



Solutions for government

## STRATA - JOINT EXECUTIVE COMMITTEE

Date: Tuesday 1 September 2015

Time: 5.30 pm

Venue: Rennes Room, Civic Centre, Paris Street, Exeter

Members are invited to attend the above meeting to consider the items of business.

If you have an enquiry regarding any items on this agenda, please contact Sarah Selway, Democratic Services Manager (Committees) Telephone 01392 265275 or email [sarah.selway@exeter.gov.uk](mailto:sarah.selway@exeter.gov.uk).

### *Membership -*

Councillors Christophers, Divani and Edwards (Chair)

Non-voting Members Nicola Bulbeck, Karime Hassan and Mark Williams

## Agenda

### **Part I: Items suggested for discussion with the press and public present**

#### **1 Apologies**

To receive apologies for absence from Committee members.

#### **2 Minutes**

To sign the minutes of the meeting held on 10 June 2015.

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8)

#### **3 Declarations of Interest**

Councillors are reminded of the need to declare any disclosable pecuniary interests that relate to business on the agenda and which have not already been included in the register of interests, before any discussion takes place on the item. Unless the interest is sensitive, you must also disclose the nature of the interest. In accordance with the Council's Code of Conduct, you must then leave the room and must not participate in any further discussion of the item. Councillors requiring clarification should seek the advice of the Monitoring Officer prior to the day of the meeting.

4 **Local Government (Access to Information) Act 1985 - Exclusion of Press and Public**

It is considered that the Committee would be unlikely to exclude the press and public during consideration of any of the items on the agenda, but if it should wish to do so, the following resolution should be passed:-

**RECOMMENDED** that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the consideration of the particular item(s) on the grounds that it (they) involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs of Part 1, Schedule 12A of the Act.

5 **Questions from the Public Under Procedural Rules**

A period of up to 15 minutes will be set aside to deal with questions to the Committee from members of the public.

Each individual will be restricted to speaking for a total of 3 minutes.

*Where a question does not relate to an agenda item details of questions should be notified to the Proper Officer of the Relevant Council at least two working days prior to the meeting.*

6 **Questions from Members of the Councils under Procedural Rules**

To receive questions from Members of the Councils.

*Where a question does not relate to an agenda item details of questions should be notified to the Proper Officer of the Relevant Council at least two working days prior to the meeting.*

7 **Progress Report on Strata Implementation Plan**

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8 **Internet speed delay**

Item added at the request of Teignbridge District Council.

**Date of Next Meeting**

The next scheduled meeting of the Executive will be held on **Tuesday** 24 November 2015 at 5.30 pm

**A statement of the executive decisions taken at this meeting will be produced and published on the Council website as soon as reasonably practicable.**

Find out more about Exeter City Council services by looking at our web site *http://www.exeter.gov.uk*. This will give you the dates of all future Committee meetings and tell you how you can ask a question at a Scrutiny Committee meeting. Alternatively, contact the Democratic Services Officer (Committees) on (01392) 265115 for further information.

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## **STRATA - JOINT EXECUTIVE COMMITTEE**

Wednesday 10 June 2015

### **Present:-**

Councillors Christophers, Diviani and Edwards (Chair)

Non-Voting Members – S Aggett, K Hassan and M Williams

### **Also Present**

The Chief Operating Officer, Director (DH), Director (SD) and Democratic Services Officer.

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### **APOLOGIES**

Apologies were received from Ms N Bulbeck.

7

### **MINUTES**

The minutes of the meeting held on 3 February 2015 were taken as read and signed by the Chair as correct.

8

### **DECLARATIONS OF INTEREST**

No declarations of disclosable pecuniary interest were made.

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### **STRATA PROGRESS REPORT - JUNE 2015**

The report and presentation of the Chief Operating Officer was submitted to inform Members of the progress of the implementation of Strata.

The Chief Operating Officer gave a presentation to update on the following:

- Exeter Data Centres were fitted out as previously reported - completed four weeks later than planned
- Servers and storage installed in the data centres and being configured
- Latest telephony contracts indicate that savings targets would be met
- Phase two detailed planning had been completed – has resulted in extension of four weeks to this phase of work
- The first business benefits would appear in July with faster internet for all users
- Management redundancy process now almost complete with savings on target
- Three apprentice posts approved to be paid for by vacant posts
- Working on Strata job descriptions to offer all staff within four months
- Identified risks include consideration for the level of change that users would experience, such as new email, Lync and MS office upgrade as well as a new desktop
- Was there a change needed to Joint Executive Committee (JEC) and Joint Scrutiny Committee (JSC) in terms of switching too quarterly meetings and dealing with quorum issues – to be considered at September JEC meeting

- Opportunities were identified where Strata were working with individual councils to take advantage of existing technology solutions
- Changing from Blackberry to iPhone – Teignbridge business case in progress
- Member IT – Teignbridge switching to 0365
- In cab technology for refuse vehicles - Exeter system extended to Teignbridge, project in progress, East Devon District Council (EDDC) are considering the technology
- Mobile working experience from EDDC being shared with Teignbridge and Exeter
- Investigating the use of iDOX system with Exeter - major review planned for 9 July.

