

## Item no 5.2

### QUESTION NO 2

**By Councillor Jim Campbell for  
answer by the Convener of the  
Finance and Resources Committee at  
a meeting of the Council on 14  
December 2017**

- Question**           **(1)** How many instances in the last 12 months has City of Edinburgh (CEC):
- a) Email been unavailable to half or more of all CEC email account users
  - b) Of individual user reported problem accessing CEC email accounts?

**Answer**           **(1)**

- Question**           **(2)** What is the total duration of such periods of mass loss of service as requested in 1a?

**Answer**           **(2)**

- Question**           **(3)** Provide as of November 2017 total number of CEC email:
- a) addresses
  - b) addresses that are not alias to another account
  - c) accounts that are dormant

**Answer**           **(3)**