Dear Mr Leonard

Thank you for your freedom of information request, received on 23 March 2021.

Our answers to your questions are as follows:

TELEPHONE AND UC/COLLABORATION:

Please confirm the manufacturer of your telephony system(s) that are currently in place
Answer: The SSRO does not have a telephony system as we use VOIP via Microsoft Teams.

When was the installation date of your telephony equipment?
Answer: The SSRO does not have a telephony system as we use VOIP via Microsoft Teams.

When is your contract renewal date?
Answer: The SSRO does not have a telephony system as we use VOIP via Microsoft Teams.

Who maintains your telephony system(s)?
Answer: The SSRO does not have a telephony system as we use VOIP via Microsoft Teams.

Please confirm the value of the initial project
Answer: The SSRO does not have a telephony system as we use VOIP via Microsoft Teams.

Please confirm the total ongoing annual spend on telephony
Answer: Microsoft calling plans 2020: £5,364 (inc VAT); EE mobile contract 2020: £4,989 (inc VAT)

Please confirm the annual support cost for your telephony system
Answer: The SSRO does not have a telephony system as we use VOIP via Microsoft Teams.

Do you use Unified Communications or Collaboration tools , if so which ones?
Answer: Microsoft Teams

CONTACT CENTRE

Please confirm the manufacturer of your contact centre system(s) that are currently in place?
Answer: The SSRO does not run a contact centre.

When was the installation date of your contact centre infrastructure?
Answer: The SSRO does not run a contact centre.

When is your contract renewal date?
Answer: The SSRO does not run a contact centre.

Who maintains your contact centre system(s)?
Answer: The SSRO does not run a contact centre.

Please confirm value of the initial project?
Answer: The SSRO does not run a contact centre.

Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre
Answer: The SSRO does not run a contact centre.

How many contact centre agents do you have?
Answer: The SSRO does not run a contact centre.

Do agents work from home? Or just your offices?
Answer: The SSRO does not run a contact centre.

Do you use a CRM in the contact centre? What platform is used?
Answer: The SSRO does not run a contact centre. The SSRO does not use a CRM system.

Do you use a knowledge base / knowledge management platform? What platform is used?
Answer: The SSRO uses MS Sharepoint and MS Teams.

CONNECTIVITY AND NETWORK SERVICES

Who provides your WAN and internet connectivity and the annual spend on each
Answer: BT provides the internet connectivity. The SSRO does not use a WAN. BT MPLS line: £9888 including VAT per annum

Have you , or do you plan to deploy SD Wan services
Answer: SSRO does not operate a WAN

Have you got SIP trunks, if so who from and confirm annual spend
Answer: MS Teams uses SIP. Teams spend is included in overall MS licensing.

Please confirm who provides your LAN, WIFI and Security infrastructure
Answer: Littlefish UK is the SSRO's IT Managed Service supplier and operates and manages the LAN, Wifi and security infrastructure.

Please confirm your annual spend on each
Answer: It is included in the overall IT Managed Service contract.

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management.
Answer: The SSRO does not run a data centre, the infrastructure used is all within the cloud based on Microsoft Azure and Microsoft 365. There is also a cloud based SOC (Security Operations Centre) provided by a third party, e2e-assure.

ORGANISATION

How many employees do you have overall within your organisation?
Answer: 38 employees

Can you provide contact details for your procurement lead / category manager for these services?
Answer: Jane.mcgovern@ssro.gov.uk

Can you provide names and contact details for the following people within your organisation?

.	CIO / IT Director - Answer: n/a

.	Head of IT - Answer: Dagmar.jeschin@ssro.gov.uk

.	Head of Digital Transformation - Answer: n/a

.	Head of Customer services - Answer: n/a

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request and should be addressed to: Neil Swift, c/o Enquiries, enquiries@ssro.gov.uk.

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.

Yours sincerely

Enquiries

Single Source Regulations Office

T: 0203 771 4771 | E: enquiries@ssro.gov.uk
Finlaison House | 15-17 Furnival Street | London | EC4A 1AB

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-----Original Message-----
From: Daniel Leonard <request-739633-0be4a627@whatdotheyknow.com>
Sent: 23 March 2021 14:52
To: Enquiries <enquiries@ssro.gov.uk>
Subject: Freedom of Information request - Communications & Services

CAUTION: External Email

Dear Single Source Regulations Office,

Telephony and UC/ Collaboration

Please confirm the manufacturer of your telephony system(s) that are currently in place

When was the installation date of your telephony equipment?

When is your contract renewal date?

Who maintains your telephony system(s)?

Please confirm the value of the initial project

Please confirm the total ongoing annual spend on telephony

Please confirm the annual support cost for your telephony system

Do you use Unified Communications or Collaboration tools , if so which ones?

Contact Centre

Please confirm the manufacturer of your contact centre system(s) that are currently in place?

When was the installation date of your contact centre infrastructure?

When is your contract renewal date?

Who maintains your contact centre system(s)?

Please confirm value of the initial project?

Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre

How many contact centre agents do you have?

Do agents work from home? Or just your offices?

Do you use a CRM in the contact centre? What platform is used?

Do you use a knowledge base / knowledge management platform? What platform is used?

Connectivity and Network Services

Who provides your WAN and internet connectivity and the annual spend on each

Have you , or do you plan to deploy SD Wan services

Have you got SIP trunks, if so who from and confirm annual spend

Please confirm who provides your LAN, WIFI and Security infrastructure

Please confirm your annual spend on each

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

Organisation

How many employees do you have overall within your organisation?

Can you provide contact details for your procurement lead / category manager for these services?

Can you provide names and contact details for the following people within your organisation?

.   CIO / IT Director

.   Head of IT

.   Head of Digital Transformation

.   Head of Customer services

Yours faithfully,

Daniel Leonard

Please use this email address for all replies to this request:

request-739633-0be4a627@whatdotheyknow.com

Is enquiries@ssro.gov.uk the wrong address for Freedom of Information requests to Single Source Regulations Office? If so, please contact us using this form:

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For more detailed guidance on safely disclosing information, read the latest advice from the ICO:

https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.whatdotheyknow.com%2Fhelp%2Fico-guidance-for-authorities&data=04%7C01%7Cenquiries%40ssro.gov.uk%7C504a5eeca4b84868e4af08d8ee0b4253%7Cfa810b6b7dd24340934f96091d79eacd%7C0%7C1%7C637521079430759421%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C2000&sdata=%2FDgo9lIZVDP7MJlWLnC%2B%2FraSmgnIvQipRcAYaMv%2FIvo%3D&reserved=0

Please note that in some cases publication of requests and responses will be delayed.

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