

Appendix 1 Strata Progress Report JSC and JEC

Strata

August Summary and Indicators

Global Desktop rollout

Unfortunately the problem with network identified last month between Exeter and Sidmouth has continued to cause problems. We have now established we are getting full 1GB bandwidth of the link which is good news and stands us in good stead for the future. However we are seeing 12 milli-second latency, this is the time traffic takes from one end of the link to the other, this time delay is causing us performance problems with some key applications. Modern applications such as skype and the global desktop are specifically written to be used over the internet so are not affected by this. We are now in early stages of testing two interim solutions that will solve this problem while it exists during migration. Once all staff and users have migrated this will not be an issue. Until a solution has been signed off as working, the Global Desktop roll out to more users at East Devon is on hold.

After what was a successful roll out of the Vmware patch last month, unfortunately new issues began to surface, these were escalated immediately and a new version of the software was released for us, this has been through testing and solved the main issues that arose because of the update last month. We are now waiting for Vmware to update their software globally.

The good work at Teignbridge continues with lots of email and file tidying activities, this is now accompanied by Strata staff completing an information gathering process to capture all the data we need about every single user so we can plan and prepare their migration to the global desktop. This is very much a 1-2-1 process so we capture as much information as possible and it also gives our users a chance to ask questions.

The Global Telephony project continues to move forward with the completion of some key migrations across to the virgin contract. We are still planning to begin the voice side of Skype for business after the EDDC Global Desktop roll out. The next goal is a change of supplier for the main Exeter telephone lines from BT to Virgin, this in itself is quite a large project and will involve BT, Virgin, Siemens and Strata all working in harmony.

Service Desk and Infrastructure

Following on from last month, I'm pleased to report we have now solved all of the issues that were presenting themselves with AirWatch. As a result of this we are now trialling the much anticipated 'Content Locker' at Teignbridge.

The other major issue was the secondary data centre based on Marsh Barton, Exeter. All of the infrastructure hardware is running well, we are still running on temporary cooling, which has brought its own challenges in recent weeks, but unfortunately the parts that failed in the main unit are subject to lengthy manufacturer lead time, we have addressed this directly with our maintenance company.

We are now also nearly ready to decommission the old East Devon Disaster Recovery setup based at Honiton, data now transfers over night from Sidmouth to Exeter, and this then enables us to turn off kit, maintenance contracts and data links.

We have seen a slight increase this month to incidents in Exeter, this is a result of various issues, none linked to a specific cause. However because of the Global Desktop reducing complexity and variability these are being resolved quickly.

We are still seeing good turnaround times for customer requests such as “add new desktop software” at Exeter.

The Support & Infrastructure team continue to work towards the East Devon roll out, and are now also working on Teignbridge alongside this. Other key projects continue:

- ECC –The fibre connection to the guildhall is complete, and the Wifi install has been started, there have been a few issues that are now being addressed.
- The Network has now been upgraded at the Newton Abbot Leisure centre to 1GB across the board.
- Stage 4 plans for EDDC relocation have been produced and we have completed the first round of amendments with the building designers, were now working together on the Audio Visual requirements for the new sites.
- Several key servers have been upgraded from Server 2003 to Server 2008.
- The ISDN lines for EDDC have been successfully migrated to Virgin, and we are now planning the migration of the ECC lines. We can then start the exciting migration to SIP.

Business Systems Team

The new PSN projects and the Global Desktop issues have, because of their urgent and important nature, taken up a proportion of the team’s resources and have slowed down the BCR turnaround. Projects continue to meet current plans and our ability to carry out resource planning continues to improve. We are aiming for a September launch of the new Strata intranet, which will offer a superior way of logging issues and requests for new work.

We have recruited a replacement for Cathy Barker. Justin Mortimore joined us at the beginning of August and will be working in the Finance Workstream within the Business Systems team. He will be able to offer much needed support for Neil Richardson and Jim McLachlan.

BCRs and projects completed during the month include:

- Upgrades of Business critical systems, including Land Charges and Revenue & Benefits across all 3 sites.
- Various reports created for management information
- Large number of Server upgrades and system upgrades to facilitate PSN compliance
- Significant number of system migrations to new servers to comply with PSN Security standards.
- Successful launch of the Garden Waste Renewals process in Teignbridge
- Upgrade to the payment System in Teignbridge, including new Automated Telephone Payment line.
- Commencement of the Firmstep project in Exeter – Business Systems analysts have been very impressed by the solution.

Security

PSN compliance was achieved for all three councils, supporting the Global Desktop design. There are a number of mitigation tasks that require completing, which the PSN team have already demonstrated they will be checking up on our progress. There is therefore a need to continue diverting a level of IT time to this to ensure compliance is maintained.

The secondary datacentre at Oakwood on Marsh Barton is now operational, however a leak in one of the temporary air cooling systems resulted in us taking the decision to only operate the essential systems for now. A number of discussions have been held to ensure that a suitable permanent solution is put in place.

We are well on the way to removing the old email systems at Exeter, however a change by the PSN which they said would have no impact resulted in delays to Teignbridge gcsx emails. Unfortunately during the fix to this a number of unfiltered emails entered the Teignbridge system, requiring extra vigilance from staff and incident monitoring from the security team.

