

FOI - IT Team & Infrastructure Equipment	
Request	Response
1. What is your annual IT Infrastructure Budget for 2016, 2017 & 2018?	2016 budget: Infrastructure operations £494,000, Infrastructure investment £300,000 2017 budget: Infrastructure operations £547,000, Infrastructure investment £458,000 2018 bids: Infrastructure operations £489,000, Infrastructure investment £259,000 All totals are just Infrastructure budgets, including networks but excluding voice telecoms.
2. What storage vendor(s) and model do you currently use?	Existing solution: IBM N3400 & Synology RackStation24
3. When was the installation date of above storage vendor(s)? (Month/year)	IBM May 2010, Synology May 2015
4. When is your planned (or estimated) storage refresh date? (Month/year)	Already procured Dell Sc4020 based solution for install in Q4 16/17
5. What is your estimated budget for the refresh?	£140,000
6. What is the capacity of the storage data in TB?	Existing solutions have raw storage circa 120TB
7. The total number of IT staff employed by the organization:	ISS section has 43 posts, including two vacancies. This includes Infrastructure, Geographic Information, Development and Shared Service teams.
8. Please list and provide contact details for the IT senior management team including CIO, IT Director and Infrastructure Architects if applicable:	Head of Information Systems is Mark Robson, Great Glen House Inverness IV3 8NW, 01463725111, Infrastructure Manager is Rory Dobson, Great Glen House Inverness IV3 8NW, 01463725106
9. Please confirm if you are utilising desktop virtualisation technologies and if so how many users do you provide services for?	Currently provision 100 virtual desktops
10. What backup software do you use?	VEEAM
11. How much data do you backup in TB?	Do not use traditional backup for data. Mirror 60TB
12. Number of servers?	26
13. What operating system(s) do you use?	Vsphere, SLES, Ubuntu, Windows
14. Number of virtualised servers?	95
15. What percentage of your environment is virtualised?	Approx 80% or physical, and over 98% of application provision. SNH currently have plans for only one other physical to virtual conversion, with the remaining infrastructure servers and appliances remaining physical as part of the current Technical Architecture Design.
16. If you outsource your IT works, please provide who it is with and when the contract started and ends.	N/A
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.	Frameworks are chosen as required to fit the products being procured from all existing Scottish Government Frameworks and key Cabinet Office frameworks for larger projects. Consequently we work with thousands of suppliers and resellers, and cannot list them all. Current trading partners include Dell (direct) HP (direct) S3, Capita, Misco, Insight, XMA, NuVideo, Foursys, AIS Ltd, Sophos, Objective, Oracle, Microsoft, Trustmarque, Computercentre, ESRI, Vodafone, BTO, Intercall, Maindec, SCC, OnesourceIT, MCSA Group

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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.	SNH have 2 staff tasked with job plans that include storage management. These staff are also responsible for host and guest management, patch management, application management, power management and application server management. We do not have the information requested, but estimate that all storage management tasks on average normally require under 7 hours a week.
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.	Currently in transition to new solutions, so cannot comment.
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.	iSCSI 10GB Ethernet