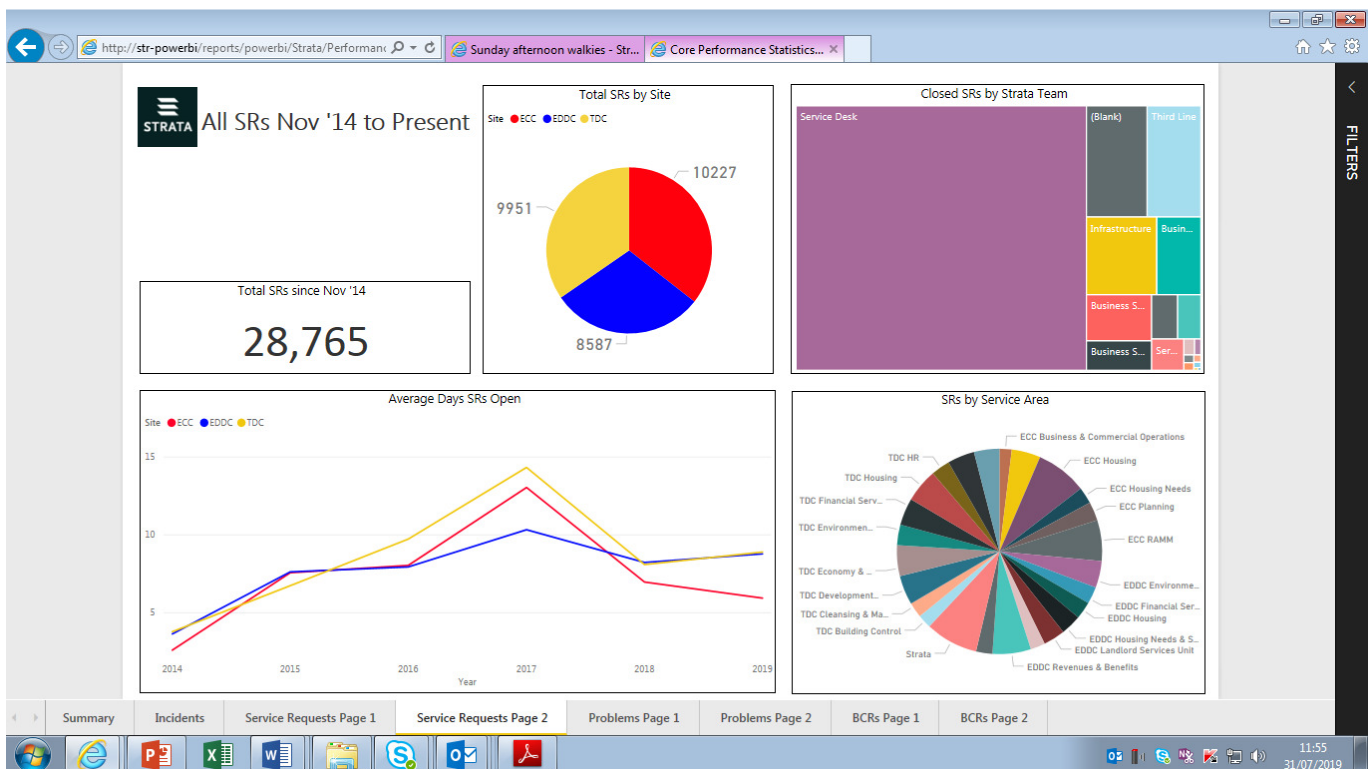


Strata Service Performance Indicators – Service Requests

