

# STRATA BOARD DISCUSSION DOCUMENT

**Date of Meeting:** 17<sup>th</sup> November 2017  
**Publication Date:** 14<sup>th</sup> November 2017  
**Report of:** Support and Infrastructure Manager  
**Subject:** Proposed 'Global Comms' Roll out Schedule

## 1. Purpose

The purpose of this document sets out the proposed roll out schedule for the new Global Comms platform, this is made up by two key products, Skype for Business as the telephone system and Anywhere365 as the new contact centre.

This roll out schedule proposal is based purely on the **technical and financial** reasoning from a Strata perspective and may not represent the requirements of the three authorities.

## 2. Background

The Global Comms project forms an integral part of the infrastructure convergence plan agreed in the original Strata Business Case, each of the three authorities need to be brought up the same modern standard, a standard that has recently been piloted in East Devon District Council with two departments as part of the relocation project to Exmouth Town Hall.

This paper now sets out the proposed roll out schedule (from a technical and financial view point) for the remainder of the project, based on our recommendations, taking into account, technical requirements, costs and resources.

## 3. Proposal

It is the Strata recommendation that the rollout order follows the proposed schedule and timings, we are proposing to roll out to the main sites for the three councils, then to migrate satellite sites for all three councils at end on a case by case basis. Please be aware that timings at present are indicative and are designed as a guide only at this stage.

- |                |   |
|----------------|---|
| 1) East Devon  | <b>Site preparation Jan 18 – Feb 18</b><br><b>Roll Out Mar 18 – May 18</b>                  |
| 2) Exeter      | <b>Site preparation June 18 – July18</b><br><b>Roll Out Aug 18 – Oct 18</b>                 |
| 3) Teignbridge | <b>Site preparation November 18 – January 19*</b><br><b>Roll Out February 19 – April 19</b> |

#### 4) Satellite Sites (All 3 Councils) **May 19 – November 19**

\* Additional month preparation to factor in the Christmas break.

It is our recommendation that we continue with the rollout at the Knowle East Devon, this is based on the following reasons:

- a) There is a hard deadline for the replacement of the old phone system due to the relocation to Honiton.
- b) The Knowle telephony is tested and confirmed to be working – number ranges, routing and dial plans are all in place and operational.
- c) New policies have been agreed with SMT – headsets vs handsets, ultimate device selection, acceptable use policies etc.
- d) The Support & Maintenance contracts for the current East Devon Telephony system are due for renewal at the start of April, if we are forced to renew these it will cost Strata £20K
- e) East Devon is currently the only site ready to go Live, the other two all require additional configuration work.

On completion of the Knowle we believe Exeter City Council (Civic Centre, RAMM, Bradnich & Oakwood House) has the greatest need to be the next to roll out, this is for the following reasons:

- a) Civic Centre Phase 2 has reached the maximum capacity of the current system and no new telephone lines can be provisioned, staff are now having to share extensions in some areas.
- b) The Contact Centre is end of life and now suffers regular failures, it has also reached its capacity for IVR and no new messages can be added to the system
- c) Large parts of the Exeter Telephony network (RAMM, Bradnich & Oakwood House) rely on a technology called Centrex Lines, this is now end of life and is only supported on a best endeavours basis, and it suffers from regular failures and is causing a significant impact to users and on Strata resources.
- d) The current system inherited by Strata is overly complex and staff struggle to understand how parts of the system work, supporting the system is difficult, as it is a miss-match of different suppliers and technologies.
- e) It is cheaper to renew support on this system for another year (Due December 2017) than it would be to renew East Devon.

On completion of the main sites in Exeter, we propose to move to Forde House. The reason why we are proposing Forde house is the third main site migration is:

- a) The current telephony platform is most modern of the 3 councils, already utilising voice over IP. As a result of this it is the most stable and reliable system and has the lowest support requirements of all three councils.

b) The maintenance costs are the lowest of all three systems currently in use so it makes it the most cost effective solution to be replaced third.

On completion of Forde house we will begin to migrate the smaller satellite site offices on a case by case basis, some of these have independent telephone systems, some just have single analogue lines. Every site across all three authorities will be investigated and where appropriate migrated to the new telephony platform, as these sites are much smaller we anticipate that we will be able to move multiple site concurrently.

### 3. Main Implications

The report will need comments on each of the following considerations:

Funding/Financial implications – the costs and how funded/budgetary impact	Changing the proposed roll our order will have a financial implication based on the renewal support costs for each site.
HR Comment	N/A
Deviation from Business Plan, Service Plan or Strata Policies	N/A
Legal Comment	N/A
Procurement Comment	N/A
Data Security	N/A
Anticipated Customer response/satisfaction	Increased customer satisfaction at Exeter, possible negative Impact at Teignbridge

#### Proposer Recommendations:

That the board consider the proposal.

#### Board Decision

--

Signed

Dated