REPORT TO Strata Joint Scrutiny Committee
Date of Meeting: 28 May 2015
Report of: Chris Powell, COO Strata Service Solutions Ltd
Title: Progress Report on Strata Implementation Plan- April 2015

Is this a Key Decision? No

Is this an Executive or Council Function? No

**1.	What is the report about?**
Update on progress of Strata

**2.	Recommendations:**
To note the progress of implementation of Strata.

**3.	Reasons for the recommendation:**
Progress report.

**4.	What are the resource implications including non financial resources.**

All included within the Strata business case.

**5.	What are the legal aspects?**
None

6.   Report details:

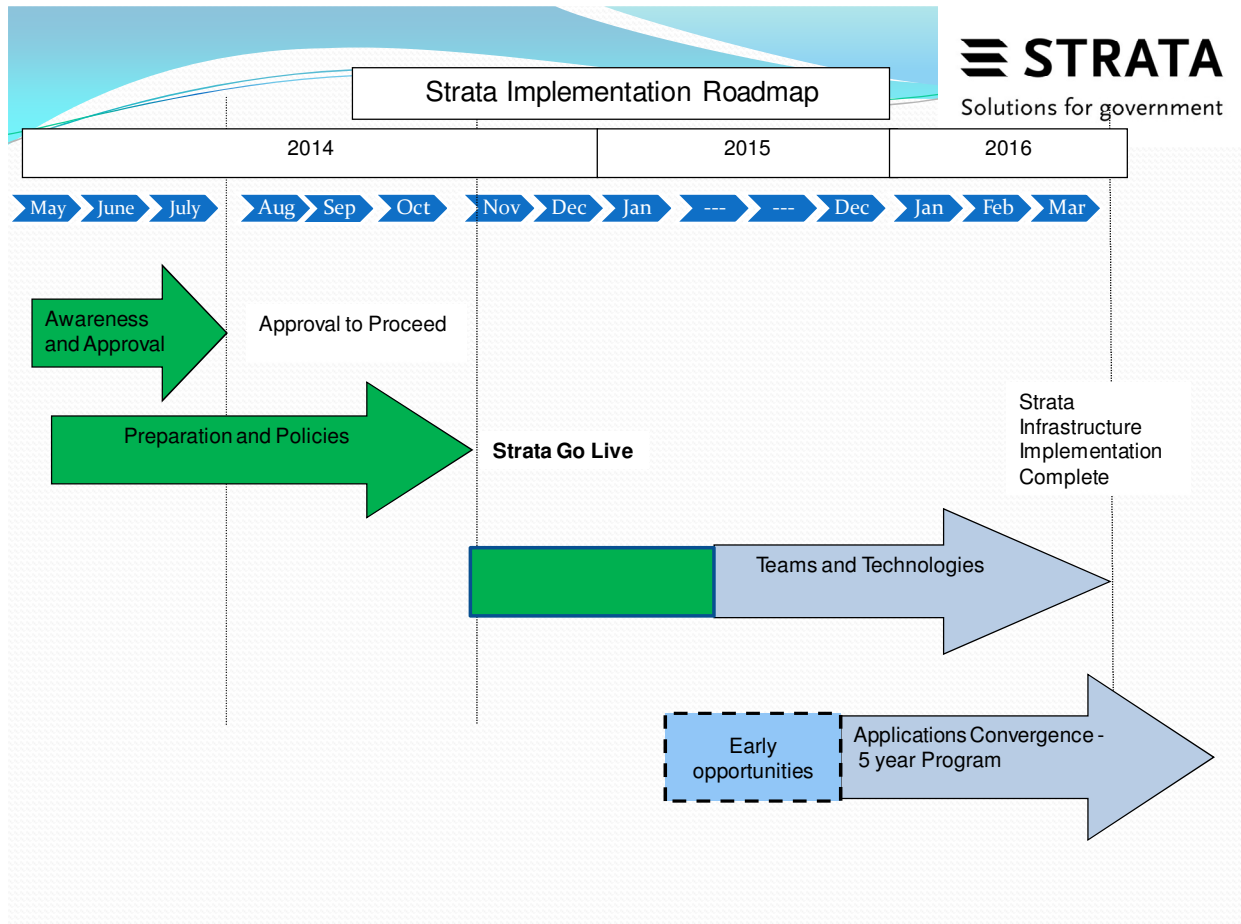## Progress Report on Strata Implementation Plan – April 2015

Fig 1 High level plan

Highlights

1. The IT infrastructure plans are currently running about four weeks behind schedule but are still expected to come in on schedule by the end of the year. The reasons for the delay are:
    a. Problems with providing the electrical supply to the Civic Centre data centre
    b. Main equipment tender requiring extra selection processes.