The email and web threats continue to need close management, however this was a quieter month for threats.

As ever, if you have any questions regarding Strata please contact me.

Regards

Chris Powell

Chief Operating Officer

Strata Indicators

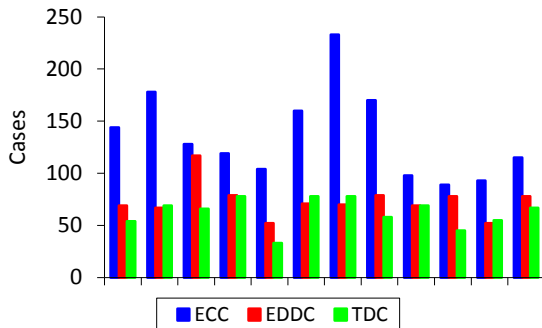
For Month Ending 31st July 2016



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1. Number of Incidents occurring in a month

Incidents are a waste and need to be analysed to find out the root cause of their occurrence so they can be eliminated if possible. Note: password resets are treated as an incident.



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
ECC	144	178	128	119	104	160	233	170	98	89	93	115
EDDC	69	67	117	79	52	71	70	79	69	78	52	78
TDC	54	69	66	78	33	78	78	58	69	45	55	67

On-going issues with the VMware patch has caused some issues with the Global Desktop technology.

Unfortunately the number of incidents has risen this month at each site.

At Exeter we have experienced multiple issues such as scanning authentication which is still under-going investigation. Application issues are high (30) followed by desktop issues (21). The average fix time for these issues remains low and are always given the highest priority.

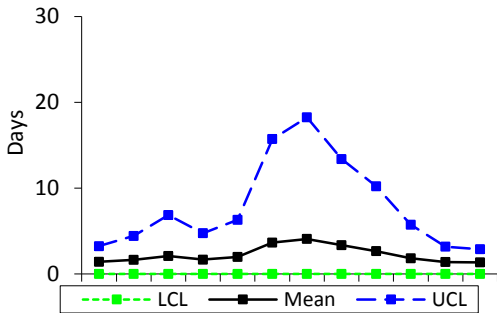
At East Devon application issues (19) and mobile working issues (16) are the highest offending categories as they were last month. We continue to monitor the causes and are investigating permanent solutions. Turn-around times for fixes has dropped.

Teignbridge figures also, slightly increased, the main reported issues were with applications (30) and various hardware issues (14). Once again performance has improved regarding our response to fix these issues.

2. Incident end-to-end time

Incidents stop or disrupt work if there is no suitable workaround available, so we need to resolve incidents as a priority.

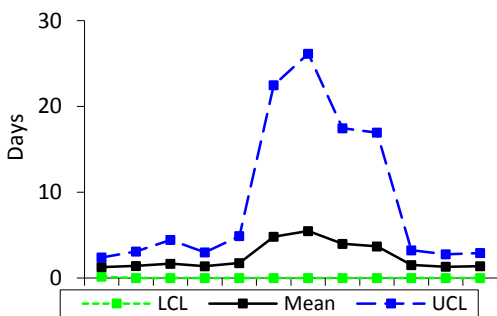
All Sites Combined



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
LCL	0	0	0	0	0	0	0	0	0	0	0	0
Mean	1.41	1.64	2.09	1.66	1.98	3.65	4.08	3.35	2.66	1.82	1.39	1.35
UCL	3.23	4.42	6.86	4.75	6.3	15.72	18.25	13.38	10.21	5.73	3.18	2.88

Monthly run chart: Capability – see Definitions

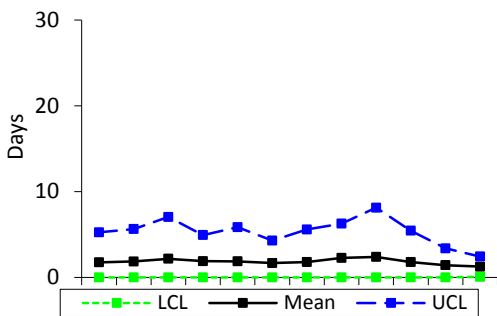
ECC (Exeter)



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
LCL	0.16	0	0	0	0	0	0	0	0	0	0	0
Mean	1.28	1.4	1.66	1.37	1.74	4.81	5.47	3.98	3.68	1.51	1.32	1.38
UCL	2.4	3.09	4.44	2.99	4.89	22.47	26.13	17.45	16.95	3.23	2.77	2.92

Monthly run chart: Capability – see Definitions

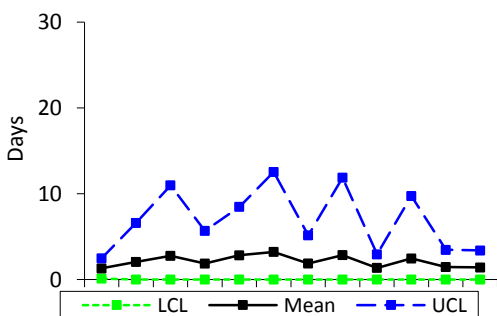
EDDC (East Devon)



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
LCL	0	0	0	0	0	0	0	0	0	0	0	0.06
Mean	1.76	1.85	2.18	1.89	1.88	1.67	1.79	2.27	2.39	1.79	1.43	1.25
UCL	5.25	5.64	7.04	4.94	5.85	4.29	5.58	6.27	8.12	5.45	3.38	2.44

