Strata Service Solutions Ltd.

IT Directors Report

- Joint Executive Committee

Date Issued: 21st December 2021 v1

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

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Key Projects

Key Projects Delivered

Project	EDDC	ECC	TDC
Microsoft 365	Teams Pilot launched Q4		Full pilot launched Q4
Digital Mailroom			Completed Q4 2021
ECC BMS Solution		Completed End Nov 2021	
EDDC Tunsall move to cloud	Completed Q2-Q4 2021		
ECC Cash & Income Management		Q4 go live	
TDC Decarb office moves			Q4-ongoing
ECC Waste Food trial		Q3-Q4 pilot launch	
Legal Case Management convergence	Confirmed complete Q4 2021	Previously live	Previously live
Corporate Data Reporting (ongoing, but now Business as Usual)	Q4	Q4	Q4

Key Projects Pending by end Q4 2021 – subject to change

Project	EDDC	ECC	TDC
EDDC eFinV6 upgrade	Early December		
ECC Trade Waste pilot launch		Mid-December	
ECC eDoc Trade Waste		Mid-December	
MPLS renewal (internal project)	Q4	Q4	Q4
Financial Management System – Procurement completion	End Dec	End Dec	End Dec

IT Director Summary Report– *Laurence Whitlock*

The last three months has seen a significant ramp up in the level of Strata resources needed to support the first two pilot team users of the Microsoft M365 platform at TDC. This migration is a significant undertaking for both TDC and for Strata, and there's a lot of effort to support the adoption of the technology by the authorities officers. This isn't a project that involves just simply putting an icon onto Global Desktop as it's a fundamental change to the way people work and store files. This new platform deployment is being supported by comprehensive training and a 'Champions' programme which will ultimately be made available to ECC and EDDC officers as well as officers at TDC.

Customer Satisfaction scores have again remained high, with an average monthly score of 19.2 out of a possible 20 points over the last three months. In addition, the wait time before calls are answered has decreased. It is good to report that over 70% of calls are now logged via the Strata vFire portal, freeing up Strata officers to focus on fixing issues rather than answering calls.

Availability of the Global Desktop was again 100%, but some users reported experiencing 'Vanilla Desktops', and therefore Strata put into place a three step plan to aid in a resolution of these issues. Having completed step 1 and step 2 we are hopeful of having found the issue and resolved the problem, but we will continue to monitor this over the coming weeks.

Print and post demand is mapping well against 2020 figures, and the Document Centre team are coping well with the demands of the Digital Mailroom, which is providing an invaluable services to officers of EDDC and TDC during this extended period of remote working.

The drop in overall Strata demand (from the highs of 2020 and well in 2021) is continuing and this is reflected in the queue time on the Service Desk and in our ability to support project work. One thing is for certain though, there is absolutely no 'spare' capacity available from within Strata, and our forward load pipeline of work is considerable, whether this be for projects, BCR's or Service Requests.

The first Councillor IT forum was held on 16th November and explored how councillors utilise IT to perform their important roles. The topic areas we discussed included: keeping safe in the cyber world, M365 what would this look like for councillors, Cllr IT training and how do Strata assist councillors with the use of modern technology.

Should you have any questions about this report or the service that Strata delivers, then please do not hesitate to contact me.

L.W.Whitlock
IT Director – 07583 014926

Strata Service Team Report

Infrastructure– *Robin Barlow*

Strata are currently working closely with the TDC project and service teams to deploy M365. In this quarter the Comms and Housing teams went live with MS Teams and MS Sharepoint. These deployments will test the new MS365 platform and inform a wider scale roll out of the technology planned for early 2022. As ever, there are numerous challenges and technicalities to be overcome and officers to be trained in the use of the new technology. In addition to the training being provided by Strata, a 3rd party organisation called Hable are also delivering a series of training courses. Also, in support of the migration, Strata have contracted with 365 Tribe who have developed a proven 'Champions' programme for M365 deployments.

In other project work, the team are engaged on the TDC Decarbonisation project which is progressing well, and during the initial phase of work, Strata have taken up residence in the Porters Lodge. In addition, we are soon to be deploying a new fleet of circa 24 ipads to ECC councillors to replace the devices which in most cases are over six years old and struggling with reliability and application performance. As we move into November, work is starting to ramp up on St Sidwells Point, and we have now been provided with dates as to when we can commence the fit out work.

It should be noted that Adrian Smith (Head of Infrastructure and Support) left Strata in November to take up a senior role at a commercial IT company. For an interim period, Robin Barlow is acting as the Head of Infrastructure and the Support Team led by Sue Langston will be reporting directly into Laurence Whitlock.

Security and Compliance Team, SNN & GIS– *Robin Barlow*

In this section, I normally highlight a major theme, trying to give the reader a reason for stopping here and having a read. I must profess that a key source for this section is the trusty 'Hacker News' and this month it's busier than normal with all the events that have been happening, mainly bad but also some positives.

The key story we have been following was the attack on Sunderland University which is now thankfully operating again (well on the surface anyway), and the comments released to date link to it being a ransomware attack. The giveaway was when the Vice Chancellor stated that from that point onwards **MFA** (multi factor authentication) would be mandatory which implied that their Microsoft accounts has been targeted. This again shows why the Councils and Strata have made MFA mandatory, unless we have another security mechanism in place to manage this in certain circumstances. However, and I could sound like a broken record at some point, even though MFA creates a much higher wall for the cyber attackers to climb to get in, there are already tools that can be bought by attackers to circumvent MFA through the same old Phishing tricks my team sees on a daily basis, which is why we always tell users to be extra vigilant.

The use of Microsoft Onedrive in phishing attacks is becoming an issue even though Microsoft are now reasonably quick at closing these down. We therefore now hold all Onedrive links for inspection but this doesn't impact the Council/Strata Onedrives.

Street name & Numbering and GIS

The team are continuing to challenge the findings of Geoplace but are continuing to work through the issues detected. We have also had a joint meeting with the three Councils to go through the approach to having the SNN Policy signed off.   The provision of acceptable street names and the advice that can be given continues to be challenging, however, we are hoping to have either identical or only slight discrepancies for the three policies.

Data Protection

Little has happened during this period, however, with the deployment of Microsoft365 progressing, we have jointly created a draft DPIA (Data Privacy Impact Assessment) for the Microsoft365 migration for TDC which will then be available for further migrations of any council.

Business Continuity

The new data backup solution is now being tested and the new tape system has arrived and is waiting to be configured. The old system will be kept running for both operational reasons and to support the 'ebbs and flows' expected while data is migrated to the cloud while also residing on premises.

We are also continuing to navigate the Microsoft365 data backup process which unlike the internal file 'drives', there is a need to keep adding new areas as we go. There are some data elements that cannot be backed up, but so far these have all been minor elements.

Security software patching (security vulnerability fixes)

Patching of security flaws is a key line of defence against many security attacks as these flaws are used by cyber criminals to both get a 'foot hold' and using other Cyber phrases then move 'laterally' through the network of devices and systems. The more of these they can get to, the more likelihood that they will find flaws that will then allow them to increase ('escalate') their access ('privileges'), and take more control and do much more harm.
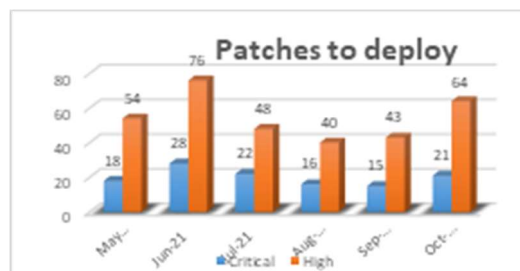
There is a constant flow of vulnerabilities, primarily on a monthly basis from Microsoft, and we need to keep on top of these, which the graph shows and which the PSN CoCo IT HealthCheck has confirmed. There will always be some patches that cannot be resolved at a point in time and others that aren't that applicable in our systems. This month we have had a higher number of vulnerabilities reported, however, the scanner engine has been updated. We will only know next month whether this continues and if so we will need to determine the difference, which is likely to relate to subtle changes to the classifications.

Business Systems Unit– *David Sercombe*

BCR Trends

There are currently **297** (as of 1st December) open BCRs at various stages of Assessment, Development and Pending closure. This represents a slight increase on the previous month but still at one of the lowest levels of the last 18 months. There are also 19 BCR awaiting customer closure.
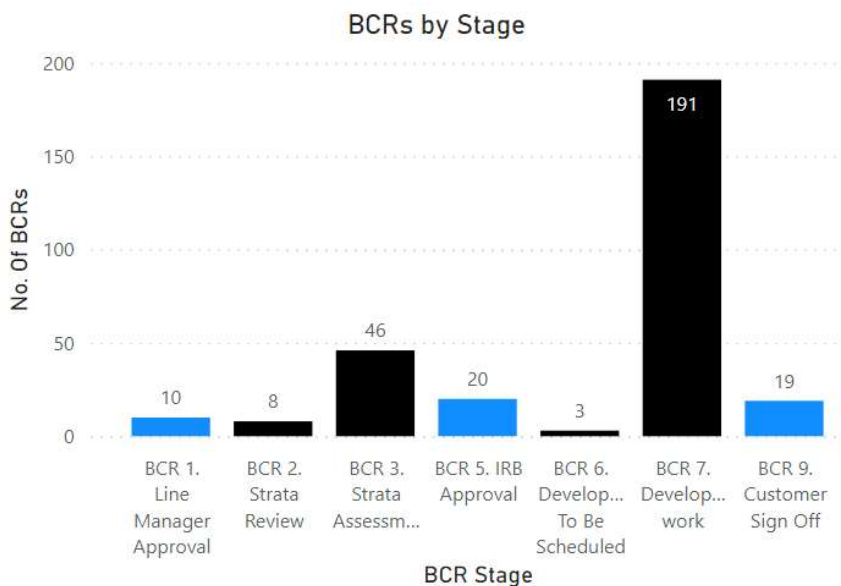
The Current Breakdown by Authority is:

- East Devon – 103
- Teignbridge – 96
- Exeter – 83
- Strata – 15 (internal BCRs)

During November - **63** BCRs were completed and closed:

- East Devon – 16
- Teignbridge – 13
- Exeter – 16
- Strata –2

There are 10 stages that a BCR goes through, from submission by a customer and approval by their manager (BCR stage 1.) to Customer sign off and closure (BCR stages 9 & 10.) The chart to the left shows the number currently at each stage.

The number of BCRs open at the end of the month has now reached pre-pandemic levels. There has been a slight increase during November, however this is not concerning as we have a higher number than usual (19) BCRs awaiting customer sign off. It is expected that the recent trend of reducing BCRs will continue for the next few months before increasing again during year end activities.

