



Solutions for
government

Strata Service Solutions Ltd.

IT Directors & Managers Report

- Joint Executive Committee – 16th June 2020

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



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. Over a nine day period from the end of March, more that **80% of authority staff were able to migrate from office to home working**. Therefore, the Global Desktop environment has been proven to be a flexible but secure and stable platform enabling the three authorities to continue to deliver 'Business As Usual' service to citizens. The IT building blocks which Strata have developed, deployed and supported over five years, have given us this **solid foundation which is invaluable in such a crisis**.



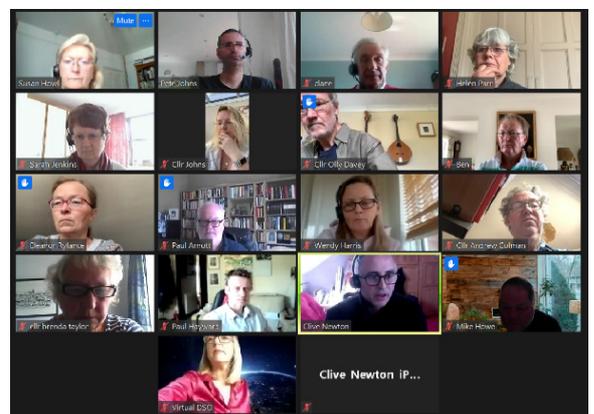
However, with the rapid increase in officers working from home and putting demands onto our systems, we have seen a resulting increase in internet usage, therefore we made a decision to increase the Internet bandwidth provision from **400Mbps to 1Gbps**. This increase will come into effect during May.



The **excellent Firmstep platform** (Low-Code) has enabled forms to be rapidly developed and deployed to support the payment of vital Business Grant Relief, and the Global Comms environment built on Skype for Business and Anywhere 365, has allowed for the creation of Community Hubs sites at EDDC and ECC and in support of the Exeter Wellbeing service.

Global demand for portable devices such as laptops and tablets is very high. However, Strata have been able to facilitate the provision of such devices through their procurement partnerships. As staff moved to home working, we identified that some officers would need to be able to access the Global Desktop from personal devices. However, using a 2FA (two factor authentication) service, we are able to **permit this access in a secure way**. In addition, we have also purchased a product called **TeamViewer to enable Strata to better support remote workers** whether on corporate devices or on their own personal devices.

One of major challenges we have faced relates to the delivery of Virtual Council meetings. The existing Skype for Business application that is used widely across the three authorities is able to support such Virtual meetings, but with the emergence of the **Zoom application as a feature rich video conferencing solution**, the three authorities have asked Strata to focus on the delivery of Virtual Council meetings using the Zoom application. This has led to Strata setting up a team of specialists to work with the three Democratic Services teams to design, build, implement, test and train users on the new Zoom environment. The first formal and official meetings are being held on this new Zoom corporate platform during the W/C 18th May. In the event of issues being



experienced with Zoom, Strata will be able to fall back to the tried and tested Skype for Business based solution.

We completed our financial year at the end of March, and we are pleased to advise that we exceeded the savings target we predicted in the 2018/2019 Business Plan by £273k. The actual total savings delivered in the financial year ending 31st March 2020 was **£1.073m**, against an original target of £852k. £500k of savings were delivered at the beginning of the financial year in the form of a reduction in the quarterly Strata service charge, and a further £573k is now being refunded following completion and closure of the Strata annual accounts. In addition to these savings, we have also completed the negotiations of the new EE contract which has delivered circa **£84k of savings** to EDDC, this is on top of the mobile phone savings we have previously been able to negotiate for TDC and ECC.

I attended a webinar last week, and it was suggested by the presenter that two years of Local Government business transformation has happened in just two months. It has been proven that over the last eight weeks that the technology that Strata have built and deployed has enabled these rapid transformations to take place, but we don't see a let up in this pace of change, certainly for the foreseeable future, hence, Strata and the three authorities need to ensure an open and ongoing dialog to understand the implications of such rapid transformations.

Therefore, as we move forward through this new financial year, we will be looking to engage the Chief Executives and Client Leads of each authority to **review key priorities in terms of IT strategy over the short and medium term**. With the sudden changes in the way in which people work, we feel it is essential that we understand how we can make IT better support the work of the three authorities, whether this be through greater use of collaboration tools, enhancements to home working provision, providing greater integration between platforms or delivering video conferencing for officers, councillors and 3rd parties alike.

Over the next few weeks, the Strata Management team will be reviewing **how IT has had to adapt to this change**, and what lessons could be learned from the experience and this can inform how we best 'do' things moving forward. Whilst this crisis is having such a significant impact on the lives of us all, the Strata workforce continues to be focussed, motivated and dedicated in supporting the ongoing work and efforts of the three authorities in the delivery of quality services to the citizens within our region.

Should you have any questions about this report of the services, then please do not hesitate to contact me.

Best Regards

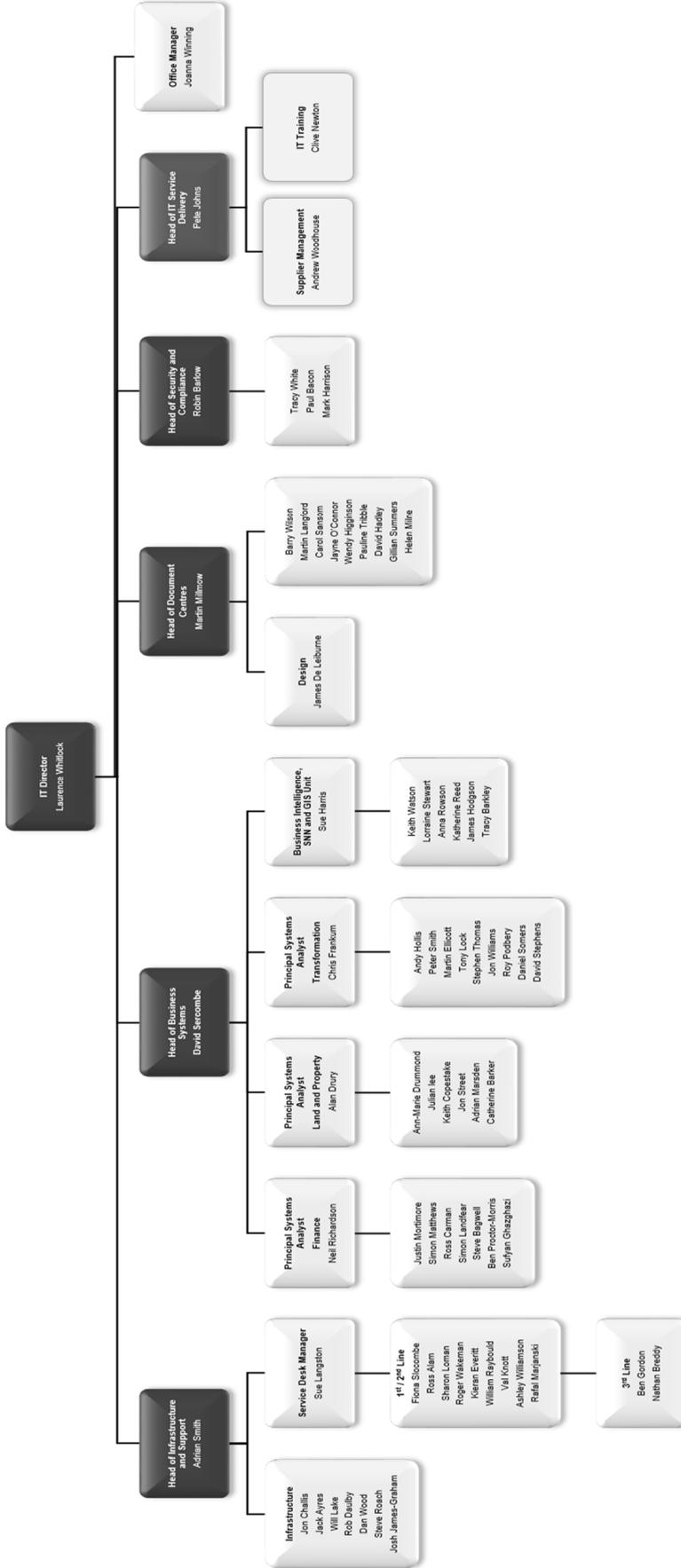
L. W. Whitlock

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Strata Organisational Structure

Strata Management Team

Strata Organisation Chart v15 19th May 2020



Strata Service Team Report

Infrastructure & Support Team – *Adrian Smith*

With nearly two months of lockdown completed, and with the whole team successfully working remotely, we've made a number of significant improvements to the way we work and also the services we deliver, these include, but are not limited to, improved internet capacity for the three authorities, we now have 1000Mb internet link an upgrade from the previous 400Mb. We purchased Teamviewer software to enable Service Desk to remotely connect and support authority officers at home on council and personal equipment. We supported and delivered what is thought to be the first virtual full council meeting in the country using Skype for business, a great achievement. We're now working with the three authorities to deliver a more feature rich video conferencing Zoom platform, and working to integrate this into all our current technology. Behind the scenes we move closer to our planned Windows 10 migration, with significant investment scheduled for the Global Desktop over the coming months.