Monthly run chart: Capability – see Definitions

TDC (Teignbridge)



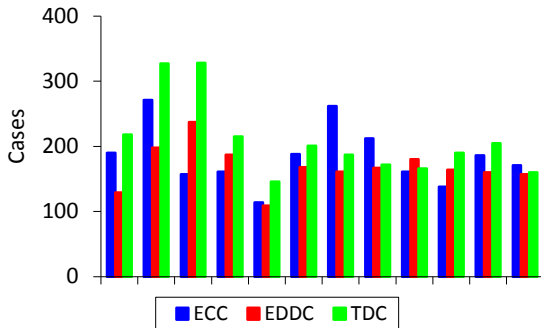
Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
LCL	0.11	0	0	0	0	0	0	0	0	0	0	0
Mean	1.29	2.05	2.76	1.86	2.82	3.22	1.87	2.85	1.36	2.45	1.46	1.4
UCL	2.47	6.59	10.98	5.67	8.47	12.53	5.15	11.87	2.93	9.73	3.45	3.38

Monthly run chart: Capability – see Definitions

3. Service Requests

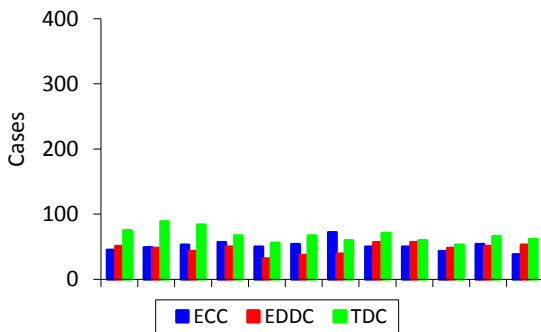
These tend to be a cost of doing business but are worth tracking to manage capacity and to see if there is a burst of unusual activity anywhere.

New Demand per Month



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
ECC	190	271	157	161	114	188	262	212	161	138	186	171
EDDC	129	198	237	187	109	168	161	167	180	164	160	157
TDC	218	327	328	215	146	201	187	172	166	190	205	160

Requests Open at End of each Month



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
ECC	45	49	53	57	50	54	72	50	50	43	54	38
EDDC	51	48	43	50	32	37	39	57	57	48	51	53
TDC	75	89	84	67	56	67	60	71	60	53	66	62

General comments:

As the figures show there is on-going high demand of Service Requests at each site.

ECC

Moves, Adds, Changes: 84
 Purchases: 8
 Advice/Assistance/Training: 11
 Release blocked email: 56
 Back-up/Restore: 3
 Install h/w or s/w: 9
 Produce Report: -
 Starters / Leavers: 10

EDDC

Moves, Adds, Changes: 57
 Purchases: 10
 Advice/Assistance: 35
 Release blocked email: -
 Back-up/Restore: -
 Install h/w or s/w: 16
 Produce Report: 2
 Starters / Leavers: 16

TDC

Moves, Adds, Changes: 90
 Purchases: 2
 Advice/Assistance: 11
 Release blocked email: 1
 Back-up/Restore: 2
 Install h/w or s/w: 25
 Produce Report: 8
 Starters / Leavers: 10

This month's figures show on-going high demand at each site for permission/access changes, as well as assistance/advice or training.

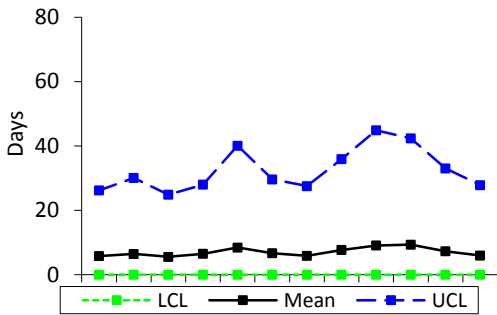
Exeter has high demand for releasing blocked emails, this is currently using a separate system than the other two sites and will be changing in the future based on security requirements.

End-to-end times are continuing to improve with Service Requests.

4. Service Request end-to-end time

We need to be able to provide customers with a reliable estimate of time to deliver on the various service requests and also to deliver it within a reasonable time.

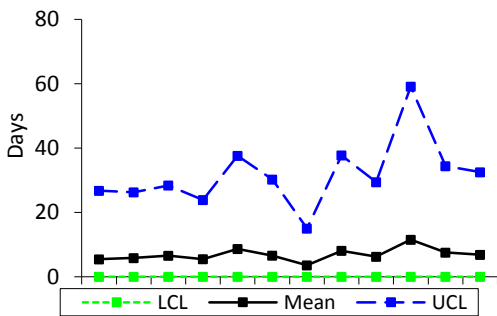
All Sites Combined



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
LCL	0	0	0	0	0	0	0	0	0	0	0	0
Mean	5.8	6.43	5.52	6.5	8.42	6.68	5.85	7.69	9.09	9.32	7.29	5.94
UCL	26.19	30.06	24.86	27.99	40.05	29.6	27.5	35.91	44.86	42.35	33.01	27.81