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

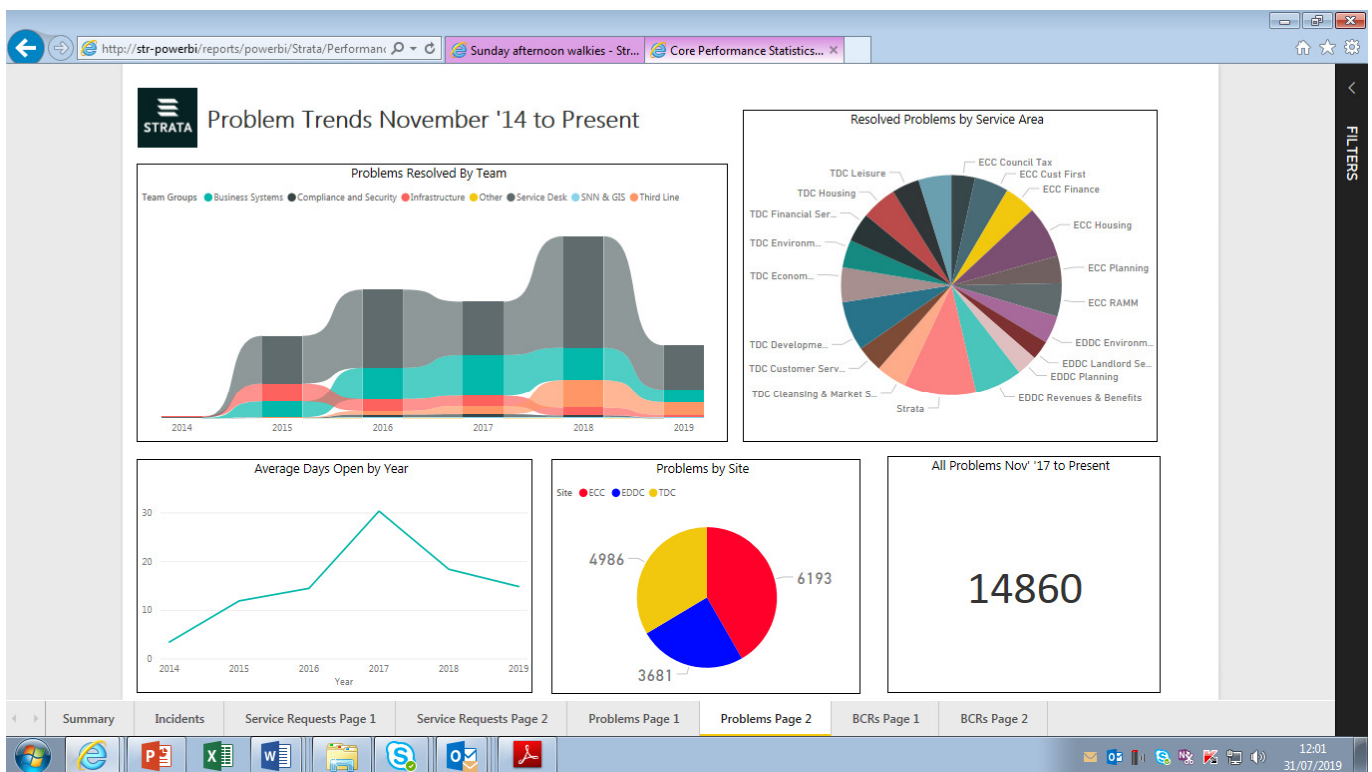
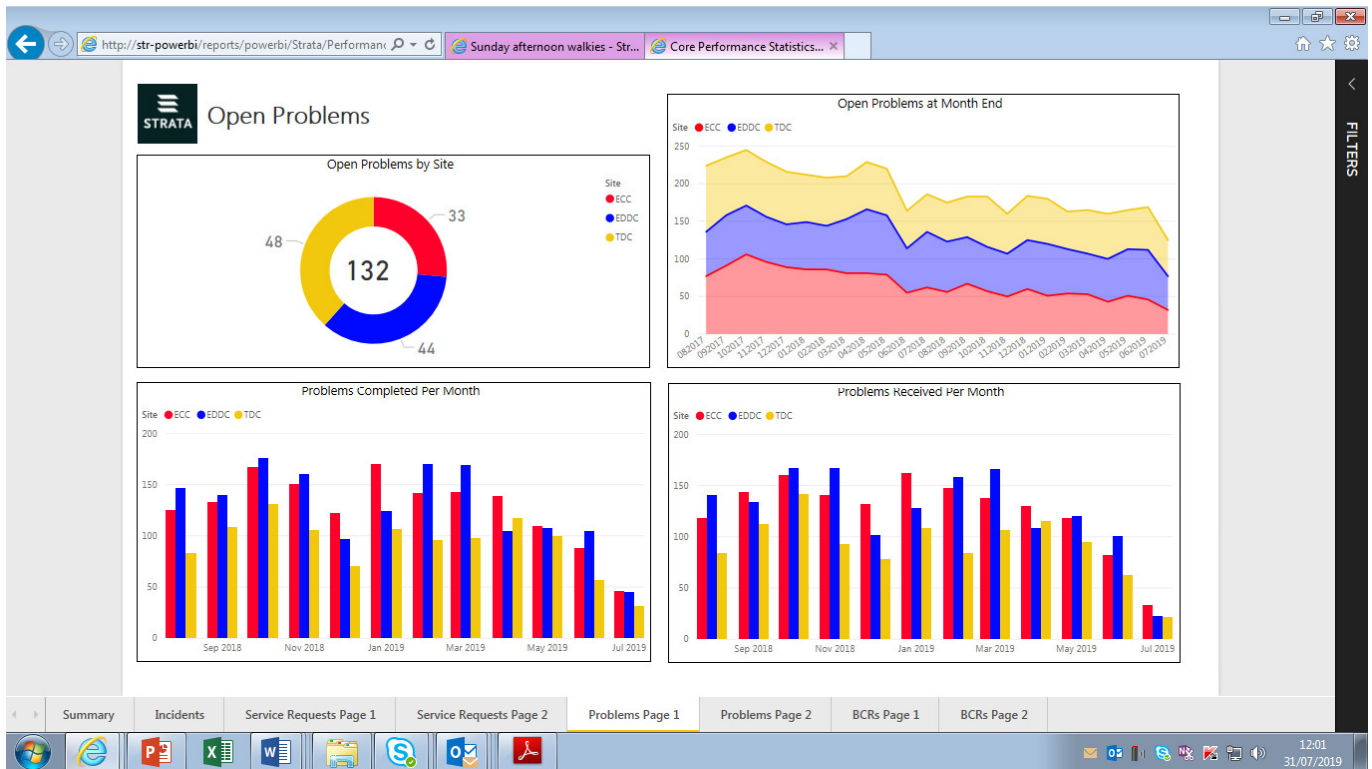