Data Warehouse Progress

Significant progress is being made with the data warehouse for all 3 authorities. A summary of the currently available datasets can be seen below:

Service	Datasets	Number of KEY Tables per Authority	Authority - Status			Notes
			ECC	EDDC	TDC	
Corporate	Properties	1	Complete	Complete	Complete	Property dataset, also includes all ONS codes for linking to ONS datasets
Corporate	Employee Name, Manager, Department	1	Complete	Complete	Complete	No Sensitive employee information
Corporate	Risk, Projects, KPIs	3	N/A	Complete	Complete	From SPAR system used in TDC and EDDC
Corporate	IMD (Deprivation)	1	Complete	Complete	Complete	Latest available Deprivation dataset - used in conjunction with Property
Corporate	Date data sets, includes Bank Holidays, non working days, periods	1	Complete	Complete	Complete	Comprehensive table of dates - including Bank Holidays, Weekends, non working days, Periods (Q1, Q2 etc.)
Development Control	Planning, Enforcements and Appeals	4	Complete	Complete	Complete	Core Planning data
Customer Services	Telephony data		Not Started	In Progress	Not Started	New addition to the sheet – Work has commenced on bringing the telephony data into the data warehouse
Customer Services	Customer	3	Not Started	Not Started	In Progress	high level customer data - customer reference only - does not include names or other sensitive data
Customer Services	Transactions		Not Started	Not Started	Not Started	Not currently available in the data warehouse but is available via the Firmstep overnight data dump
Car Parks	Parking Machines, Mobile Apps,	2	Not Started	In Progress	Complete	Spreadsheets uploaded monthly
Car Parks	Permits, PCNS	2	N/A	Not Started	In Progress	
Building Control	Applications, Dangerous Structures	2	Complete	Complete	Complete	Core Building Control data
Environmental Health	Accidents, Service Requests, Private Water Supplies, Health and Safety, Food Safety, PPC, Commercial Premises	14	Complete	Complete	Complete	All Key Environmental Health tables
Waste Management			Not Started	Not Started	Not Started	Data not in the Data Warehouse, however For TDC and ECC data is

						available via Bartec Collective Insight portal.
Housing	HMO, Housing Assistance, now also includes DFGs and housing Service Requests	3	Complete	Complete	Complete	Core Housing Tables - however more tables are available to add.
HR	Absences, Flexi, Others TBD		Not Started	Not Started	In Progress	Mini project team set up in TDC to assist with creating the HR data into the DW
Licensing	Licensing Service Requests, Licenses	3	Complete	Complete	Complete	Core Licensing Tables available however still more tables to bring across.
Finance Summary	Various	1	Not Started	Not Started	Complete	Only a high level Finance summary is currently available for TDC Finance - no detailed work has been undertaken, possibly wait for new FMS system
Revs and Bens	Various		Not Started	Not Started	Not Started	
Property and Assets	Various		Not Started	Not Started	In Progress	
Leisure	Various		Not Started	Not Started	Not Started	

Notable changes since last month:

- Commenced work to pull the East Devon Anywhere 365 telephony data into the data warehouse
- Created a mini-project team in Teignbridge to focus on the HR data.

All work above will be replicated across all 3 authorities should they wish.
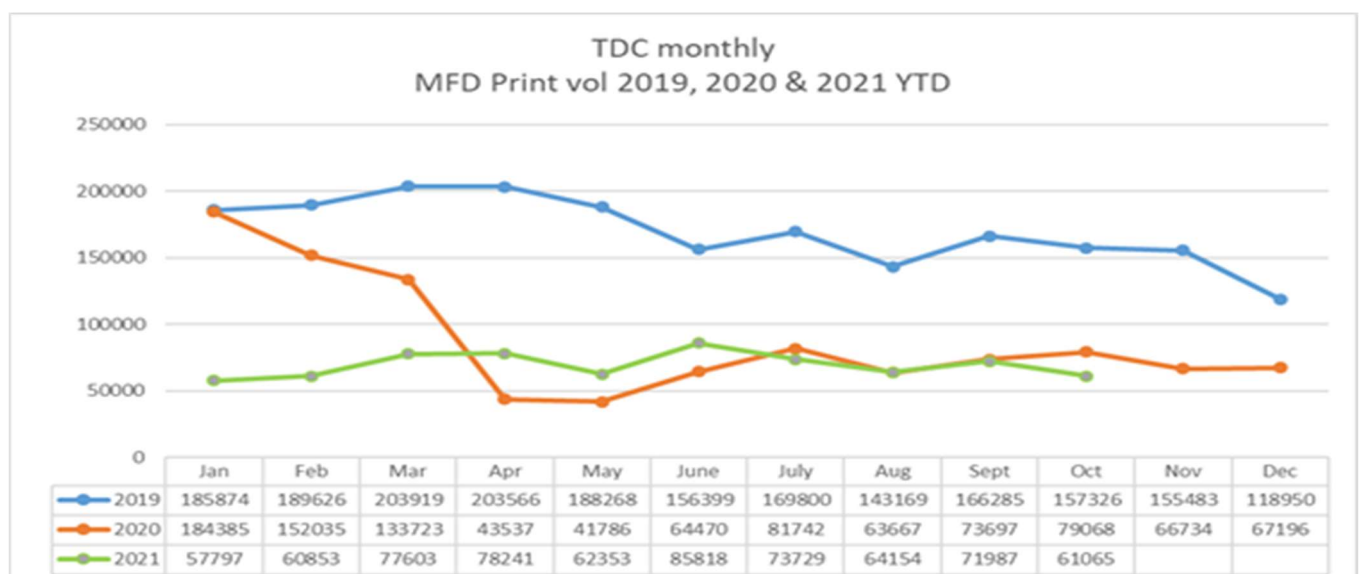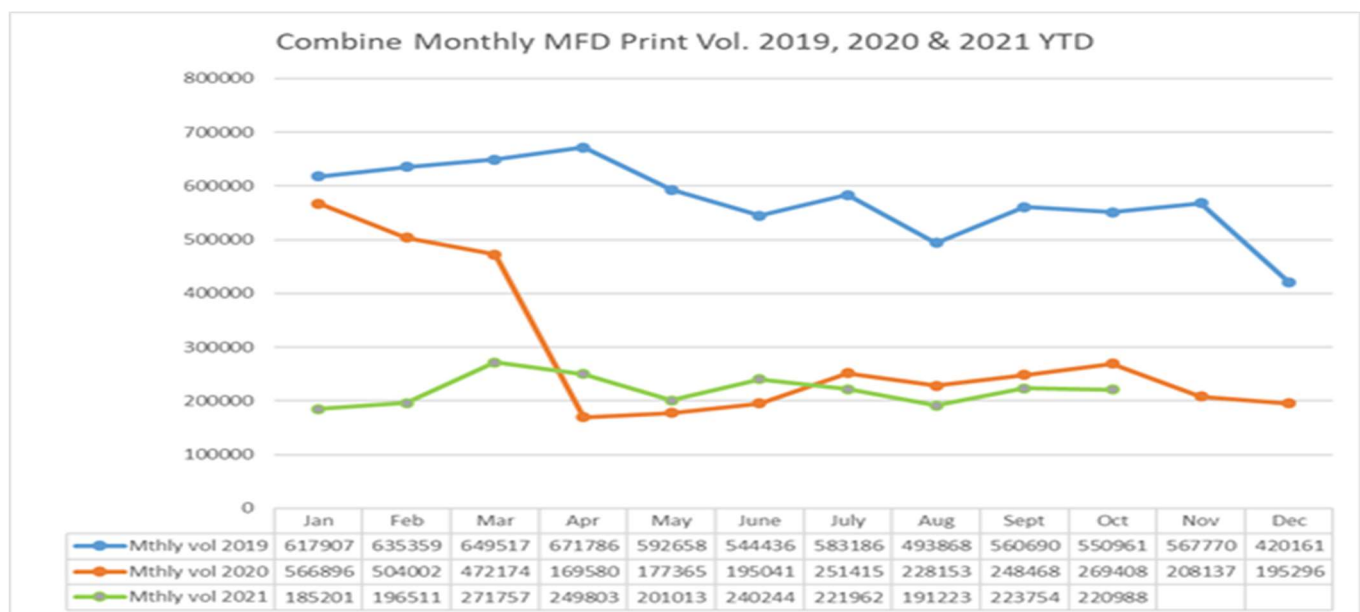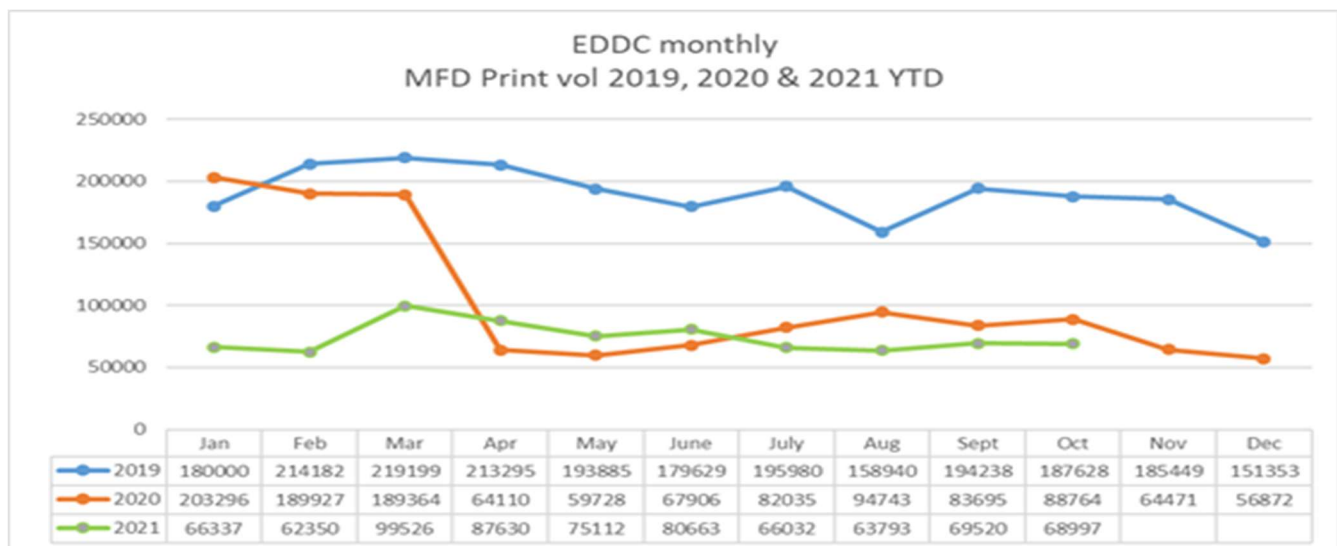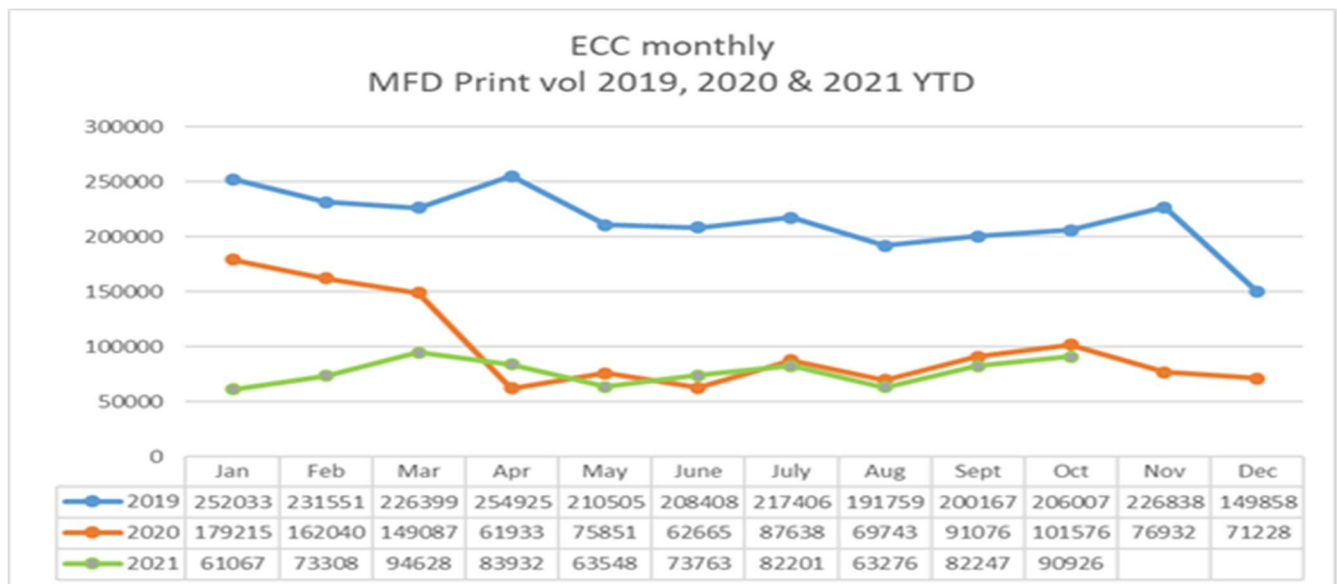
Document Centre Team – *Martin Millmow*

