STRATA	
DATE OF MEETING:	**JSC and JEC September 2016**
REPORT OF:	**Chris Powell**
SUBJECT:	**Strata Global Desktop - Progress Report including Changes to Global Desktop Plan**

1.   PURPOSE

JSC and JEC is being asked to note the progress of Strata and the change of plan for the roll out of the Global Desktop

2.   Global Desktop – progress and plans

The Global Desktop, the key IT infrastructure on which the Strata business case is built, is being replanned to account for technical problems. This means that Teignbridge will migrate to the Global Desktop next with East Devon following once the issues have been solved.

The network connection between Exeter and Sidmouth has a latency, or time delay, that is preventing key software applications from running at an acceptable speed on a test version of the Global Desktop (GD). This is because unlike the link between Exeter and Teignbridge, which is a single direct line, the link between Exeter and Sidmouth comprises three stretches with different providers, albeit all managed by one company.

The implications are:
- Cannot complete User Acceptance Testing …to give confidence to users that their business software runs properly inside the Global Desktop and also
- Cannot carry out the server migration process in the way that was envisioned and planned.

It's important to stress that the GD does work across this network link, as has been proved by running Exeter applications on the GD from Sidmouth. The issue is how to get from where EDDC is now to a position where all the applications are running in the datacentre in Exeter and being supplied to EDDC users through the Global Desktop.

In consultation with external experts we have developed a way forward. This involves a temporary set up of a new set of RDS servers (Microsoft's version of Citrix) and very detailed planning of every application, their dependencies and user groups aimed at minimising the duration that EDDC users will suffer from a degraded service while the EDDC servers are being migrated. The detailed planning could take 6-8 weeks.

Because of this timescale I have amended the plan, with the agreement of the relevant senior management teams, to change the priority of migration and to complete the GD roll out process in Teignbridge next. The link between Exeter and Newton Abbot has been tested with applications and the server migration will be able to follow the same process as was carried out for the Exeter migration.

The new timetable will look like this:

Teignbridge
Technical set up   - September
TDC packaging and UAT   - August to October
Presentations and demos - September
GD user roll out   - October to December

East Devon
Planning and set up   - September to Nov
Complete the packaging   - December
GD roll out   - January to March 2017
Telecoms roll out   - April to July 2017
New Building set up and moves   - August 2017 to March 2018

A positive spin-off of this arrangement is that the Strata team stay with EDDC all the way through to the EDDC relocation.

Telecoms for ECC and TDC will likely start from August 2017 onwards, with telecoms being split between desktop phones as first phase then followed by contact centre system services immediately afterwards.

3   Progress in Other areas of Strata Service Solutions

3.1 Performance Measures
The monthly performance report that is provided to Strata customers is attached in appendix 1.   Briefly the measures indicate that:
- the Service Desk is getting to grips with the new processes and turnaround times for Incidents and Service Requests is reducing
- all 3 councils have achieved PSN accreditation but security threats remain high
- the number of outstanding change requests is slowly creeping up

- post implementation review of completed projects show that project objectives and budgets are managed well but meeting timescales is a cause of problems. This has been the subject of a detailed internal review on how we schedule and plan resources and a presentation on this will be given to customers soon.

3.2 Strata organisation
The restructure has taken some time to complete but all staff have now been through full consultation with some staff also deciding to go through competitive interviews for the several new positions within the structure.   (see latest HR report).

The one redundant post was settled amicably with the post holder leaving in August.

A number of resignations have occurred in the last few months, mainly from the Support and Infrastructure Team, with the vacancies then filled on two year contracts.   One of the recruits was from our own apprentices showing that we are definitely "growing our own".

There is still pressure on the Infrastructure Team as a result of long term sickness which we anticipate will increase when another of the team has a scheduled operation. Cover has been provided so far by specialists from a local IT company but this is expensive and as the cover will be needed for longer the intention is to recruit on a two year contract.

3.3 Business Software Convergence
Out of the 40 projects currently in progress there are a number of projects specifically aimed at creating common sets of business applications.

- **The Uniform system from IDOX**

  This is a large project covering multiple Line of Business applications across several service areas. The first phase of the project is to deliver Planning, Building Control and Land Charges in Exeter. Work on this has commenced with the servers being built and the software installed. The training is being arranged with key individuals, prior to work commencing on the data migration from the current systems into the new Uniform suite of software. Once Exeter has had Uniform installed, all 3 sites will be using the same software.

- **HR, Payroll, Time and Attendance, Door Access**

  This suite of four separate projects will bring all three councils onto a common suite of software to manage the HR, and payroll services along with a common door access system. The project has formally commenced in Teignbridge, following the initial kick off meeting with the HR and Payroll supplier during August. Once completed in Teignbridge, the project will commence in Exeter. Suppliers are currently being identified for the door access and time and attendance part of this project.

- **Exacom**
Exacom is a software application for managing the Community Infrastructure Levy (CIL). This is being introduced across all 3 authorities. East Devon have now gone live with Exacom, Teignbridge will follow shortly and Exeter in due course once the Uniform software has been installed.

- **Corporate Websites**
Following the successful introduction of the new look website in East Devon and Exeter, work is well underway in Teignbridge. All 3 websites will be built in a common way and follow the same principles for managing the website content.

- **Car Parks software**
This project is just about to start. A meeting on the 8th September with senior car park officers will discuss their services plans and review the specification for the solution. Presentations with suppliers have been arranged starting w/c 12th September to investigate the software available

- **GovDelivery**
GovDelivery is a communication tool that allows customers to sign up to newsletters for different services. This was introduced earlier this year in Exeter and has since been taken up by East Devon.

- **Bacs**
Work is well underway on the BACS software convergence project. From a starting point of 3 different systems in use by the 3 authorities, Exeter and East Devon now use the same software. Further work will continue over the coming months to introduce the software into Teignbridge.

- **Numerous Desktop applications**
As a result of rolling out the Global Desktop to the 3 councils, the opportunity has been taken to rationalise the diversity of applications in use. This has proven very successful and customers are now using a smaller subset of applications making it far easier to support and manage.

3.4 Audit Report
The first audit report from Devon Audit Partnership, our "internal auditors" focuses on the quality of our control processes and has given the opinion "good" for all areas. The actual audit report as attached as appendix 2 and is in part 2 due to the level of detail.