

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:

Under the Freedom of Information Act 2000 I seek the following information about the ICT Department/Infrastructure:

1. How many individual Staff are employed within your IT Department?

ANSWER: 70 IT Technical staff

2. Is any aspect of your IT Outsourced?

Our Library management, ticket management and HR & Payroll systems are externally hosted.

Our Wide Area Network is managed by Virgin Media.

No IT Services are outsourced.

3. If yes to the above, what is Outsource and to which company/ companies?

See question 2.

4. What is your IT budget for the next financial year?

£3.9 Million

5. What infrastructure Support contracts do you have?

6. What support renewal have you got before the end of the financial year?

For answers to Questions 5 & 6, please see table below:

Contract Title	Contract Description	Contract Expiry
Server Maintenance		
HP Server Maintenance	Corporate Support & Maintenance 4 hours response	10/03/2015
Sun Server Maintenance	Maintenance and Support Sun Ultra 45	09/08/2014

Sun Server Maintenance	Corporate Support and Maintenance Sun	25/01/2015
Storage Area Network Maintenance		
NetApp Hardware Server Maintenance	NetApp Gold Support	02/08/2014
NetApp Hardware Server Maintenance	NetApp Silver Support	02/08/2014
Sun Server Maintenance	Sun Storage 2540- Hardware Maintenance	12/08/2014
HP Server Maintenance	EVA8100	12/08/2014
HP Server Maintenance	EVA6400	31/07/2014

7. How many Desktops are in use?

5,503

8. How many laptops are in use?

1,360

9. How many thin clients are in use?

None

10. Which Server Platform(s) and Operating System(s) do you use?

HP And Oracle Servers
Windows 2003 upwards and Solaris v9 upwards

11. How many Physical Servers are in use?

Windows 227 servers
Oracle 21 servers

12. How many Virtual Servers are in use?

Windows 365 servers
Oracle 17 servers

13. Age of Servers

Up to 7 years old

14. What vendor and model is your storage?

HP EVA8100

HP EVA6400
NetApp FAS 2040
Oracle CSM200

15. How much data do you have under management (in TB)?

124TB Windows based
26TB Oracle based

16. Age of storage?

Up to 6 years old

17. Who manages the IT infrastructure?

18. Who deals with support?

Infrastructure & Security Manager and Server Manager
User Support Manager

The person with overall responsibility is:-
Jill Craig - Director Information & Customer Access

I can confirm that we hold the names of the managers. However we are withholding that information since we consider that to be an absolute exemption under section 40(2) (personal data) ie Junior officers names are exempt, and this therefore constitutes a refusal under section 17 of the Freedom of information Act 2000.

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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: FOIA@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.