



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

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Further to your information request FOI/EIR 21/22-127 please find your question and our response below.

Request:

Please could you provide me with the availability goal/target for the Council's email system, including the service hours and planned outage windows?

And can you also provide me with the measured performance against those goals for the last 12 months at the level of granularity they are reported to the management and Members?

Response:

The council's goal is to provide an email within business operational hours. There has not been any planned downtime for our email system in the last year, however should this arise, we give all users advanced notice.

Each service within the council has a service delivery plan which gives a general overview of what that service will aim provide to the council in the forthcoming year. Targets and the services performance are reported to the relevant committees for review. Due to the global pandemic, from an agreement with members and management, no service has a service delivery plan for the year 21-22 that any targets can be measured up to, especially service specific such as emails.

This concludes your request FOI/EIR 21/22-127

If information has been refused please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.