A Member raised the issue of recent email system crashes at Exeter City Council the Chief Operating Officer reported that a business case was being made for out of hours support for infrastructure and service desk. A more robust email system will be in place when Strata infrastructure is implemented.

**RESOLVED** that the progress of the implementation of Strata be noted.

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### **STRATA FINANCE**

The Assistant Director Finance Exeter City Council gave a verbal update on the Strata financial position. He reported that the three Councils provided revenue funding and £1.7m in capital funding. The Government had provided £970k in transformation funding. Strata had broken even on salaries, including redundancy costs. An additional £395k had been spent on supplies and services. In past five months Strata had spent £1.4m on equipment and services.

Members noted that overall the financial position was on target with what had been expected with no additional funding required. The deficit over the Local Government Pension Scheme was noted but this was only in line with other authorities in the scheme.

**RESOLVED** that the financial report be noted.

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### **SHARED PROJECT PROCESS – OPPORTUNITIES TO LOOK FOR NEW WAYS OF WORKING**

The report of the Chief Operating Officer was submitted which defined a process for investigating and developing opportunities for new ways of working using common IT systems as the trigger.

The meeting discussed the process in detail and asked that changes be made to focus on the IT business case rather than the wider services implications and that each decision would be made in the context of the original Strata business case where councils agreed to drive towards common IT systems.

The five year systems convergence plan that was included in the original Strata business case will be refreshed and presented to the next JEC.

The suggestion is to use HR/payroll systems as the pilot for the shared project process particularly because of Teignbridge's need for a new system. The IT business case for this will be worked up and presented to the board and the next JEC.

**RESOLVED** that the shared project process is revised to focus on the IT business case and will be approved by a future meeting.

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**PROGRESS REPORT ON POST COMMENCEMENT TASKS**

The report of Duncan Moors, Solicitor to Teignbridge District Council was submitted and the JEC was advised on the progress that Strata had made in relation to the post-commencement tasks that were identified in the Business Plan, the Shareholder Agreement and the Service Contracts.

**RESOLVED** that the report be noted.

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**STRATA PERFORMANCE INDICATORS REPORT**

The report of the Chief Operating Officer was submitted identifying the initial suite of performance indicators that Strata would use to manage its business and to show stakeholders how Strata was performing. These indicators would be added to as the need arose.

**RESOLVED** that:-

- (1) the report be noted;
- (2) the indicators in the operation be approved; and
- (3) a presentation be given to the next Joint Executive Committee of a full suite of indicators that have also been approved by the Senior Management at the three councils.

(The meeting commenced at 5.30 pm and closed at 7.15 pm)

Chair

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## **STRATA – JOINT EXECUTIVE COMMITTEE (JEC)**

**DATE:** 1 September 2015

**REPORT OF:** Chris Powell, Chief operating Officer, Strata.

**SUBJECT:** Progress report on Strata Implementation Plan

**1. PURPOSE of the Report**

To advise the JEC of the progress that Strata has made in the Implementation Plan

**2. RECOMMENDATION**

That the JEC note the content of the report.

**3. Is this a Key Decision?**

No

**4. Is this an Executive/Cabinet or Council Function?**

No

**5. What are the resource implications including non financial resources?**

All included within the Strata business case.

**6. What are the legal aspects?**

None

## 7 Report details

### Progress on Implementation of Strata – August 2015

#### Overview...we are largely on track

The three main themes for the Strata implementation are:

- Organisation
- Infrastructure
- Business Applications

#### Organisation:

- The management redundancies have been made and are on track.
- Next two levels of staff have been recruited onto Strata contracts.
- Strata contracts being prepared for offer to all staff by end October
- GIS teams are being amalgamated within Strata.
- Three apprentices started this week.
- Service Desk, Project Reporting and Performance Reporting all operational.
- First end of year accounts for Strata completed and audited.

