

Our ref: 710,373
Your ref:

[REDACTED]
Head of ICT Solutions
The Cube
Birmingham

[REDACTED]
19th August 2014

Dear Ms [REDACTED]

FREEDOM OF INFORMATION REQUEST

Thank you for your e-mail Freedom of Information request regarding the Highways Agency's teleconferencing services. The answers to your request are below.

- Q1 How many Video conferencing systems are in place?

The Highways Agency has one video conference system in place. This is available in 28 rooms across the Highways Agency estate.

- Q2 What is the typical monthly usage?

We do not record the number of Video Conference meetings, only the connections. A meeting consists of between 1 and 8 connections. A single connection would be a call to an external organisation. 8 connections is a meeting between four Highways Agency buildings and is the maximum number of internal rooms we allow to connect due to display constraints.

Our regular usage is approximately 240 connections per month.

- Q3 What role or person manages the video conferencing?

Video Conferencing is managed by the internal ICT Service Delivery Team.

- Q4 Do video calls take place with external organisations?

I can confirm that we conduct video conferences with external organisations.

In keeping with the spirit and effect of the legislation, all information is assumed to be releasable to the public unless exempt. We may therefore be publishing the information you requested, together with any related information that will provide a key to its wider context, via our website: <http://www.highways.gov.uk/>

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 <http://www.highways.gov.uk/foiresponses/FOIresponses/8024.aspx>.

If you require a print copy, please phone the Highways Agency Information Line on 0300 123 5000; or e-mail ha_info@highways.gsi.gov.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 the reference number above in any future communications.

Yours sincerely

A black rectangular redaction box covering the signature of the sender.

Head of ICT Solutions