The graphic below shows the number of Service Requests by authority and by top 20 requesting departments across all three authorities.



Strata Service Performance Indicators – Problems

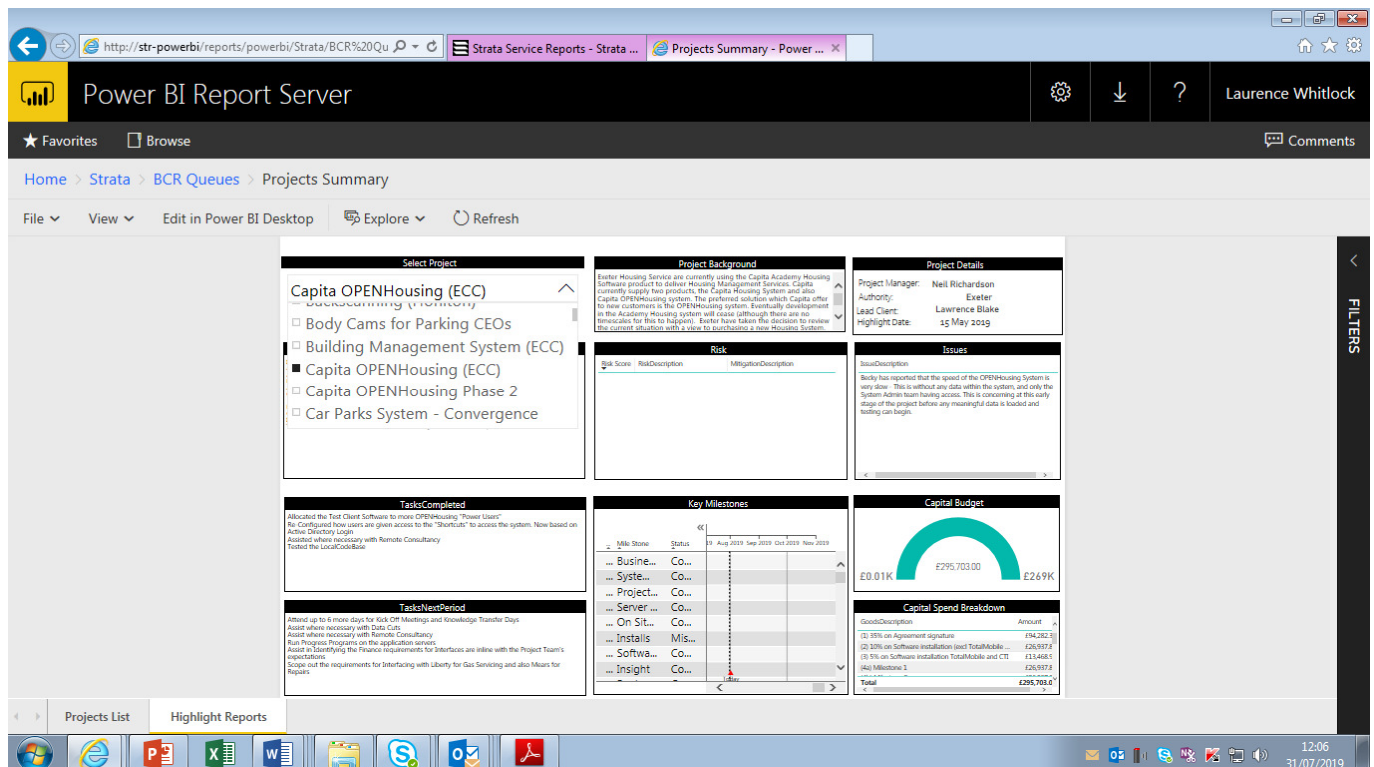
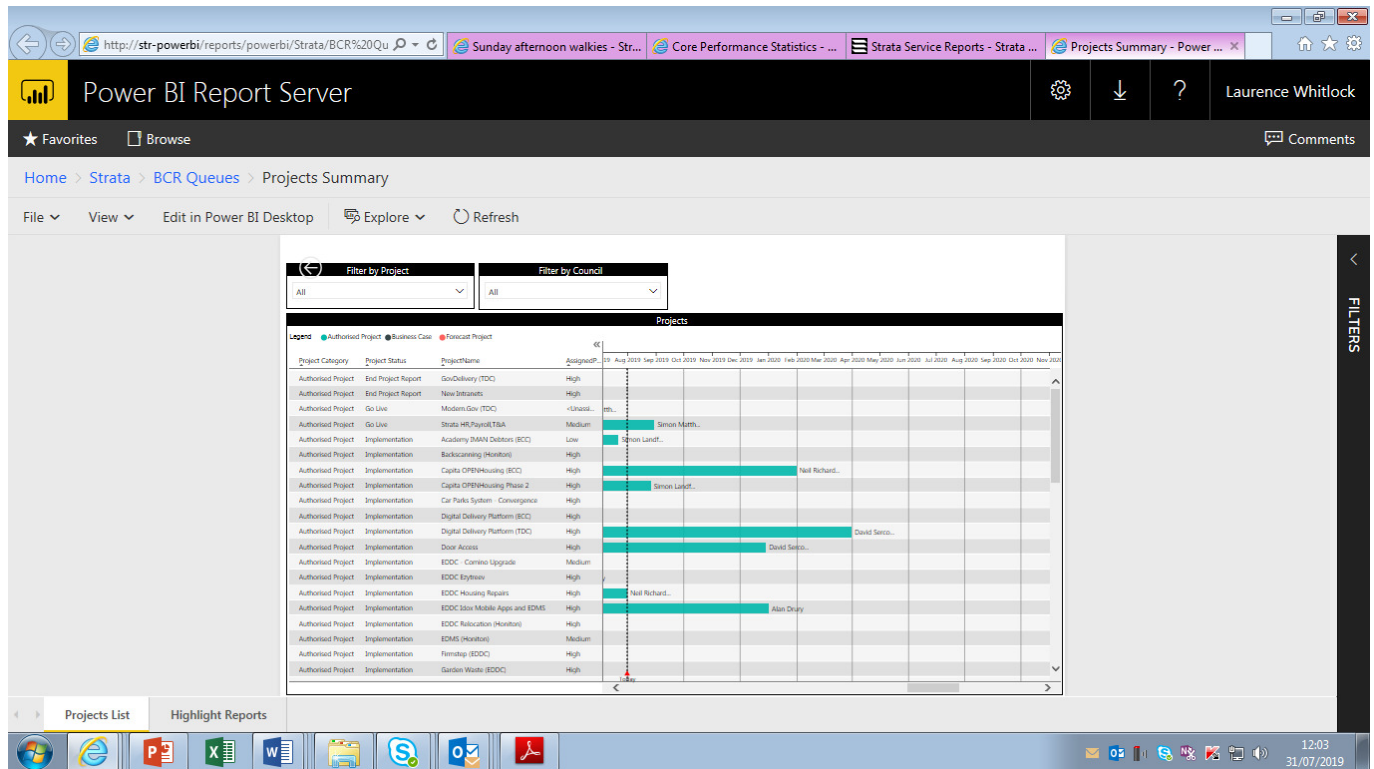
A problem is raised when a work around to an incident has been implemented, but an issue still exists.