Major Projects

Exeter City Council – Agile Working – This project is now nearing its end, the only part remaining is to migrate previously permanent homeworkers to the new technology. This will be completed as a suitable time in the future, as is not feasible or practical during the current situation.

Teignbridge District Council – Agile Working – initial conversations have taken place between Strata and Teignbridge about the procure of new hardware, the conversion of desks to facilitate this hardware. Strata have worked with suppliers and submitted indicative costings and options to the TDC Chief Exec and Strata Client Lead.

Windows 10 Upgrade for all desktops (Including Global) – Work continues to build and test the replacement Windows 10 Golden Image, we have undertaken a test of this new image with a 3rd party and it has passed, we are now finalising the apps that will be built into it. As part of this we are introducing another technology to sit alongside appvolumes, this is called FX Logix, this will allow us greater control of the desktop, as well as bring in some new functionality that we may leverage going forward with a greater use of O365. We are also working to make sure technology such as Zoom, WebEx, GoToMeeting and other tools 3rd parties' use to work with us, work natively from day one. We have begun the programme to upgrade the underlying host machines to Windows 10, with Exmouth Town Hall and Blackdown House expected to be completed in the next week or so.

Remote Meetings for Councillors – A project team within Strata has been setup to rapidly identify a suitable solution that meets the quickly changing requirements. This is being run by Peter Johns & Robin Barlow to manage capacity and workload, once initial roll out is complete it will be handed back to the Infrastructure & Support team as the product owners. Exeter City Council have now delivered two successful public meetings via the Skype platform, however, it has been agreed by all three authorities that Zoom is to be the platform of choice for the delivery of Virtual Council meetings. The work to design, build, implement and test the solution is now well developed.

Other Projects

Internet Explorer Replacement – With more and more websites and applications dropping Internet Explorer support, Strata are testing the new Chromium based Edge browser with a view to installing this in the current global desktop. The new browser is currently in test with Strata while we work through the applications.

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. One of the key Exeter files servers has now been migrated to 2016; we plan to complete three more of these in the next few weeks.

Sql 2005/8 Upgrade and replacement – No Update this month.

Exeter City Council – Entire Network replacement. – Delayed - work is now underway to prep the final sites. These are Matford Centre, Customs House, St Stephens, MRF, Ark, Oakwood House, RAMM, Guildhall, and Guildhall Car Park & Corn Exchange. We will then decommission the old network core.

Mobile Contract Renewal – We have now finally signed the EE contract and it has been returned, saving on this contract look as if they will exceed initial estimates, redoing out monthly EE bill from 10K to 3K (a £7k per month saving). We are now looking to migrate all mobile connections away from Gamma as they are planning to cease their multinet offering.

Broadband Estate Evaluation and possible replacement – Work is now focussed on novation away from Daisy. They have recently increased their prices and this migration to KCOM will bring a saving of around £3k per annum.

Leased Line & LAN Extension Evaluation – All five of our original leased lines have now moved to new contracts. During this process, we have identified a legacy 2mb Line serving the Markets Office in TDC. This legacy line is out of support and currently VMB are delivering this circuit free of charge, we now need to make plans to migrate to a new service. There will be a cost to this.

Webcasting – Teignbridge District Council – Install delayed due to Covid-19

Anti-Virus Replacement – Strata's current anti-virus software Kaspersky is coming up for contract renewal as this is considered as part of the critical path to delivering our services work has begun early to identify a replacement or potential renewal. A decision has been made on the replacement, this will be made public once procurement is complete and all third parties have been notified. The current Covid-19 situation does present a challenge on how we roll out the new software and we are working with the supplier to look at this, we may retain the services of Kaspersky to protect end devices for a further six to twelve months if required.

Virtual Desktop – Disaster Recovery – We have now completed a 4-week benchmark, this will evaluate the current VDI model in more detail than has ever been undertaken previously. Current early analysis has shown some key areas where performance can be improved, this is solely around the applications the council use. This will lead to the design and hardware procurement. We are now awaiting confirmation the three authorities have the capital fund available as per the business case to move this project forward. ECC & EDDC have confirmed we are now waiting on TDC.

Civic Centre Relocation – On Hold - Strata now have to consider the potential significant impact of Exeter City Council relocating from 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. We have now completed the first pass assessment, and we had our first analysis call with Cloudchomp on Wednesday 6th May, in this call we started to drill into the figures and findings.

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 (Internet connectivity) – In response the Covid-19 situation we triggered an early upgrade to the Internet circuits, we have increased bandwidth from 400Mb to 1000Mb, up and down, this is fully completed at the Civic Datacentre, and Openreach have now provisioned the cabling at the Oakwood Datacentre, we now await Virgin to complete the install of their terminating equipment.

Security and Compliance Team – Robin Barlow

The new norm of working from home is beginning to stabilise with little change to the security outlook. We heard of attacks on other organisations, specifically the NHS and vaccine researchers but we are not seeing anything particularly new, mainly just a Covid19 flavour of the normal email threats. The protective 'Safenet' two-factor token authentication has mitigated the main other threat and even though failed attempts are actively monitored, no threats have been seen.



GDPR / DP Act 2018

This month saw the completion of an ECC Open Housing and Bartec DPIA. The DPIA for the new Zoom platform is underway, and has been greatly assisted by one provided to TDC by another council.

Security software patching (security vulnerability fixes)

Patching continues, however only Critical and Security patches are being deployed. At this time, the stability of IT systems is of critical importance, and sometimes the patching process can cause issues. Through the other security measures including recovery processes, this approach can be mitigated against in the short term.

Windows Server 2008 and SQL 2008 migration

The Windows 2008 project is now back up to speed with the challenge to complete the majority in time for the next PSN IT Health Check. We have also got pricing on a software solution used in the past for Windows 2003 for those servers that can't be resolved at that point.

Business Continuity

The Business Continuity was assessed to understand whether there were any changes needed to support the remote working situation. As part of this the tape backup process changed, and is being undertaken fully by the Security team and using Teignbridge as the offsite storage. The tape backups are increasingly important, with the removal of the tapes from the tape systems part of the anti-ransomware mitigations.

Systems availability

There has only been one major issue of note, where a country wide internet issue with Virgin Media resulted in intermittent loss of connections, which unfortunately also impacted a virtual ECC Planning meeting. We also had updates from Firmstep and Adelante causing system issues after this point. Overall there were only ten issues experienced in the entire month.

Business Systems and Business Intelligence Unit– David Sercombe

The significant focus of the team's effort has been around support the authorities with their COVID19 efforts. Work has continued for Exeter, Teignbridge and Exeter on the business grants forms which have proven essential to delivering the much needed financial assistance to local businesses.

In East Devon, over 80% of business have applied and with nearly £40 million of grant money issued. TDC and ECC both have similar levels of success.

The Wellbeing Hubs have also proven essential in helping to coordinate residents and business seeking help with those that are offering it.



There are 3 main factors which have been key to enable Strata to rapidly support the authorities in this way:

- **Good technical foundation common across the 3 authorities:**
 - The introduction of Firmstep across the three authorities has meant that development work could be shared, without the need to 're-invent the wheel' for each authority.
 - The platform itself is also very good, offering 'low code' which enables the forms to be rapidly created.

- **Highly skilled and motivated Technical Staff**
 - Without doubt the single most important factor is the skilled staff within Strata that enabled the development of the forms and back office process. This project touched every team within Business Systems and at some points up to 8 members of the team were working on this single project. This coordinated approach shows what can be achieved when all resource is focused on delivering a single project.

- **Dedicated focus from all involved**
 - But it goes without saying that none of this could have been achieved without the expertise and dedication of the staff from within the council service areas. COVID19 became the new 'Business as Usual' whilst everyone focused on delivering the necessary processes to support our communities. This focus meant that 100% effort could be directed to delivering the project, which meant that testing, data extracts and loads, and any technical questions were given top priority. This removed any delays and the outcomes were rapidly delivered.

We are soon to be losing one of the Principle Analysts (Alan Drury) who is taking up a new role at Devon County Council, this is providing us with the opportunity to restructure the Business Systems team.

Document Centre Team – *Martin Millmow*

Printing Volumes and Trends

The volume of printing produced has decreased as a result of the Covid19 crisis. Around 200,000 prints across the 3 Councils as compared to a usual average monthly figure of 600,000 seen in 2019.

The central printing facilities at TDC and ECC continue to see very little demand except for Covid-19 related flyers for distribution and those reports which regularly run. This is not a surprise as a significant proportion of the output from these two operations is for marketing and promotional materials such as Leisure Centres, tourism, public event promotion.



The main point of print demand continues to be in support of Revs and Bens work, and in supporting vulnerable people. Demand for these services has seen a continuation of the levels experienced towards the end of March 2020.

Examples of this includes follow up activities in the form of more letters to local business advising them how they can apply for the Government grant scheme (TDC and EDDC); letters to vulnerable people (TDC); Covid-19 Flyers (TDC & ECC); Rental statement (EDDC) and letters regarding the restart of the Green Waste Collection scheme (EDDC).

Scanning

Scanning and digital document handling operations continued to experience very high demand for Revs and Bens at TDC and EDDC. There has been a reduction to volumes more in line with those regularly seen in the last few days of the month as the initial responses have been processed. Officers continued to work some extra hours including over one weekend to keep processing documents received in order to maintain some control over the volumes at the start of the month.

