

## Response to Request for Information

Reference      FOI 002222  
Date            27 April 2018

### *ICT Hardware and Procurement*

#### **Request:**

I request the following information under the freedom of information act.

1.    What is your annual IT Budget for 2018 & 2019?  
      The 2018-2019 net controllable budget for IT is £4.8 million.
  
2. Storage:
  - a.    What storage vendor(s) and models do you currently use?  
      Dell SC9000 (x2)  
      Dell FS8600 (x4)
  
  - b.    What is the capacity of the storage data in TB?  
      Total capacity between both systems is 713Tb
  
  - c.    What were the installation dates of the above storage vendor(s)?  
      (Month/Year)  
      August 2016
  
  - d.    When is your planned (or estimated) storage refresh date? (Month/Year)?  
      August 2021
  
  - e.    Do you have any extended warranties, if so, with which supplier?  
      No
  
  - f.    What is your estimated budget for the storage refresh?  
      In respect of question f, it has been established after careful consideration  
      that the Council does not hold the above information.

Consequently, we are unable to provide any information relating to the above, and are informing you as required by Section 1(1) (a) of the Act, that states:

"Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".

3. Server/Compute:

- a. What server vendor(s) and models do you currently use?  
Dell  
HP  
IBM
- b. What were the installation dates of the above server vendor(s)?  
(Month/Year)  
Various during 2014, 2015 and 2016.
- c. When is your planned (or estimated) server refresh date? (Month/Year)  
Various during 2014, 2015 and 2016.
- d. What is your estimated budget for the server refresh?  
At present we do have a server refresh budget.
- e. Do you have any extended warranties, if so, with which supplier?  
N/A – only standard warranty.
- f. Which operating systems are used?  
Windows 2008 R2, 2012 R2, 2016 R2, Sun Solaris – only few

4. Network & Security:

- a. What network vendor(s) and models do you currently use?  
Cisco and HPE. Various Cisco 29xx and HPE 55xx
- d. What security solutions are being utilised?  
In response to your above question, I can confirm that the Council holds this information. However, the information you have requested has been considered and is being withheld with reference to Section 43 of the Freedom of Information Act relating to Commercial Interests.

This requires the Council to conduct a public interest test to balance the factors for and against disclosure of the requested information (the public interest here being defined as something of benefit to the public rather than something the public may be interested in).

Disclosure under the Act's provisions should also be considered as being made to the wider world and not to a particular individual for a particular purpose.

When applying the public interest test in respect of commercially sensitive information, the Council has considered:

- Prejudice or detrimental effect of disclosure
- Specific circumstances of the case
- Effect of disclosure on the wider world/public

In such cases the public interest factors for disclosure include:

- Demonstrating accountability of public money being spent
- Protection of the public from unsafe practices or rogue traders
- Circumstances in which the information was received
- Competition issues

Further consideration also needs to be given to:

- Whose interests will be prejudiced?
- How will those interests be prejudiced?
- Usefulness of information/detail
- Degree of similarity
- Effect on competition
- Effect on the market
- Timing of the request and response
- Can sensitive information be redacted?
- Where is the public interest?
- Is the information commercial in nature? (For this element the information needs to relate to a commercial activity, either of the Council or the Contractor.)
- Is the information subject to confidentiality provided by law?
- Is the confidentiality provided to protect a legitimate economic interest?

The Council considers that it would not be in the public interest to release this information as disclosing our security devices to the public makes us more vulnerable and we have to ensure that our data is protected in all circumstances.

- e. What were the installation dates of the above network vendor(s)?  
(Month/Year)  
Cisco – 2000  
HPE – 2011 to 2016
- f. When is your planned (or estimated) Network refresh date?  
(Month/Year)?  
Ongoing
- g. What is your estimated budget for the Network refresh?  
There is no budget available, budget is only approved on project basis.
- h. When did you install your current Wi-Fi environment?  
March 2016

5. End User Devices:

- a. How many desktops/laptops are deployed by the Council?  
3,774

- b. How many mobile devices [Phones & tablets etc] are deployed by the council?

In respect of question b, it has been established after careful consideration that the Council does not hold the above information in the device type you require.

Consequently, we are unable to provide the information requested relating to the above, and are informing you as required by Section 1(1) (a) of the Act, that states:

"Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".

However, we can supply you with the number of mobile connections which is 5,312.

