

Our ref: 740080  
Your ref:

Tony Malone  
Highways England  
Bridge House  
1 Walnut Tree Close  
Guildford  
GU1 4LZ

via email: [REDACTED]

7<sup>th</sup> September 2016

Dear [REDACTED]

## FREEDOM OF INFORMATION REQUEST

Thank you for Freedom of Information request dated 9th July 2016 regarding IT Expenditure.

As explained in the email sent to you on 26th July 2016 we are unable to provide the granularity of information you have requested as the data is not retained in this way. Likewise the data captured is not necessarily in the distinct categories you require. The shape of Information Technology Directorate has changed over time, as has our contract structure, so it is not possible to compare 'like with like' across the years. Therefore, we have provided you with a one year of IT costs for the Directorate.

In supporting the business in 2015/16 we spent the following on core IT services:

£31.148m on resource expenditure – this covers support of legacy systems, towerised services (connectivity, hosting, telecoms) licenses, technical support, managed print service in the main.

£8.918m on Capital expenditure - this covers hardware purchases (smartphones, laptops, tablets, monitors), accommodation IT works and tower related capital costs.

For IT Training costs 2015/16 the total spend on IT training was £112,322.08 of which the IT Directorate spend for this period was £45,518.28.

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk). You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote reference number 740080 in any future communications.

Yours sincerely

**Tony  
Malone**

Digitally signed by Tony Malone  
DN: cn=Tony Malone, o=Highways  
England, ou=Information Technology  
Directorate,  
[REDACTED]  
d.co.uk, c=GB  
Date: 2016.09.09 08:44:47 +01'00'

Chief Information Officer  
Highways England