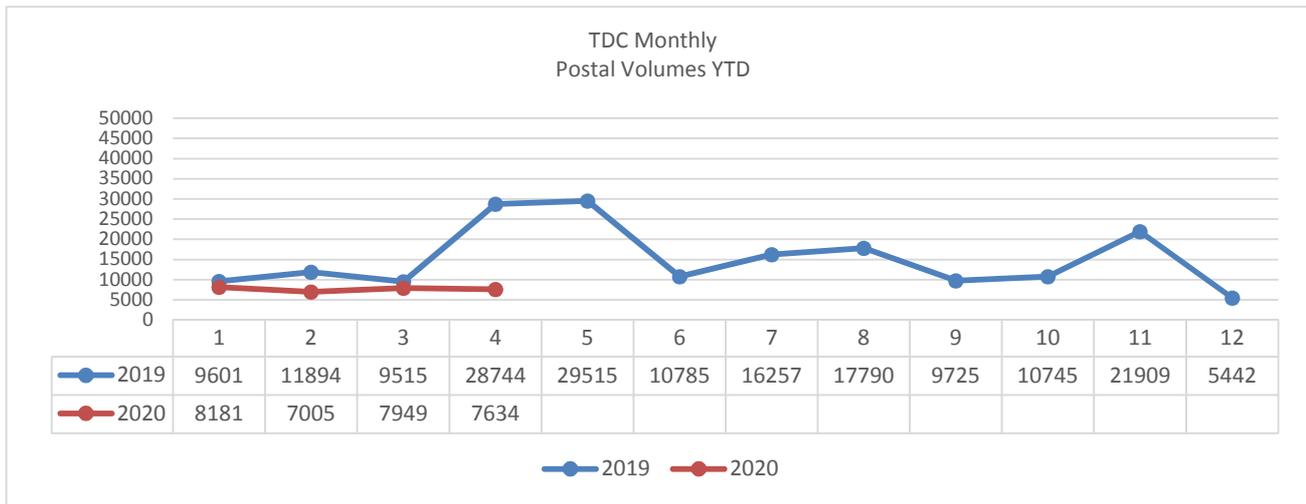
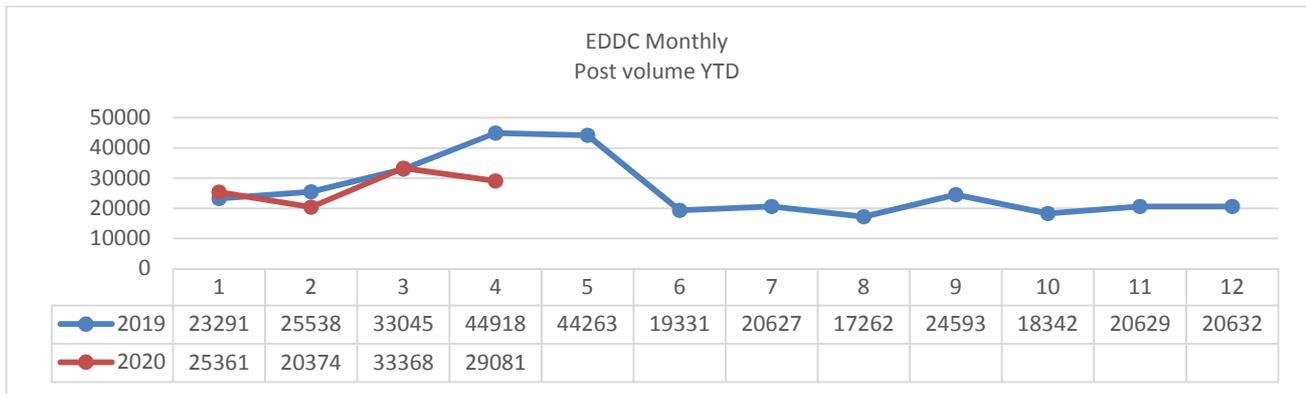
Both teams working on Revs and Bens continue to be split with one officer working from home on documents received through digital channels and the other officer in the Council offices processing the paper work received into the office via the post as well as working on digital documents and processing the outgoing post to the Royal Mail. This arrangement will continue for the foreseeable future.

Similarly at EDDC the current set up to support Planning which has both officer's setup and working from home will continue, paper work for applications will continue to be scanned at the BDH to a central location for these two officers to then categorise, redact and link to individual applications.

The Digital Mail Room (DMR) operation at EDDC expanded in response to the number of officers and teams working home, this has worked well and Council officer have expressed their thanks for the very detailed processes which they have asked for and had implemented. We have also scanned additional items and carried some ad-hoc printing and posting out on behalf of staff working from home at TDC and EDDC.

Postage figures

The following graphs show a comparison between last year's monthly volume at EDDC and TDC and this year's figures. As a result of there being no May election this year the figures are lower than 2019.



Hybrid Mail

The new Windows 10 servers have been setup and work has been completed by Strata and Synertec to transfer the TDC and EDDC setups from the older servers to the newly built servers.

Graphic Design (EDDC only)

James De Leburne has continued to work closely with the EDDC comms team to produce various customer facing materials including a 20 page booklet mailed to all residents of East Devon. The booklet contains important information to support the local community including how to contact the new Community Hub and other community groups including Food banks, messages from the Leader, Chief Executive and local MPs as well advice about Health and social distancing.

IT Training – Clive Newton

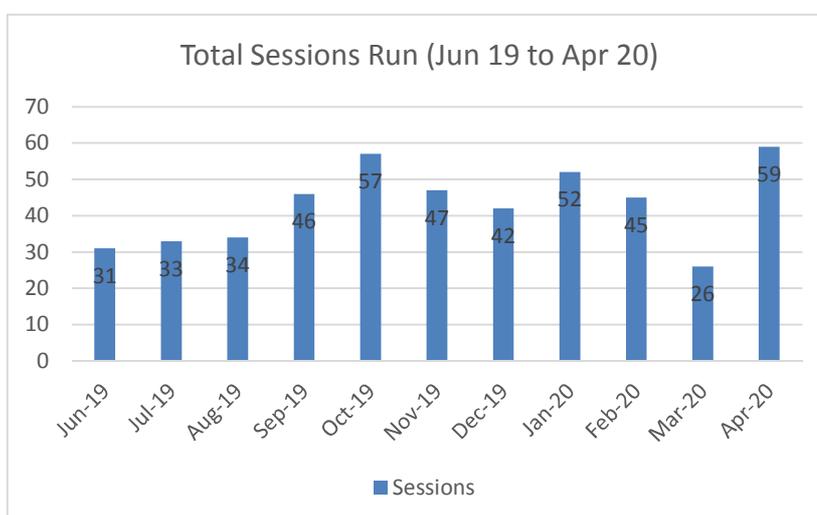
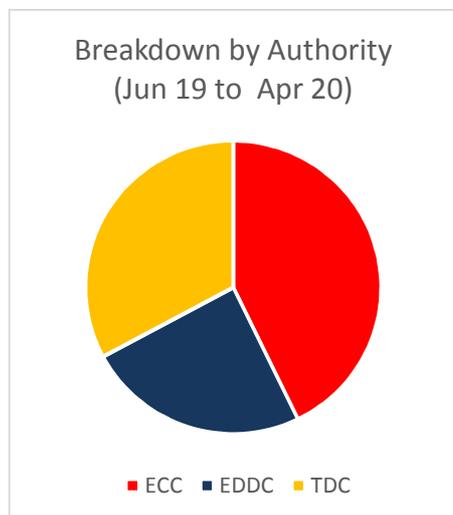
With ongoing work from home requirements challenging us during the crisis, the first few days of the crisis were spent largely training the few still unfamiliar users with remote working in setting up their equipment and accessing Strata systems.

Democracy needs attention as well, and growing pressure from councillors at all 3 of our councils meant a new project was undertaken early in April to facilitate online meetings. Initially this involved Skype for Business access and training for all councillors, which remains our fall back system. Roll-out to the older iPad stock at ECC proved challenging. Pressure from members at all 3 sites switched emphasis towards the end of the month to rolling out Zoom as a solution instead of Skype. We have been focussed on testing and training users (inc councillors and officers) in the use of Zoom, and we hope that this will be less intense as we move into June and we can commence delivering user specific training on other applications across the three authorities.