#### Infrastructure:

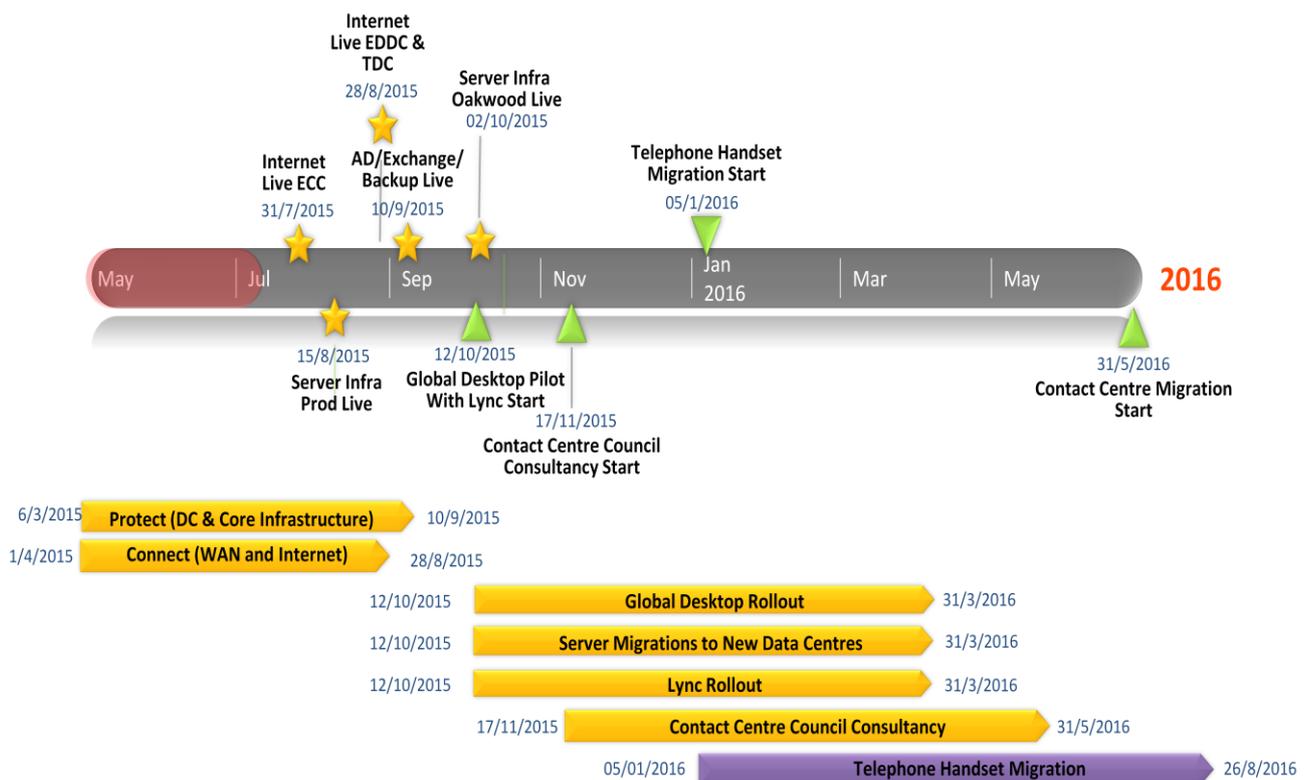
- This major undertaking is largely on track. A number of issues have had the cumulative effect of pushing the final desktop delivery out from March to April 2016.
- New data centres have been built and are operational – two main snagging issues being dealt with.
- The fibre links between the two sites are working but work is needed to repair some of the damaged sections and replace with new cable.
- Exchange and Skype systems are built and being tested.
- Virtual desktop infrastructure (VDI) is built and being tested
- The data network being supplied by Virgin to connect all sites has a three week delay which has affected the timing of bringing faster internet access to East Devon and Teignbridge.
- Exeter computer centre connected to Strata data centre for the first time – initially worked but concerns now raised about the two sets of equipment not “talking” correctly.
- New licences and infrastructure purchased for mobile device security.
- New telecoms contract signed to bring all telecoms services under one supplier (Virgin) to save money and prepare for the move to digital telecoms.
- New Interactive Voice Response (IVR) phone system installed for Exeter.
- New Strata training facility for Exeter staff in preparation.

#### Business Applications

- Conversion of Exeter applications for VDI is on target...new tool introduced which has speeded up the process
- User testing of VDI applications to start with Exeter staff in September.

