

## **QUESTION RECEIVED for Strata Executive Committee 28 January 2019**

### **Question Received from Councillor Chris Clarence Teignbridge District Council**

Following the Full Council at Teignbridge District Council meeting on 14 January, it was apparent that issuing all TDC members with a tablet after the May 2019 elections may not be the best IT solution to enable Members to function as a Councillor. With that in mind do the TDC Executive still wish to pursue this idea or would it simply be better to allow Members to function in a number of different ways with those, such as myself, using a laptop, receiving remote help by a member of Strata, with a members authority, with a Strata officer taking command of a members laptop remotely and showing him/her what to do? The rationale being a very cost effective way to receive the necessary IT help to function as a councillor.

The Strata Director also sent an email to Councillor Clarence with the detail set out below, and also provided a response at the meeting and in particular in relation to his query on receiving 'remote assistance'. The Head of Infrastructure and Support would investigate that further and seek the views of the team. A separate response would be made to the Councillor.

#### **Councillor IT Support**

As previously outlined at the Joint Scrutiny Committee meeting in September, Strata was able to support Councillor IT on a reasonable efforts basis. Any IT incident (an issue with an element of IT) needs to be raised via the Strata Service Desk (01626 215222). Once raised, an incident will be logged on the Service Desk system and an incident number allocated. The incident will then be passed to a specialist for investigation / resolution / guidance / etc.

There is in place a document entitled the Customer Service Plan, which provides details of the service, how to raise calls, how to escalate calls and how to raise a complaint. There are process flows to show how a call (incident) will be processed.

Strata handle approximately. 1600 calls / incidents / requests for service via the service desk per month at the current time.

There is also in place as part of the Strata Support Service, a 24/7/365 service which enables officers (and potentially councillors) to call Strata anytime night or day if an urgent / emergency situation should arise – with a member of Strata 1<sup>st</sup> line and 2<sup>nd</sup> line staff on call outside of normal office hours (including weekends and bank holidays).

#### **Councillor IT Training**

As discussed at the Joint Strategy Committee / Joint Strata Executive Committee in September 2018, Strata have proposed the introduction of an IT trainer to support both Officers and Councillors across the three partner authorities to boost IT training across all three authorities. A recruitment process is under way. The aim is to provide a multi-faceted approach to IT training, with classroom training, round table training, desk side training, workshops, top tips, 1 2 1's, etc. – it is expected that councillors will also be able to access the training which will be able to be booked via the Strata service desk.

The Strata team are exemplars of a high quality IT service, with highly dedicated staff working to meet the ever increasing demands of the three partner authorities. The IT

landscape is for ever changing and more and more council services are now delivered over IT. This is unlikely to decrease for the foreseeable future. The Strata team are always focussed on doing their best to keep IT systems functioning, whilst protecting the authorities from the ever present dangers of the modern cyber world.

An offer was also made for a 1-2-1 meeting to offer to answer Councillor Clarence any further questions he may have.

Councillor Clarence was also sent a copy of the Strata Customer Services Plan.

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