MFD Printing volumes and trends

The four charts below (including the combined figures) show the pattern for the 3 Councils. Volumes for the past 5 months are similar to the figures seen during the comparable months of 2020 across the Councils. Now that these figures have settled into a predicated range it has been possible to reduce even further the expected spend on printing in the next Strata Business plan which is currently being drafted.

Both the original 2019 and 2020 figures are showing in this year's reporting data as both sets provide good data comparison points.

Combine Monthly MFD Print Vol. 2019, 2020 & 2021 YTD

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Mthly vol 2019	617907	635359	649517	671786	592658	544436	583186	493868	560690	550961	567770	420161
Mthly vol 2020	566896	504002	472174	169580	177365	195041	251415	228153	248468	269408	208137	195296
Mthly vol 2021	185201	196511	271757	249803	201013	240244	221962	191223	223754	220988		

TDC monthly MFD Print vol 2019, 2020 & 2021 YTD

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2019	185874	189626	203919	203566	188268	156399	169800	143169	166285	157326	155483	118950
2020	184385	152035	133723	43537	41786	64470	81742	63667	73697	79068	66734	67196
2021	57797	60853	77603	78241	62353	85818	73729	64154	71987	61065		

ECC monthly
MFD Print vol 2019, 2020 & 2021 YTD

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2019	252033	231551	226399	254925	210505	208408	217406	191759	200167	206007	226838	149858
2020	179215	162040	149087	61933	75851	62665	87638	69743	91076	101576	76932	71228
2021	61067	73308	94628	83932	63548	73763	82201	63276	82247	90926		

EDDC monthly
MFD Print vol 2019, 2020 & 2021 YTD

	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
2019	180000	214182	219199	213295	193885	179629	195980	158940	194238	187628	185449	151353
2020	203296	189927	189364	64110	59728	67906	82035	94743	83695	88764	64471	56872
2021	66337	62350	99526	87630	75112	80663	66032	63793	69520	68997		

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

Central Printing facilities

The Central print facility in the Porters Lodge at TDC closed during the month with the printers and various pieces of print finishing equipment being removed by the supplier Ricoh to create space in the office for the Service Desk and others to move into and setup.

The desks are now setup and the team have now settled into this space while the Decarb work is undertaken after which both the Service Desk and Document Processing team will move back upstairs to the original Strata space.

The printing facilities at ECC and EDDC now support the print demand at TDC which has settle into a steady pattern. Planning at TDC have advised that the component documents that make up their Local Plan will require printing and distributing in a short space of time during November.

Scanning

Scanning and digital document handling demand in support of Revs and Bens at both TDC and EDDC continues at normal levels. The scanning teams at EDDC and TDC continue to perform well with staff rotating between working from the office and working from home. The scanning operation at TDC continues to be asked scan more historical documents to the extent that the amount of work which has built up over the past few months will take many months to process.

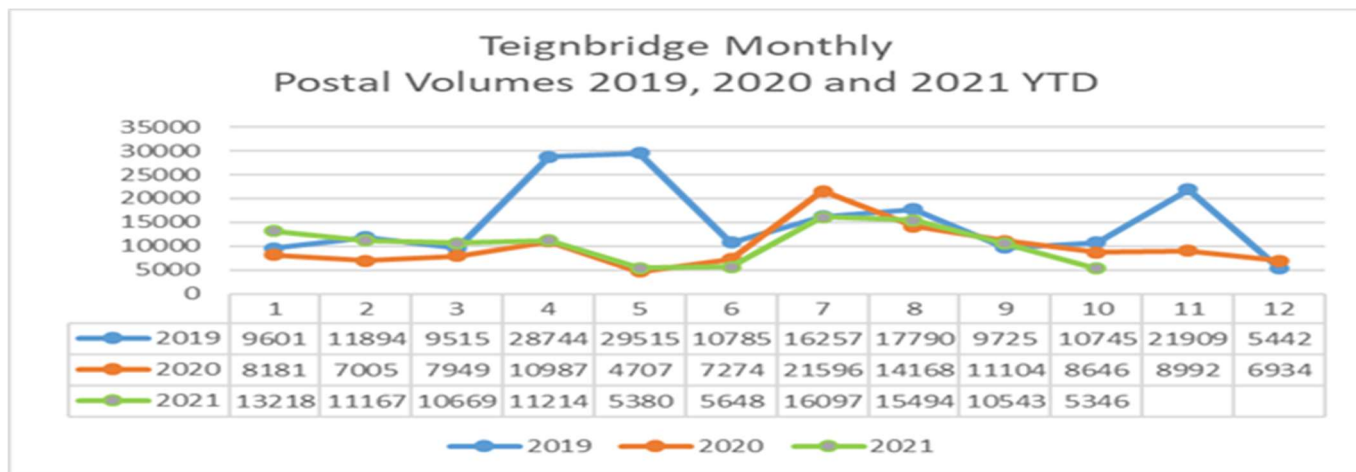**Printing and post service for officers working from home.**

This service has proven very successful, we continue to see healthy demand for this support service from council staff, completing one off scanning tasks, ad-hoc printing and posting out on behalf of staff working from home at TDC, ECC and EDDC.

Please contact Martin.Millmow@strata.solutions for more information on how to access this service.

Postage figures

Postage volumes for 2021 are very similar to 2020, volumes have not declined as expected which Covid related correspondence being replaced by the return of regular outgoing items. Postage costs will rise again next year, these rises have in the past been above inflation so the costs for postage will increased unless some regular outgoing items such as payslips and invoices can be converted to digital dispatch.

EDDC monthly Post volume 2019, 2020 and 2021 YTD

	1	2	3	4	5	6	7	8	9	10	11	12
2019	23291	25538	33045	44918	44263	19331	20627	17262	24593	18342	20629	20632
2020	25052	20244	33368	29081	20843	16771	21449	22229	24511	16723	16053	13136
2021	18703	18068	25361	26114	19101	19916	22144	17926	17947	20076		

Teignbridge Monthly Postal Volumes 2019, 2020 and 2021 YTD

	1	2	3	4	5	6	7	8	9	10	11	12
2019	9601	11894	9515	28744	29515	10785	16257	17790	9725	10745	21909	5442
2020	8181	7005	7949	10987	4707	7274	21596	14168	11104	8646	8992	6934
2021	13218	11167	10669	11214	5380	5648	16097	15494	10543	5346		

Design of EDDC Council Plan

We worked closely with councillors, the EDDC Communications, Digital Services and Engagement team and the Business Systems team to design and build the new Council Plan. The document is entirely digital. Prototypes early in the design process were followed by designing in the browser. The finished Council Plan uses EDDC's visual language and is responsive for various device screen sizes, accessible and easy to navigate.
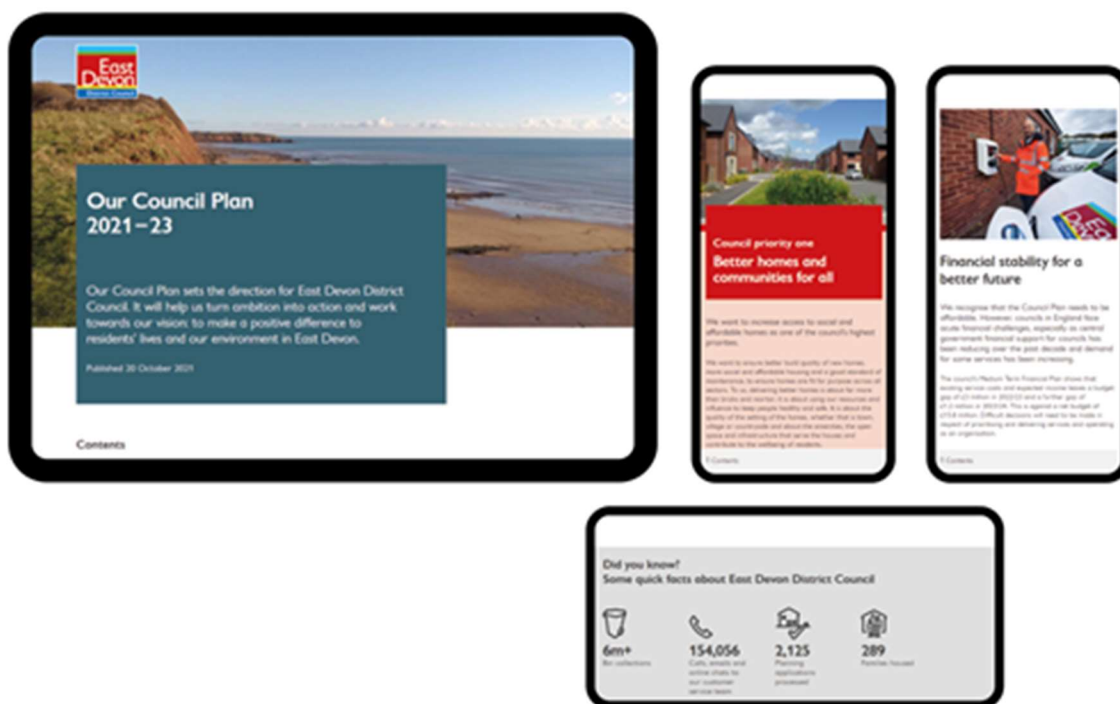
IT Solution Delivery – *Pete Johns*

Work continues at a blistering pace and this month we've seen a number of projects move forward a stage on our project process. Some, thankfully, have even moved into our 'closure' stage and are now just waiting for an End of Project report.

