



South Tyneside Council

Date: 17th January 2017

Our Ref: FOI 17 17676

Julie Cornish
request-379879-814742f3@whatdotheyknow.com

Dear Ms Cornish

Freedom of Information Request

I refer to your Freedom of Information Request received on 4th January 2017.

Your request asked for the following information:

Your Request

Under the Freedom of Information Act 2000 I seek the following information about the organisations information technology team and infrastructure equipment:

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.

Council's Response

We can confirm the following information with regards your request above.

1. What is your annual IT Infrastructure Budget for 2016, 2017 & 2018?

This is commercially confidential to BT. Please see response below*

2. What storage vendor(s) and model do you currently use?

HP 3PAR 7400

3. When was the installation date of above storage vendor(s)? (Month/year)

07/2014

4. When is your planned (or estimated) storage refresh date? (Month/year)

07/2019

5. What is your estimated budget for the refresh?

This is commercially confidential to BT. Please see response below*

6. What is the capacity of the storage data in TB? 133TB

7. The total number of IT staff employed by the organization:

This is commercially confidential to BT. Please see response below*

8. Please list and provide contact details for the IT senior management team including CIO, IT Director and Infrastructure Architects if applicable:

Michael Moffett

ICT Service Lead

Email: michael.moffett@southtyneside.gov.uk

9. Please confirm if you are utilising desktop virtualisation technologies and if so how many users do you provide services for?

Not used

10. What backup software do you use?

Commvault and VEEAM

11. How much data do you backup in TB?

74TB

12. Number of servers?

365

13. What operating system(s) do you use?
Linux RedHat, OEL, Windows 2008 R2, Windows 2012

14. Number of virtualised servers?
308

15. What percentage of your environment is virtualised?
85%

16. If you outsource your IT works, please provide who it is with and when the contract started and ends.
Partnership with BT started 01/10/2008 and due to end 30/09/2018

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.
This is commercially confidential to BT. Please see response below*

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.
This is commercially confidential to BT. Please see response below*

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.
This is commercially confidential to BT. Please see response below*

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

***On 1st October 2008 the Council entered into a 10 year Strategic Partnership with BT to provide the Council's ICT services. Under this arrangement all staff, contracts and ICT arrangements have been novated over to BT. It is considered that BT's staff arrangements are confidential and form part of their approach to business development. We are therefore of the opinion that to release this information would prejudice BT's business development.**

The Council is citing Exemption 43 (Commercial Interests) and Exemption 41 (Information Provided in Confidence) of the Freedom of Information Act 2000 for refusal. The Council considers that such a disclosure would prejudice BT's commercial arrangements, and would in our opinion, constitute a breach of our contractual arrangements.

Public Interest Test

Before relying on Exemption 43, the Council also has to apply the public interest test. The Council must consider whether the public interest test in

withholding information outweighs the public interest test in disclosing the information

It is clear that there is public interest in how the Council delivers its ICT services and how it achieves its best value objectives. It is also clear that the Council has a duty to comply with its duties and commercial projects in an appropriate, transparent and professional manner, where applicable.

However, one must also consider the significant impact that such a disclosure would have on our partners as well on the Council:

BT's point of view is that:

- **BT acts in an extremely competitive market place. The disclosure of BT's contracts and pricing structures would be of particular value to external competitors who may try to undercut them in future tender agreements with the Council;**
- **The disclosure of BT contracts and pricing structures may adversely affect the Council's bargaining position and those parties to the agreement in future negotiations;**
- **The release of BT prices and contract information is regarded as sensitive commercial information, which reflects BT's approach to business development. This in effect would involve disclosing and revealing BT's trade secrets.**
- **The disclosure of BT staffing structures is regarded as a trade secret;**

From the Council's point of view it may:

- **Discourage private organisations to tender for contracts with the Council which may jeopardise our value for money initiatives;**
- **Create uncertainty with the existing private contracts we hold.**

Exemption 41 is an absolute exemption and is therefore not subject to the public interest test.

Copyright Procedure

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use this information for your own purposes, including any non-commercial research you are doing and news reporting. Any other re-use of this information, for example commercial publication requires the permission of the Council as the Copyright holder. All re-use requests will be treated under the Re-Use of Public Information Regulation 2006.

Internal Review Procedure

If you are dissatisfied with the handling of this enquiry you can invoke the Council's internal review procedures to ask for an independent review of your request. All such requests must be sent to us within 4 weeks and must clearly state in writing your reference number and your reasons for your request for internal review.

Information Governance, Town Hall and Civic Offices,
Westoe Road, South Shields, Tyne and Wear, NE33 2RL

The Information Governance Team can be contacted at the following address:
Information Governance Team, Town Hall and Civic Buildings, Westoe Road, South Shields, Tyne and Wear, NE33 2RL.

Information Commissioner's Office (ICO)

Should you remain dissatisfied with the final outcome of the internal review process you can write to the Information Commissioner to ask for an independent review. The Information Commissioner is the Government's Independent Body responsible for overseeing the Freedom of Information Act 2000, the Data Protection Act 1998 and the Environmental Information Regulations 2004.

Please do note the ICO will only review cases that have exhausted the Council's internal review procedures. All correspondence to the ICO must quote the Council's reference number and your reasons for your appeal.

The ICO's contact details are as follows: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF. More information can be found on the ICO's website at www.informationcommissioner.gov.uk.

If you have any further queries about this matter then please do not hesitate to contact us.

Yours sincerely

Beverley Robinson
Information Governance Manager
Information Governance

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