

request-624002-28b2b2d7@whatdotheyknow.com

Our reference: FOI 2019/36

27 December 2019

Dear Mr Leonard,

Freedom of Information Act (FOIA) Request – FOI 2019/36

Thank you for your email dated 28 November 2019 in which you asked for the following information from the Parole Board:

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?

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?

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?

How many employees do you have overall within your organisation?

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?

Your request has been handled under the FOIA.



I can confirm that the Parole Board holds some of the information that you have requested as follows:

Please confirm the manufacturer of your telephony system(s) that are currently in place? Microsoft Skype for Business.

When was the installation date of your telephony equipment? 23rd March 2018.

Who maintains your telephony system(s)? Internal IT and our Manages Service Provider (Core Azure).

Please confirm value of the initial project and value of annual support/maintenance services (in £)? Our telephony solution was integrated into a wider project to introduce an O365 IT solution across our organisation and it isn't possible to strip out this cost as a singular piece of work. Our annual charges for our Skype for business licensing are £14,284. Our user support is tied into a wider managed service package and telephony support cannot be stripped out as a specific cost.

When is your contract renewal date? 1st June 2020.

Please confirm the manufacturer of your Contact centre system(s) that are currently in place? N/A, no actual contact centre system in place.

When was the installation date of your contact centre infrastructure? N/A.

Who maintains your contact centre system(s)? N/A.

Please confirm value of the initial project and value of annual support/maintenance services (in £)? N/A.

How many contact centre employees/agents do you have? N/A.

When is your contract renewal date? N/A.

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? Skype for Business.

How many employees do you have overall within your organisation? 148.

Who currently provides your calls and lines? Microsoft Skype for Business

What is your current annual spend on calls and lines? Our annual charges for our Skype for business licensing are £14,284, inclusive of all calls.

When is your contract renewal date? 1st June 2020.

Are you using SIP or ISDN? SIP.

Do you use a wide area network? No.

Appeal Rights

If you are not satisfied with this response you have the right to request an internal review by responding in writing to Gary Hopper, Head of Corporate Services, at gary.hopper@paroleboard.gov.uk within two months of the date of this response.

You do have the right to ask the Information Commissioner's Office (ICO) to investigate any aspect of your complaint. However, please note that the ICO is likely to expect internal complaints procedures to have been exhausted before beginning their investigation.

Yours sincerely

The Parole Board for England and Wales