Monthly run chart: Capability – see Definitions

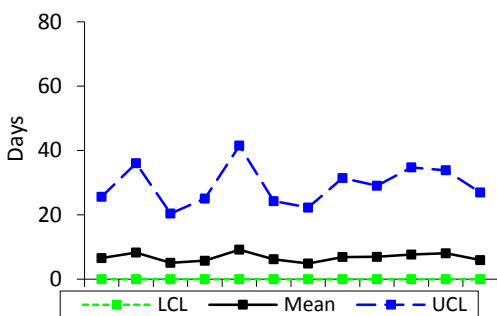
ECC (Exeter)



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
LCL	0	0	0	0	0	0	0	0	0	0	0	0
Mean	5.43	5.82	6.55	5.49	8.66	6.59	3.56	8.09	6.24	11.52	7.52	6.83
UCL	26.73	26.26	28.39	23.87	37.59	30.22	14.99	37.73	29.4	59.1	34.38	32.49

Monthly run chart: Capability – see Definitions

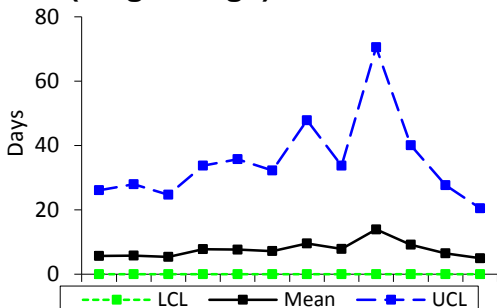
EDDC (East Devon)



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
LCL	0	0	0	0	0	0	0	0	0	0	0	0
Mean	6.54	8.27	5.07	5.72	9.17	6.19	4.86	6.9	6.92	7.64	8.03	5.92
UCL	25.59	36.03	20.39	25.04	41.51	24.24	22.24	31.41	29.03	34.74	33.84	26.94

Monthly run chart: Capability – see Definitions

TDC (Teignbridge)



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
LCL	0	0	0	0	0	0	0	0	0	0	0	0
Mean	5.66	5.78	5.37	7.78	7.62	7.19	9.55	7.84	13.89	9.17	6.48	4.94
UCL	26.1	27.95	24.69	33.73	35.74	32.22	47.82	33.72	70.52	40.06	27.65	20.47

Monthly run chart: Capability – see Definitions

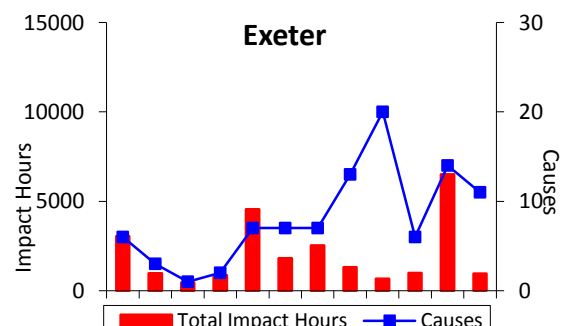
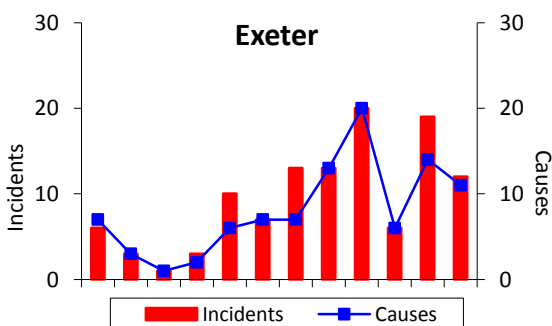
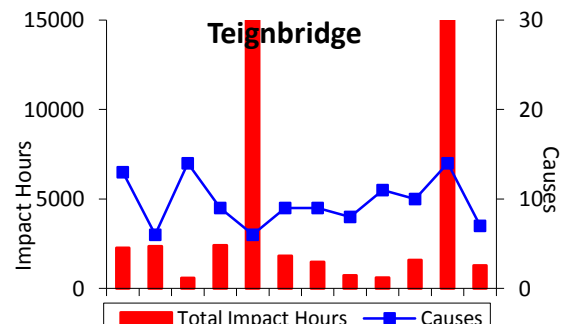
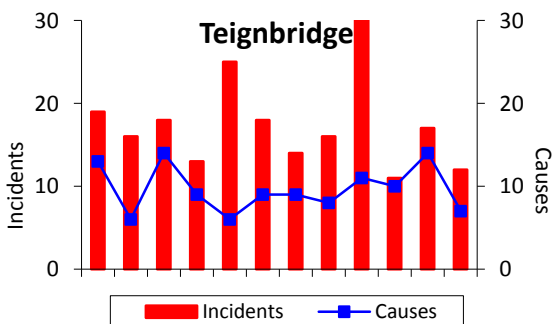
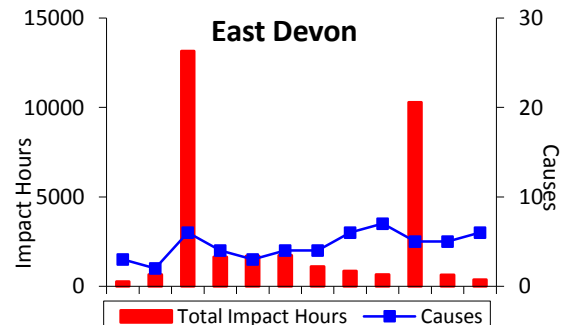
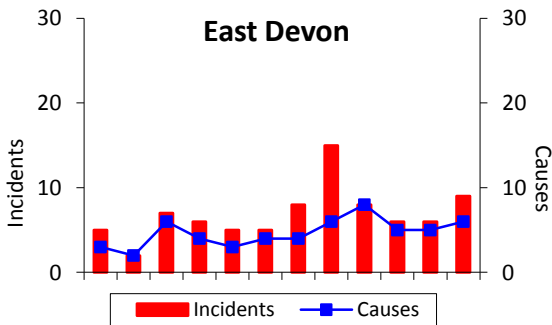
5. System outage analysis

