

FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

I am writing to you to request information regarding your IT systems.

Can you tell me if you use the following It systems at your authority?

Members/councillors enquiries system – Used by members or their representatives to log and track enquiries that the public have made to them.

Self Service/Customer Portal – For the public to access a range of services through a portal usually on the authority's web site. This may also involve tracking of the enquiries by the member of public through a registration process.

IT Asset Management system – This is used to help manage the estate of servers, desktops and Laptops. It holds information about each piece of hardware and updates automatically from each machine on a regular basis.

Waste management – This can be a system to support commercial or domestic waste.

FOI Management – Used to track FOI, Data protection or Environmental Information Regulations – information requests

For each of the above systems if appropriate I would like to know the following information:

Name of current supplier

Cost of initial implementation

On-going costs (Support and licencing)

Number of FTE's that support the systems When the current IT contract is due to finish If any of the above systems are delivered as part of a partnership or shared working arrangement can you please give the other parties involved and what your is your monetary contribution.

Members/Councillors Enquiries System

Name of current supplier – locally developed solution.

Cost of initial implementation – N/A.

On-going costs (Support and Licencing) – N/A.

Number of FTE's that support the systems – supported as necessary by internal development team.

Self Service/Customer Portal

Name of current supplier – locally developed solution.

Cost of initial implementation – N/A.

On-going costs (Support and Licencing) – N/A

Number of FTE's that support the systems – supported as necessary by internal development team.

IT Asset Management System

Name of current supplier: Microsoft System Center Configuration Manager (Microsoft)

Cost of initial implementation: See Below

On-going costs (Support & Licencing): See Below

Number of FTE's that support the systems: 4

On-going costs are not easily ascertained, Licences were purchased as part of the Corporate Microsoft Enterprise agreement, This agreement includes SCCM but also a number of other products such as Office 2010 and Windows 7, It would be difficult to quantify a cost associated with this product against the other products included in the EA Product set.

Cost of initial implementation was included in the Microsoft Migration project, No additional resources were recruited to cover this implementation and training for the product was covered by the existing training budget.

Waste Management

No separate information is available as the whole waste management process including on-line service requests is contracted out to BIFFA within a total waste management service contract.

FOIA Management

Name of current supplier: Intec for Business Limited

Cost of initial implementation: £9,195

On-going costs (Support and Licencing) £1,500

Number of FTE's that support the systems: None

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If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager
Information and Support
Leicester City Council
FREEPOST (LE985/33)
New Walk Centre
LEICESTER LE1 6ZG**

e-mail: info-requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Telephone: 01625 545 700
www.informationcommissioner.gov.uk**

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.