Within Exeter, we finally saw the launch of Civica Pay, the Cash and Income Management project that has suffered numerous delays and caused many more headaches for Strata and Exeter along the way. Getting this project live was a great achievement from all involved and although the team continues to work hard to resolve issues it's great to have finally moved the project forward. Unfortunately as if often the case with difficult projects, there have been consequences to CivicaPay's troubled path to release. E-Financials in Exeter, an upgrade the team desperately want (along with additional modules) has had to be delayed again into early 2022.

Although a few projects have slipped into 2022 – some due to a lack of time to do enough testing (Carpark upgrade project), and others due to the risk of making major changes close to the holiday break (website upgrade). In general though, it has been a positive month.

Highest Risk projects

| Council	Project	Reason
Strata	Server 2008 replacement	Server 2008 has gone out of support and so we need to replace every server running on that version. Only three servers to go.
All	Microsoft 365	The amount of resource required within Strata to properly implement and to maintain this new M365 environment, is having a knock-on impact with other work. This, in combination of concerns around usability and security of the platform in its current state raises the risk to our highest level
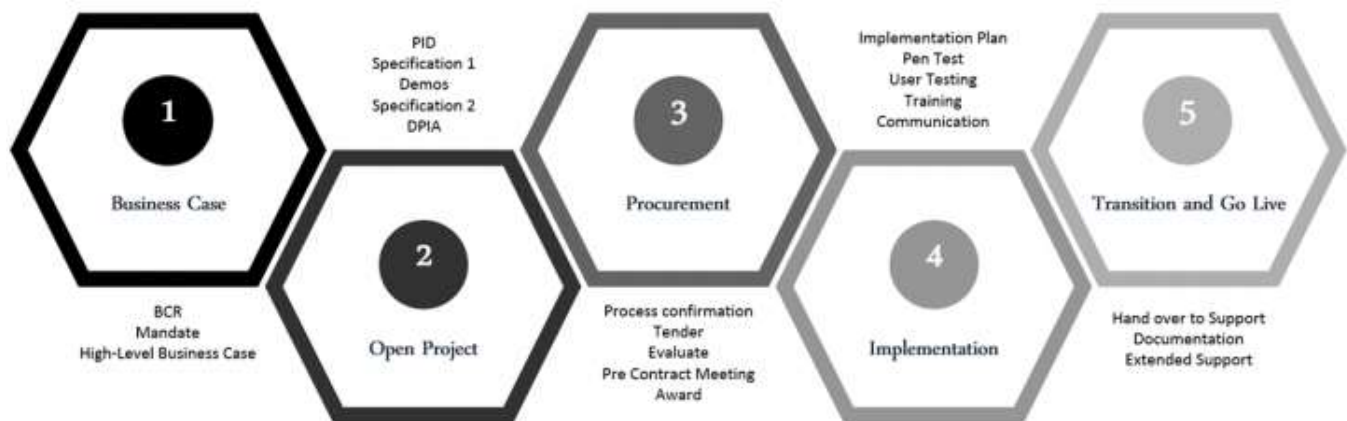
There are currently **61** live Projects (decrease by 1), split into the following project gates:

0: Forecast	**3** (decrease 4)
1: Business Case	**5** (no change)
2: Open Project	**8** (decrease by 2)
3: Procurement	**6** (increase by 2)
4: Implementation	**24** (decrease 1)
5: Transition to "Business as Usual"	**9** (increase by 1)
6: Ready to close	**6** (increase by 3)
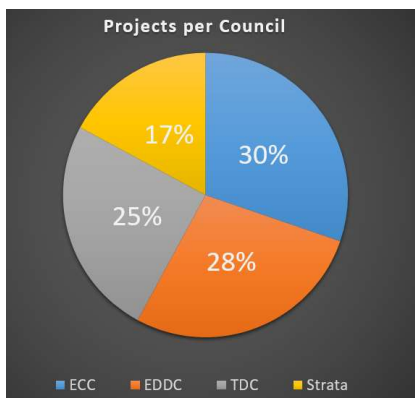
- **ECC: 23 (increase of 1)**
- **EDDC: 21 (no change)**
- **TDC: 19 (decrease by 1)**
- **Strata: 13 (decrease by 2)**

Note: a single project can be counted multiple times if it relates to multiple projects. This is to aid reporting – for example if a single convergence project covers all three authorities, it will be counted three times on this graph
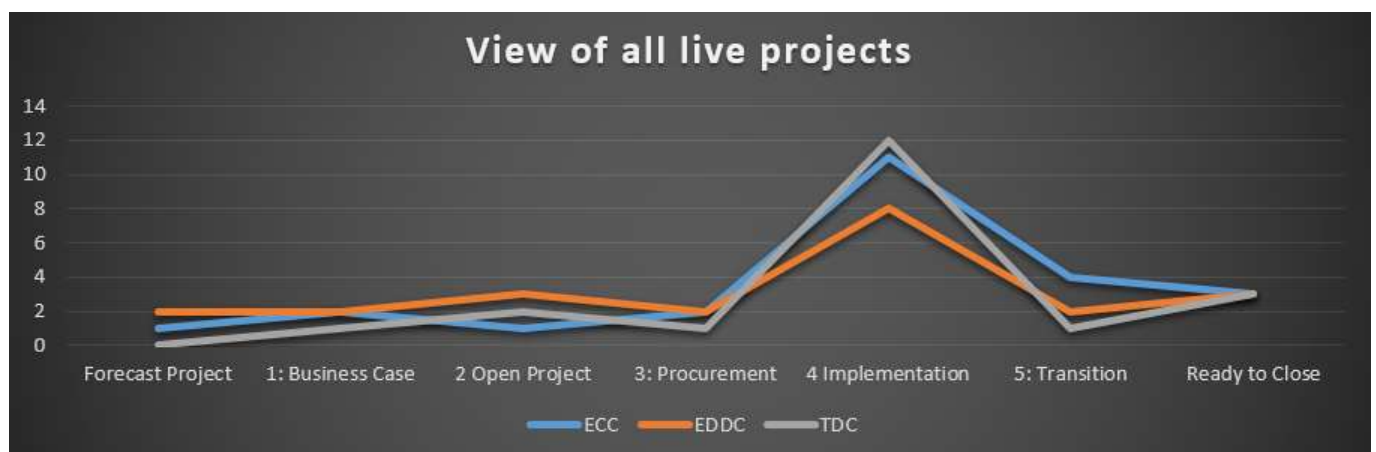
IT Training – *Clive Newton*

Month	Contact time	Total sessions	Number of clients seen	Session delivered by council (includes DNA				Number of staff seen			
				TDC	EDDC	ECC	Strata	TDC	EDDC	ECC	Strata
Dec-20	25:00	40	60	15	13	12	0	23	25	12	0
Jan-21	35:10	53	93	22	16	14	1	65	16	11	1
Feb-21	50:25	65	66	24	23	17	1	24	23	18	1
Mar-21	51:40	77	120	27	28	21	1	70	25	24	1
Apr-21	45:55	60	250	23	20	22	0	204	26	20	0
May-21	40:50	58	82	13	19	26	0	34	21	27	0
Jun-21	36:30	50	99	17	21	9	4	54	28	8	9
Jul-21	33:45	44	49	17	11	13	3	19	12	13	5
Aug-21	29:30	37	81	8	9	17	3	9	9	51	12
Sep-21	47:00	72	120	33	14	24	1	32	18	69	1
Oct-21	28:30	42	59	5	12	21	4	5	13	27	14
Nov-21	56:45	99	142	82	2	13	2	82	2	54	4
TO DATE	**1180:25**	**1356**	**2882**	**496**	**399**	**481**	**16**	**980**	**633**	**625**	**32**

Training sessions for the last year by council

Breakdown of training sessions by authority (June 2019-date)
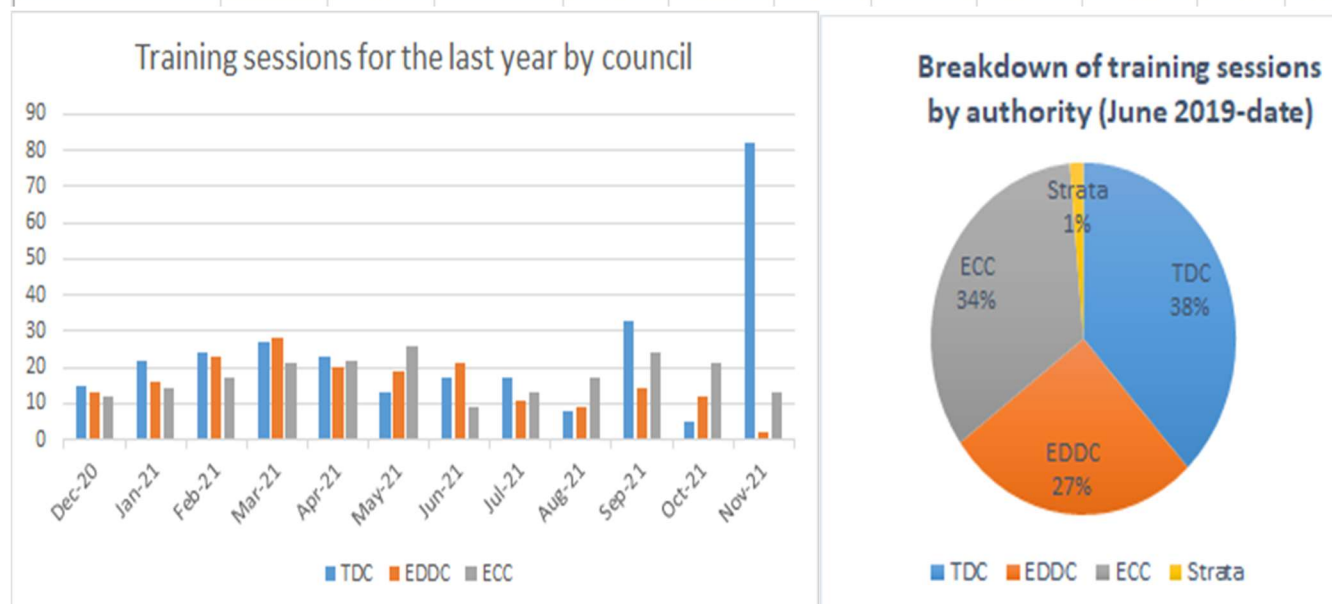
Key training activities in November 2021:

- Civica ePay training completed at Exeter City Council with 3 final refresher session prior to the launch on 16th November. These were well attended with around 50 staff joining the meetings.

