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## INFORMATION RELEASED UNDER THE FREEDOM OF INFORMATION ACT

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Information released title	IT Infrastructure Information
Original request	<p>In line with the Freedom of Information Act I kindly request the answer to the following information. I hope I have been specific in my questions to make answering easier.</p> <p>Local Area Network</p> <ul style="list-style-type: none"> <li>a. What manufacturer/s is your Local Area Network (LAN)?</li> <li>b. When does your support contract come up for renewal on the LAN?</li> <li>c. What is the current cost of the LAN support contract?</li> <li>d. Which company is the LAN support contract with?</li> </ul> <p>Phone System</p> <ul style="list-style-type: none"> <li>a. What manufacturer/s is your Phone System?</li> <li>b. When does your support contract come up for renewal on the Phone System?</li> <li>c. What is the current cost of the Phone System support contract?</li> <li>d. Which company is the Phone System support contract with?</li> </ul> <p>Storage area Network</p> <ul style="list-style-type: none"> <li>a. What manufacture/s is your Storage Area Network (SAN)?</li> <li>b. When was your SAN purchased?</li> <li>c. When does your support contract come up for renewal on your SAN?</li> <li>d. What is the current cost of your SAN support contract?</li> <li>e. Which company is the SAN support contract with?</li> <li>f. How many Virtual Servers are your running?</li> </ul> <p>Connectivity</p> <ul style="list-style-type: none"> <li>a. What Internet connectivity does the organisation use?</li> <li>b. When are the internet contract/s up for renewal?</li> <li>c. What is the current cost of the internet connectivity contract/s?</li> </ul>

	<p>d. Which company is the support contract/s with?</p> <p>e. What voice connectivity services do you use within the organisation?</p> <p>f. When are the voice connectivity contract/s up for renewal?</p> <p>g. What is the current cost of the voice connectivity contract/s?</p> <p>h. Which company is the voice connectivity contract/s with?</p> <p>Data Centre</p> <p>a. Do you use any offsite/third party Data Centres?</p> <p>b. What services are used within these facilities and how big are they?</p> <p>c. When are these contracts up for renewal?</p> <p>Cloud Services</p> <p>a. Do you use any third party cloud/hosting services?</p> <p>b. What services are used and what size are these?</p> <p>c. When are these contracts due for renewal?</p> <p>Contacts</p> <p>a. Who is responsible for managing the ICT investments within the organisation?</p> <p>b. What is the contact/s contact details?</p> <p>c. Who is responsible for the ICT purchasing decision making?</p> <p>d. What is the contact/s contact details?</p>
Date of release	29/10/2015
Requester type	Individual

**Information released:**

Local Area Network

- a. What manufacturer/s is your Local Area Network (LAN)?  
Cisco infrastructure
- b. When does your support contract come up for renewal on the LAN?  
N/A. As this is managed in house, the information is not held.
- c. What is the current cost of the LAN support contract?  
N/A. As this is managed in house, the information is not held.
- d. Which company is the LAN support contract with?

N/A. As this is managed in house, the information is not held.

#### Phone System

- a. What manufacturer/s is your Phone System?  
Cisco Telephony
- b. When does your support contract come up for renewal on the Phone System?  
N/A. As this is managed in house, the information is not held.
- c. What is the current cost of the Phone System support contract?  
N/A. As this is managed in house, the information is not held.
- d. Which company is the Phone System support contract with?  
N/A. As this is managed in house, the information is not held.

#### Storage area Network

- a. What manufacture/s is your Storage Area Network (SAN)?  
Hewlett Packard
- b. When was your SAN purchased?  
2011
- c. When does your support contract come up for renewal on your SAN?  
Our support package, which includes our SAN support, is due for renewal in February 2016.
- d. What is the current cost of your SAN support contract?  
Our SAN support is part of a package worth £9,864.68
- e. Which company is the SAN support contract with?  
Maindec
- f. How many Virtual Servers are your running?  
68

#### Connectivity

- a. What Internet connectivity does the organisation use?  
UKCES has one 2mb guest wireless network at each of its two sites and a 10mb managed internet line.
- b. When are the internet contract/s up for renewal?  
April 2016
- c. What is the current cost of the internet connectivity contract/s?
  - £3,694.84 (for two guest wireless networks)
  - 10mb line comes as part of a managed WAN service.
- d. Which company is the support contract/s with?  
Knowledge IT

- d. What voice connectivity services do you use within the organisation?  
ISDN 30 Line
- e. When are the voice connectivity contract/s up for renewal?  
Yearly rolling renewal
- f. What is the current cost of the voice connectivity contract/s?  
Estimated cost including usage is £18,500 per year
- g. Which company is the voice connectivity contract/s with?  
BT

## Data Centre

- a. Do you use any offsite/third party Data Centres?  
Yes
- b. What services are used within these facilities and how big are they?  
UKCES leases two server racks within this datacentre.
- c. When are these contracts up for renewal?  
September 2016

## Cloud Services

- a. Do you use any third party cloud/hosting services?  
Yes
- b. What services are used and what size are these?  
Please note that in response to the 'size' element of this question, we have interpreted 'size' as meaning 'number of users'. Please clarify if this interpretation is incorrect.
  - Office 365 – 120 E3 user licenses
  - Box Sync – 20 (estimated maximum)
  - Amazon AWS (through a managed service solution)
  - Dropbox – 14 users (estimated)
  - Citrix Go To Meeting – 2
- c. When are these contracts due for renewal?
  - Office 365 – November 2015
  - Box Sync – May 2016
  - Amazon AWS – June 2016
  - Dropbox – N/A, as this is a free-to-use service
  - Citrix Go To Meeting – November 2015

## Contacts

- a. Who is responsible for managing the ICT investments within the organisation?
- b. What is the contact/s contact details?

- c. Who is responsible for the ICT purchasing decision making?
- d. What is the contact/s contact details?

I can confirm that UKCES does hold this information however it is exempt from releasing it under the Act due to Exemption 40(2) being engaged.

*Exemption 40(2): Information is exempt information if disclosure would breach one of the data protection principles.*

The reason that this exemption is engaged is due to this information consisting of personal information. Release to the general public would be likely to breach one of the Data Protection Act principles. Our organisation does not publish/release personal information of staff other than the Executive Leadership Team – which details can be found on our website: <https://www.gov.uk/government/organisations/uk-commission-for-employment-and-skills>.

If you would like to find out more about working with the UK Commission for Employment and Skills, please visit:

<https://www.gov.uk/government/organisations/uk-commission-for-employment-and-skills/about/procurement>.