



**FREEDOM OF INFORMATION
ACT 2000**

Daniel Leonard
via email

Ref No: FOI 1910/005

Date 05 December 2019

UK Space Agency
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Dear Daniel Leonard

Thank you for your FOI request dated 22nd November 2019.

UK Space Agency does not hold all the data you have requested but has provided what is available with contact details of those that you may contact for further assistance.

- Please confirm the manufacturer of your telephony system(s) that are currently in place?
When was the installation date of your telephony equipment?
Who maintains your telephony system(s)?
Please confirm value of the initial project and value of annual support/maintenance services (in £)?
When is your contract renewal date?

UKSA does not hold this information. UKSA uses telephony systems provided by the building managers of the 3 sites we occupy. You may contact BEIS at itservicemanagement@beis.gov.uk and jbos.hepdesk@ukri.org

- 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?
Who maintains your contact centre system(s)?
Please confirm value of the initial project and value of annual support/maintenance services (in £)?
How many contact centre employees/agents do you have?
When is your contract renewal date?

UKSA does not have a contact centre. Initial screening of public enquiries is provided by BEIS at enquiries@beis.gov.uk

- Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?

Yes, we do , – Jabber/Webex is provided as part of the overall BEIS IT service provision

- How many employees do you have overall within your organisation?

The headcount for UK Space Agency currently stands at 256 with contractors, agency, temps.

- Who currently provides your calls and lines?
What is your current annual spend on calls and lines?
When is your contract renewal date?
Are you using SIP or ISDN?
Do you use a wide area network?

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Appeals Procedure

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:

Graham Turnock, CEO
UK Space Agency
Room C204
Polaris House
North Star Avenue
Swindon, SN2 1SZ

Please remember to quote the reference number above in any future communications.

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

Correspondence Officer



Correspondence@ukspaceagency.gov.uk
www.gov.uk/ukspaceagency