- The majority of the month was spent supporting the TDC Microsoft 365 pilot users, around 50 staff from the Housing and Communications teams. Each user received a 1:1 induction onto the new system, plus a further 23 phone users received a second induction to reconfigure their phones to access email via Microsoft servers. This approach was very labour intensive and not sustainable for the main rollout and is reflected in the split of training activity across the 3 councils. Alternative methods of rolling out Microsoft 365 are being reviewed. The Service Desk were not involved in this rollout so there was also heavy involvement in troubleshooting and resolving user issues.

Training planned for December 2021

- Reviewing and continuing to support the Microsoft 365 rollout will be priority during December. This will include the production of learning materials both for those already on the system in the pilot groups and to be used during rollout to the remainder of the council and across EDDC and ECC when the time comes for their migration to M365.

- 21 of the councillors at Exeter City Council are due to receive new iPads this month. Each will be offered a 30 minute 1:1 handover session.

High Level Real Time KPI Measures

Strata have redefined our KPI's, so as to show four primary KPI's on our wallboard. As of 30th November 2021, our wallboard of KPIs showed as follows:
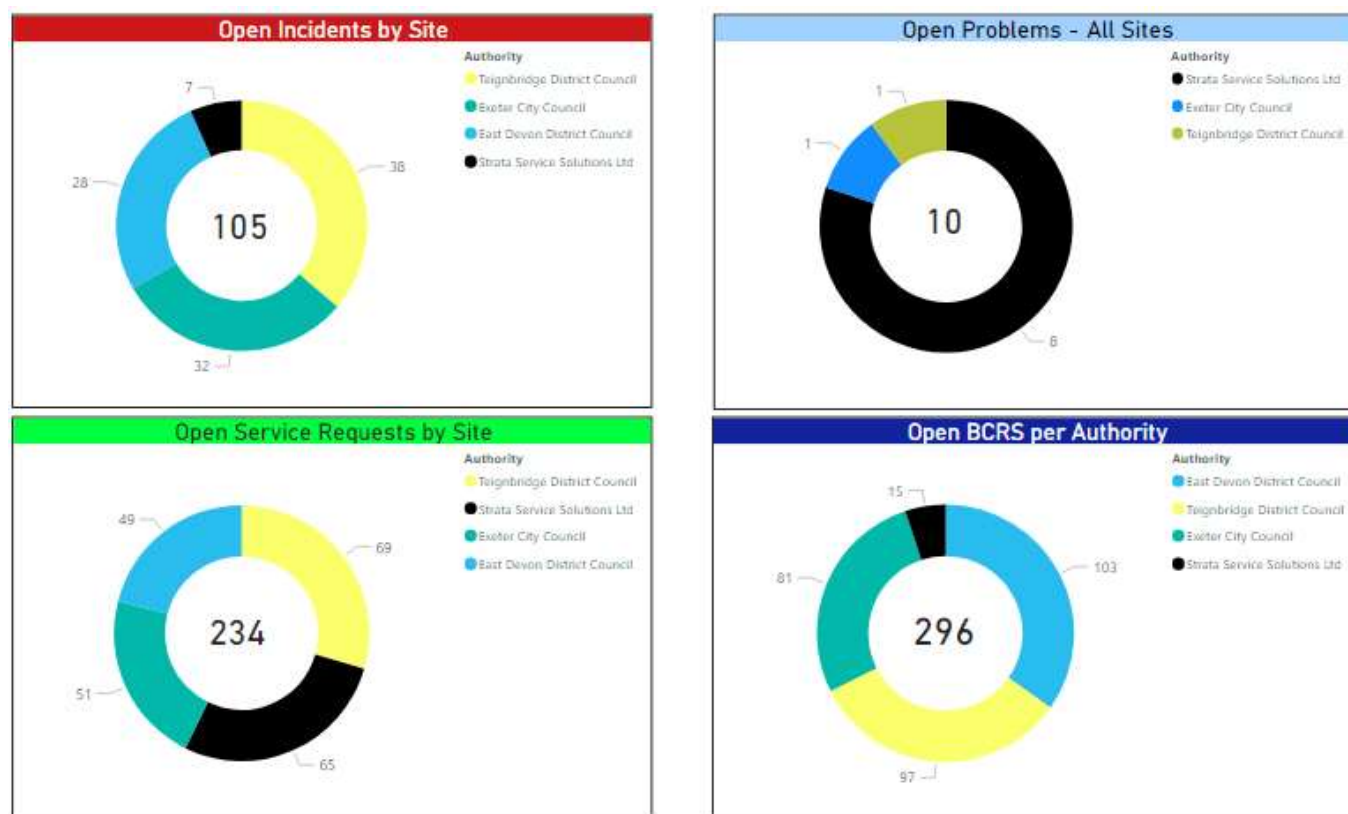
Comparision to October 21 figures shows the following:

KPI	Increase or Decrease on Previous Month	Previous Month (Oct 21)	Level of Increase or Decrease on Previous Month
Incidents	2	103	2% Increase
Problems	4	14	28% Decrease
Service Requests	18	251	7% Decrease
BCR's	9	287	3% Increase
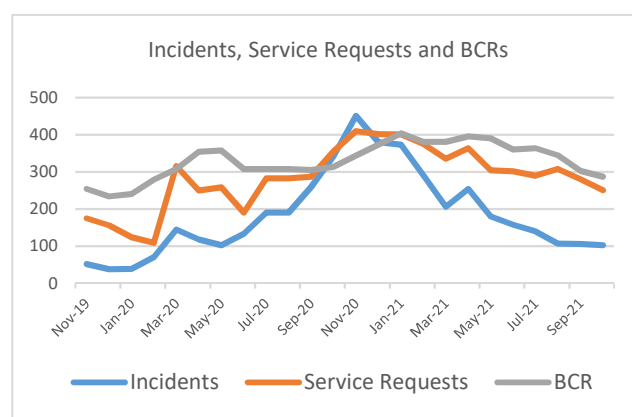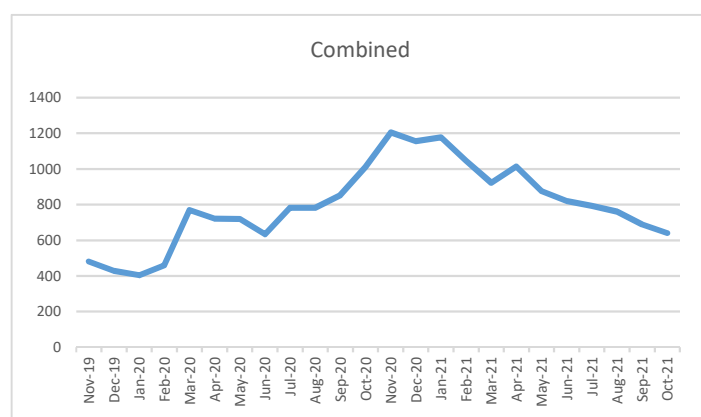
Incident Breakdown – vFire Stats Feb 2020 until 30th November 2021

How was the Incident Reported to Strata (22 months)
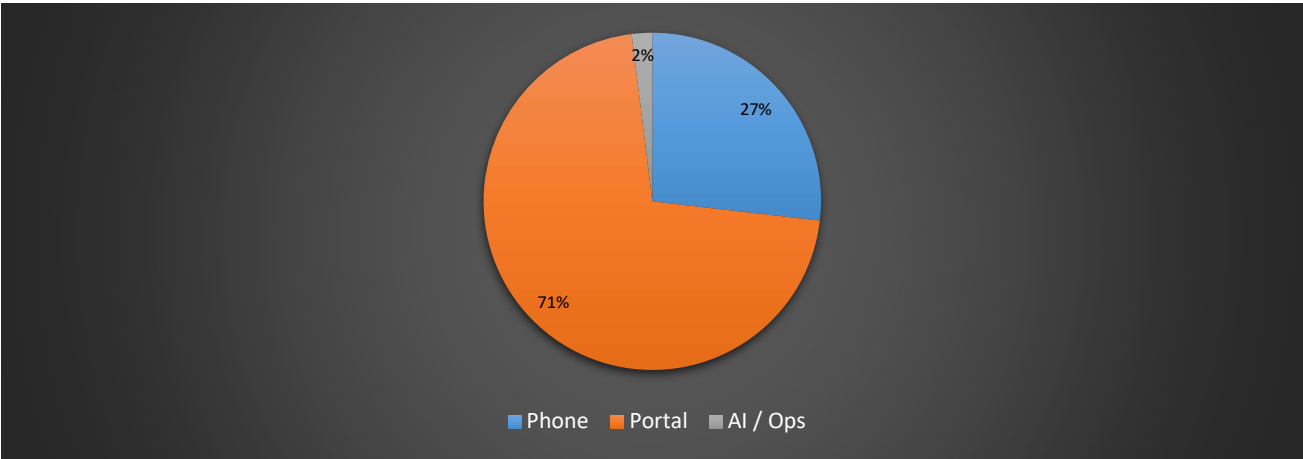
Reporting Incident by Priority Level (22 months)

