

## **Freedom of Information: Right to know request**

Thank you for your request for information dated 12 April about Ofcom's information technology team and infrastructure equipment. This has been considered under the Freedom of Information Act 2000 ('the Act').

Please find below our response to each of your questions.

### *1. What is your annual IT Infrastructure Budget for 2016, 2017 & 2018?*

We are unable to disclose any figures as this is exempt from disclosure under Section 43 of the Act. This part of the Act deals with the exemption of information that would prejudice the commercial interests of a person or company. In applying this exemption we have had to balance the public interest in withholding the information against the public interest in disclosing the information. The attached annex B to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

### *2. What storage vendor(s) and model do you currently use?*

We are unable to disclose the information you have requested as we consider it is exempt from disclosure under Section 31(1)(a) of the Act - crime prevention - on the grounds that the information may aid malicious parties to attack the IT systems concerned. Release of this information will prejudice the prevention of crime by facilitating the possibility of a criminal offence being carried out. Hacking into an IT system is a criminal offence.

In applying this exemption we have had to balance the public interest in withholding the information against the public interest in disclosing the information. In Annex A I have set out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

It is likely that other exemptions under the Act would also apply

### *3. When was the installation date of above storage vendor(s)? (Month/year) and 4. When is your planned (or estimated) storage refresh date? (Month/year)*

In response to questions 3 and 4, we have just replaced our storage array. The previous storage array was procured in 2011.

### *5. What is your estimated budget for the refresh?*

We are unable to disclose a figure for any refresh as this is exempt from disclosure under Section 43 of the Act. This part of the Act deals with the exemption of information that would prejudice the commercial interests of a person or company. Please see under 1 above.

### *6. What is the capacity of the storage data in TB?*

It is 400TB.

7. The total number of IT staff employed by the organization:

This was 31.8 permanent FTE as at 31st March 2017.

8. Please list and provide contact details for the IT senior management team including CIO, IT Director and Infrastructure Architects if applicable:

Acting Director of ICT: Declan Costello Declan.costello@ofcom.org.uk Tel 0207 981 3000

9. Please confirm if you are utilising desktop virtualisation technologies and if so how many users do you provide services for?

We do not use these.

10. What backup software do you use? We are unable to disclose the information you have requested as we consider it is exempt from disclosure under Section 31(1)(a) of the Act - crime prevention - on the grounds that the information may aid malicious parties to attack the IT systems concerned. See under 2 above.

11. How much data do you backup in TB?

We back up 19.5TB approximately.

12. Number of servers?

400 servers approximately.

13. What operating system(s) do you use?

Windows 7 and 10.

14. Number of virtualised servers?

367 Virtual servers.

15. What percentage of your environment is virtualised?

80% approximately.

16. If you outsource your IT works, please provide who it is with and when the contract started and ends.

Our contract is with NIIT Technologies Limited. The contract started on 1 May 2016 for an initial period of 4 years and is therefore due to expire on 30 April 2020. There is an option for Ofcom to extend the contract by up to two further periods of up to 12 months each. Contract Notice (reference 2014/S 171-303417), published in the Official Journal of the European Union on 4 September 2014.

17. 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 tenders etc.

We are unable to provide information for this question as it is exempt from disclosure under Section 43 of the Act. This part of the Act deals with the exemption of information that would prejudice the commercial interests of a person or company. Please see under question 5 above.

18. Please also approximate the time spent managing your IT systems, specifically storage, per week in the unit of man hours. Also approximate the amount of time taken carving out LUNs and/or Volumes.

This information is not held.

19. Please list any and all pain points that the IT teams, and organisation as a whole, experience with regard to the storage and usage of the virtualised workloads.

This is asking for a view and is not an FOI request.

20. How is your storage connected, i.e. via Fibre Channel, Ethernet (NFS or ISCSI). If your storage is currently connected via Fibre Channel, do you have access to 10 GB Ethernet, or 1 GB ethernet, and if so, please declare which.

It is via resilient Ethernet connection.

#### 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 exceptional 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