



Scottish Natural Heritage Dualchas Nàdair na h-Alba

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

Ms Julie Hatchard

By email: request-379854-9dc36698@whatdotheyknow.com

Our Ref: SIR144196/A2187471

30 January 2017

Dear Ms Hatchard

Information Request – Information Technology Team & Infrastructure Equipment

Thank you for your information request, which we received on 4 January 2017. We have considered your request under the Freedom of Information (Scotland) Act 2002 ('FOISA').

You asked us for information relating to our Information Technology team and infrastructure equipment. For reference, I have included the full detail of your request at Annex A to this letter.

We have carried out a detailed search of the information we hold, and our response to your request is set out in the attached document.

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 explaining your concerns. You can contact us at Battleby, Redgorton, Perth, PH1 3EW or email us at foi@snh.gov.uk. Our Director of Policy and Advice, Andrew Bachell, or his nominated delegate, will carry out a review of our response and contact you with their findings 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

Online appeal service: www.itspublicknowledge.info/Appeal

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

Telephone: 01334 464610

Yours sincerely

Rhoda Davidson

Rhoda Davidson
Information Officer
FOI@snh.gov.uk

Annex A

1. What is your annual IT Infrastructure Budget for 2016, 2017 & 2018?
2. What storage vendor(s) and model do you currently use?
3. When was the installation date of above storage vendor(s)? (Month/year)
4. When is your planned (or estimated) storage refresh date? (Month/year)
5. What is your estimated budget for the refresh?
6. What is the capacity of the storage data in TB?
7. The total number of IT staff employed by the organization:
8. Please list and provide contact details for the IT senior management team including CIO, IT Director and Infrastructure Architects if applicable:
9. Please confirm if you are utilising desktop virtualisation technologies and if so how many users do you provide services for?
10. What backup software do you use?
11. How much data do you backup in TB?
12. Number of servers?
13. What operating system(s) do you use?
14. Number of virtualised servers?
15. What percentage of your environment is virtualised?
16. If you outsource your IT works, please provide who it is with and when the contract started and ends.
17. Please also name all of the IT re-sellers that you work with and buy from, as well as the frameworks that you use for the release of any tenders etc.
18. Please also approximate the time spent managing your IT systems, specifically storage, per week in the unit of man hours. Also approximate the amount of time taken carving out LUNs and/or Volumes.
19. Please list any and all pain points that the IT teams, and organisation as a whole, experience with regard to the storage and usage of the virtualised workloads.
20. How is your storage connected: i.e. via Fibre Channel, Ethernet (NFS or iSCSI) If your storage is currently connected via Fibre Channel, do you have access to 10 GB Ethernet, or 1 GB ethernet, and if so, please declare which.