[dstl]

Our ref: FOI 2014/06626
Your ref:

12 November 2014

Dear ▬▬▬▬▬

Thank you for your email of 30 October 2014 requesting the following information:

> *Please could you answer the following* [25] *questions regarding the equipment for Research and Development at Portsdown West, Portsdown Hill Road, Fareham, Hampshire, PO17 6AD.*

We are treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence, and we can confirm that all information in scope of your request is held.

For ease of reference, our responses are provided against each of your 25 questions in turn, below:

1. ***How many desktop PCs do you have at this site (PDW)? Which brand(s) are they?***

There are 625 desktop PCs at PDW broken down as follows:

Desktop PC	Apple	PDW	1
Desktop PC	Compaq	PDW	1
Desktop PC	Cooler Master	PDW	16
Desktop PC	Dell	PDW	456
Desktop PC	HP	PDW	2
Desktop PC	Industrial PC System	PDW	1
Desktop PC	IRUSH	PDW	1
Desktop PC	IT Computers	PDW	2
Desktop PC	National Instruments	PDW	1

Desktop PC	Novatech	PDW	33
Desktop PC	Shuttle	PDW	1
Desktop PC	Supermicro	PDW	2
Desktop PC	Ultraview	PDW	1
Desktop PC	Unknown	PDW	27
Workstation	Dell	PDW	78
Workstation	HP	PDW	1
Workstation	Micro Systemation	PDW	1

2. **How many laptops/notebooks or tablet PCs do you have at this site (PDW)? Which brand(s) are they?**

There are 2,340 laptops/notebooks at PDW broken down as follows:

Notebook	Acer	PDW	8
Notebook	Apple	PDW	5
Notebook	Dell	PDW	1037
Notebook	Fujitsu	PDW	1
Notebook	Google	PDW	3
Notebook	HP	PDW	9
Notebook	Lenovo	PDW	3
Notebook	Motorola	PDW	1
Notebook	Panasonic	PDW	21
Notebook	Samsung	PDW	4
Notebook	Sony	PDW	3
Notebook	Toshiba	PDW	1244
Notebook	Unknown	PDW	1

3. **How many thin clients do you have at this site (PDW)? Which brand(s) are they?**

There are 1,547 Thin Clients at PDW broken down as follows:

Thin Client	Sun	PDW	1547

4. **What operating systems do you run on your PCs/Laptops?**

Windows 7 and Microsoft XP, and a small quantity of Linux and Apple Mac systems.

5. **How many physical servers do you have on site? Which brand(s) are they?**

We have 393 physical servers at PDW. The vast majority of Server Hardware is Hewlett Packard.

6. **Which server operating systems do you use?**

Windows Server 2003, Window Server 2008, Redhat Enterprise Linux, and Centos.

7. **Which server virtualisation software do you use?**

VMWare ESXi

8. **Do you access any virtual servers in the cloud?**

Yes – internal Cloud solution only.

9. **What supplier provides the maintenance (out of warranty) support on your desktops and servers and when does the contract expire?**

At the time of request, there is currently no maintenance support for the server estate. There is no warranty arrangement via third party for desktops; this is provided by local EUS second line teams (Temple Knight covers out of warranty printers only).

10. **What suppliers/brands of Storage Area Networking (SAN) do you use?**

Hewlett Packard.

11. **Which application do you use for Enterprise Resource Planning/Management?**

ERP/ERM is provided through Oracle/Peoplesoft.

12. **Which application do you use for Groupware Products?**

MS Sharepoint is used for collaborative solutions.

13. **Which application do you use for Database Products?**

Three different database platforms are used: Oracle, SQL Server, and MYSQL/MS Access.

14. **Which application do you use for CRM Software?**

The CRM application ACT!.

15. **Which application do you use for Business Intelligence Systems?**

No BI systems are in place.

16. **Which application do you use for Finance & Accounting Systems?**

The Finance module of Oracle/Peoplesoft is used.

17. **Which application do you use for Human Resources Application Systems?**

The HR module of Oracle/Peoplesoft is used.

18. **Who is your primary voice carrier?**

BT/DFTS.

19. **Approximately how many phone extensions do you have at this site?**

Circa 3,000.

20. **Do you use VoIP for your internal communications?**

No.

21. *Are your external calls through your voice carrier carried over VoIP or do they go over a conventional phone line?*

Conventional Line.

22. *Which brand of PBX do you use at this site?*

Siemens Realitis DX.

23. *Which supplier has the maintenance contract on your PBX and when does it expire?*

BT/DFTS http://www.globalservices.bt.com/uk/en/casestudy/dfts_secure_communications

24. *Who supplies the outsourced or managed service for your data centre and when does the contract expire?*

Steria. Contract expires in March 2019.

25. *Who supplies the outsourced or managed service for your service desk and when does the contract expire?*

Steria. Contract expires in March 2019.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 1st Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, http://www.ico.gov.uk.

Yours sincerely

Dstl Secretariat