



**Scottish Association
of Citizens Advice Bureaux**

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Carol Smith

request-262843-5963e48a@whatdotheyknow.com

CAS reference: F0006

6th May 2015

Information Request – Partial Release

Dear Ms Smith

Thank you for your request for information from Citizens Advice Scotland (CAS).

I am writing in response to request for information, received by us on 10 April 2015 in which you asked:

"Please could you provide the following information:

General

Number of Sites:
Number of Employees:
Number of IT Staff:
Annual IT budget:

Server Environment

Number of physical Servers:
Number of Virtual Servers:
Virtualisation Platform:
Server Refresh Date:
Server Support Provider:
Contract Term Dates:
Level of Support:
Value of Support Contract:

Storage Environment

Storage Manufacturer:
Volume of Data stored:
Storage Refresh Date:
Storage Support Provider:
Contract Term Dates:
Level of Support:
Value of Support Contract:



Patron HRH The Princess Royal
Chair Dominic Notarangelo

The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland (Scottish charity number SC016637)

Scottish Association of Citizens Advice Bureaux trading as Citizens Advice Scotland is a Company Limited by

Guarantee No. 89892

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Backup Environment

Backup technology:
Refresh Date:
Backup Support Provider:
Contract Term Dates:
Level of Support:
Value of Support Contract:

In addition please could you provide a copy of your 2015-16 IT strategy."

As you may be aware, CAS is subject to the requirements of the Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 (the EIRs), but only insofar as it undertakes duties and powers relating to the following services: the Extra Help Unit, Consumer Futures and the Citizens Advice Consumer Helpline. Our website contains more information on our FoI duties and our publication scheme. This can be readily accessed by clicking the Freedom of Information link at the foot of any page.

Information released

I enclose the following information relating to CAS activity as whole, including activity relating to the Extra Help Unit, Consumer Futures and the Citizens Advice Consumer Helpline.

Number of Sites: 3

Number of Employees: 133

Some of the information you asked for cannot be provided because Citizens Advice Scotland does not hold it.

Information not held

Citizens Advice Scotland does not hold separate information on IT provision / strategy relating to the direct provision of the Extra Help Unit, Consumer Futures and the Citizens Advice Consumer Helpline

Right to review

If you are dissatisfied with this response, you may ask Citizens Advice Scotland to review the way your request was dealt with. If you wish to do this, you should write to Citizens Advice Scotland at the address above, within 40 working days of receipt of this letter, stating that you are requesting a review and setting out why you are dissatisfied with our response. You will receive a full response to this request for review within 20 working days of its receipt.

Please do not hesitate to contact CAS if you would like clarification of any of the points in this letter or would like more general advice about your rights under FOISA/the EIRs.

Yours sincerely



Margaret Lynch
Chief Executive Officer