Training Breakdown

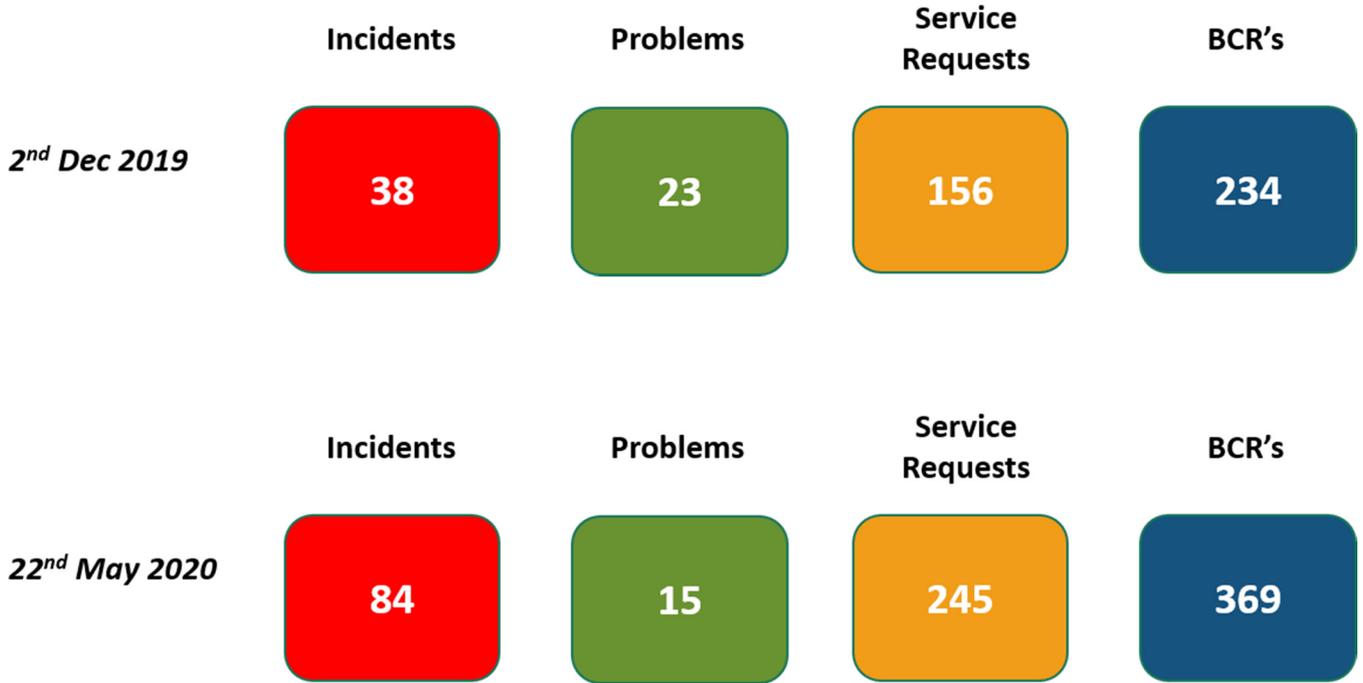
Month	Contact time	Total sessions	Number of clients seen	Session delivered by council (includes DNA)		
				TDC	EDDC	ECC
Jun-19	51:55	31	60	25	1	5
Jul-19	74:45	33	97	23	0	10
Aug-19	33:40	33	76	4	2	27
Sep-19	44:00	46	157	2	10	34
Oct-19	46:00	57	109	15	15	27
Nov-19	35:10	47	102	19	6	22
Dec-19	43:10	42	100	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
TO DATE	481:30	471	1235	155	115	202



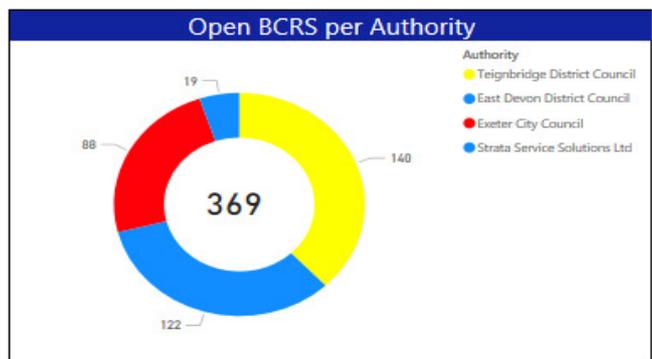
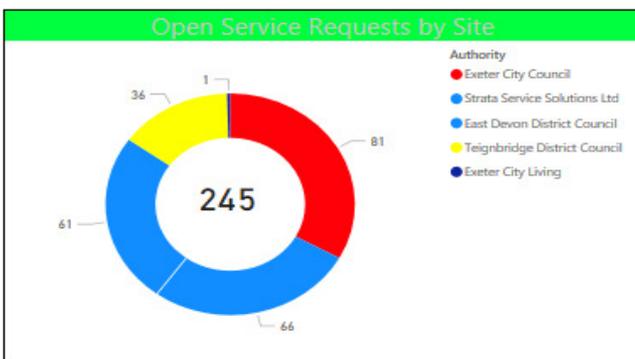
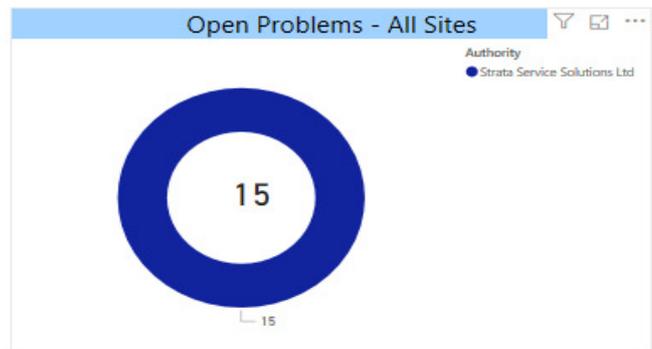
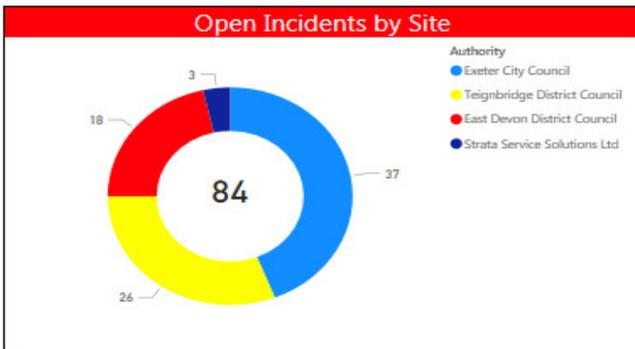
Strata Service Performance

Strata have redefined our KPI's, so as to show four primary KPI's on our wallboard.

The two graphics below show the change in the last six months, which is predominantly linked to the Covid19 crisis



Whilst the increase is significant, the Service Desk and supporting Strata teams have been able to cope with the demand. It should be pointed out that having the new vFire Service Management solution in place has enabled this increased demand to be successfully managed.



Service Desk Performance Indicators Report

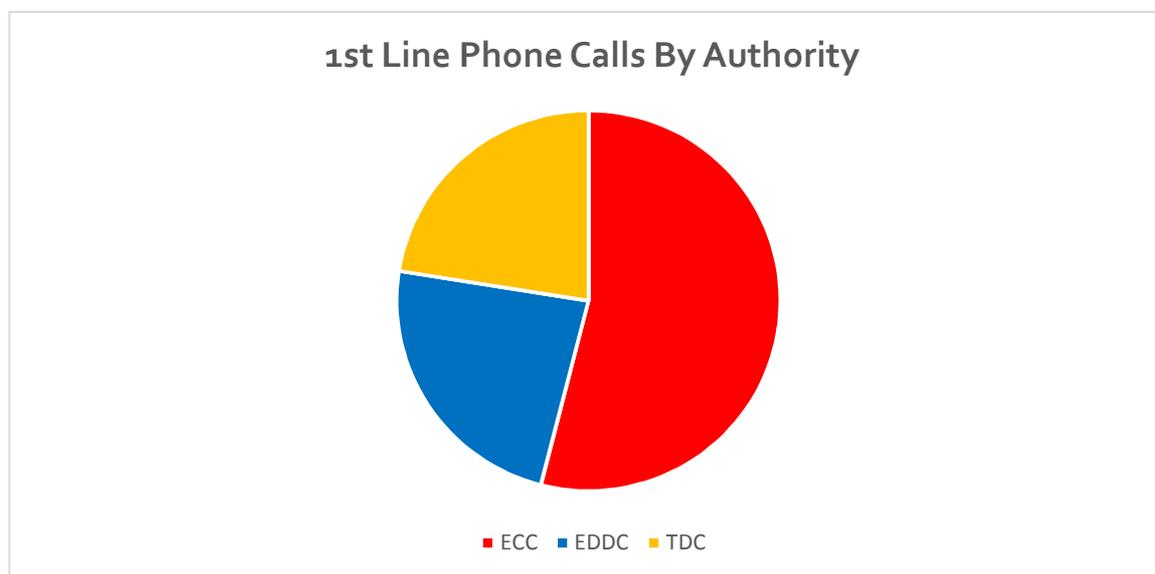
The table and graph below shows the total number of Phone Calls coming into the Strata 1st line team during the first four months of the year.

