

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:

Does the council currently have a contract for IT disposal?

ANSWER:

Yes

If so, which company handles the contract?

BR Environmental Services

When does the contract expire?

14th Sept 2013

Is the contract advertised in the European Journal or other Purchasing Publication Buying Solutions – Local framework agreements?

No

Does the contract cost the Council to dispose of IT – or does the awarded company “pay” for the material?

The Council pays a nominal sum for the transportation element from site.

If the contractor pays for the removal of IT – what are the typical costs? What is/are the last 3 months and 6 months' worth of transacted business?

Not applicable

If the Council pays for material to be removed – what is the projected spend over the period of the contract?

£5000

What involvement does the Councils Information Technology Services divisions specifically get involved in the disposal of IT equipment? Is this a piece of work where “estates” decide how to material is disposed of?

Technology Services tender for and award the contract.

How is data removed from Servers and PCs prior to the end of life?

For PCs our policy is that no data is held on C Drives but on the network however the pc disposal process assumes data is resident and the work is done under contract by BR environmental working to HMG IAS 5. For servers Technology Services staff prepare the servers for disposal using BLANNCO product to HMG IAS 5 standard.

If a software tool is deployed, which tool is it?

BLANNCO CESH certified product sets.

Does the tool meet CESH and DIPCOG certification?

Yes

Are drives removed and destroyed/ If so who removes the drives?

BR Environmental

How long does it take per machine to remove hard drives?

The Council does not hold this information. Therefore this letter acts as a refusal notice under section 17.1 of the Freedom of Information Act 2000 because, in accordance with section 1.1 of the Act, this information is not held by Leicester City Council.

Does the Council donate any equipment to charity, good causes or staff, if so, how does the (university) ensure data protection?

Not as a rule - we have only once made a donation at the behest of Elected Members to a specific project. In this instance the pcs were fully reformatted and all applications removed and a LINUX UNBUNTU O/S implemented.

If the Council prepares a PC to be donated to charity, good causes, or staff – how long does it take to prepare each PC and how does the council support any of the donated methods in terms of post donation to support?

See previous response, there was no subsequent support.

How does the Council transfer any licences between the Council and new owners?

Not applicable.

Who has overall responsibility for the disposal of IT equipment within the Council? Please supply name, telephone and email details.

It is not the policy of this Council to publish names of staff below Director level so we are withholding that information since we consider that to be an absolute exemption under section 40(2) (personal data), and this therefore constitutes a refusal under section 17 of the Freedom of information Act 2000. However the officer responsible is the Head of Technology Services, Information and Customer Access Division, who can be contacted via 0116 252 7000 or customer.services@leicester.gov.uk

Can the Council track all assets disposed of should there be a breach of data investigation? If so how would an individual asset be tracked?

Yes, through our internal asset management process and then from BR Environmentals' processes.

How many incidents has the Council dealt with in the last 3 years from data being found on IT equipment disposed of?

None

At what point during the IT assets lifecycle does the item become a zero cost asset to the Council? (When does the Council write the asset off?)

Where equipment is bought against revenue budgets the equipment is written off in that financial year. Where equipment is bought against a capital project then the equipment will be written off over 5 years.

How does the Council recognise any rebate from equipment sold?

Not applicable

How many staff are involved in decommissioning services of legacy IT equipment?

None specifically, where there is handling/recovery of equipment it is dealt with as part of the routine technical work load.

Is decommissioning a process driven exercise (set standards and procedures)? If so – please supply procedures adhered to and staff training.

No

How old is IT equipment before it is disposed of?

This is a variable but typically 5 years.

How many PCs and printers are expected to be removed from service between now and March 30th 2013?

This is a variable but a potential 1600 devices.

Who is the primary supplier of PCs and Printers to the Council – by which manufacturer?

For PCs the current supplier is Kelway and in the now rare cases that a printer is required this could be Misco, Insight or XMA. Current desktop hardware manufacturer of choice is HP.

Are the schools IT supply and disposal handled by the Council? Under separate contract / agreements? Please detail.

We will support schools if requested however it is the schools choice and in some instances they are supported separately under the Building Schools for the Future Programme.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

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.