The definition of Priority level is available in the Strata Customer Service Plan accessible via the vFire portal
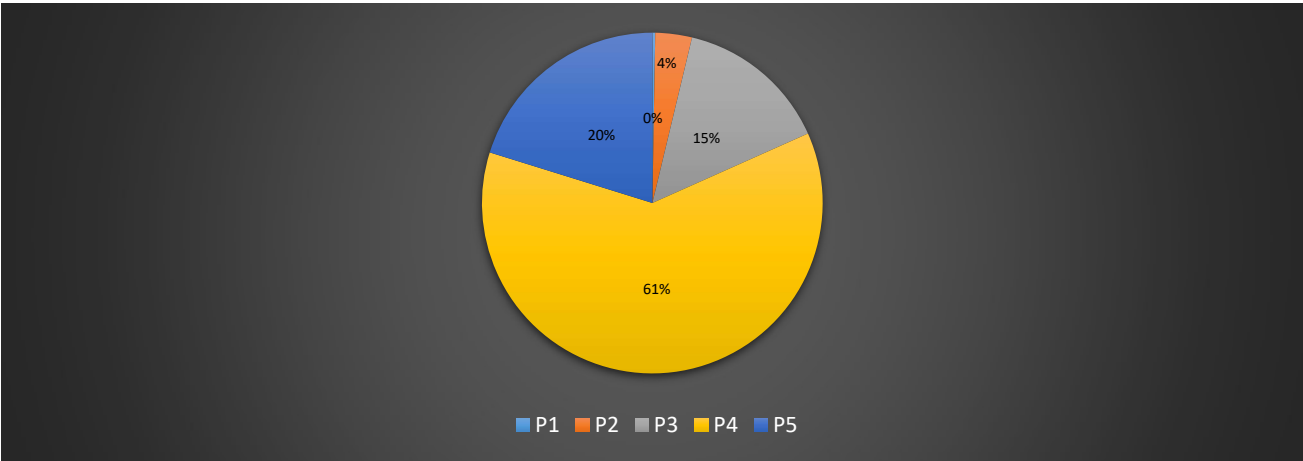
Incidents Reported by Authority (22 months)
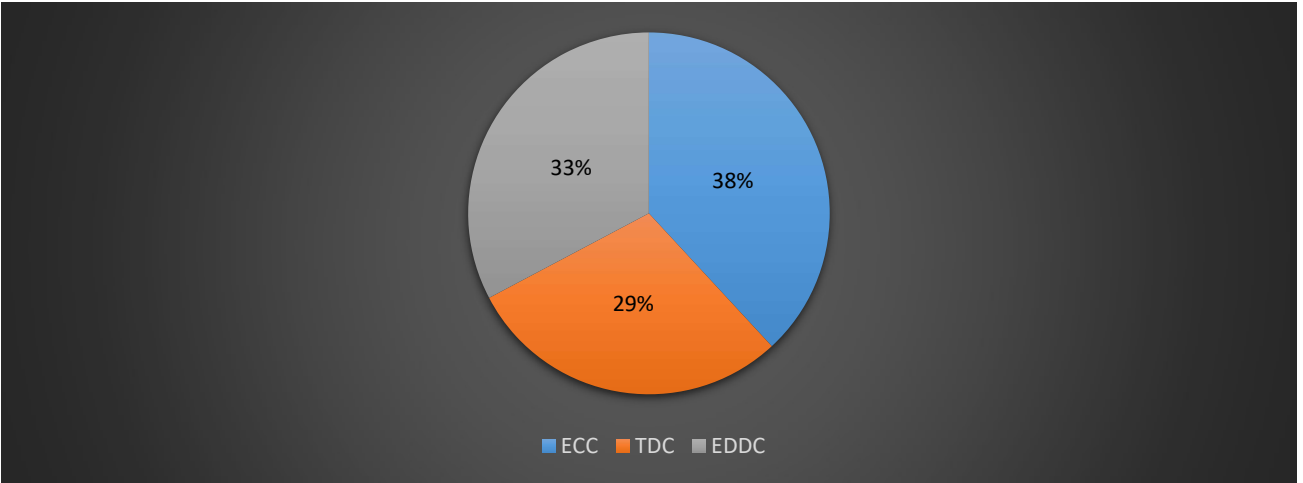
Service Desk Performance Indicators Report

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

The Service Desk team is structured in three tiers:

Tier	Description
Tier 1	Handle all incoming Incident calls into Strata. Try to resolve first time
Tier 2	Site based, and deal with day to day site related incidents
Tier 3	Work remotely and deal with complex incidents and problems

Total Number of 1st Line Phone Calls During Month – November 2021

Site	November 2021 - 1st Line contact	Percentage
ECC	451	52 %
EDDC	198	22 %
TDC	226	26 %
Total	**875**	

1st Line Phone Calls By Authority - Nov 2021
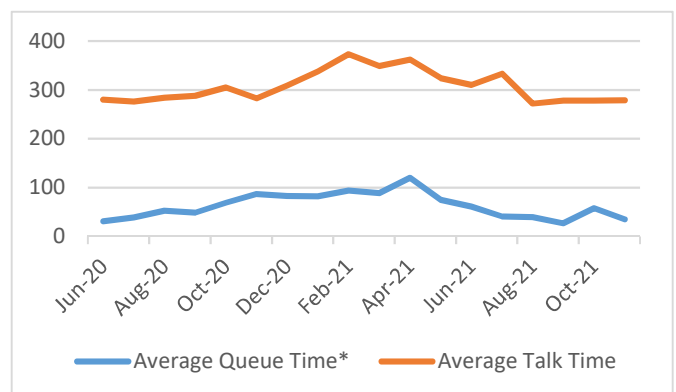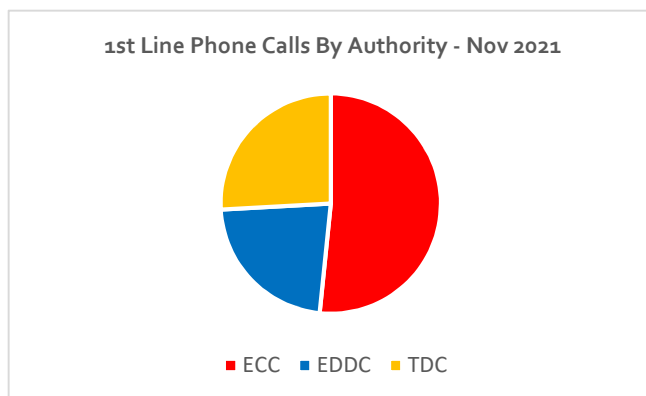
Queue Time	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21
Average Queue Time*	83	82	94	89	120	75	61	41	40	26	58	35
Average Talk Time	309	338	373	349	362	324	310	333	272	278	278	279

Strata Out of Hours Service

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

Site	Dec 20	Jan 21	Feb-21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21
ECC	2	5	10	6	4	10	4	3	3	2	2	0
EDDC	2	3	4	7	2	3	2	0	1	0	0	0
TDC	1	0	1	0	1	0	3	3	1	1	0	0
Total	5	8	15	13	7	13	9	6	5	3	2	0

OOH Calls - Nov 21

No Out of Hours Calls Logged in November 21

■ EDDC ■ ECC ■ TDC

OUT OF HOURS CALLS AUTHORITY - DEC 2020 UNTIL NOV 2021

TDC
14%

EDDC
27%

ECC
59%
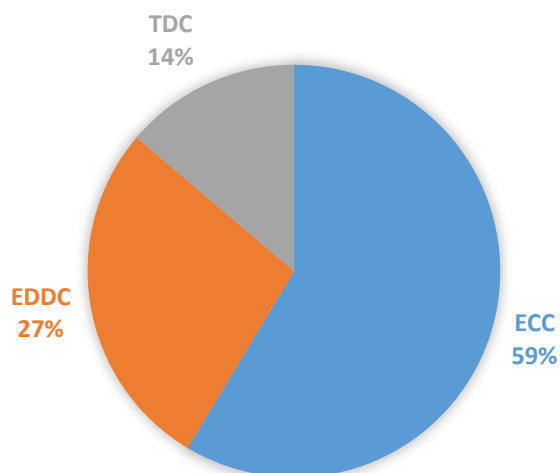
Please note: There have been **86** 'Out of Hours' calls into the Strata 24/7 service over the last 12 months.

Global Platform Uptime

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

Month / Metric	Dec 20	Jan 21	Feb-21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21
24/7	100.00%	99.03%	99.55%	99.96%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

The below radar diagram shows 24/7 performance over a 37 month period.
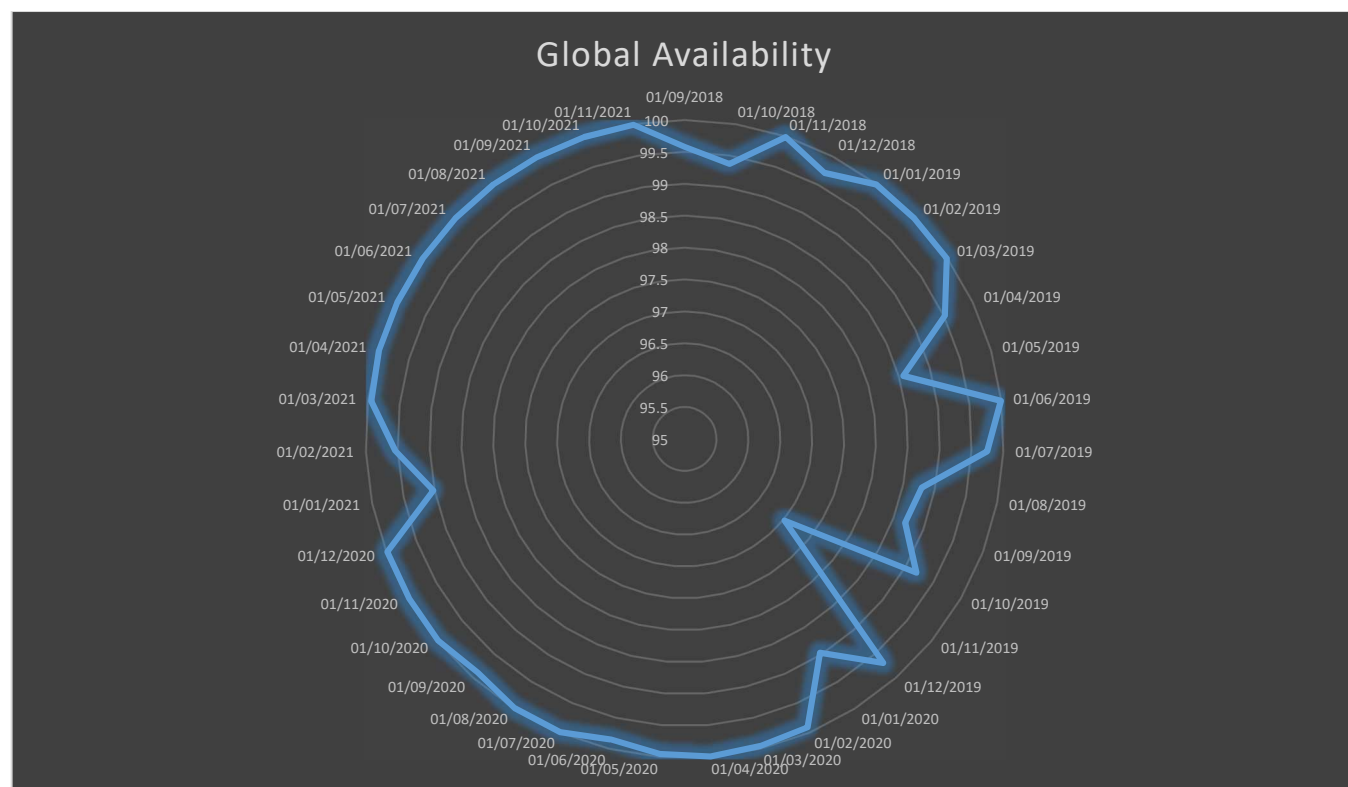
Uptime Equivalents*