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

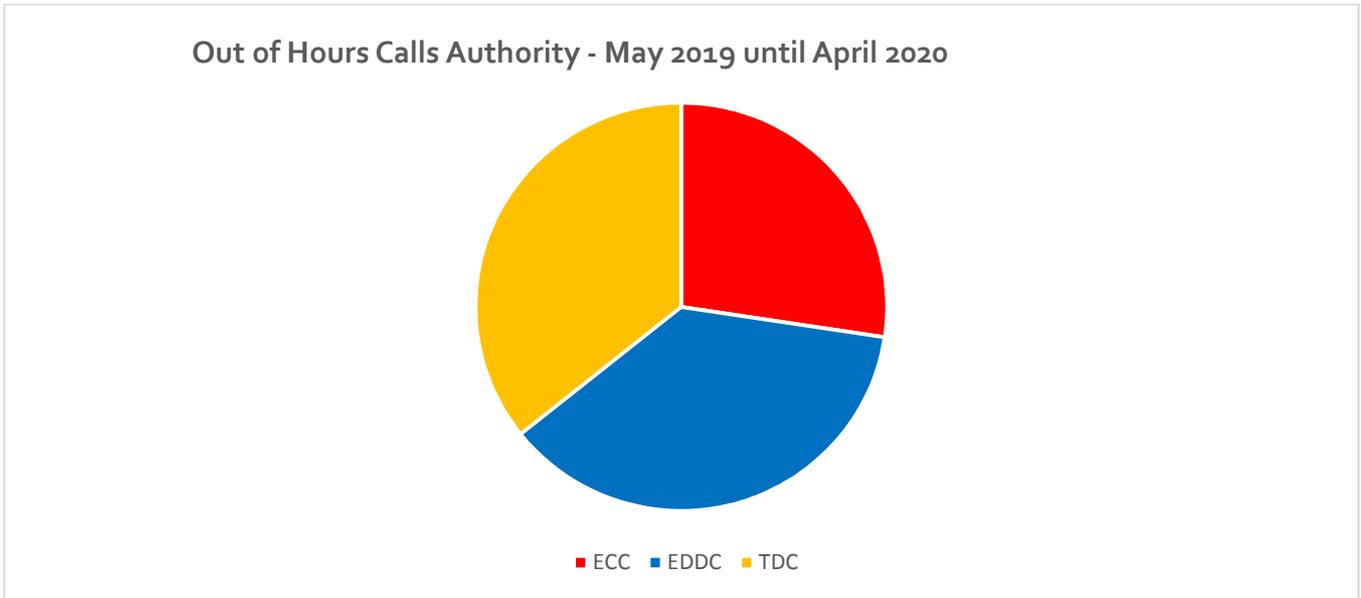
Total Number of 1st Line Phone Calls During Month – April 2020

Site	Jan	Feb	Mar	Apr	%
ECC	756	515	700	352	54%
EDDC	284	213	327	178	23%
TDC	241	198	355	148	22%
Total	1281	926	1382	678	



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

Site	May 19	Jun 19	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20
ECC	2	1	1	1	2	3	0	1	4	5	3	0
EDDC	4	0	3	3	2	5	2	2	2	2	2	4
TDC	2	6	1	4	5	2	1	2	0	2	5	0
Total	8	7	5	8	9	10	3	5	6	9	10	4



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

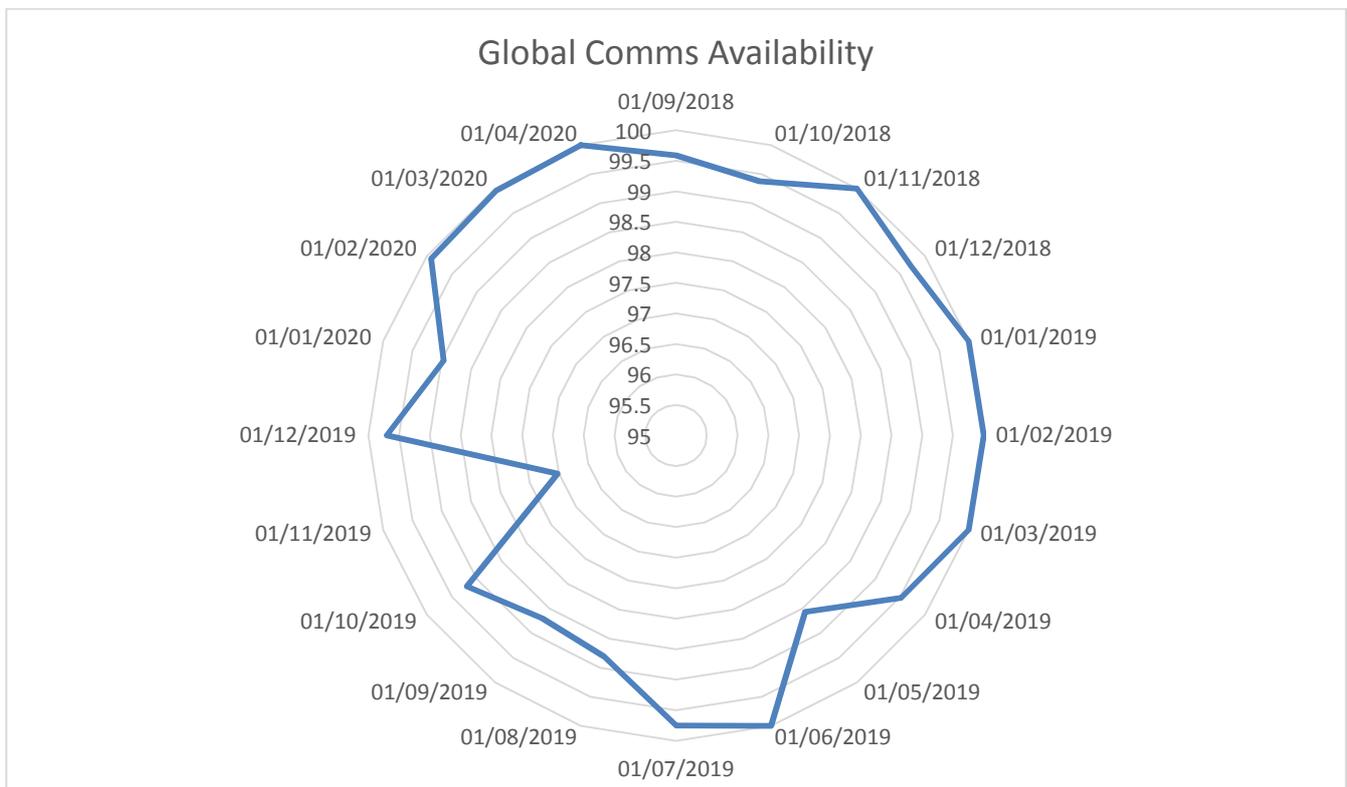
Telephony Platform Uptime

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

Month / Metric	May 19	Jun 19	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20
24/7	98.57%	100.00%	99.75%	98.8%	98.7%	99.2%	97.03%	99.7%	98.97%	99.92%	99.96%	100%

Average 12 month uptime over 24/7 = **99.21%**

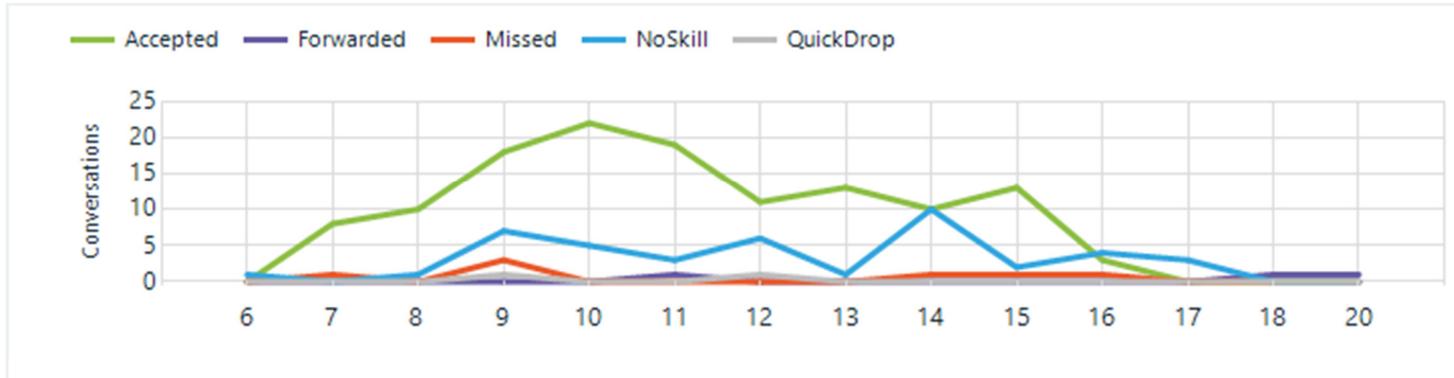
The below radar diagram shows 24/7 performance over a 12 month period, recent network related issues have impacted on the SLA, but with remedial infrastructure works, it is expected that SLA performance will increase.



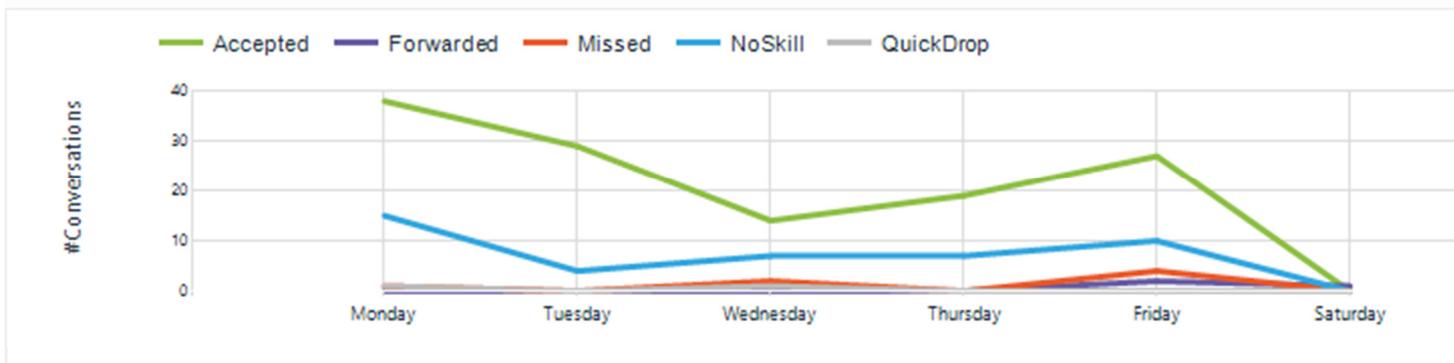
Service Desk – Call Demand

The two graph below shows the service desk demand by time and day during the week. 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.