With the dependence on the IT systems to support the council functions it is imperative that the systems are available during the agreed times. It is therefore important that unplanned outages are minimised, and that proactive monitoring and maintenance, along with thorough analysis of all root causes of actual outages are undertaken to drive towards a level of zero defects.

The charts below record the number of outage incidents, the number of root causes and the estimated usage hours lost due to these.

Incidents vs Causes

Impact hours vs Causes



To simplify the narrative the information on incidents, causes and the resulting impacted hours has been combined into the same section.

EDDC [9 incidents, 6 causes, 368 impact hours] had no stand out incidents to report. Again there were no issues with the online planning this month.

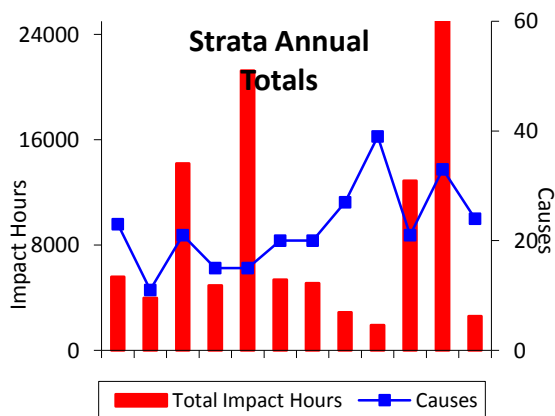
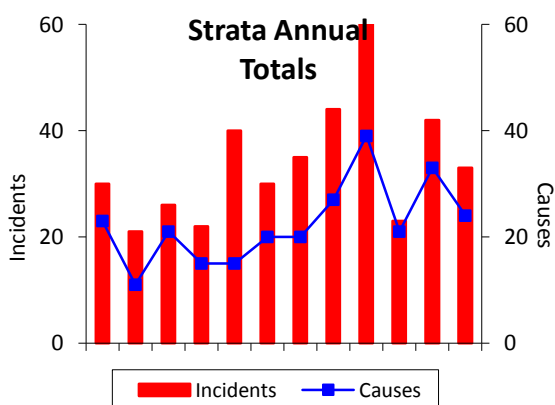
TDC [12 incidents 7 causes, 1284 impact hours] had a fair month, and closer to the norm for this set of legacy systems. Comino including online planning documents accounted for a third of the impact hours. The online planning documents element is the ongoing known fault that has no supplier workaround, and is therefore actively monitored to resolve as soon as it is detected. Nearly half the

impact hours related to changes by the PSN to their email system, which impacted the Teignbridge system. This is covered more fully in the Data Security Status section later on in this report.

ECC/Global Desktop [12 incidents, 11 causes, 955 impact hours] had a number of mainly unrelated low impact incidents, with no real pattern to learn from. Software upgrades accounted for three of the incidents, with Capita Business Rates having the largest outage after the supplier’s upgrade corrupted some files. We also had an outage to Housing caused by a change that did not follow the change control process.

Combined Strata

Overall this has been a reasonable month, especially given the number of systems that were having to be upgraded to meet the PSN requirements.



6. Data security status

With a complex IT architecture there will always be a level of incidents both technical and procedural, however the majority of these will be low impact and routinely managed by the Compliance and Security team along with the Council SIROs and audit representatives. Where there are more significant incidents these are highlighted below.

Risk assessment

Teignbridge unfiltered incoming emails

Data
Reputational
Legal



- The PSN changed the configuration of their email system
- The resultant actions to fix this allowed, for a time, unfiltered emails to enter the TDC email system
- All emails held overnight until this was resolved and staff made aware. Additional monitoring put in place for the following 3 days
- This email management route will soon be moved to the Strata system

No ill effects resulted from these emails, however a number of emails were still opened by staff, however the Council virus scanning solution detected and resolved these. The security monitoring system showed no sign of an outbreak.

Cyber-threats remained low again for July, with barely a handful arriving in the mail filters (from 5,300 in May!). This is probably the result of the multi-agency operation in May to disable the largest email sending 'Bot-net'.

The monitoring systems have had further reports added, specifically to help us tune the email systems however due to other work the needed upgrade of the system could not be completed.

All three PSN CoCo's have been achieved, however keeping the certification requires further remedial work. A major element is the introduction of a protection system for all old servers, which has to be introduced carefully. This must be completed within the next period, which is taking the team away from other activities.

The remaining drop in Cyber-threats is good. The risk will remain Medium until all email and web browsing has one managed entry and exit point for Strata, rather than the three plus Strata that is currently in place.

