



Our ref: 732138
Your ref:

[Redacted]
Deputy Chief Information Officer
Highways England
The Cube
199 Wharfside Street
Birmingham
B1 1RN

[Redacted]
Via Email
[Redacted]

15th January 2016

Dear [Redacted]

FREEDOM OF INFORMATION REQUEST

Thank you for your Freedom of Information request dated 16 December regarding Highways England's IT network infrastructure and, specifically, the equipment at Bridge House, Walnut Tree Close, Guildford, Surrey, GU1 4LZ

Please find the answers to your questions below:

- 1.) *How many desktop PCs do you have at this site? Which brand(s) are they?*
There are approximately 10 Dell desktops at this site [Bridge House, Guildford].
- 2.) *How many laptops/notebooks or tablet PCs do you have at this site? Which brand(s) are they?*
There are approximately 100 Lenovo laptops and 290 'Microsoft Surface Pro 3' tablets at this site [Bridge House, Guildford].
- 3.) *How many thin clients do you have at this site? Which brand(s) are they?*
Highways England has no thin clients at this site [Bridge House, Guildford].
- 4.) *What operating systems do you run on your PCs/Laptops?*
Highways England PCs and Laptops run Windows 7 and Windows 8.1.
- 5.) *How many desktops, laptops and thin clients do you have in total in your organisation across the country?*
There are approximately 4100 Highways England PCs and Laptops in total for the business / office based IT provision. Operational technology is excluded from the 4100 total.
- 6.) *How many physical servers do you have on site? Which brand(s) are they?*
There is one HP Server on site [Bridge House, Guildford].
- 7.) *Which server operating systems do you use?*
The server uses Windows Server 2012





8.) How many virtual servers do you have on site?

There are three virtual servers on site [Bridge House, Guildford].

9.) Which server virtualisation software do you use?

Highways England uses Hyper V in offices (for example at Bridge House) and VMWare in our data centres.

10.) Do you access any virtual servers in the cloud?

Principally we operate in a private-Cloud, i.e. hosted for us, but virtualised.

11.) What supplier provides the maintenance (out of warranty) support on your desktops and servers and when does the contract expire?

The service is bought as a managed service

12.) What suppliers/brands of Storage Area Networking (SAN) do you use?

The service is bought as a managed service

13.) Which application do you use for Enterprise Resource Planning/Management (ERP/ERM)?

Highways England uses Oracle 11g for Enterprise Resource Planning/Management.

14.) Which application do you use for Groupware Products?

Highways England uses various applications such as Trello, Kahootz, and Yammer

15.) Which application do you use for Database Products?

Highways England uses various database products, including Oracle DB, MS SQL Server, MySQL/MariaDB and PostgreSQL

16.) Which application do you use for CRM Software?

Highways England does not use any specific CRM software.

17.) Which application do you use for Business Intelligence Systems?

Highways England uses various applications including, with our suppliers, Oracle BI and Oracle Spatial.

18.) Which application do you use for Finance & Accounting Systems?

Highways England uses various applications including Oracle Financials

19.) Which application do you use for Human Resources Application Systems?

Highways England uses the Government Shared Service Centre (SAP)

20.) Are any of your business applications cloud based? If so please state which ones.

Highways England's cloud based applications include Bravosoft (procurement), SAP (HR), Inrix (Floating Vehicle Data), Unify (VoIP telephony).

21.) What are the names, line types and speeds of your ISPs?



There are two lines at the site [Bridge House, Guildford]:

- A 40Mb MPLS fibre link for PSN connectivity provide by Thales
- A secondary 20b DSL Fibre link for wireless internet provided by Virgin Media.

22.) *Who is your primary voice carrier?*

Our primary voice carrier is Unify Enterprise Communications Ltd

23.) *Approximately how many phone extensions do you have at this site?*

We have approximately 380 phone extensions at this site [Bridge House, Guildford].

24.) *Do you use VoIP for your internal communications?*

Highways England currently has VoIP at 4 sites and are in the process of deploying a VOIP solution across the rest of it's estate.

25.) *Are your external calls through your voice carrier carried over VoIP or do they go over a conventional phone line?*

External calls are through VoIP at the 4 sites that have been transitioned to VoIP. All other sites will be carrying calls over VoIP by March 2016.

26.) *Which brand of PBX do you use at this site?*

We do not use PBX at this site [Bridge House, Guildford].

27.) *Which supplier has the maintenance contract on your PBX and when does it expire*
Please see Q) 26

28.) *Who supplies the outsourced or managed service for your data centre and when does the contract expire?*

Highways England has a contract with Specialist Computer Centre (SCC), which expires in March 2016

29.) *Who supplies the outsourced or managed service for your service desk and when does the contract expire?*

Highways England has a contract with BAE systems with expires in October 2017

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. 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



**Deputy Chief Information Officer
Highways England**