Projects Performance Indicators Report – July 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:

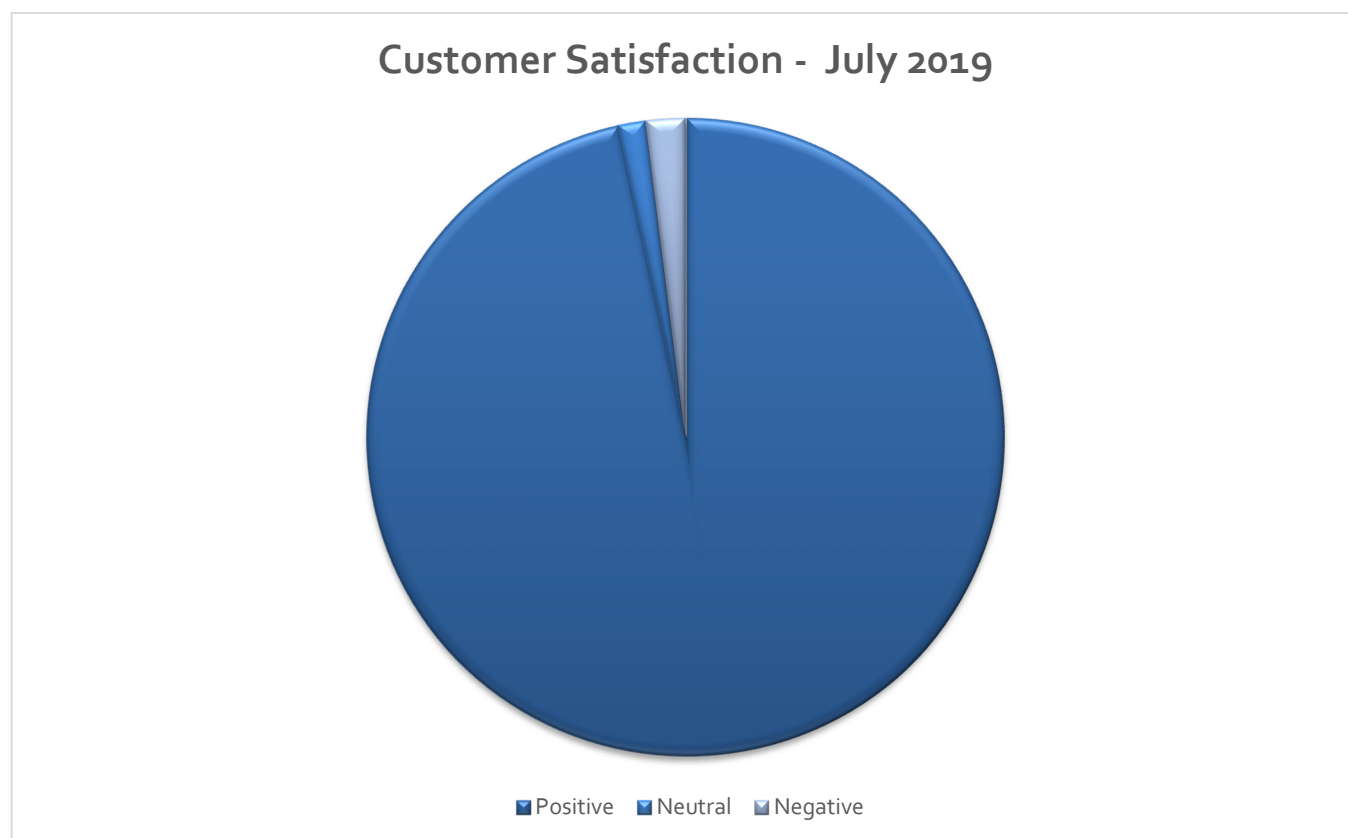


Customer Satisfaction – July 2019

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 July 2019 we received 348 responses to the customer satisfaction survey, this was made up of positive responses, neutral responses and negative responses. This equates to the following satisfaction percentages:

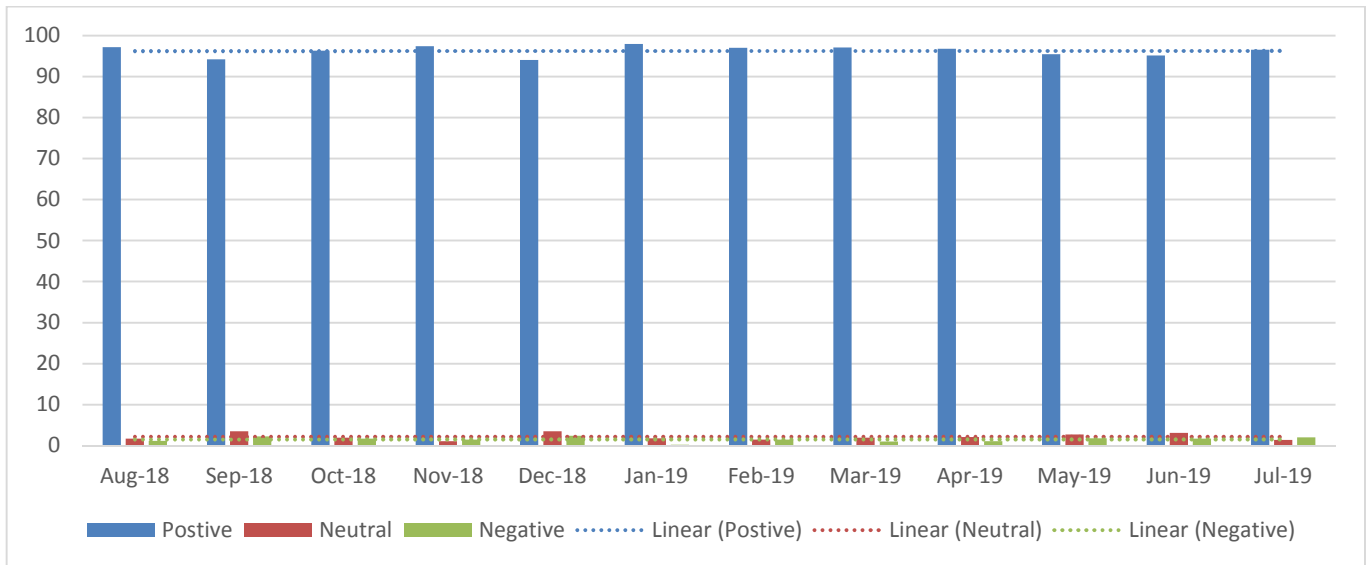
Response Category	Responses Received	Percentage
Positive	336	96.6%
Neutral	5	1.4%
Negative	7	2.0%



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 – Aug 2018 until July 2019

	Aug 18	Sept 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19
Positive	97.21%	94.25%	96.3%	97.4%	94.1%	98.01%	97%	97.1%	96.8%	95.5%	95.2%	96.6%
Neutral	1.67%	3.50%	1.9%	1.1%	3.5%	1.74%	1.5%	1.96%	2.1%	2.7%	3.1%	1.4%
Negative	1.11%	2.25%	1.7%	1.5%	2.4%	0.25%	1.5%	0.96%	1.1%	1.8%	1.7%	2.0%



Quantity of Feedback Received

	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	Jun 19	Jul 19
Feedback Received	359	400	520	463	255	404	403	414	373	333	293	348

