



Foreign &  
Commonwealth  
Office

**Knowledge and Technology Directorate**  
Foreign and Commonwealth Office  
King Charles Street  
London SW1A 2AH

Website: <https://www.gov.uk>

11 April 2017

**FREEDOM OF INFORMATION ACT 2000 REQUEST REF: 0185-17**

Thank you for your email of 19<sup>th</sup> February 2017 asking for information under the Freedom of Information Act (FOIA) 2000. You asked:

*Under the Freedom of Information Act 2000 I seek the following information about the organisations information technology team and infrastructure equipment:*

1. *What is your annual IT Infrastructure Budget for 2016, 2017 & 2018?*
2. *What storage vendor(s) and model do you currently use?*
3. *When was the installation date of above storage vendor(s)? (Month/year)*
4. *When is your planned (or estimated) storage refresh date? (Month/year)*
5. *What is your estimated budget for the refresh?*
6. *What is the capacity of the storage data in TB?*
7. *The total number of IT staff employed by the organization:*
8. *Please list and provide contact details for the IT senior management team including CIO, IT Director and Infrastructure Architects if applicable:*
9. *Please confirm if you are utilising desktop virtualisation technologies and if so how many users do you provide services for?*
10. *What backup software do you use?*
11. *How much data do you backup in TB?*
12. *Number of servers?*

13. *What operating system(s) do you use?*
14. *Number of virtualised servers?*
15. *What percentage of your environment is virtualised?*
16. *If you outsource your IT works, please provide who it is with and when the contract started and ends.*
17. *Please also name all of the IT re-sellers that you work with and buy from, as well as the frameworks that you use for the release of any tenders etc.*
18. *Please also approximate the time spent managing your IT systems, specifically storage, per week in the unit of man hours. Also approximate the amount of time taken carving out LUNs and/or Volumes.*
19. *Please list any and all pain points that the IT teams, and organisation as a whole, experience with regard to the storage and usage of the virtualised workloads.*
20. *How is your storage connected, i.e. via Fibre Channel, Ethernet (NFS or ISCSI). If your storage is currently connected via Fibre Channel, do you have access to 10 GB Ethernet, or 1 GB ethernet, and if so, please declare which.*

I am writing to confirm that we have now completed the search for the information which you requested.

I can confirm that the Foreign and Commonwealth Office (FCO) does hold information relevant to your request.

1. The total available budget for IT infrastructure for FY16/17 is approximately £116.5m. We do not hold the information for FY17/18.
2. The storage vendors used are a variety of HP & NetApp.

Information relating to storage models is withheld under Section 24 (1) – national security - and Section 31 (1) (a) – law enforcement - of the Freedom of Information Act (FOIA).

Section 24 is a qualified exemption, which means that it is subject to a public interest test. We acknowledge the public interest in openness and transparency, but we consider that there is also a public interest in the FCO protecting national security. Having reviewed the requested material, we are concerned that disclosure could undermine the confidentiality and integrity of departmental systems leading to IT systems being compromised or disrupted and consequently adversely impact on UK's security. We have therefore concluded that the exemption applies and that non-disclosure serves the public interest better than release in this instance.

The exemption in section 31 (1) (a) is designed to cover all aspects of the prevention and detection of crime. Section 31 is a qualified exemption, which means that it is subject to a public interest test. We acknowledge the public interest in openness and transparency and we recognise that releasing this information would provide the public with assurance that we are protecting our IT infrastructure. However, section 31 is engaged because releasing the information will prejudice the prevention of crime by facilitating the possibility of a criminal offence being carried out. Hacking into an IT system is a criminal offence. The FCO takes the protection of its IT infrastructure very seriously. We implement the mandatory requirements of the Cabinet Office Security Policy Framework and follow Her Majesty's Government's Information Assurance standards and best practice which covers all areas of security.

For the reasons set out above, we have assessed that the public interest in maintaining this exemption outweighs the public interest in disclosure.

3. The installation of the storage vendors occurs on a rolling replacement to match vendor support windows.
4. We are unable to provide refresh dates as there is no regular refresh plan for any hardware.
5. Not applicable due to answer 4.
6. The total storage of the estate is 1,350 TB
7. Under section 21 of the Act, we are not required to provide information in response to a request if it is already reasonably accessible to you. Some of the information relevant to your request can be found at the following link:  
<https://data.gov.uk/organogram/foreign-and-commonwealth-office/2016-03-31>  
Click on PUS > Director General Operations > Chief Information Officer, where you will find staff numbers for the IT department.
8. Colin Martin-Reynolds – Chief Information Officer  
Stephen Robbins – Head of IT Delivery and Deputy CIO  
Contact number – 020 7008 1500
9. Information relating to desktop virtualisation technologies is withheld under Section 24 (1) and Section 31 (1) (a), as above.
10. The backup software used is HP.
11. Information relating to data backup is withheld under Section 24 (1) and Section 31 (1) (a), as above.
12. Information relating to number of servers is withheld under Section 24 (1) and Section 31 (1) (a), as above.
13. Under section 21 of the Act, we are not required to provide information in response to a request if it is already reasonably accessible to you. Some of the information

relevant to your request can be found at the following link:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/521916/Future\\_FCO\\_Report.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/521916/Future_FCO_Report.pdf)

14. Information relating to number of virtualised servers is withheld under Section 24 (1) and Section 31 (1) (a), as above.
15. Information relating to the percentage of environment which is virtualised is withheld under Section 24 (1) and Section 31 (1) (a), as above.
16. IT works are outsourced to Computacenter who are contracted from Quarter 3 2013 to Quarter 3 2018.
17. Standard government frameworks or OJEU tenders are used.
18. The FCO does not hold this information.
19. The FCO does not hold this information.
20. Information relating to how storage is connected is withheld under Section 31 (1) (a), as above.

Knowledge and Technology Directorate



We keep and use information in line with the Data Protection Act 1998. We may release this personal information to other UK government departments and public authorities.