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Our ref: FOI 2014/02165
Your ref:

27 June 2014

Dear [REDACTED]

Thank you for your email of 9 June 2014 requesting the following information:

- 1.) How many desktop PCs do you have at this site? Which brand(s) are they?
- 2.) How many laptops/notebooks or tablet PCs do you have at this site? Which brand(s) are they?
- 3.) How many thin clients do you have at this site? Which brand(s) are they?
- 4.) What operating systems do you run on your PCs/Laptops?
- 5.) How many desktops, laptops and thin clients do you have in total in your organisation across the country?
- 6.) How many physical servers do you have on site? Which brand(s) are they?
- 7.) Which server operating systems do you use?
- 8.) How many virtual servers do you have on site?
- 9.) Which server virtualisation software do you use?
- 10.) Do you access any virtual servers in the cloud?
- 11.) What supplier provides the maintenance (out of warranty) support on your desktops and servers and when does the contract expire?
- 12.) What suppliers/brands of Storage Area Networking (SAN) do you use?
- 13.) Which application do you use for Enterprise Resource Planning/Management (ERP/ERM)?
- 14.) Which application do you use for Groupware Products?
- 15.) Which application do you use for Database Products?
- 16.) Which application do you use for CRM Software?
- 17.) Which application do you use for Business Intelligence Systems?
- 18.) Which application do you use for Finance & Accounting Systems?
- 19.) Which application do you use for Human Resources Application Systems?
- 20.) Are any of your business applications cloud based? If so please state which ones.
- 21.) What are the names, line types and speeds of your ISPs?
- 22.) Who is your primary voice carrier?
- 23.) Approximately how many phone extensions do you have at this site?
- 24.) Do you use VoIP for your internal communications?

- 25.) Are your external calls through your voice carrier carried over VoIP or do they go over a conventional phone line?
- 26.) Which brand of PBX do you use at this site?
- 27.) Which supplier has the maintenance contract on your PBX and when does it expire
- 28.) Who supplies the outsourced or managed service for your data centre and when does the contract expire?
- 29.) Who supplies the outsourced or managed service for your service desk and when does the contract expire?

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

In accordance with the FOI Act we are applying Section 12 Cost of compliance exceeds appropriate limit.

To task and retrieve all of the information requested across all corporate networks and standalone systems would cost over the £600 limit and exceed the 3.5 days effort to complete.

Those items listed that cumulatively fall immediately into the over cost bracket are 5, 8, 20, 21, as referenced in your list above.

We ask that you refine your request in order of priority which would enable us to review and answer your request within the statutory cost limits as set out in the FOI Act.

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