Per Hour

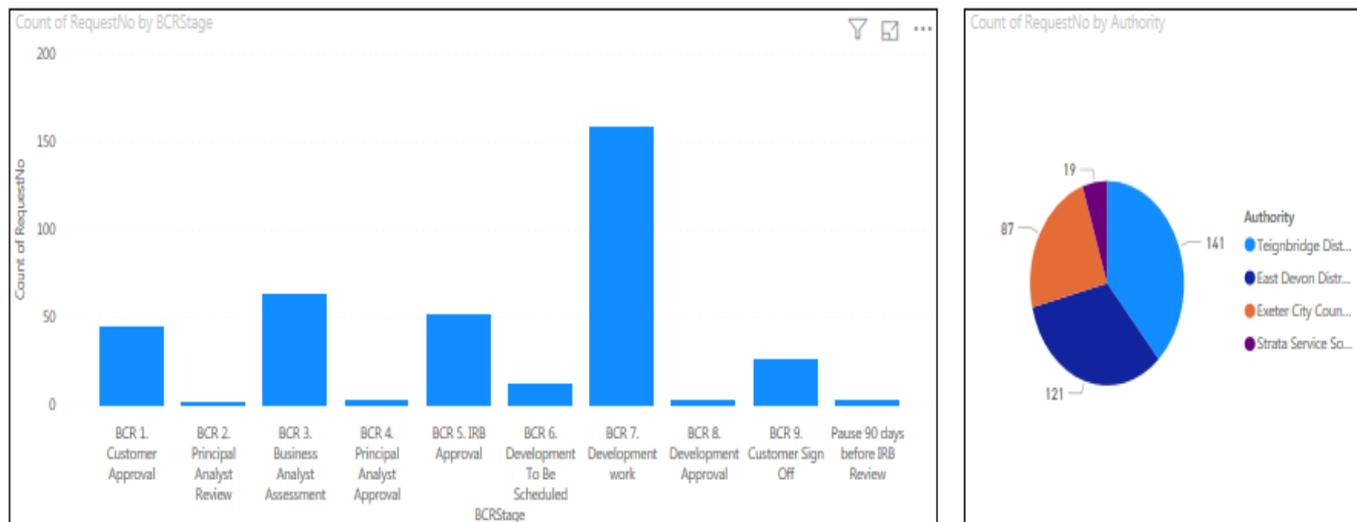


Per weekday



Strata Service Performance Indicators – Business Change Requests

The following graphic shows the BCR queue and demonstrates Strata is working with the three authorities to deliver on authority identified priority work.



The above graphic shows where the BCR's are in the queue / prioritisation process (nine stage process). We will be looking to further develop this report over the coming months to provide a higher degree of granularity.

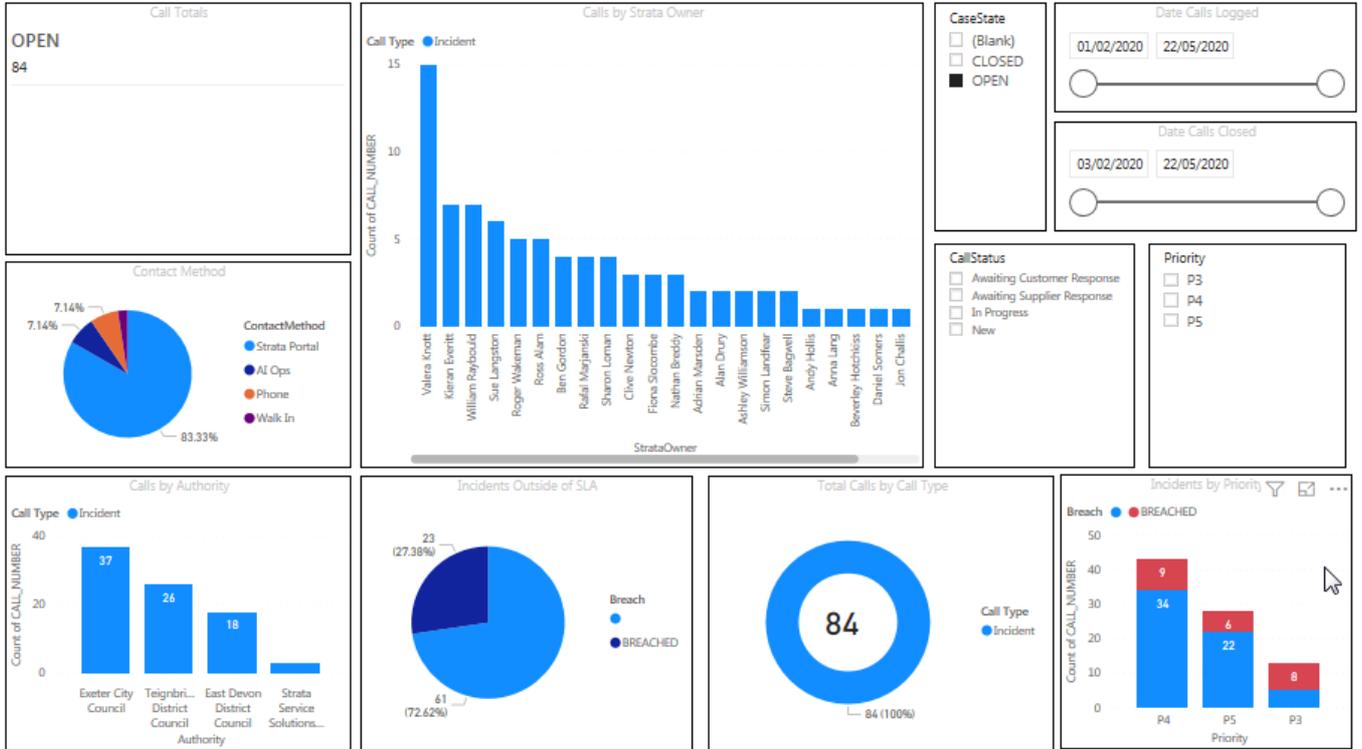
Total BCR's Processed since vFire Introduction

- Total BCR's = 650
- Total BCR's Completed = 281
- Total BCR's Open = 369

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 – 22nd May 2020



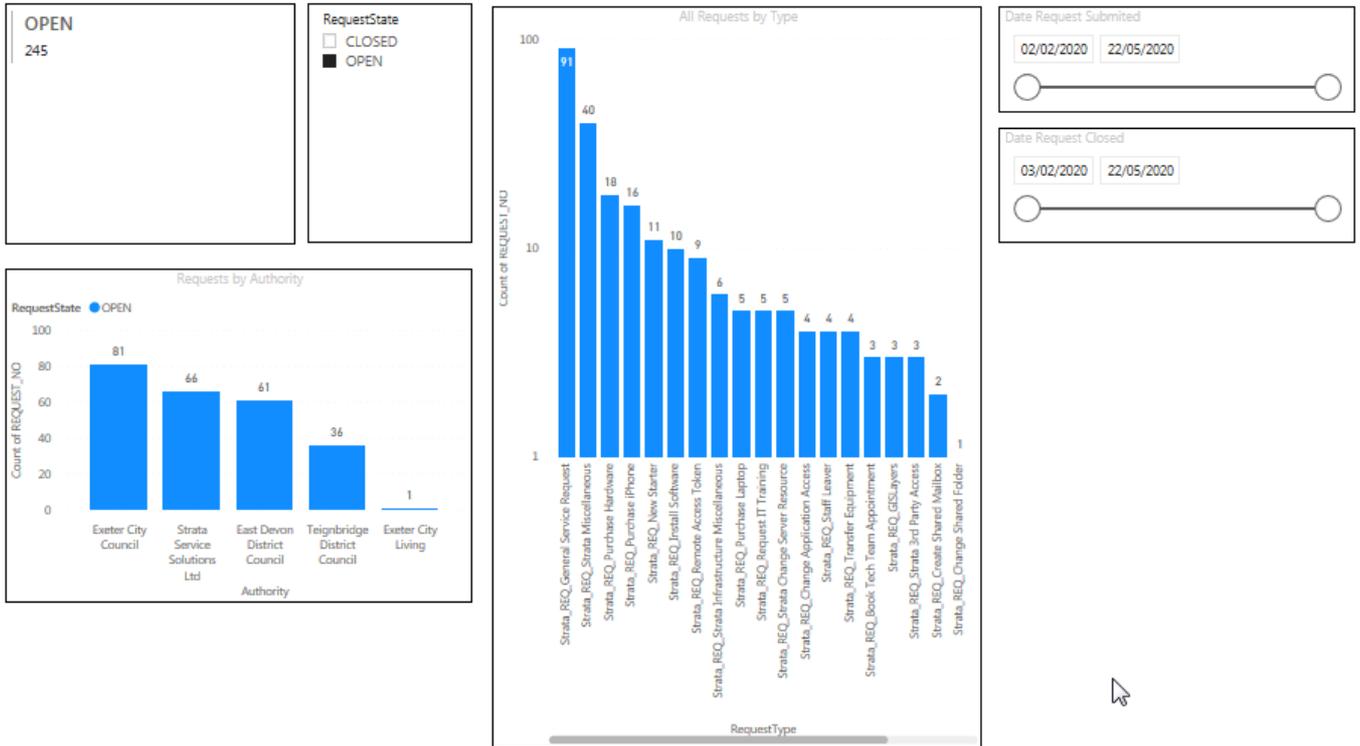
CLOSED INCIDENTS – since Vfire introduction (Feb 2020)



