Request

Under the Freedom of Information Act 2000, 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 above technology, what was the value of the contract, 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?

    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 above technology, what was the value of the contract, 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?
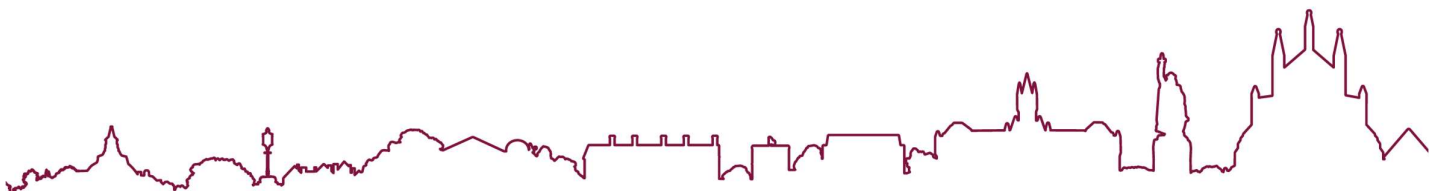
c. How many mobile phones are used within your organisation?

   d. What mobile vendor(s) do you currently use?

   e. Which reseller(s) provides the above technology 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 supplies it?

   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)?

Response

1.   Annual IT Budget for:

   2024 – £2,732,263

   2025 – £2,674,057

   2026 – £2,689,827
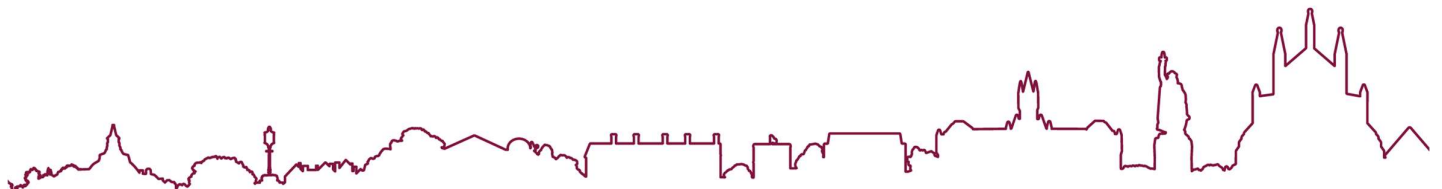
2. Storage:

a) Vendor – XMA, Nimble

b) 122TB / 66TB utilised

c) Installed 2019 – XMA Sept 2027

d) Yes – XMA

e) XMA - £100K hardware, £46K support. Support ends Sept 2027

3. Server:

a) 3

b) Dell – Mixed

c) Various

d) Yes – Trustmarque

e) VMWare Esxi

f) Yes. No plans to move away from VMWare

g) Phoenix - £16k

4. End User Technologies:

a) 500

b) Lenovo Thinkpad L13

c) 319

d) O2

e) O2 contract ends Oct 2025

f) No but plan to transition to Windows 11

g) Some are but not all

h) Intune

5. Managed Print Services

a) 17 MFD's

b) Ricoh – August 2026

c) £10k

d) SAN – XMA – September 2027
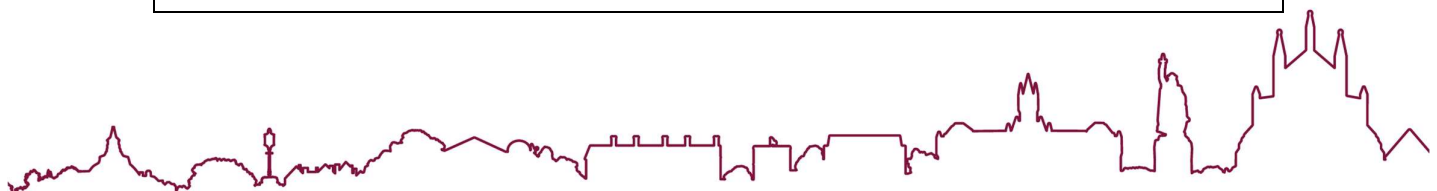
6. ITSM & Business Process Automation

a) Richmond Systems

b) Installed 2009 – expires Dec 2025

c) No

7. Yes – IT Shared Service

8. CapEx