

Reference: 341549



19 October 2016

Julia Snape
Information Requests

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Freedom of Information: Right to know request

Thank you for your request for information dated 19 September for updated details of our IT network infrastructure which we have considered under the Freedom of Information Act 2000 ('the Act'). I have listed your questions below followed by the responses to each question.

You asked:

1.) How many and which brands of desktop PCs do you have at this site?

Two brands – Lenovo and HP.

2.) How many and which brands of laptops/notebooks or tablet PCs do you have at this site?

29 iPads, 576 HP, 582 Lenovo

3.) How many and which brand of thin clients do you have at this site?

We no longer have thin client devices.

4.) What operating systems do you run on your PCs/Laptops?

Windows 7 and Windows 10.

5.) How many desktops, laptops and thin clients do you have in total in your organisation across the country?

We have 1250 desktops and laptops across all Ofcom sites which include London, Warrington, Edinburgh, Cardiff, Northern Ireland, Birmingham and for those working remotely, for example our field engineers.

6.) *How many and which brands of physical servers do you have on site?*

62 IBM, 3 HP and 4 Lenovo

7.) *How many virtual servers do you have on site?*

367 virtual servers.

8.) *Which server virtualisation software do you use?*

VMware.

9.) *Which server operating systems do you use?*

Windows 2003/2008R2/2012R2 and RedHat.

10.) *What supplier provides the maintenance (out of warranty) support on your desktops and servers and when does the contract expire?*

NIIT – see below for contract expiry information.

11.) *What suppliers/brands of Storage Area Networking (SAN) do you use?*

IBM.

12.) *Which application do you use for Enterprise Resource Planning/Management (ERP/ERM)?*

SAP and EXCEL

13.) *Which application do you use for Groupware Products?*

Microsoft Office 2007 inc Office Communicator, Mediawiki, Sharepoint 2010, Drupal and Office 365.

14.) *Which application do you use for Database Products?*

Oracle and Microsoft SQL.

15.) *Which application do you use for CRM Software?*

Salesforce.

16.) *Which application do you use for Business Intelligence Systems?*

SAP BI and Excel.

17.) *Which application do you use for Finance & Accounting Systems?*

SAP BI.

18.) *Which application do you use for Human Resources Application Systems?*

SAP HR.

19.) *What are the names, line types and speeds of your ISPs?*

100Mbit connection, ISDN2 64K, ADSL at 10Mbit all provided by BT

20.) *Who is your primary voice carrier?*

BT.

21.) *Approximately how many phone extensions do you have at this site?*

1036 extensions across all Ofcom sites.

22.) *Do you use VoIP for your internal communications?*

Yes.

23.) *Are your external calls through your voice carrier carried over VoIP or do they go over a conventional phone line?*

Conventional.

24.) *Which brand of PBX do you use at this site?*

We no longer use PBX technology.

25.) *Which supplier has the maintenance contract on your PBX and when does it expire*

N/A we no longer use PBX technology

26.) *Who supplies the outsourced or managed service for your data centre and when does the contract expire?*

NIIT – see below for contract expiry information.

27.) *Who supplies the outsourced or managed service for your service desk and when does the contract expire?*

NIIT.

The NIIT contract started on 1 May 2016 for 4 years. It is therefore due to expire on 30^h April 2020. There is an option to extend by two further periods of 12 months each.

Contract Notice (reference 2014/S 171-303417), published in the Official Journal of the European on 4 September 2014, refers.

If you require any further information or would like to talk through any issues regarding the information you have requested then please do not hesitate to get in touch. I will be more than happy to pass your details on to one of our experts in this area.

Yours sincerely

Julia Snape

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exception cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings
The Secretary to the Corporation
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

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