



Our ref: 721328  
Your ref:

[REDACTED]  
Via Email  
[REDACTED]

Tony Malone  
Chief Information Officer  
Highways England  
Bridge House  
1 Walnut Tree Close  
Guildford  
GU1 4LZ

19 June 2015

Dear Mr [REDACTED]

## FREEDOM OF INFORMATION REQUEST

Thank you for your Freedom of Information request dated 29 May regarding ICT Training in Highways England. I have included your original questions below in *Italics* and the responses are in normal font.

*Q1 What budget has been allocated for ICT technical training from 1<sup>st</sup> April 2015 to the 31<sup>st</sup> of March 2016?*

There is no dedicated training budget allocated for ICT Solutions. Each training requirement that is not covered by the central Learning and Development (L&D) team would need to be justified on a case by case basis.

*Q2 Can you please provide details of the ICT Managers/Mangers that will purchase ICT technical training?*

Any PB7 or above in ICT can potentially approve training purchases. This constitutes a total of 12 Highways England Staff.

*Q3 Please can we have a list of RFQ (Request for Quotes) for any training that will be purchased within the coming 12 months?*

We have not yet made any that I am aware of. L&D will be preparing an exercise for ITIL foundation on our behalf shortly however L&D are not at a stage yet to tender for quotes.

The following courses have been requested via business cases and approved since April 2015:

ITIL Foundation Certificate in IT Service Management for 14 delegates  
Cisco Certified Network Professional course  
Adobe Captivate 8: Introduction  
Oracle SQL Fundamentals/SQL Expert

*Q4 Is there ICT technical training required to be purchased within a certain time-frame?*  
No

*Q5 Can I have a list of any ICT software Upgrades planned for the new financial year?*

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An upgrade of Windows Server 2003 to 2012 and Windows 7 to 8.1 or 10 (10 preferred) are planned for the 2015-16 financial year.  
An upgrade of Microsoft Exchange 2007 to 2013 is currently underway.

*Q6 Can I have a list of any hardware upgrades planned for the new financial year?*

We will undertake an end user computer device refresh later this year. This will move us from traditional desktops to mobile devices such as laptops and tablets. The specific date is not yet confirmed

*Q7 Can you provide copies or details of any ICT projects?*

Please see attached spreadsheet containing all current and planned ICT projects. Please note this list is for office based ICT projects and does not include business as usual ICT services or On-Road ICT projects.

*Q8 How much ICT technical training, has been purchased from QA Limited since first of April 2015?*

We are not aware of any technical training purchased through QA Limited. L&D are not aware of any ICT technical training purchased through QA Ltd.

Through our contract with Capita the following courses have been provided:

Since April 2015, we have had the following courses requested and approved in regards to IT training:

- Microsoft Excel 2010 - Advanced
- Microsoft Excel 2010 Level 2
- Microsoft Excel 2010 - Advanced
- Microsoft Access Level 1
- Microsoft Excel 2010 - Level 1
- Microsoft Excel 2010 - Level 1
- Microsoft Excel 2010 - Level 1
- Microsoft Excel 2010 Level 2
- Microsoft Visio x 12 delegates
- Microsoft Excel 2010 - Advanced
- Microsoft Excel 2010 - Advanced
- Microsoft Visio 2010 Level 2
- Microsoft Excel 2010 Level 2
- Microsoft Excel 2010 Level 2
- Microsoft Excel 2010 - Advanced
- Microsoft Excel 2010 - Intermediate
- Microsoft Excel 2013 Introduction
- Microsoft Access Level 1
- Microsoft Access Level 1
- Microsoft Excel 2010 Level 2
- Microsoft Excel 2010 Level 2
- Microsoft Excel 2010 Level 2
- Microsoft Excel 2010 - Advanced
- Microsoft Excel 2010 - Advanced
- Microsoft Excel 2010 - Level 3
- Microsoft Visio 2010 Level 1





Microsoft Excel 2010 - Level 1

These courses have been approved as they have been seen as business essential.

*Q9 Do you currently have any skills licences purchased with QA Limited? If so can you please provide a usage report?*

We are not aware of any technical training purchased through QA Limited.

*Q10 Can you please provide details of the ICT Managers/Mangers that will purchase the licence?*

Not applicable.

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:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy of the process, please phone the Information Line on 0300 123 5000; or e-mail [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk). I would be grateful if you would contact me if you wish to have an internal review.

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

Should you have any queries about this letter, please contact me. Please quote our reference number above in any future communications.

Yours sincerely



PP Tony Malone  
Chief Information Officer  
Highways England

