



Ministry  
of Defence

Ministry of Defence  
Main Building (02/M)  
Whitehall  
London SW1A 2HB  
United Kingdom

Ref. FOI2015/04029

Telephone: +44 (0)20 7218 9000

E-mail: [ISSHQ-MB-GroupMailbox@mod.uk](mailto:ISSHQ-MB-GroupMailbox@mod.uk)

24 June 2015

Dear [REDACTED]

#### FREEDOM OF INFORMATION REQUEST

Thank you for your email of 25 May 2015 in which you requested the following information:

*please refine your response to the 'Defence Information Infrastructure (DII) ICT network recorded centrally'.*

This was sent in response to our reply of 22 May 2015 to your FOI request (2015/04029), as follows:

*I would like:*

*Information provided on a per organisation basis*

*Information relating to outsourced services pertaining to general services such as Service Desk, Desktop Support, Infrastructure Support, and Service Management*

*Where one MOD organisation provides or facilitates some or all of these services for another within MOD then please make this clear.*

I am treating your correspondence as a request for information under the Freedom of Information (FOI) Act 2000.

The Defence Information Infrastructure (DII) ICT service is provided to MOD by the ATLAS Consortium and is delivered by Information Systems and Services (ISS) within the Department. The consortium comprises Hewlett-Packard, Fujitsu, CGI and Airbus Defence and Space. Hewlett-Packard is the prime contractor. The full contract ends in 2018. The contract supplies a comprehensive service including Service Desk, Desktop Support, Infrastructure Support, and Service Management for the MOD. At present the Service Desk and Desktop Support services are provided by HP and Fujitsu, the networking infrastructure support is supplied by Airbus and CGI help provide system management information and application porting.

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, 1<sup>st</sup> Floor, MOD Main Building, Whitehall, SW1A 2HB (e-

mail [CIO-FOI-IR@mod.uk](mailto: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.org.uk>.

Yours sincerely,

ISS HQ-MB Secretariat