2. All main infrastructure tenders have been awarded and are being implemented (data centre fit out; servers, storage and Virtual Desktop Infrastructure (VDI); data network; Microsoft Office Licences). Only one nasty surprise so far resulting from incorrect licence specification for the telephony element of Microsoft Lync which could eventually add £30K to the business case costs. This is being offset by other tenders coming in better than the business case estimates.

3. The configuration of the VDI and the associated servers is in progress. This is complex and a wrong decision at this point will be difficult to undo later on. Advice is being sought wherever possible and choices will soon need to be made so that work can begin.

4. The five redundant management posts status identified in the business plan are:
   a. Two posts were existing vacancies
   b. Two staff have left Strata employment in April.
   c. One staff retained on temporary contract as Special Projects Manager to assist with telephony (cost being taken from the Transformation Challenge Award grant)

5. The Compliance and Security Manager post has been filled by Robin Barlow who joins us after leaving South hams/West Devon. One of Robin's first tasks will be to update and release a common Information Security Policy within the three councils.

6. A process for investigating joint "opportunities for new ways of working" has been drafted and is being brought to this JSC (separate report). The intention is that we will have a single process for starting and carrying out reviews of potential sharing opportunities, including the Application Convergence plans, in a single transparent and consultative manner which can be owned and managed by the JEC and JSC.

7. Ongoing and new project work from around the three councils has been identified and is being brought together into a single project management process. This has proved tougher to achieve than expected due to the variety of processes amongst the councils. The first reports from this process were produced for review by the Senior Management Teams of the three councils in April.

8. A number of presentations have been made to senior management teams at the three councils as part of ongoing engagement activities. The most recent presentation included:
   a. Contacts between Strata and councils
   b. How to "book" project resources and manage priorities
   c. How Strata manages its resources

9. The Strata Programme and Resources Manager has begun IT Service Reviews with individual service managers across the three councils. Good customer feedback has been received from managers saying they appreciate the regular scheduled meetings.

10. One of the big challenges is to carry out business-as-usual (BAU) support while implementing a major IT infrastructure redesign. This is especially true at the Teignbridge site where the infrastructure is considered fragile and many instances of downtime are occurring. Strata has needed to invest in new data back up software to remove the source of failure.

11. BAU also takes the form of projects that were already in progress when Strata came on the scene. Where possible Strata is developing IT solutions that are common to all partners and this means essentially bringing forward the Application Convergence Workstream by a year to take advantage of any opportunities that arise now. This work is

having to be done at great pace to try and meet existing service plans. Examples of common IT solutions, although they are not shared projects at this stage, are:

    a. Website design, using .Gov principles using the same content management system, an open source product called Umbraco.

    b. Customer portal – initiated by Exeter's business case Strata is developing a comprehensive strategy that can be applied to all three councils

    c. In-cab technology – negotiations have taken place to enable Teignbridge to use Exeter's system at a very advantageous cost. East Devon are considering the same system for their new waste contract in April 2016.

    d. Planning systems – Strata is working closely with Exeter to investigate possibility of using the IDOX system, Uniform, which is common to East Devon and Teignbridge, to deliver the innovative work processes designed by Exeter. Again, if this is possible it will have major benefits for the three partners.

    e. Member IT systems – the O365 system in place at East Devon and currently being rolled out at Teignbridge will also be proposed to Exeter.

    f. Mobile device policy – where common mobile frameworks and devices will reduce costs for the partners.

    g. Audio Visual – Teignbridge have a project to refresh the audio visual equipment in their Committee Rooms and East Devon are looking to procure for their new Council offices.

