



City of Westminster

Mr Daniel Leonard

Multi Department Request
Westminster City Council
64 Victoria Street
London
SW1E 6QP

Email foi@westminster.gov.uk

Our ref: 19826489

Your ref:

Date: 22 April 2021

Dear Mr Leonard

Freedom of Information Act 2000

Thank you for your recent Freedom of Information request. You asked to be provided with the following information:

Telephony and UC/ Collaboration

Please confirm the manufacturer of your telephony system(s) that are currently in place

When was the installation date of your telephony equipment?

When is your contract renewal date?

Who maintains your telephony system(s)?

Please confirm the value of the initial project

Please confirm the total ongoing annual spend on telephony

Please confirm the annual support cost for your telephony system

Do you use Unified Communications or Collaboration tools , if so which ones?

Contact Centre

Please confirm the manufacturer of your contact centre system(s) that are currently in place?

When was the installation date of your contact centre infrastructure?

When is your contract renewal date?

Who maintains your contact centre system(s)?

Please confirm value of the initial project?

Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre

How many contact centre agents do you have?

Do agents work from home? Or just your offices?

Do you use a CRM in the contact centre? What platform is used?

Do you use a knowledge base / knowledge management platform? What platform is used?

Connectivity and Network Services

Who provides your WAN and internet connectivity and the annual spend on each

Have you , or do you plan to deploy SD Wan services

Have you got SIP trunks, if so who from and confirm annual spend
Please confirm who provides your LAN, WIFI and Security infrastructure
Please confirm your annual spend on each
Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

Organisation

How many employees do you have overall within your organisation?
Can you provide contact details for your procurement lead / category manager for these services?

Can you provide names and contact details for the following people within your organisation?

- * CIO / IT Director*
- * Head of IT*
- * Head of Digital Transformation*
- * Head of Customer services*

Response

I am pleased to provide some of the information you have requested. I have detailed below the information.

Telephony and UC/ Collaboration

Please confirm the manufacturer of your telephony system(s) that are currently in place

- Mitel

When was the installation date of your telephony equipment?

- The system was initially installed between 2008-10, as an Ericsson Mx-One platform but the product set has passed through various ownership to Mitel today. During the period the system has been enhanced / upgrade etc. on several occasions.

When is your contract renewal date?

-The core system is owned by the Council but the next period of renewal in respect of maintenance / support is April 2022

Who maintains your telephony system(s)?

-Daisey

Please confirm the value of the initial project

-The initial outlay in 2008-10 including capital purchase and installation is not available.

Please confirm the total ongoing annual spend on telephony

-The annual support and license cost of the system to Daisey, plus hosting and PSTN connectivity including external call costs in 21/22 is estimated at £200k pa.

Please confirm the annual support cost for your telephony system

-A figure of £85k pa included in the above represents the support / license cost of the system.

Do you use Unified Communications or Collaboration tools , if so which ones?

-Microsoft Teams

Contact Centre

Please confirm the manufacturer of your contact centre system(s) that are currently in place?

-We have an outsourced contract delivered by Agilisys.

When was the installation date of your contact centre infrastructure?

-The initial contract was first awarded in 2002. The contract with Agilisys was awarded in 2014.

When is your contract renewal date?

-November 2022

Who maintains your contact centre system(s)?

- Agilisys maintain their own contact centre systems. WCC maintain the Dynamics CRM and back office systems used by contact centre agents.

Please confirm value of the initial project?

-This information is no longer available.

Please confirm the value of annual support/maintenance services (in £)? And overall annual spend for the contact centre

-Agilisys are responsible for support/maintenance of their own systems/equipment within the contact centre.

How many contact centre agents do you have?

-Agilisys are responsible for resourcing of the contact centre.

Do agents work from home? Or just your offices?

-Agents are currently working from home.

Do you use a CRM in the contact centre? What platform is used?

-Dynamics CRM.

Do you use a knowledge base / knowledge management platform? What platform is used?

-We use the knowledge base within Dynamics CRM for agent instructions and processes.

Connectivity and Network Services

Who provides your WAN and internet connectivity and the annual spend on each

-Both services are provided by Virgin Media Business and in 20/21 the circuit costs were £640Kpa.

Have you, or do you plan to deploy SD Wan services

-Yes

Have you got SIP trunks, if so who from and confirm annual spend

-No

Please confirm who provides your LAN, WIFI and Security infrastructure

-All these services were provided under a managed service contract in 20/21 by Virgin Media Business

Please confirm your annual spend on each

-The structure of the contract with Virgin Media Business including interdependencies and other services related to the contract such as service management /Technical Design Architecture makes it difficult to allocate the costs to the three headings you identify. However, an estimated annual figure for the ongoing support each would be as follows:-

- LAN / Wifi £125kpa (please note the services effectively one covering in-building provision)
- Security (see section 31 exemption)

Please confirm your data centre switching and security infrastructure and have you deployed cloud based security and threat management

-See section 31 exemption

Organisation

How many employees do you have overall within your organisation?

- 1961

Can you provide contact details for your procurement lead / category manager for these services?

-As the officer is not part of the executive management team this information is exempt by virtue of Section 40 (2) of the Freedom of Information Act 2000. Disclosure of this information would breach the first Principle of the GDPR. This is because disclosure would be unfair to the officer who could be identified from the information who have no expectation that their personal data would be made public. This letter therefore acts as a refusal notice in accordance with Section 17 of the Freedom of Information Act 2000

Can you provide names and contact details for the following people within your organisation?

* CIO / IT Director - CIO / IT Director Priya Javeri, CIO, priya.jaxxxx@xxxx.xxx.xx

* Head of IT - No Head of IT post

* Head of Digital Transformation

- Unfortunately, we cannot disclose the contact details requested. As the officer is not part of the executive management team this information is exempt by virtue of Section 40 (2) of the Freedom of Information Act 2000. Disclosure of this information would breach the first Principle of the GDPR. This is because disclosure would be unfair to the officer who could be identified from the information who have no expectation that their personal data would be made public. This letter therefore acts as a refusal notice in accordance with Section 17 of the Freedom of Information Act 2000

* Head of Customer services - Unfortunately, we cannot disclose the contact details requested. As the officer is not part of the executive management team this information is exempt by virtue of Section 40 (2) of the Freedom of Information Act 2000. Disclosure of this information would breach the first Principle of the GDPR. This is because disclosure would be unfair to the officer who could be identified from the information who have no expectation that their personal data would be made public. This letter therefore acts as a refusal notice in accordance with Section 17 of the Freedom of Information Act 2000 in respect of the above

I can confirm that the remainder of the information you have requested is held by Westminster City Council, by law. However, I'm unable to give this to you.

Section 31 Exemption

We are cannot comment on the annual amounts spent on cyber security or confirm our data centre switching and security infrastructure. We are also unable to confirm or deny if the organisation has deployed cloud based security and threat management.

Confirming or denying details of security measures could aid malicious parties and could encourage them to target the council. Attacks on IT systems are criminal offences, so to provide information or confirmation of information being held might prejudice the prevention of crime by facilitating of the possibility of an offence being carried out. There is a very strong public interest in the effectiveness of law enforcement and the had any security breaches.

The information requested is exempt from disclosure under Section 31(1) of the Freedom of Information Act (FoIA).

This response therefore acts as a refusal notice under section 17 of the FoIA.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Information Management Team
64 Victoria Street
London
SW1E 6QP
foi@westminster.gov.uk

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. Further information is also available from the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 or 01625 54 57 45
Fax: 01625 524510
Web: www.ico.org.uk

I will now close your request as of this date.

Yours sincerely

Westminster Council