Percentage Uptime	Equivalent Daily Downtime	Equivalent Weekly Downtime	Equivalent Monthly Downtime
100.00%	0hrs 0mins 0secs	0hrs 0mins 0secs	0hrs 0mins 0secs
99.50%	7mins 12secs	50mins 24secs	3hrs 39mins 17secs
99.00%	14mins 24secs	1hr 40min 45secs	10hrs 57mins 26secs
98.50%	21mins 36secs	2hrs 31mins 12secs	14hrs 36mins 34secs
98.00%	28mins 48secs	3hrs 21mins 36secs	18hrs 15mins 43secs
97.50%	36mins 0secs	4hrs 12mins 0secs	21hrs 54mins 52secs

Our target is to achieve 99.5% Global availability based on a 24/7 measure over a monthly period.
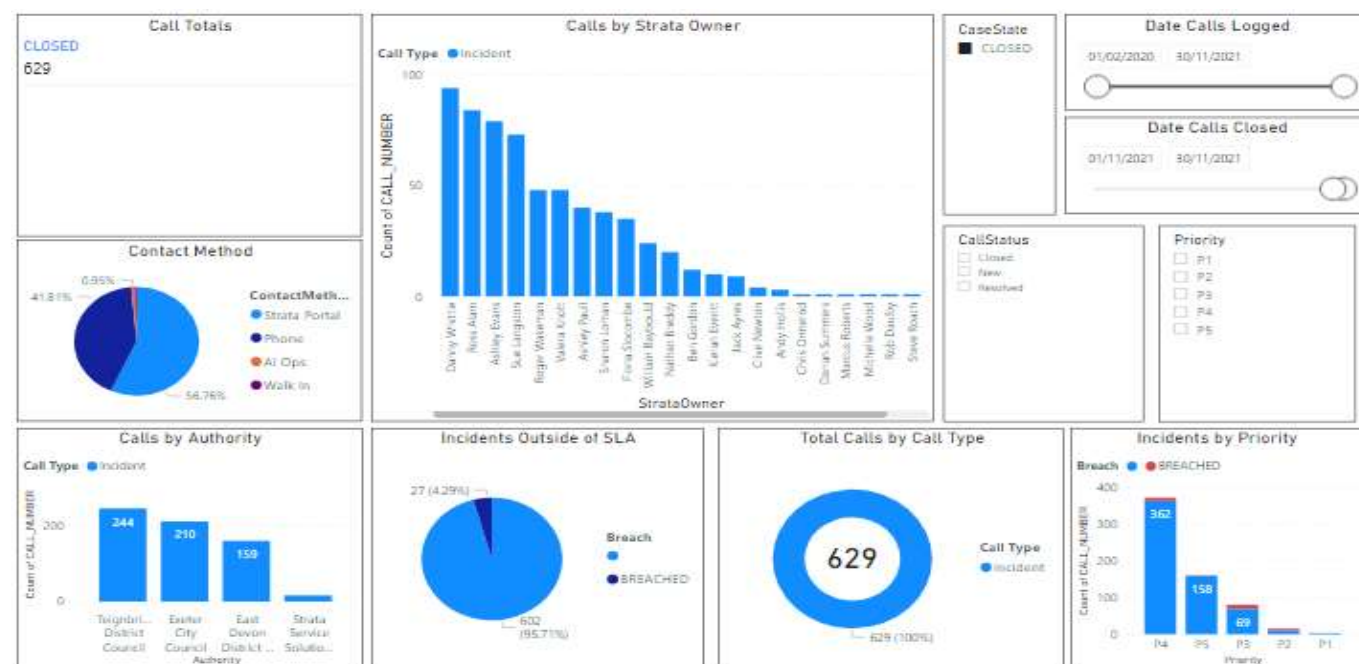
*based on the Uptime institute downtime equivalents measuring model over a 24 hour period.

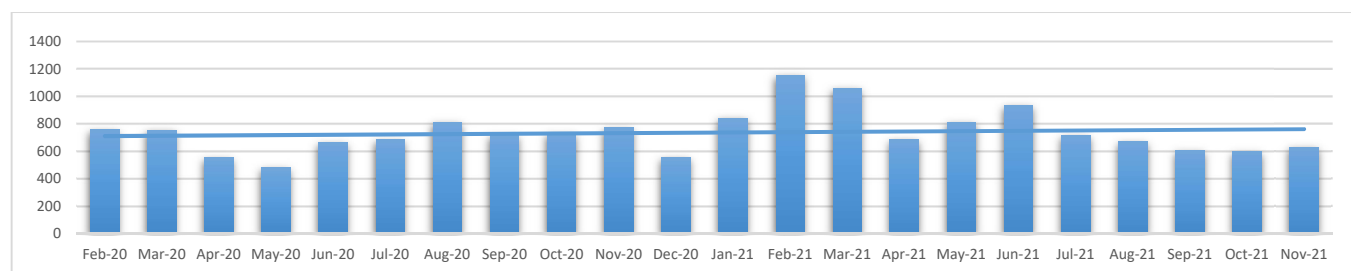# Strata Service Performance Indicators – Incidents
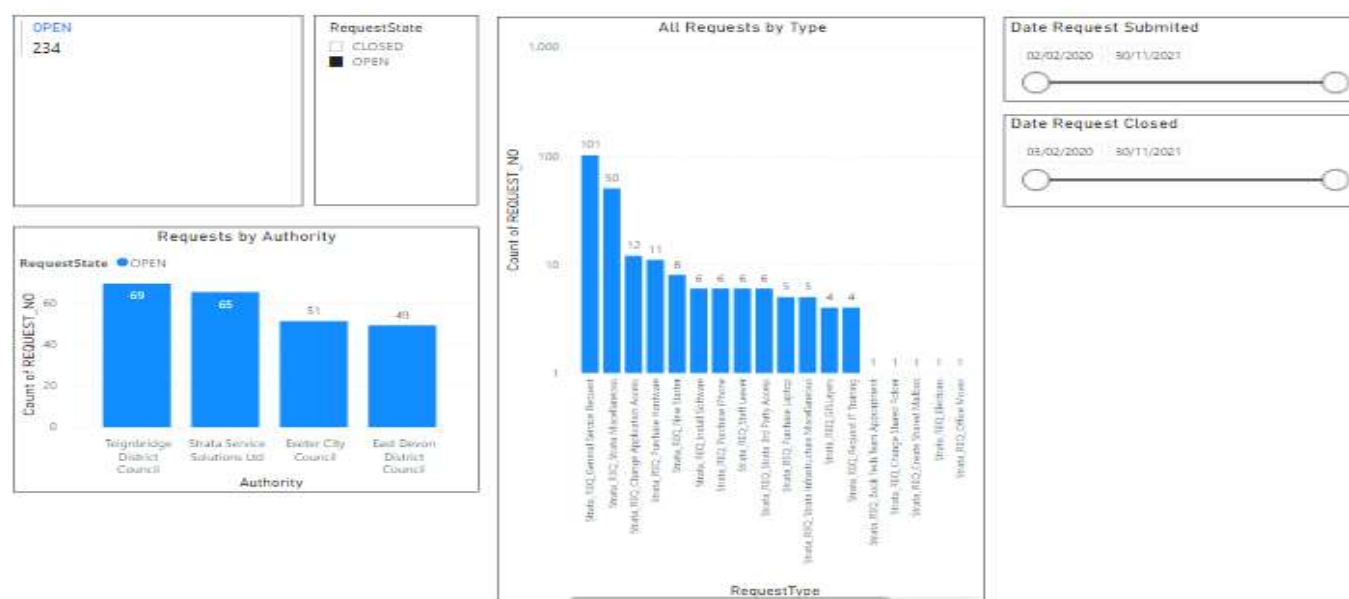
OPEN INCIDENTS – End of November 2021
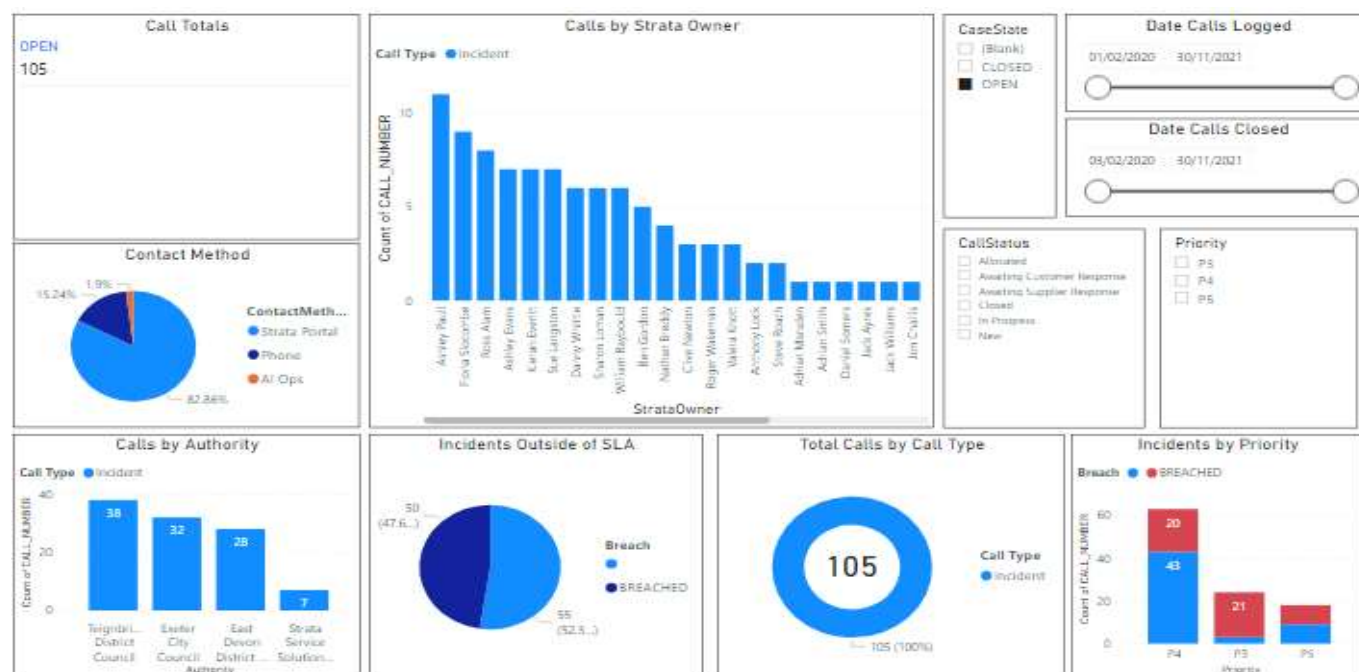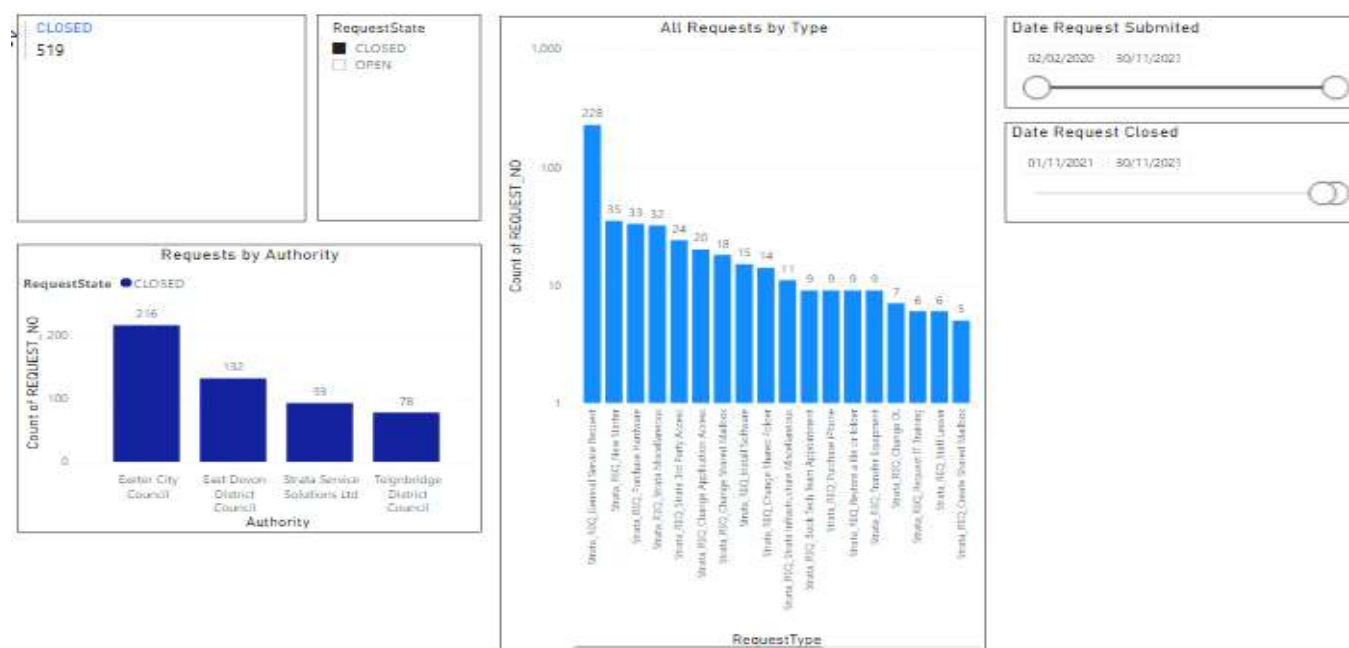