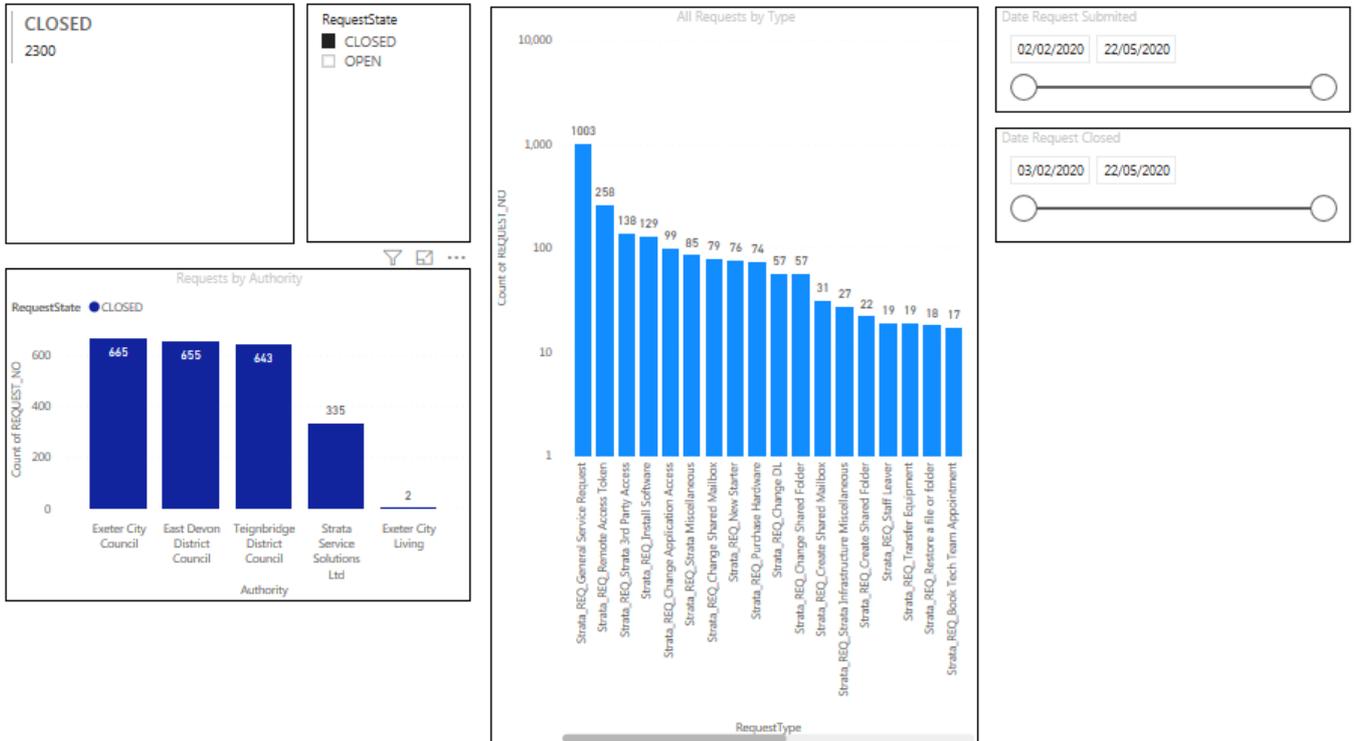
Strata Service Performance Indicators – Service Requests

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

OPEN SERVICE REQUESTS - 22nd May 2020



CLOSED SERVICE REQUESTS – since introduction of vFire Feb 2020

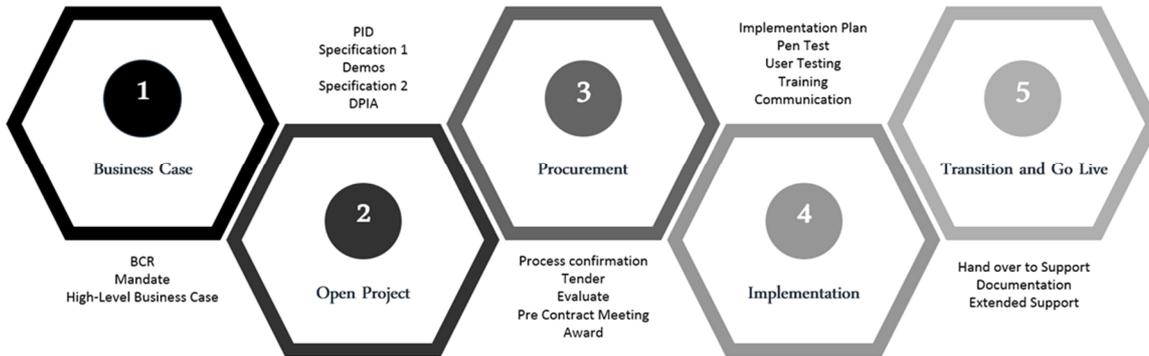


Projects Performance Indicators Report – Pete Johns

Please Note: this section of the report has not been updated this month as the Strata Head of IT Solutions Delivery is currently working full time on the build of the platform to support virtual council meetings.

We have begun looking through the data of our live projects in order to bring better visibility to everybody as to their current status. Later we will be looking to also include where projects are at risk or blockages have occurred, and we aim to make this an interactive dashboard via PowerBI. In order to quickly get this view available it has been manually created in Excel so the process will become slicker (and more interactive) over time.

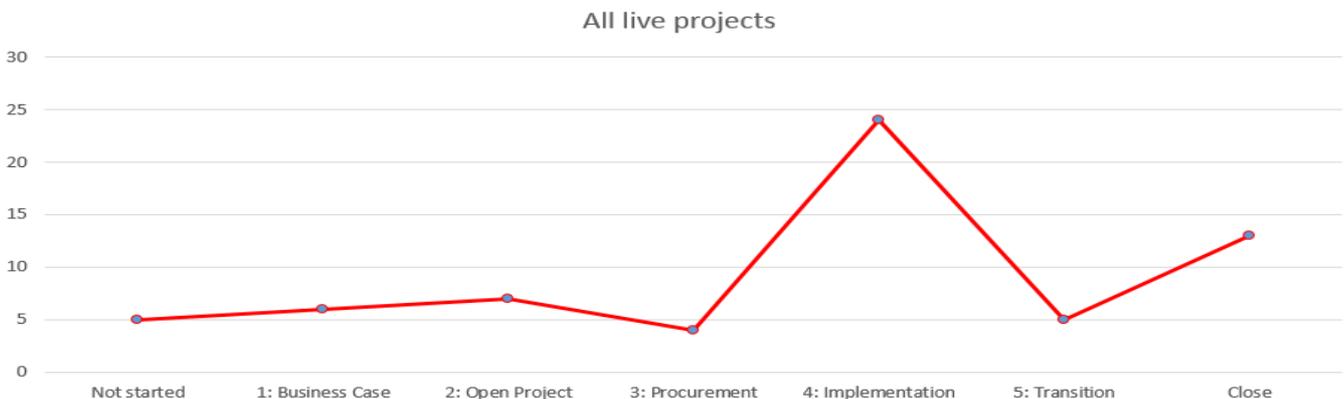
The following 'gates' are from the Strata Project Framework, as summarised below.



There are currently 64 live Projects, split into the following project gates:

Not started	5
1: Business Case	6
2: Open Project	7
3: Procurement	4
4: Implementation	24
5: Transition	5
Close	13

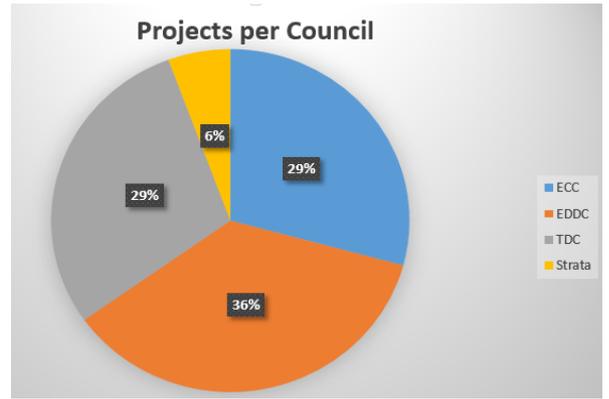
To provide a visual representation of the stages of the project process, the following graphs have been developed to provide a high level view of projects and project stage for all three authorities combined.