Key

Limited or no risk of impact

Medium risk of impact

High risk of impact

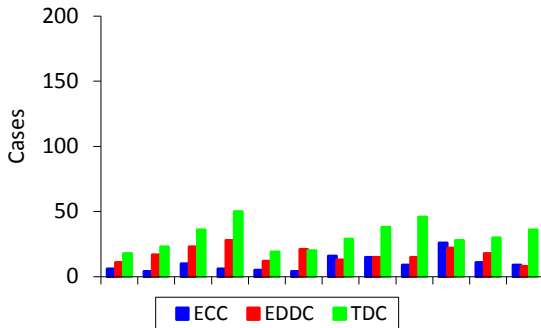
Overall risk assessment for July -

Medium risk of impact

7. Business Change Requests (BCRs)

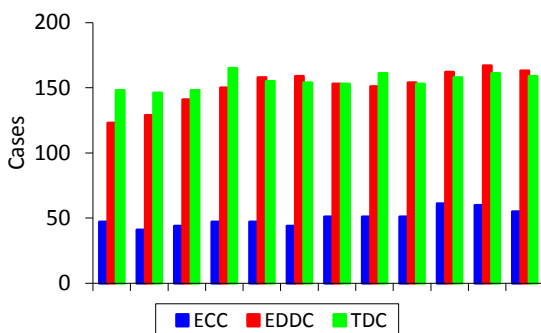
This is a measure of the level of change capacity that customers have requested. It can also be shown by an estimate of the total capacity required in this queue of work.

New Demand per Month



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
ECC	6	4	10	6	5	4	16	15	9	26	11	9
EDDC	11	17	23	28	12	21	13	15	15	22	18	8
TDC	18	23	36	50	19	20	29	38	46	28	30	36

Requests Open at End of each Month



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
ECC	47	41	44	47	47	44	51	51	51	61	60	55
EDDC	123	129	141	150	158	159	153	151	154	162	167	163
TDC	148	146	148	165	155	154	153	161	153	158	161	159

Business Change Requests are items of work requested by our customers which result in a nonstandard change to a business system.

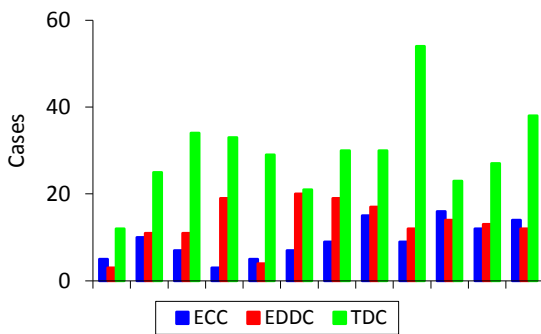
Strata received 53 Requests for Change in July – this is a slight reduction over the previous month (55 in June). Open BCRs remain fairly consistent across all 3 sites albeit with slight reductions across all 3. The majority of the TDC BCRs are requests for minor changes on in-house systems. These will reduce significantly once the new iTrent HR system is in place.

Strata have now recruited a new Analyst – Justin Mortimore. Justin has joined the Finance workstream which will enable more of the outstanding BCRs to be completed.

A further pressure on the Business Systems team is the projects that are currently being worked on. The 50% of analyst time allowed amongst other things to accommodate BCR work is being eaten into by project work. We are working to balance project and BCR work which will result in more BCRs being cleared.

8. Number of BCRs completed per month

To show how Strata is delivering them alongside the projects.



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
ECC	5	10	7	3	5	7	9	15	9	16	12	14
EDDC	3	11	11	19	4	20	19	17	12	14	13	12
TDC	12	25	34	33	29	21	30	30	54	23	27	38

64 BCRs were completed by Strata in July. The majority of these BCRs were Teignbridge and were associated with in-house HR and Finance systems.

EDDC was consistent with previous months, despite work on the Global Desktop and being one member of the team short due to Cathy Barker leaving. This vacant position has now been filled. Justin Mortimore has joined the finance team and will help Jim and Neil to work through the open BCRs.

The number of outstanding BCRs has decreased slightly during July despite the continued work on the Global Desktop and PSN requirements.

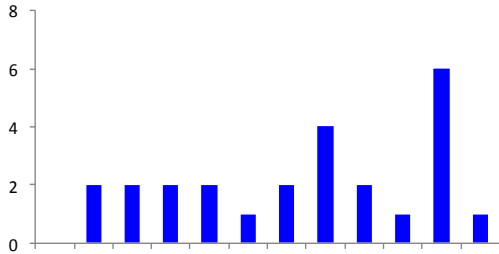
BCR Highlights include.

- Upgrades of Business critical systems, including Land Charges and Revenue and benefits across all 3 sites.
- Wifi installed in Leisure sites in Teignbridge
- Various reports created for management information
- Large number of Server upgrades and system upgrades to facilitate PSN compliance

9. Quality of Completed Projects

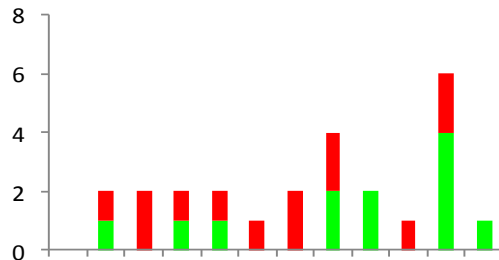
At the end of each project when the End Project Report is signed off by the project customer, we are able to report achievement against time, budget, and objectives.

