



Department
for Environment
Food & Rural Affairs

helpline@defra.gsi.gov.uk
www.gov.uk/defra

Your ref:
Our ref: RFI 6831
Date: 28 August 2014

Dear [REDACTED]

REQUEST FOR INFORMATION: Video Conferencing

Thank you for your request for information about video conferencing at Defra, which we received on 18 August 2014. We have handled your request under the Freedom of Information Act 2000 (FOIA).

Please see your questions and our responses below:

How many video conferencing systems are in place?
There are 19 systems in place across the department.

What is the typical monthly usage?
The typical monthly usage is 1565 minutes.

What role or person manages the video conferencing?
The Defra Group Service Management team.

Do video calls take place with external organisations?
Yes.

In keeping with the spirit and effect of the FOIA, and in keeping with the government's Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on www.gov.uk together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.



I attach Annex A, which explains the copyright that applies to the information being released to you.

I also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact me.

Yours

Defra FOI and EIRs Team
informationrequests@defra.gsi.gov.uk

Annex A

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Annex B

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Mike Kaye, Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: requestforinfo@defra.gsi.gov.uk) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

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