



Homes
England

Date: 10 December 2024

Our Ref: RFI4939

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

[REDACTED]
By Email Only

Dear [REDACTED]

RE: Request for Information – RFI4939

Thank you for your request for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA).

You requested the following information:

I would be most grateful if you could provide the following information regarding your ICT Infrastructure.

1. What is your annual IT Budget for 2024, 2025 & 2026?

2. Storage:

A) What storage vendor(s) and models do you currently use?

B) What is the capacity of the storage data in TB & How much of this is utilised?

C) What were the installation dates of the above storage vendor(s) and when do you estimate you will refresh them? (Month/Year)

D) Do you have any extended warranties, if so, with which supplier?

E) Which reseller(s) provides the technologies for part A and part D, what was the value of the contract(s), and when does the contract(s) end?

3. Server/Compute:

A) What number of physical servers do you have?

B) What server vendor(s) and models do you currently use?

C) What were the installation dates of the above server vendor(s) and when do you estimate you'll refresh them? (Month/Year)

D) Do you have any extended warranties, if so, with which supplier?

2nd Floor
The Lumen
St James Boulevard, Newcastle Helix
Newcastle upon Tyne, NE4 5BZ

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E) Which operating systems are used?

F) Are you currently using VMWare, do you have any plan to move away from VMWare?

G) Which reseller(s) provides the technologies for part B/C, part D, and part F, what was the value of the contract(s), and when does the contract(s) end?

4. End User Technologies

A) How many users within your organisation receive a laptop or desktop device?

B) What laptop and desktop device vendor(s) and models do you currently use?

C) How many mobile phones are used within your organisation?

D) What mobile vendor(s) and network provider do you currently use?

E) Which reseller(s) provides the technologies for part B and part D and when does the contract(s) end?

F) Have you transitioned to Windows 11, or do you have a plan in place to transition to Windows 11.

G) Is your current device estate compatible with Windows 11?

H) What deployment methods are you using (e.g SCCM or Intune/Autopilot)?

5. Managed Print Services

A) What number of MFDs and production print devices do you have?

B) Who is the current vendor(s) and the suppliers(s) and when do these contracts end?

C) What is your annual spend on Managed Print Services?

D) Do you use any document management or scanning / storage services? If so please can you provide the details of the supplier and the end date of the contract.

6. ITSM/ESM & Business Process Automation

A) What IT Service Management / Enterprise Service Management tool do you currently use and who is the supplier?

B) When was your current system installed and when does the contract or support expire?

C) Do you utilise Business Process Automation or have a plan to implement this tooling?

7. Do you have a managed/shared service with any other organisations?

8. Do you normally purchase equipment and services as a capital investment (CapEx) or ongoing operational charges (OpEx)?





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Response

We can confirm that we do hold some of the requested information. We will respond to each question in turn.

What is your annual IT Budget for 2024?

Our budget for Digital Services for the financial year 2024 – 2025 is £7,000,000.

What is your annual IT Budget for 2025 & 2026?

We can confirm that Homes England does not hold the information detailed in your request.

To conclude that the information is not held, we have searched with our Digital team who would have the requested information if held.

The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty under section 1(1) is only to provide the recorded information held.

The full text of section 1 in the legislation can be found here:

<https://www.legislation.gov.uk/ukpga/2000/36/section/1>

Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. To comply with this duty we are able to confirm that IT budgets for 2025 and 2026 have not yet been determined.

Storage:

A) What storage vendor(s) and models do you currently use?

We currently use Dell PowerEdge R540 and Microsoft Azure Files.





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B) What is the capacity of the storage data in TB & How much of this is utilised?

32TB and 18TB is used on premise.

C) What were the installation dates of the above storage vendor(s) and when do you estimate you will refresh them? (Month/Year)

The installation took place in January 2022, we will not be refreshing these.

D) Do you have any extended warranties, if so, with which supplier?

We can confirm that Homes England does not hold the information detailed in your request.

To conclude that the information is not held, we have searched with our Digital team who would have the requested information if held.

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Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. To comply with this duty we are able to confirm that we do not have any extended warranties.

E) Which reseller(s) provides the technologies for part A and part D, what was the value of the contract(s), and when does the contract(s) end?

We can confirm that Homes England does not hold the information detailed in your request.

To conclude that the information is not held, we have searched with our Digital team who would have the requested information if held.