- Convergence plan for common software, which we thought would start in Jan 2016, is ahead of schedule due to “opportunities” where contracts have come up for renewal and decisions have to be made.
- HR/payroll, first agreed formal shared project, is slow to get moving – having problems getting all people together.
- Management of contract novation to Strata now more structured – moved from having to react to immediate contract issues to creating a schedule with 180 suppliers.
- Contract negotiation progress to be tracked to check what cost reductions are being achieved across all applications. We have had mixed results so far.
- Agreement reached in principle within Exeter to use the IDOX Uniform system for a range of services. This is in effect a shared project and a business case is being written which all partners will be able to sign off.
- Due to the timing of existing projects and contracts councils are making decisions that will create more common software eg
  - Bartec in-cab technology at ECC and being implemented at TDC. EDDC are considering their choices.
  - Umbraco web content system...at EDDC and going into ECC. TDC are considering.
  - CDP Housing Needs in place between TDC and ECC.
  - Capita Open Housing...implementation project at EDDC and ECC considering.
  - Mobile working programme being established across the three partners to enable common solutions to be implemented.

## 7.1 New IT Infrastructure - detail



## **Internet Connection Upgrade**

ECC internet has been working at the new increased speed for over two weeks and the circuit is stable.

Work is taking place on installing the backup internet link at Oakwood house and is scheduled to be delivered on 20<sup>th</sup> August.

The internet from TDC and EDDC is due to upgrade by September 11<sup>th</sup> to route out of the new Strata Data Centres.

Failover tests to confirm redundancy of networks is scheduled some out of hours over several evenings evening in the following weeks. This will bring ensure redundancy to the 3 partners should the primary link fail in the future ( we will have to re do this work for the links to the new EDDC buildings next year).

## **Exchange Server Installation**

Exchange server installation started on 22<sup>nd</sup> July and is due to run for 6 weeks up to 9<sup>th</sup> September. During this time the project will join together all the 3 current Exchange environments allowing all external email to be delivered via the Exeter internet links. Users will not migrate onto the new Strata Exchange servers before their migration to the Global Desktop.

Progress on this project has been on schedule so far. Completion of the work does rely on the successful completion of the WAN migration project.

## **Backup**

Configuration of data back solutions has been completed. Dell are checking over the work carried out by Computerworld and Strata to give the signoff of the solution. From that date any servers placed in the Strata Data centres will be backed up and/or replicated and the environment will start being treated as "live".

## **WAN install**

Virgin Media Business have had difficulties in delivering the WAN connections into ECC and EDDC. The ECC link was installed but failed to work, Virgin are working to fix it ASAP.

EDDC was installed but incorrectly giving no hardware redundancy – this has since been rectified. Linking all main partner sites is scheduled for 21 August.

The fibre link between the two data centres has been ordered to be installed by ESSA into the University portions of the fibre ducts after consulting the University directly.

## **Server Migration**

This is where the existing virtual servers with the business software are moved onto the new Strata infrastructure.

We will first move the servers off their old storage in the old ECC computer room to the new Strata data centre storage – this brings all the ECC systems into the secure environment and brings all the benefits of physical resilience of the Data centres, including replication of data off site. The plan is to complete these migrations by the October.

### **Project “Global Desktop” – VDI desktop platform**

The first test deployment and user pilot of a virtual desktop within Strata was a great success – it all worked. We now need to consult with ECC staff consultation to agree migration test dates.

We also need to match the desktop deployment strategy with a mobile device and remote access deployment strategy for maximum flexibility for users.

The changes to the PSN have allowed us to rethink whether two factor authentication is needed in whole and whether we can have secure access from home PCs.

Devon County demonstrated to us their implementation of a product called Direct Access. Although the infrastructure required is fairly complex it does provide a very good user experience for remote access, something that the partners struggle with at present.

### **Application Packaging Status - ECC**

We are now at the point where users can start testing their business applications using the new VDI desktop. Communication will go out to the business from week beginning 17<sup>th</sup> Aug to get underway. This will begin with individual applications and then scale up to full suite of each department’s applications.

### **Skype For Business**

Nexus completed the install of Skype for Business. They will return on the 1<sup>st</sup> September to assist with integrating into the Strata user pilot. After this is complete all end users migrating to the Global desktop will get the instant messaging, presence and collaboration parts of Skype.

**Telephony** – Single supplier has been selected as Virgin Media Business. Their selection is planned to reduce the complexity of the support of the incoming phone lines and set up the foundations for migration to VoIP.

**Contact Centre** – Strata will enter into consultation with key users around Nov 2015.

## **8 DATE OF IMPLEMENTATION (CONFIRMATION OF DECISION SUBJECT TO CALL-IN)**

The recommendation is to note the report and so there is no decision to call-in.

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