

**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 & 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 Dewhurst	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 Dewhurst	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>

<p>All</p>	<p>Poor perception of the implementation and use of MS Teams at Devon County Council</p>	<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 & 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>
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