12. One of the consequences of this level of BAU project work is that contract virement discussions and negotiations with suppliers is suffering. This is a key part of early savings in the business case and a review will be carried out to try and recover the situation.

13. The new Time and Attendance system for Strata went live at the beginning of April and is now having the glitches sorted out.

14. Although Strata staff are still mainly supporting and working with their previous councils there is increasing cross support. Recent examples are:

    a. Martin Millmow, the Document Centre Manager, developing a postal strategy paper with the Teignbridge BID team

    b. Street Name and Numbering support at Teignbridge from ex East Devon and ex Exeter staff.

    c. Mobile Working expertise from ex East Devon staff supporting Teignbridge's mobile working strategy generation

    d. JBase (a programming language) support from ex Teignbridge staff to Exeter

15. The Strata Board have approved the hire of two apprentices to join the Service Desk. These will use the budgets from vacancies for two higher level posts.

16. The person responsible for Street Name and Numbering within Teignbridge has resigned. The Strata Board have agreed to replace this 0.6 FTE post with a full time post as capacity was on the edge of being insufficient for the work. This also provides the opportunity to reshape the team and try and co-locate where they can provide mutual

support. Moving to a single Street Name and Numbering Policy and charging scheme is vital for the effective operation of this unit.

New Strata Infrastructure - progress
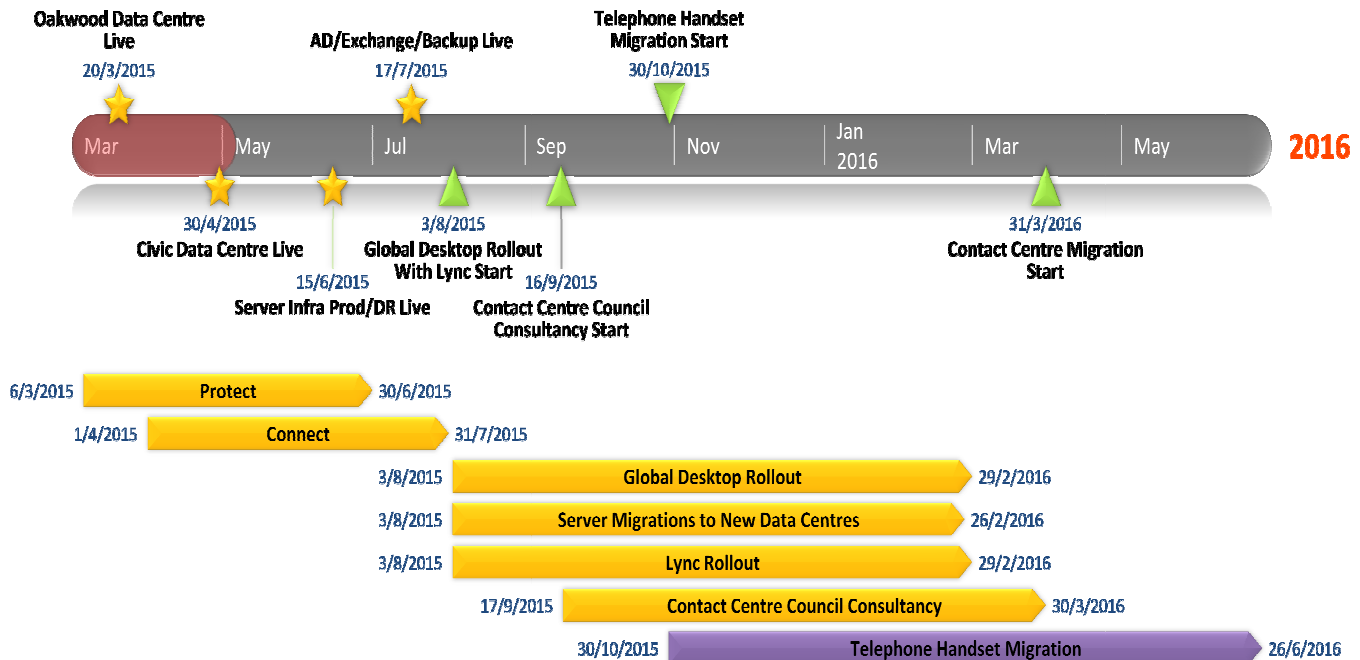
Protect - **the centralization and safeguarding of infrastructure.**
Server Infrastructure Computer World have been working with Strata all week racking and cabling all the server hardware we have bought. The detailed plans for the next 6 weeks has been written and Strata will be working alongside Computer World to configure them, ensuring effective transfer of skills to Strata.