CLOSED INCIDENTS – Closed in November 2021
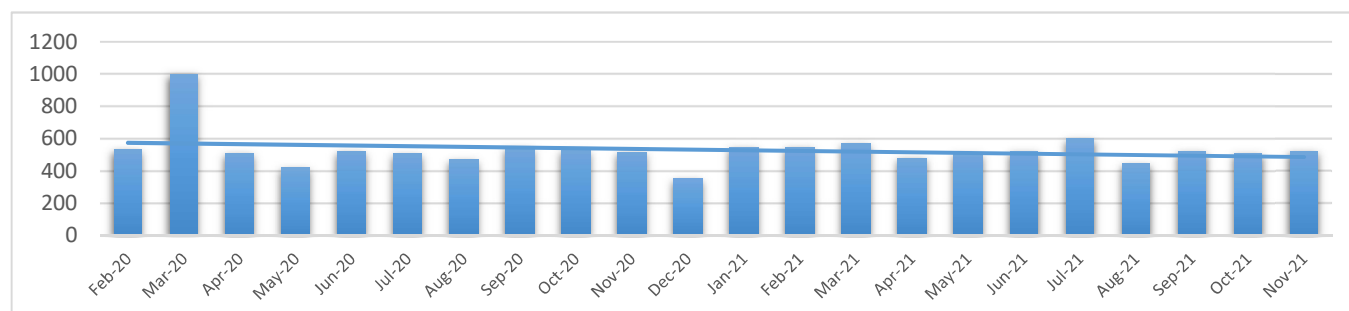

INCIDENTS CLOSED BY MONTH

Strata Service Performance Indicators – Service Requests

OPEN SERVICE REQUESTS - End of November 2021

CLOSED SERVICE REQUESTS - Closed in November 2021

SERVICE REQUESTS CLOSED BY MONTH
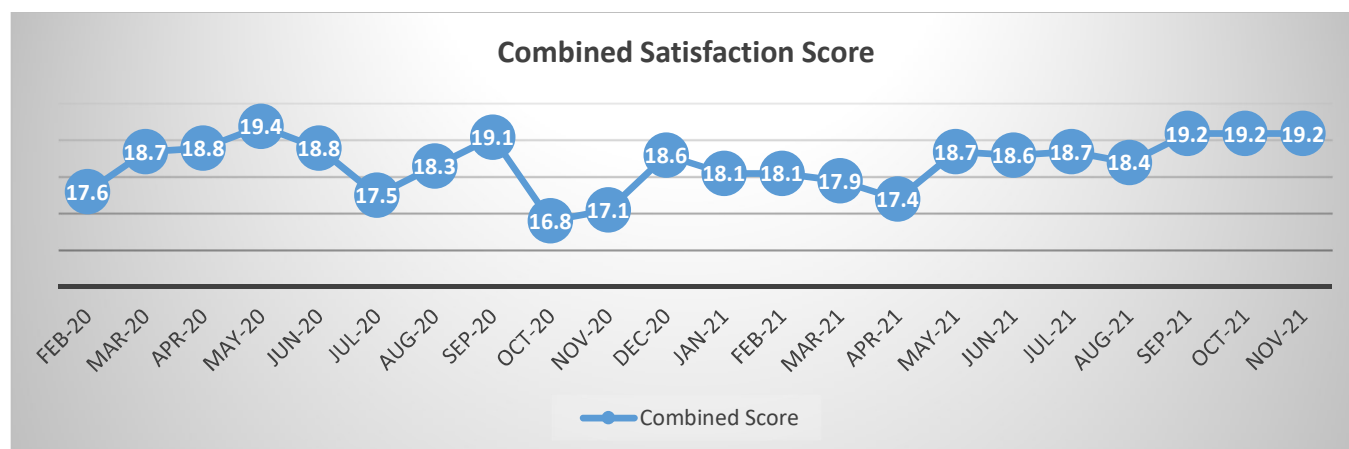
Customer Satisfaction

This measure is available from the Call Logging system by sending a customer satisfaction email when each job logged has been completed. We ask four primary questions and end users can score based on a scale of 0 to 5. In November 2021, we received 63 responses to the customer satisfaction survey.

	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21
How would you rate your overall satisfaction with the service you received	4.7	4.5	4.5	4.5	4.3	4.7	4.7	4.7	4.6	4.8	4.8	4.8
How would you rate our communication with you through this process	4.6	4.5	4.5	4.5	4.3	4.6	4.6	4.7	4.6	4.8	4.9	4.8
How would you rate the level of knowledge and professionalism of our staff throughout this process	4.7	4.7	4.6	4.5	4.5	4.8	4.7	4.7	4.6	4.9	4.8	4.8
How satisfied were you with the call resolution timescale	4.6	4.4	4.5	4.4	4.3	4.6	4.6	4.6	4.6	4.7	4.7	4.8

The feedback received is reviewed and shared with Service Desk staff and the Strata Management team. Trends in Customer Satisfaction are closely monitored and in the event that satisfaction levels drop, remediation actions are discussed and actively pursued.

Combined Feedback Scores

|	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21
Combined Scores	18.6	18.1	18.1	17.9	17.4	18.7	18.6	18.7	18.4	19.2	19.2	19.2

Combined Satisfaction Score

Whilst Strata proactively manage customer satisfaction and investigate any negative comments received, our aim is to achieve a combined score of 17.5 or greater (out of a maximum of 20). Should the Customer Satisfaction score

drop below 17.5 (or 87.5%) for two consecutive months, the IT Director undertakes a review of the primary reasons for the score and implements a corrective action plan working in conjunction with the Service Desk Manager and Head of Infrastructure and Support.

Quantity of Feedback Received

	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	Jul 21	Aug 21	Sept 21	Oct 21	Nov 21
Feedback Received	36	42	73	103	67	71	95	75	78	78	59	63

Amount of Feedback
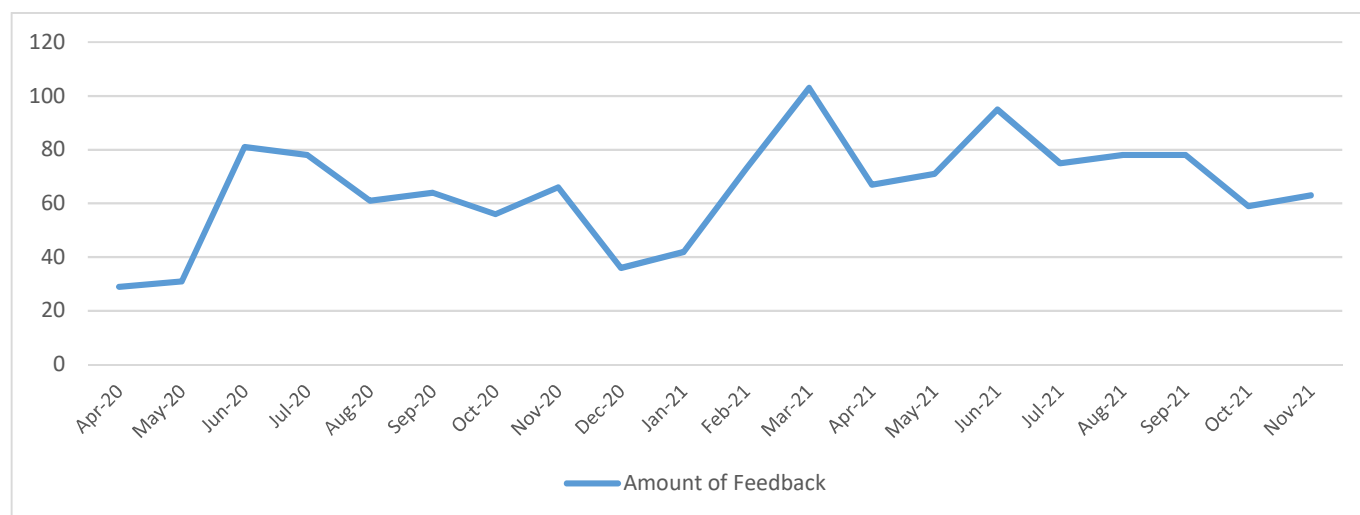
PLEASE NOTE: It is very disappointing that not more officers of the three authorities provide feedback when calls are closed, it only takes a few seconds, but the insight it provides to the Strata management team is very valuable as we constantly look to improve the service we provide to the users.

Strata Business Plan Objectives 2021 / 22

In order for Strata to remain to be effective, it is important that a clear set of actions and objectives are identified in the Business Planning process and timescales associated with each action. These have been classified into Ongoing, On Hold, Completed and Not Started.