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You requested the following information:

1. Local Area Network

- a. **What Manufacturer is your LAN Network?**
- b. **What date does your support contract come up for renewal on the LAN Network?**
- c. **What is the current cost of the LAN Network Support?**
- d. **Which company is the support contract with?**

2. Phone System

- a. **What Manufacturer is your phone system?**
- b. **When date does your support contract come up for renewal on the Phone System?**
- c. **What is the current cost of the phone system Support?**
- d. **Which Company is the support Contract with?**

3. Storage (SAN)

- a. **What Manufacturer of SAN are you using?**
- b. **When was the SAN purchased?**
- c. **How Many Virtual Servers are you running?**

4. Data Centre

- a. **Do you use offsite/Third Party Data Centres?**
- b. **What Services and how big are the offsite facilities?**
- c. **When are the contracts due for renewal?**

5. Cloud Services

- a. **Do you use third Party Cloud services?**
- b. **What services are used and what size are these**
- c. **When are the contracts due for renewal?**

6. Contacts

- a. Who is responsible for ICT in the organisation and what are their contact details?**
- b. Who is responsible for ICT Infrastructure in the organisation and what are their contact details?**

We have handled your request under the Freedom of Information Act 2000.

The Wales Office uses IT services supplied under Ministry of Justice contracts. We therefore do not hold the information that you have requested. You may wish to ask the Ministry of Justice about the management of its IT. The answers to your questions regarding telephony services are set out below:

Q1. What Manufacturer is your phone system?

A1. Siemens Plc.

Q2. When date does your support contract come up for renewal on the Phone System?

A2. This support contract expired on 1 January 2015.

Q3. What is the current cost of the phone system Support?

A3. The annual average cost of this contract in 2012-13 and 2013-14 was £33,352.

Q4. Which Company is the support contract with?

A4. Level 3 Communication