Number of Closed Projects



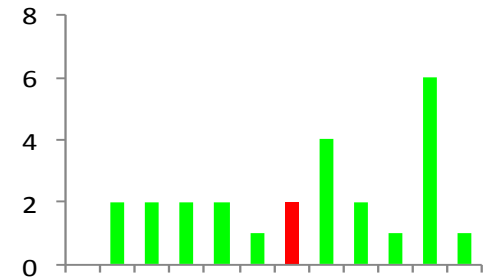
Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
Closed Projects	0	2	2	2	2	1	1	4	2	1	6	1

Number Delivered to Time



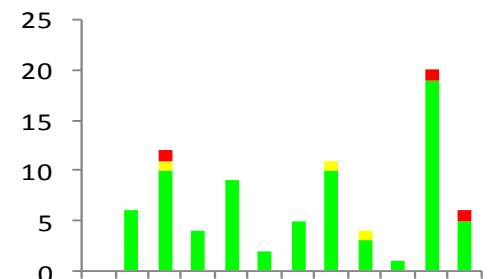
Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
Yes	0	1	1	2	2	0	0	2	2	0	4	1
No	0	1	1	0	0	1	1	2	0	1	2	0

Number Delivered to Budget



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
Yes	0	2	2	2	2	1	0	4	2	1	6	1
No	0	0	0	0	0	0	1	0	0	0	0	0

Achievement of Objectives



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
Yes	0	6	10	4	9	2	3	10	3	1	19	5
Partly	0	0	1	0	0	0	0	1	1	0	0	0
No	0	0	1	0	0	0	0	0	0	0	1	1

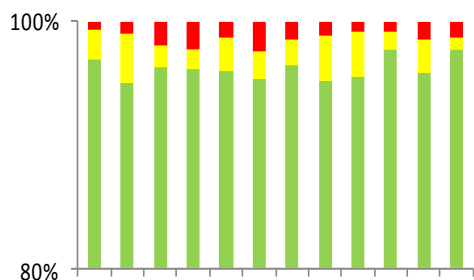
Date Closed	Project Name	Measure	Achieved	Comments
19-Jul-16	EDDC GovDelivery (East Devon)	Time	Yes	Original Timescale: 01-Mar-16 to 30-Jul-16 Planned End: 29-Jul-16
		Budget	Yes	Original Budget: £7,608 Total Spend: £7,608
		Objective 1	Yes	Objective: Replace the ConnectED newsletter with the GovDelivery service Comment: Facility in place and aiming for late August launch. Strata is the first client to figure out how to allow GovDelivery images through Microsoft Exchange. Knowledge has been fed back to GovDelivery support.
		Objective 2	Yes	Objective: Add sign-up facilities to the eastdevon.gov.uk website Comment: a Stay Connected link has been added to the East Devon website.
		Objective 3	No	Objective: Encourage all existing email recipients to sign up to the new service Comment: For data protection reasons it was decided not to use existing email lists to add into the new system. Other methods of raising awareness of the GovDelivery system will be used with existing contacts.
		Objective 4	Yes	Objective: Extend the reach and engagement of digital information and newsletters. Comment: This will take some time to measure. Because this is a new service there are no baseline figures with which to compare.
		Objective 5	Yes	Objective: Introduce new topics for subscribers to sign up to. Comment: There are now in excess of 60 different topics that subscribers can sign up to.
		Objective 6	Yes	Objective: Decide whether to use an Overlay to attract additional subscribers. Comment: When the system goes fully live in September, an overlay will be added to all "hub" pages on the East Devon website.
30-Jun-16	AV equipment in Committee rooms (Teignbridge)	Time	Yes	Original Timescale: 25-Mar-15 to 17-Jun-16 Planned End: 17-Jun-16 Comment: all dates were discussed and agreed with TDC staff throughout
		Budget	Yes	Original Budget: £125,308 Total Spend: £125,308
		Objective 1	Yes	Objective: Deliver a new AV system for Chamber based on TDC spec Comment: new AV system installed
		Objective 2	Yes	Objective: Deliver an AV system for Committee Room 2 and Leander Room Comment: new AV system installed
		Objective 3	Yes	Objective: Deliver training Comment: training completed for key staff, Democratic Services, and Members
20-Jun-16	Idox UNIFORM Licensing (TDC) (Teignbridge)	Time	No	Original Timescale: 01-Sep-14 to 31-Aug-15 Planned End: 31-Aug-16 Comment: There was significant delay to the overall project timescales due to original under estimation of the scope of the project
		Budget	Yes	Original Budget: £19,000 Total Spend: £18,800