The projects can be split to each authority as follows:

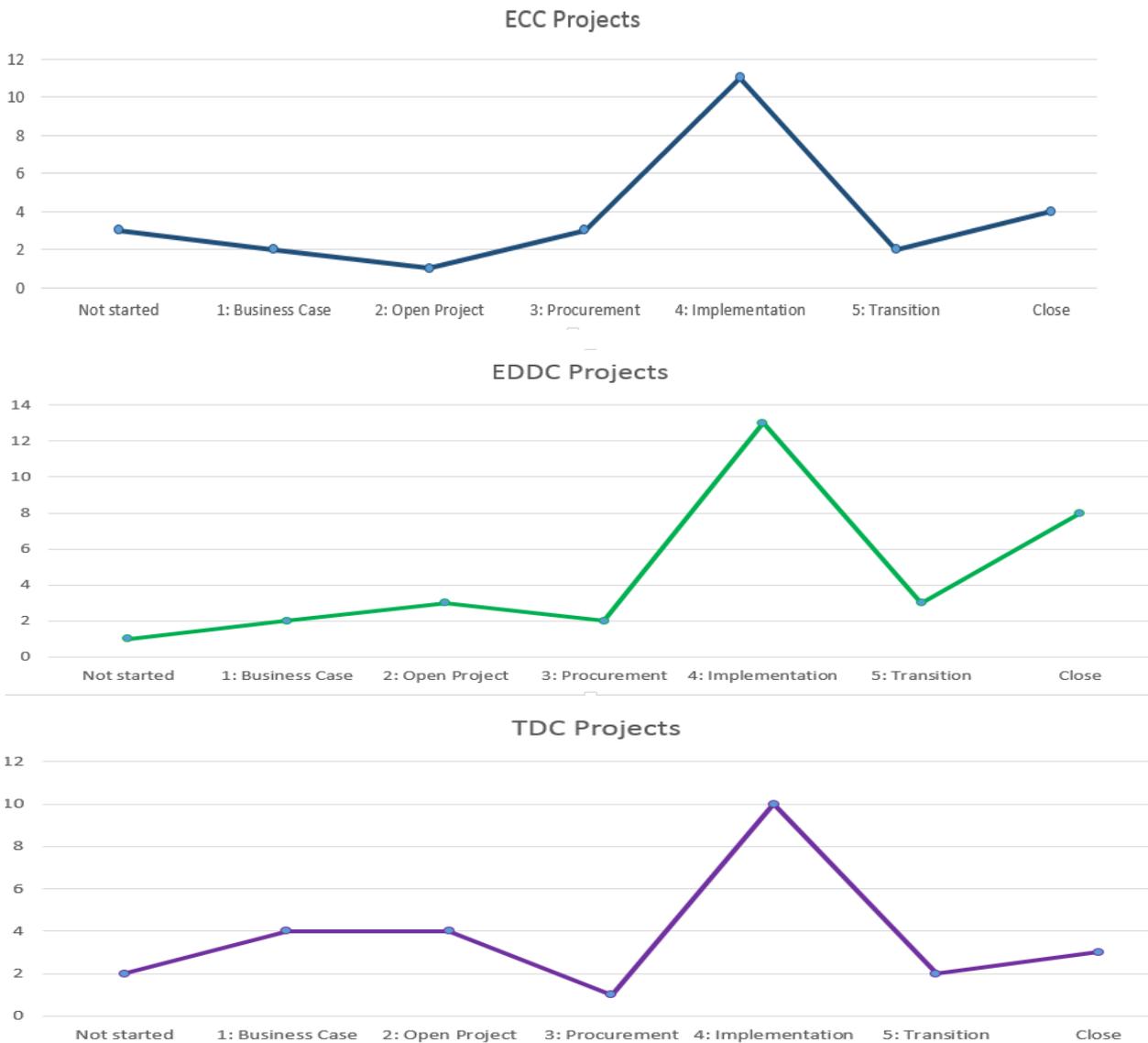
- ECC: 26
- EDDC: 32
- TDC: 26
- Strata: 5

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:

NOTE: for projects that involve multiple councils we have only identified one project gate, which we know could be misleading. A project could be in implementation in one council but not started in another, and our data would currently show the project as in Implementation. This will be corrected later and will involve splitting a project into multiple projects where applicable.



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 questions and end users can score based on a scale of 0 to 5.

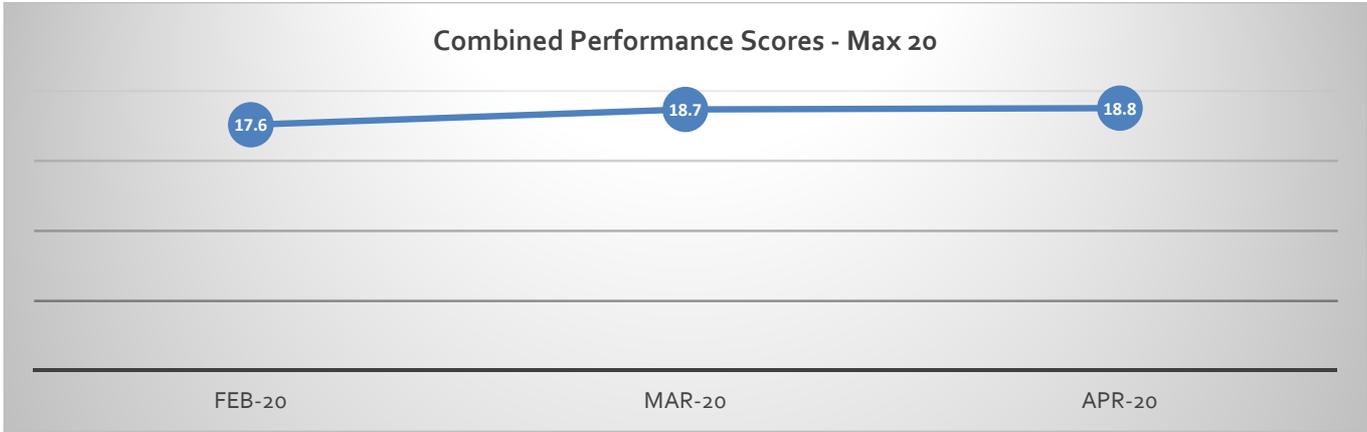
In April 2020, we received 29 responses to the customer satisfaction survey, this was made up of positive responses, neutral responses and negative responses. This equates to the following satisfaction

	Feb 2020	Mar 2020	Apr 2020	May 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						
How would you rate our communication with you through this process	4.3	4.6	4.6						
How would you rate the level of knowledge and professionalism of our staff throughout this process	4.4	4.6	4.7						
How satisfied were you with the call resolution timescale	4.4	4.7	4.7						



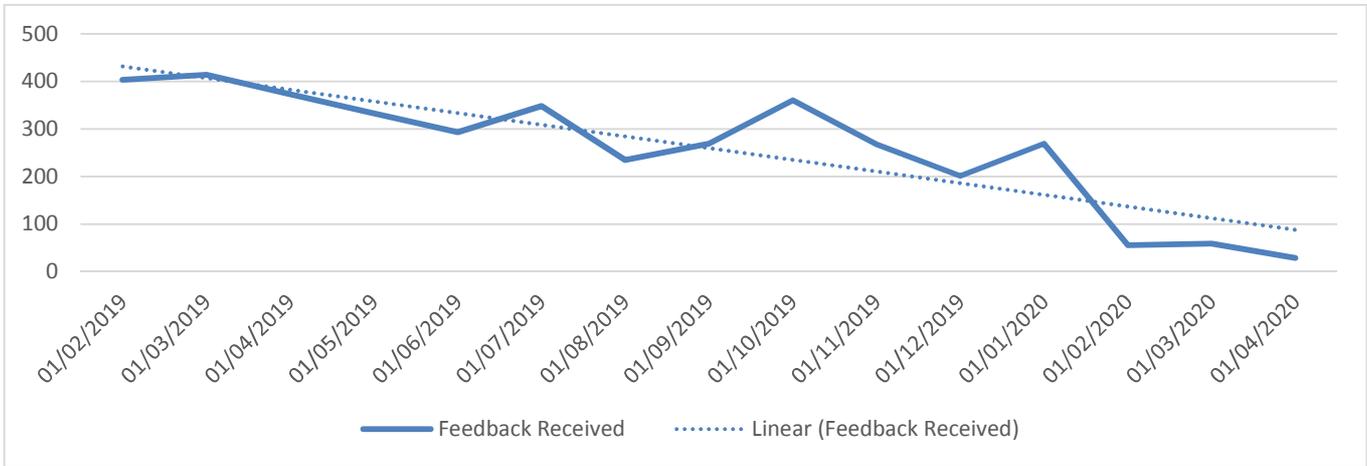
Combined Feedback Scores

	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sept 2020	Oct 2020
Combined Scores	17.6	18.7	18.8						



Quantity of Feedback Received

	May 19	Jun 19	Jul 19	Aug 19	Sept 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20
Feedback Received	333	293	348	235	269	360	268	201	269	56	59	29



Glossary of Terms

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

Term	Brief Description
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.
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
LLD	Local Digital Declaration
Mbps	Megabits Per Second
MHCLG	Ministry of Housing, Communities and Local Government
MPLS	Multi-Protocol Label Switching
PSN	Public Service Network
RAMM	Royal Albert Memorial Museum
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
Tier 1	When a user calls into the Strata service desk, calls are logged and investigated but Strata service desk specialists.
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.
Tier 3	If a more detailed investigation is required, then a Strata Tier 3 specialists will be assigned to the incident.
vFire	Strata's new Service Management platform