



Scottish Natural Heritage Dualchas Nàdair na h-Alba

All of nature for all of Scotland
Nàdar air fad airson Alba air fad

Carol Smith

By email: request-294428-3ef77d6b@whatdotheyknow.com

Our Ref: SIR138466/A1765020

8 October 2015

Dear Ms Smith

Information Request – ICT Information

Thank you for your information request which we received on 29 September. We have considered your request under the Freedom of Information (Scotland) Act 2002.

You asked us for information about our Information and Communications Technology, specifically:

General

- Number of Sites
- Number of Employees
- Number of IT Staff
- Annual IT Budget

Datacentre

- Location of datacentre(s)
- Number of Servers
- Number of Windows Servers
- Number of UNIX/Linux Servers
- What operating system do you use?
- Percentage Virtualised
- Virtualisation platform
- Server Vendor
- Server Refresh Date
- Date Server Support contract ends
- Value of contract
- Volume of Data in TBs
- Storage Vendor
- Storage Refresh Date
- Date Storage support contract ends
- Value of contract
- What do you Backup to (hardware)?
- What backup software do you use?
- Backup refresh date
- Date backup support contract ends
- Value of support contract



INVESTOR IN PEOPLE

- What networking equipment do you use in the Datacentre?
- Refresh date
- Date support contract ends
- Value of contract
- Do you use WAN optimisation?
- If so what product do you use?

Desktop

- Desktop vendor
- Number of Desktops
- Do you use VDI?
- If so what platform do you use?
- Desktop Refresh date
- Date support contract ends

Applications:

- Database vendors
- Email provider
- Number of mail boxes
- ERP Platform
- CRM Provider
- Database Archival
- Email Archival
- File Archival

You also asked for a copy of your IT Strategy for 2015 and an Organisation chart depicting the IT department with contact names.

We carried out a search of the information we hold and have attached the relevant information with this letter.

Review and Appeal

I hope this information meets your requirements but if you are dissatisfied with how we have responded to your information request, please write to us within 40 working days at Battleby, Redgorton, Perth, PH1 3EW or email us at foi@snh.gov.uk, explaining your concerns. Our Director of Policy and Advice, Andrew Bachell or his nominated delegate will carry out a review of our response and provide an outcome within 20 working days.

If you are not satisfied following this, you can make an appeal to the Scottish Information Commissioner. The Scottish Information Commissioner can be contacted at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone: 01334 464610

<http://www.itspublicknowledge.info/>

Yours sincerely

Jennifer Ryles

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Information Officer
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