Date Closed	Project Name	Measure	Achieved	Comments
		Objective 1	Yes	Objective: Uniform configured Comment: Application tested and working
		Objective 2	Yes	Objective: Data transferred Comment: Data has been transferred and accepted by A Furness
		Objective 3	Yes	Objective: Public Access system created Comment: Public Access up and running
		Objective 4	Yes	Objective: Enterprise tasks created Comment: Required Enterprise tasks created and working
15-Jun-16	Land Monitoring (East Devon, Exeter, Teignbridge)	Time	Yes	Original Timescale: 01-Feb-16 to 30-Jun-16 Planned End: 30-Jun-16
		Budget	Yes	Original Budget: £0 Total Spend: £0
		Objective 1	No	Objective: Overcome technical challenges of partnership working Comment: Collective decision by the partnership to close the project ... software not to be purchased.
10-Jun-16	IVR Phone Payments migration (Exeter)	Time	Yes	Original Timescale: 03-May-16 to 20-May-16 Planned End: 19-May-16
		Budget	Yes	Original Budget: £2,100 Total Spend: £2,100
		Objective 1	Yes	Objective: Migrate IVR Server from windows 2003 to windows 2012 server Comment: All Milestones completed on time
09-Jun-16	Waste In-Cab (EDDC) (East Devon)	Time	No	Original Timescale: End 30-Apr-14 Planned End: 11-Mar-16 Comment: the project was originally forecast to complete by the end of April 2014. As nearly 2 years was spent cleansing the data, the project was actually completed end of January 2016.
		Budget	Yes	Original Budget: £67,000 Total Spend: £66,875
		Objective 1	Yes	Objective: Incremental time savings across a number of different service areas
		Objective 2	Yes	Objective: Accurate and timely information gathered from every waste collection vehicle
		Objective 3	Yes	Objective: Council branded smartphone app (Citizen App) to allow citizens to report issues with waste & recycling amongst other things too
		Objective 4	Yes	Objective: Provide residents with better access to services
		Objective 5	Yes	Objective: Reduce the number of failed collections due to crew error
		Objective 6	Yes	Objective: Reduce fuel and labour costs
		Objective 7	Yes	Objective: Make council services more transparent and accessible
		Objective 8	Yes	Objective: Improve customer service
01-Jun-16	Members IT (East Devon, Exeter, Teignbridge)	Time	Yes	Original Timescale: 01-Apr-15 to 30-Nov-15 Planned End: 23-Nov-15 Comment: Agreed timescales with Neil Aggett and we met those timescales.

Date Closed	Project Name	Measure	Achieved	Comments
		Budget	Yes	Original Budget: £0 Total Spend: £0 Comment: There was no budget requirement as utilised existing licences already purchased by Strata benefiting from the Microsoft Enterprise Agreement in 2015.
		Objective 1	Yes	Objective: Deliver secure email platform without corporate security constraints Comment: Setup Office 365 environment.
		Objective 2	Yes	Objective: Flexibility to access the new system from councillors own devices Comment: Delivered training and demo to access the new system on their own devices.
		Objective 3	Yes	Objective: Hosted, secure and robust system Comment: Setup Office 365 environment.
05-May-16	Albany House Network Installation (Teignbridge)	Time	No	Original Timescale: End 31-Aug-15 Planned End: 08-Sep-15 Comment: this delay was caused by BT having numerous delays in providing the circuit and organising road closures so they could gain access to the fibre access panels.
		Budget	Yes	Original Budget: £0 Total Spend: £0 Comment: there was no defined budget. As and when equipment/resources were required these were costed and agreed with Paul Lewis, Nicola Forsdyke and Amanda Pujol.
		Objective 1	Yes	Objective: To provide network connectivity from Albany House to Forde House, providing staff access to work systems. Comment: Installation of Redcentric point to point fibre connection between the two sites.

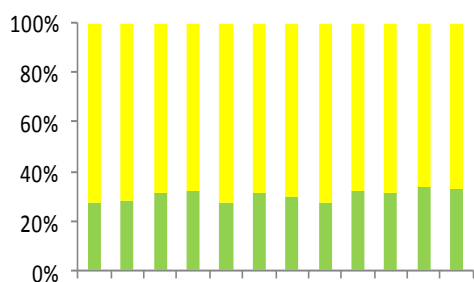
10. Customer Satisfaction

Customer Measures on Completed Jobs



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
Negative	2	4	8	8	3	9	6	4	3	3	6	5
Neutral	7	16	8	6	6	8	9	13	13	5	11	4
Positive	287	385	410	348	215	353	406	338	344	334	389	375

Customer Response Rate on Completed Jobs



Series Name	Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	Jul 2016
Jobs Closed	1072	1424	1349	1123	813	1188	1415	1284	1111	1107	1219	1160
Total Responses	296	405	426	362	224	370	421	355	360	342	406	384

This measure is available from the Call Logging system by sending a customer satisfaction email when each job logged has been completed.

Customers have an option to complete and send responses to closed calls indicating Positive, Neutral or Negative feedback through selection of a corresponding smiley.

In July we received 375 positive responses out of a total of 384 responses, achieving over 97% positive feedback. The number of negative responses has remained low. Responses are monitored and any neutral or negative replies are followed up to identify any improvement or learning points.

After investigation there were a range of reasons for neutral and negative responses – for example:

- Negative = problem not fixed
- Negative = concern over blocked emails
- Negative = still have same problem with laptop
- Neutral = neutral feedback given as this is a corporate issue, not just me
- Neutral = had to check back to office several times before fixed
- Neutral = laptop still playing up

This important feedback is shared with the teams to improve our service.