- c. What were the installation dates of the above desktop/laptops?  
Various ranging from June 2016 – to present.
- d. When is your planned (or estimated) desktop/laptop refresh date?  
(Month/Year)  
July 2019
- e. What vendors do you use for desktop/laptops?  
Laptops are a mixture of Lenovo and Dell and Desktops are Dell.
7. Number of Physical servers?  
114
8. Number of virtualised servers? & Which Virtualisation platform do you use?  
315 VM-Ware and Hyper-V
9. Do you have a cloud strategy if so what is it?  
Yes, we have a cloud first strategy.
11. Do you use or are you planning to use MS O365?  
Yes, we are using it.
12. Please also name all of the IT re-sellers that you work with and buy from, as well as the frameworks utilised.  
See attached supplier list.
15. How much did you pay in the last financial year for software licenses?  
Approximately £1.2 million.
16. If applicable, how many people are using Office 365?  
4,300

17. Who are your top three software vendors by revenue?  
[Microsoft, Capita, OLM](#)
18. What are the contractual renewal dates for those three vendors?  
[Microsoft \(June 2020\), Capita \(April 2019\), OLM \(July 2022\)](#)
19. Have you been audited by those three vendors? If so the date of the audit.  
[N/A](#)
22. Are you actively moving any applications/infrastructure into a cloud environment? If so who is responsible for this?  
[Yes, internal IT team.](#)
23. What is the total number of IT staff employed by the organization?  
[80](#)
24. Who is Head of IT? – Please provide contact details  
[Gail Rider](#)  
[Gail.Rider@wolverhampton.gov.uk](mailto:Gail.Rider@wolverhampton.gov.uk)
25. Who is Head of Procurement? – Please provide contact details  
[Allison Robertson](#) [Allison.Robertson@wolverhampton.gov.uk](mailto:Allison.Robertson@wolverhampton.gov.uk)
26. Organisation structure for IT department?  
[See attached.](#)
27. Do you have a managed/shared service with any other councils?  
[No](#)
28. Please list and provide contact details for the IT senior management team, including CIO, IT Director and infrastructure architects if applicable?  
[Paul Dunlavey](#)  
[Paul.Dunlavey@Wolverhampton.gov.uk](mailto:Paul.Dunlavey@Wolverhampton.gov.uk)  
  
[Jai Ghai](#)  
[Jai.Ghai@wolverhampton.gov.uk](mailto:Jai.Ghai@wolverhampton.gov.uk)
29. Please list any and all pain points that the IT teams, and organisation as a whole, experience with the IT estate?  
[Resources and Budget cuts.](#)
30. If you outsource your IT works, please provide who it is with and when the contract started and ends?  
[N/A](#)
31. 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 tender etc?  
[See attached.](#)



## Supplier

Acuma solutions ltd  
Airwatch  
Alemba  
Avecto ltd  
Avnet  
Blackburn IT Services Ltd  
BT  
Bytes  
CACI  
Capita  
Charaterhouse  
Cityfibre  
Daisy communications ltd  
Dell Corporation Ltd  
EE  
E-manage ltd  
ESRIUK  
Esteem systems ltd  
Fibonacci  
Fujitsu  
Gandlake  
Goss Interactive  
Intrinsic Technology Ltd  
Kenson Network Engineering Ltd  
Kenton Research Ltd  
Konica Minolta  
LinchPin Network  
Lorensbergs Ltd  
Microsoft  
Mitel Networks Ltd  
Northgate Information Solutions UK Ltd  
OLM  
Oracle Corporation UK Ltd  
Planet IT Ltd  
Q Associates Ltd  
Qmatic  
R-Com Consulting Ltd  
SOFTWARE(EUROPE)LTD.  
Thompsons AVC  
Uniform  
UNINTERRUPTIBLE POWER SUPPLIES LTD.  
Virgin Media  
XMA

  
**Procurement Type**

Open Tender  
Quotes from market  
Open Tender  
Quotes from market  
Open Tender  
Open Tender  
Quotes from market  
Open Tender  
Open Tender  
Open Tender  
Quotes from market  
Quotes from market  
Quotes from market  
Open Tender  
Network Services Framework Agreement RM1045  
Open Tender  
Open Tender  
Quotes from market  
Quotes from market  
Quotes from market  
Digital Marketplace -Gloud 6 framework  
Open Tender  
Quotes from market  
Quotes from market  
Quotes from market  
Government Framework Agreement RM1599  
Quotes from market  
Quotes from market  
Open Tender  
Open Tender  
Open Tender  
LASA RM1059 Call Off Agreement  
Quotes from market  
Quotes from market  
Quotes from market  
Quotes from market  
Quotes from market  
Quotes from market  
Open Tender  
Open Tender  
Quotes from market  
Government Framework Agreement RM1045  
Framework Agreement RM 1054

# ICT Structure