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Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. To comply with this duty we are able to confirm that we do not use resellers for this purpose.

3. Server/Compute:

A) What number of physical servers do you have?

We have 24 physical servers.

B) What server vendor(s) and models do you currently use?

We use HP ProLiant, Dell PowerEdge and Nutanix G6.

C) What were the installation dates of the above server vendor(s) and when do you estimate you'll refresh them? (Month/Year)

The installation date was 2018 and we will not be refreshing these.

D) Do you have any extended warranties, if so, with which supplier?

We can confirm that Homes England does not hold the information detailed in your request.

To conclude that the information is not held, we have searched with our Digital team who would have the requested information if held.

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The full text of section 1 in the legislation can be found here:

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Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. To comply with this duty we are able to confirm that we do not have any extended warranties.

E) Which operating systems are used?

Windows Server

F) Are you currently using VMWare, do you have any plan to move away from VMWare?

Yes, we are currently using VMWare and we plan to move away from it.

G) Which reseller(s) provides the technologies for part B/C, part D, and part F, what was the value of the contract(s), and when does the contract(s) end?

We can confirm that Homes England does not hold the information detailed in your request.

To conclude that the information is not held, we have searched with our Digital team who would have the requested information if held.

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Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. To comply with this duty we are able to confirm that we do not use resellers for this purpose.

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4. End User Technologies

A) How many users within your organisation receive a laptop or desktop device?

1400 user receive a device.

B) What laptop and desktop device vendor(s) and models do you currently use?

We use Microsoft Surface, Pro, Laptop, Book and Studio.

C) How many mobile phones are used within your organisation?

1203 mobile phones are used.

D) What mobile vendor(s) and network provider do you currently use?

We use Apple and Samsung mobile phones, and O2 are our network provider.

E) Which reseller(s) provides the technologies for part B and part D and when does the contract(s) end?

We obtain our laptops and mobile phones through Daisy Communications, the contract ends in December 2025.

F) Have you transitioned to Windows 11, or do you have a plan in place to transition to Windows 11.

We have not transitioned to Windows 11, but we plan to.

G) Is your current device estate compatible with Windows 11?

Yes.

H) What deployment methods are you using (e.g SCCM or Intune/Autopilot)?

We use Intune and Autopilot.





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5. Managed Print Services

A) What number of MFDs and production print devices do you have?

We have 17 devices.

B) Who is the current vendor(s) and the suppliers(s) and when do these contracts end?

The current vendor is Xerox, the contract ends in 2025.

C) What is your annual spend on Managed Print Services?

Our annual spend is £28,000.

D) Do you use any document management or scanning / storage services? If so please can you provide the details of the supplier and the end date of the contract.

We use Iron Mountain to store manual records, the end date of the contract is March 2025 with a possibility to extend until March 2028.

6. ITSM/ESM & Business Process Automation

A) What IT Service Management / Enterprise Service Management tool do you currently use and who is the supplier?

We use ServiceNow.

B) When was your current system installed and when does the contract or support expire?

Our installation was November 2020 and the contract expires in May 2027.

C) Do you utilise Business Process Automation or have a plan to implement this tooling?

We do not utilise Business Process Automation and do not have plans to implement this.





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7. Do you have a managed/shared service with any other organisations?

Yes, with our Security Operations Centre.

8. Do you normally purchase equipment and services as a capital investment (CapEx) or ongoing operational charges (OpEx)?

We normally purchase equipment and services as a Capital Investment (CapEx).

Right to Appeal

If you are not happy with the information that has been provided or the way in which your request has been handled, you may request an internal review. You can request an internal review by writing to Homes England via the details below, quoting the reference number at the top of this letter.

Email: infogov@homesengland.gov.uk

Information Governance Team
Homes England
The Lumen
2nd Floor
St James Boulevard
Newcastle Helix
Newcastle upon Tyne
NE4 5BZ
United Kingdom

Your request for review must be made in writing, explain why you wish to appeal, and be received within 40 working days of the date of this response. Failure to meet this criteria may lead to your request being refused.

Upon receipt, your request for review will be passed to an independent party not involved in your original request. We aim to issue a response within 20 working days.

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You may also complain to the Information Commissioner's Office (ICO) however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link:

<https://ico.org.uk/>

Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,

The Information Governance Team
For Homes England

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