Data Centres – **The Civic and Oakwood Data Centres**
Both Data centre rooms are now complete and handed over for production use. Final Air con setup completed successfully on 30th April.

AD – **Active Directory**. This is the system responsible for all access control.
Strata have agreed with Computer World to analyse test migrations with a couple of days planned in to test user and object migrations in June/early July.

Backup – Hardware is now onsite ready to be installed in conjunction with Computer World and Dell in June. The Security & Compliance team have been working on which tiers of system availability to place each application server and the specific methods to used for backup and restore in each case.

Connect – The joining of all the council's networks.
Virgin Media Business has completed the site surveys. Strata are waiting on installation dates. Oakwood house will incur a small increase in installation costs and requires a short dig inside council land to bring in a new fibre cable. BT Openreach are waiting for wayleave approval from ECC for the dig.

Strata are planning ways to accelerate the installation of upgraded internet connection and how that can be distributed.

Repair work is arranged for damaged fibre under the Princesshay area of Exeter to bring greater capacity between Data Centres.

Global Desktop – Single user desktop platform
The anticipated date for a first production pilot of the new desktop to eventually be used by all staff is start of August 2015.

Application Packaging – The packaging team are working on the Exeter applications. This past week the software Bartec, Teminos and CCTV systems have been packaged amongst others.
The project needs to start getting the Strata internal Application Support team to packaging applications, or the deadline for ECC will not be met. There will also be a lack of knowledge transfer from the contract packagers to package future applications or the remaining two council's software.
Progress for the packaging team is under close review to ensure that progress remains on target.

Backend desktop infrastructure – Computer World will work with Strata to install and configure the Global Desktop server infrastructure that will power the user desktop experience. This will be configured this between June and July 2015.
A final decision has been taken in the design to re-use existing hardware in the Strata estate to run the VDI desktop Infrastructure that is available from the Oakwood Data Centre. Early estimations calculate that Strata could support 600 desktops concurrently from Oakwood Data Centre if the need arises.

Server Migration – Interwoven into the migration of staff to the Global Desktop is the migration of existing application servers to the Civic and Oakwood Data Centres.
Following the proposal to buy in consultancy resource to plan the migration it was decided to run the ECC site using internal resource before committing any costs to plan such a venture in EDDC and TDC. Due to the very low risk as there is a possibility of a speedy roll back in ECC.

Unified Comms – Consisting of a single email system, a single telephony solution and a single entry and distribution point for all methods of communication called "Contact Centre".

Exchange – The first user service to be built on the new infrastructure. This is the email backend.
Computer World has been selected to assist in Exchange build and to assist in migrating all users onto this new system.
We plan to have Exchange ready to take test mailboxes by the end of June 2015.

Lync –Strata, Nexus and Computer World are working in partnership to build out the Lync systems. The agreed plan is to have Lync available to users as they migrate over to the Global Desktop from the start of August.

Telephony - Phase 1 is to bring all telephone lines on to a single provider. Strata are now running this tender as a Mini Competition for a maximum 1 year contract. Phase two is Migration of telephony infrastructure which is envisaged for August – Sept 2015 with a phase 3 rollout of new phones beginning in October or November 2015.

Contact Centre – Strata will enter into consultation with all internal user groups on the ways that communications into the councils will be routed, this is expected to last for several months and will run concurrently with the migration to a single telephony system. We plan to begin consultation in Sept 2015. The contact Centre migration itself will start at the end of Q1 2016.

7.   What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

None

8.   Are there any other options?

N/A

Contact for enquires:
Democratic Services (Committees)
Room 2.3
01392 265275